

A Research & Educational Framework for Service Management

SSME Conference

Education for the 21st Century

IBM Almaden Systems Research

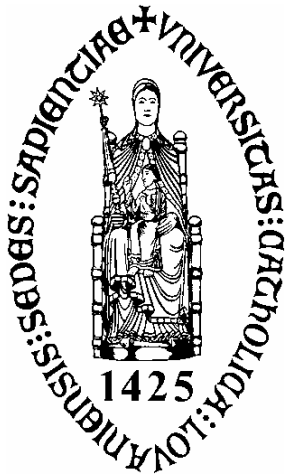
5 – 7 october 2006

Prof. Dr. Guido Dedene

Katholieke Universiteit Leuven

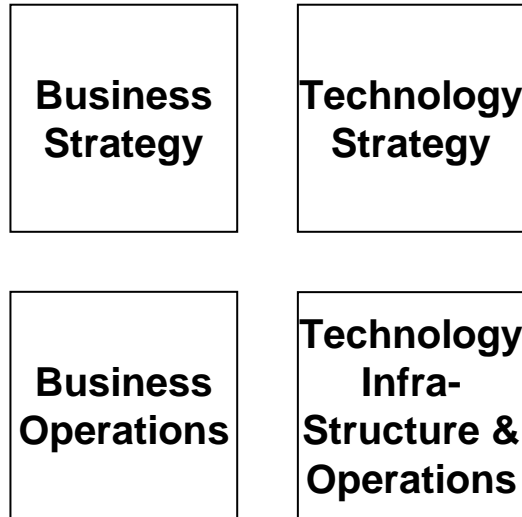
Universiteit van Amsterdam

Vlerick Leuven Gent Management School

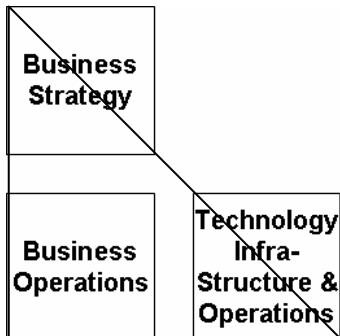


UNIVERSITEIT VAN AMSTERDAM

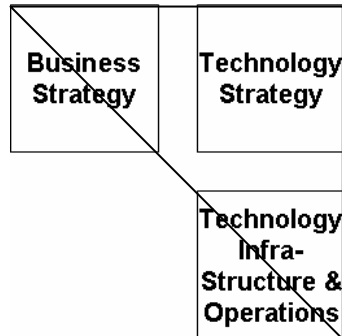
Classical Management Frameworks...



