Informatics 17 - Chair for Information Systems
TUM Department of Informatics
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Student Theses and Projects: Methods to Master Heterogeneity in IT Service Value Networks: A Literature Review

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Several students work possible: Theses (BA/MA/DA)/Projects (IDP/SEP/Projektstudium), Reference number 2015-047

Advisor(s): Robert Heininger[2]

CONTEXT

Cloud computing supports specialization and modularization of service providers and involves the trend towards distributed service generation. Therefore, multi-vendor networks arise and IT departments have to handle heterogeneous IT service value networks (ITSVN). This thesis should identify approaches to manage heterogeneity in the ITSVN by analyzing the IT service management (ITSM) literature. In a first step, the ITSM models and standards, in particular the ISO/IEC 20000, ITIL, COBIT, and eTOM should be analyzed. In a second step, the scientific literature should be reviewed and analyzed. To identify relevant literature, a search in 22 A-ranked journals and the six major databases (IEEE Explorer, Science Direct, ACM Digital Library, EBSCO Host, Emeralds, and AIS Electronic Library) should be performed. Additionally, a backward and forward search should be conducted.

TASK(S)

- Conceptualization of a literature review according to vom Brocke et al. (2009)
- Conducting a literature review according to vom Brocke et al. (2009) and Webster/Watson (2002)
- Analyzing literature according to vom Brocke et al. (2009) and Webster/Watson (2002)

REQUIREMENTS

- Interest in IT service management
- High degree of autonomy and individual responsibility
- Structured and methodical style of work
- Ability to think analytically and to reason Coding skills

FURTHER INFORMATION

Die Arbeit kann auch auf Deutsch verfasst werden.

Please send your application including our application form [3], "Notenauszug" from TUMonline, and cv to winfo-lehre@in.tum.de[4]. Please note that we can only consider applications with complete documents.

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