
Contents

| | | |
|---|---|-----------|
| 1 | Introduction | 1 |
| | Ferri Abolhassan | |
| Part I Critical Factors for Successful Global IT Service Organizations | | |
| 2 | The Challenges of Modern IT | 11 |
| | Falk Uebernickel and Walter Brenner | |
| Part II Industrial Reformation | | |
| 3 | Transformation in the IT Industry | 35 |
| | Katharina Grimme and Peter Kreutter | |
| 4 | From Project to Product Orientation | 43 |
| | Markus Löffler and Felix Reinshagen | |
| 5 | The IT Product Factory | 49 |
| | Markus Löffler and Felix Reinshagen | |
| 6 | Industrialization in IT and Traditional Industries: Similarities and Differences | 57 |
| | Katharina Grimme and Peter Kreutter | |
| Part III Tools for Short-Term Optimization and Greater Efficiency | | |
| 7 | Short-Term Quality Improvements | 65 |
| | Stephan Kasulke | |
| 8 | Optimizing Costs and Efficiency | 73 |
| | Stefan Bucher and Carsten Glohr | |
| 9 | Governance Models | 79 |
| | Carsten Glohr | |
| 10 | Performance Management and Reporting | 87 |
| | Jörn Kellermann, Tom In der Rieden, and Gregor Altmann | |

Part IV Structural Changes

| | |
|---|-----|
| 11 Elements of Structural Change and the Management of Transformation | 93 |
| Henryk Biesiada | |
| 12 Improving Quality over the Medium and Long Term | 97 |
| Stephan Kasulke | |
| 13 The IT Factory: A Vision of Standardization and Automation . . . | 101 |
| Carsten Glohr, Jörn Kellermann, and Holger Dörnemann | |
| 14 Focusing on Core Competencies and Divestment | 111 |
| Marc Wilczek | |
| 15 Utilization | 117 |
| Tom In der Rieden | |
| 16 Towards Standardized Portfolios: End-to-End Challenges in Modern IT Production—From the Portfolio to the Production Process | 123 |
| Henryk Biesiada and Bernd Debus | |
| 17 Data Center 2.0: Energy-Efficient and Sustainable | 129 |
| Rainer Weidmann and Hans-Rüdiger Vogel | |
| 18 Sourcing Strategies | 137 |
| Birgit Wahl and Carsten Glohr | |
| 19 Creating Value with Make-or-Buy Decisions | 145 |
| Carsten Glohr and Henryk Biesiada | |
| 20 Optimizing Procurement Portfolios and Supplier Management . . . | 153 |
| Peter Schnitzenbaumer and Thomas Wind | |
| 21 People Management during Transformation | 159 |
| Michael Rubas, Peter Schnitzenbaumer, and Petra Trost-Gürtner | |

Part V Innovation Ecosystems

| | |
|---|-----|
| 22 Innovation as the Fuel of Commercial Success | 165 |
| Marcus Hacke, Stefan Diefenbach, and Dirk Wellershaus | |
| 23 Customers as the Engines of Innovation | 173 |
| Holger Dörnemann | |
| 24 Innovation Partnerships | 181 |
| Thomas Ehrlich | |
| 25 Transferring Innovation from Science and Research | 187 |
| Björn Froese | |
| 26 In-House Innovation Management | 193 |
| Henryk Biesiada and Christine Ebner-Um | |

Part VI En Route to the IT Factory

27 Conclusions and a Look Ahead 203
 Ferri Abolhassan

Glossary 207

The Road to a Modern IT Factory
Industrialization – Automation – Optimization
Abolhassan, F. (Ed.)
2014, XX, 210 p. 61 illus.,
ISBN: 978-3-642-40219-7