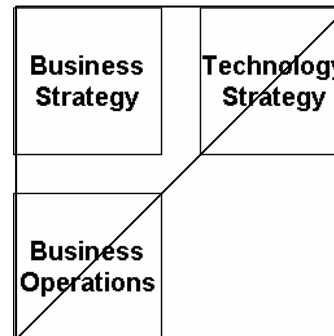
Strategy execution



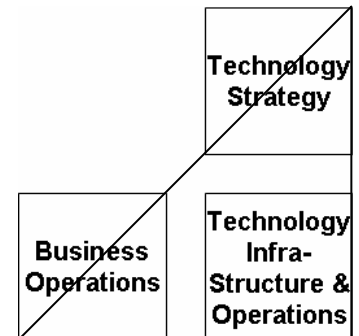
Technology potential



Competitive potential

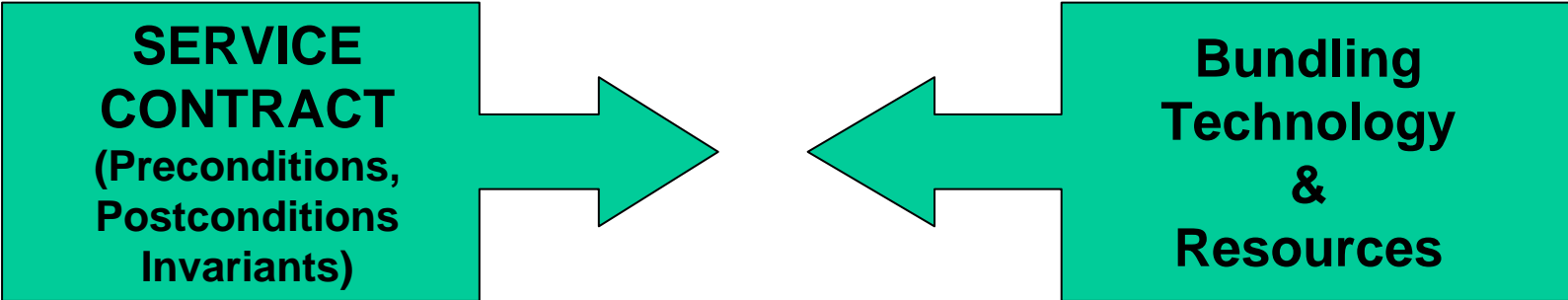
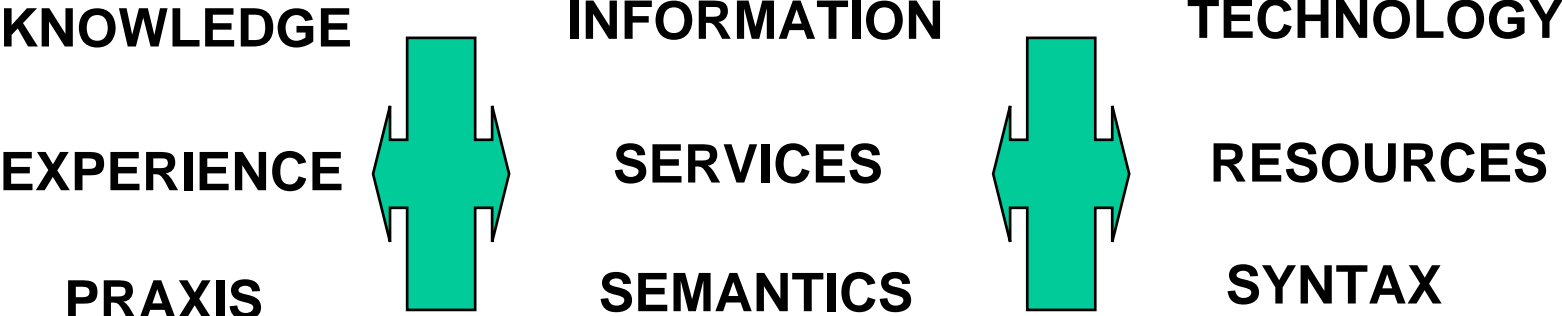


