

# THE 5<sup>TH</sup> INTERNATIONAL CONFERENCE ON ENTERPRISE SYSTEMS ES2017

22-24 SEPTEMBER 2017, BEIJING, CHINA

## Special Session on “IT Operations Management (ITOM) – Challenges & opportunities” Call for Papers

Organizations have complex, heterogeneous, and dynamic IT system landscapes that support their business processes. Thus, IT Service Management (ITSM), DevOps, and other concepts are arising and gaining more importance to support managing these landscapes. Operations Management (OM) is “the process whereby resources, flowing within a defined system, are combined and transformed by a controlled manner to add value in accordance with policies communicated by management”. ITIL sets the IT Operations Management (ITOM) objectives to monitor and control the IT services and IT infrastructure. The ITOM process executes day-to-day routine tasks related to the operation of infrastructure components and applications. Gartner, Inc.© divides the ITOM market into 10 major segments that include: DBMS, application management, availability and performance, event fault and log management, network management, configuration management, IT services desk and IT help desk, asset management, job scheduling and other ITOM for tools used to manage hardware peripherals.

Standardization, industrialization, agility, visibility, availability, and sustainability are some of the main challenges facing ITOM researchers and practitioners. In this minitrack, integrating these issues with the traditional areas of interest in the field in order to reach a systematic ITOM approach will be discussed. Topics of interest include but are not limited to:

- The effect of introducing ITSM standards in companies.
- How to introduce industry standards and common practices into ITOM?
- The particularities of ITOM.
- ITOM challenges: For example, why and how could agile operations improve the Problem Management process in ITOM? How could automatization and standardization improve the process sustainability? What is the effect following the 3BL report concept (Profit, People, Planet)?

### Submission

When you submit your paper, please select this section in the submission system.

### Principal Organizers:

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**Important Dates:**

Submission deadline: May 31, 2017 (passed)

Notification of acceptance: July 7, 2017

Final manuscript due: July 31, 2017

Registration due: Aug. 22, 2017

Note: the special sessions apply the same deadlines and submission instructions, please check the updated deadline at <http://www.ie.tsinghua.edu.cn/es2017> .