



Manage IT!: Organizing IT Demand and IT Supply

Theo Thiadens

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This book came into being in the form of lecture notes for the subject Information technology management (IT management) at the Twente University in the Netherlands. Since 1995 this subject is part of the Master's degree of the course Business Management and Information Technology. Over a decade of teaching, this book developed into what it is today. The book gives an idea of how organizations should organize their information and communication technology facilities in order to be able to say "IT does not matter." Management and the organization of IT are only conveniences within day-to-day operations and enablers, for organizations that want to supply other products and services. The book has the following starting points: (a) The IT support of products and services of organizations makes functional and performance demands on the IT facilities. In order to meet these requirements optimally, an IT architecture is required. The IT services and products are supplied within this architecture. (b) Controlling IT is part of normal operational management. This means that: - at setting up the IT facilities the principles of logistics and operations management apply; - the information, needed for controlling a process, makes demands on the set-up of the information service process. The question is: - whether someone is authorized to supply the data; - whether the data corresponds with the physically present objects and - whether the given data is correct and complete. (c) A distinction is made between both the IT demand and the IT supply organization. Both organizations have to be set up. Methods indicate, xi xii Preface which processes have to be in place in these organizations and each of these processes has financial, personnel, legal and security aspects.

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