Service delivery

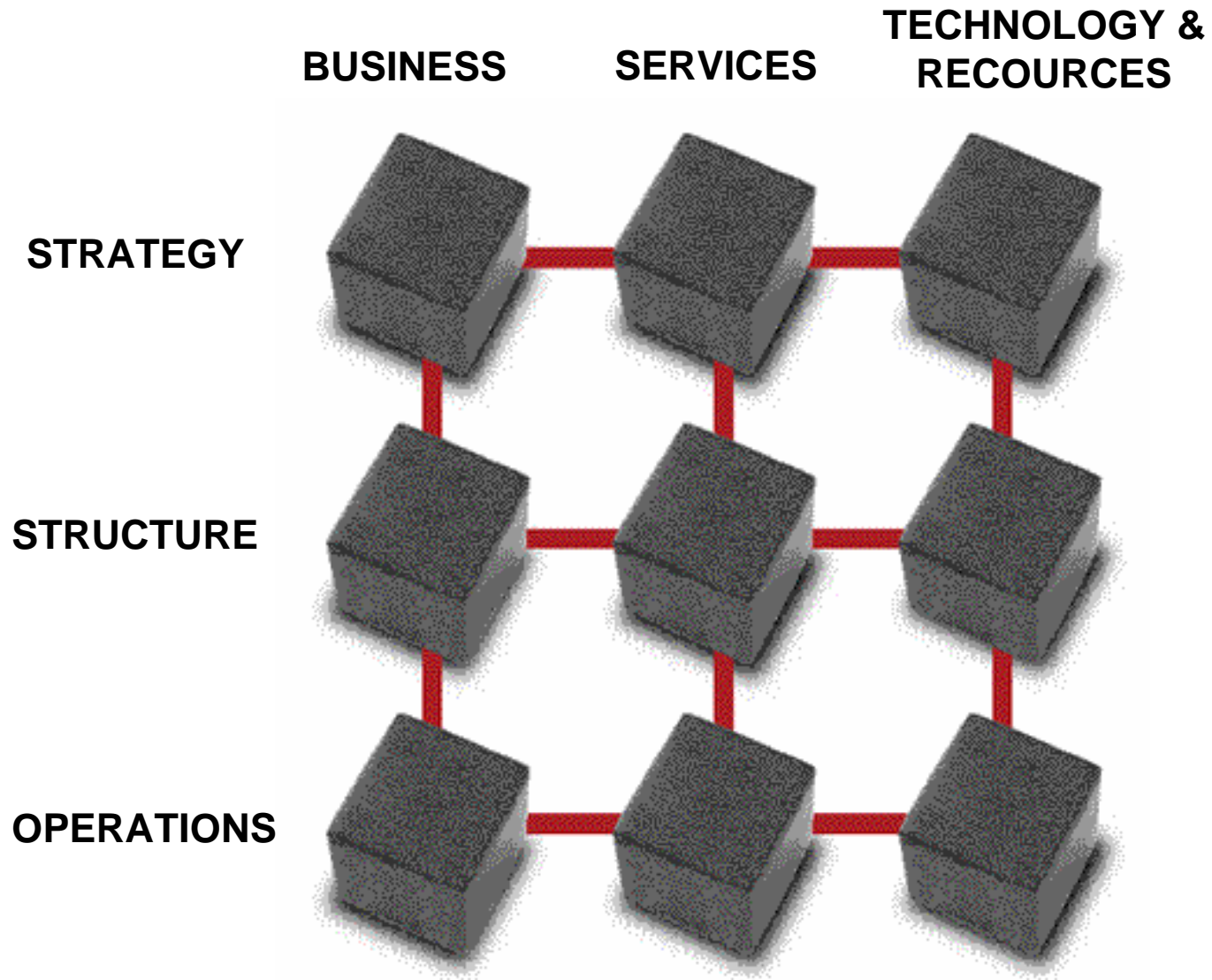


Services versus Technology/Resources

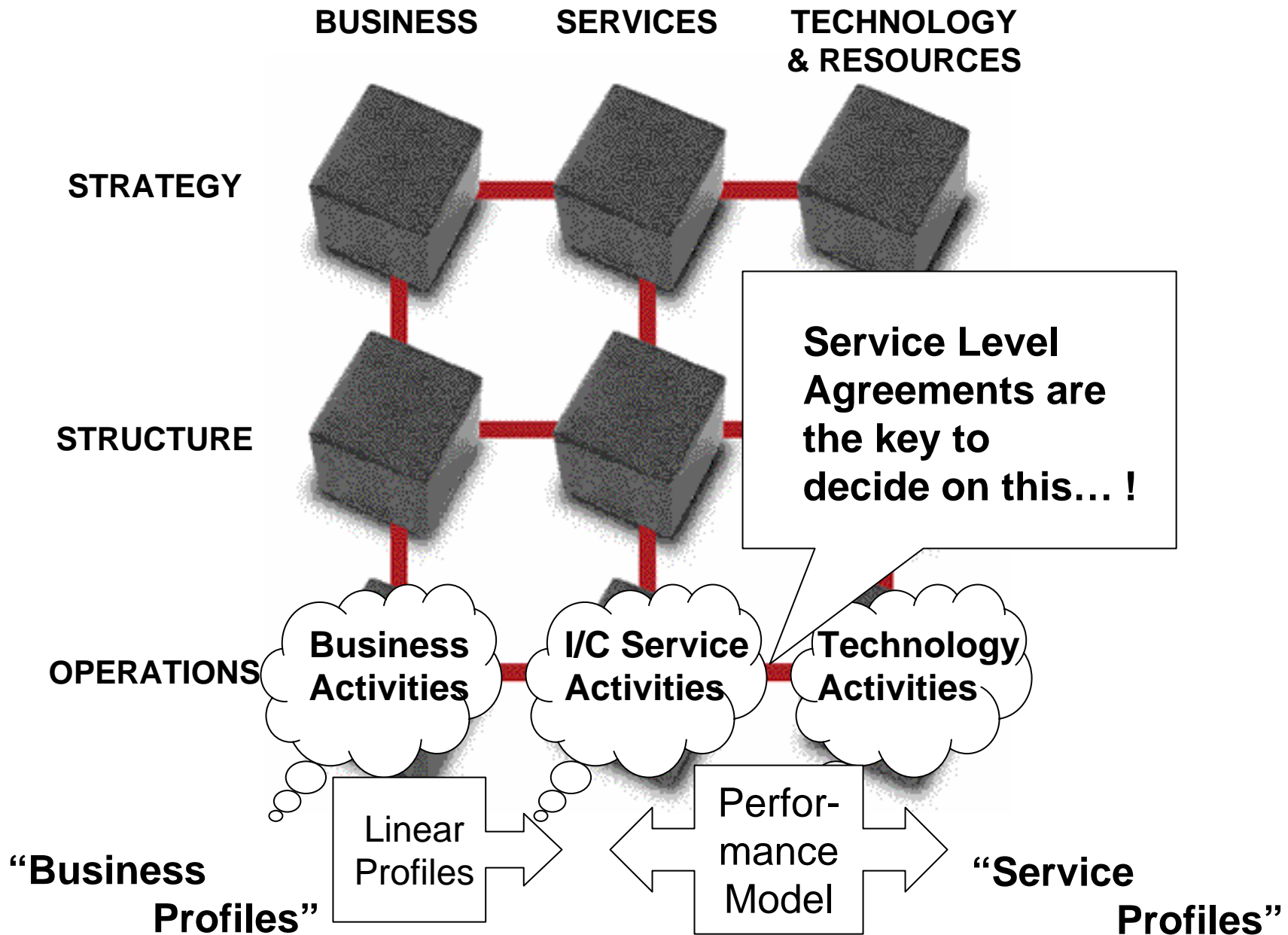
SERVICE = ... *A Meaningful BUNDLE of TECHNOLOGY/RESOURCES satisfying a predefined Service Contract*



The Service Management Enneahedron



The Enneahedron and Activity Based Costing



Case Study: ICT/S Service Management



BUSINESS INFORMATION/ TECHNOLOGY
COMMUNICATION

STRATEGY

STRUCTURE

OPERATIONS

