



# Quality Management for IT Services: Perspectives on Business and Process Performance

By Claus-Peter Praeg

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Many modern business processes would be unable to function without corresponding IT services. In spite of this ever-growing dependency, as well as the rise of customer expectations for performance and quality of IT services, very little research has been done on the topic of IT service quality management.

Quality Management for IT Services: Perspectives on Business and Process Performance aims to reduce this knowledge gap and to encourage people to spend more time researching the numerous facets of this increasingly important aspect of commercial value adding. Featuring economic and social perspectives along with implementation and practical solutions, this book gives both scientists and practical experts an insight into the many different facets of IT service quality management.

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#### About the Author

**Claus-Peter Praeg** is project manager and key accountant for the financial service sector at the Institute for Industrial Engineering (IAO) of the Fraunhofer Society. He is responsible for national and international research and consulting projects in the area of IT service & business performance management, IT business alignment and IT value engineering. He holds a master degree in management and economics of the University of Stuttgart-Hohenheim. Claus Praeg is a certified Project Management Professional (PMP®) and foundation certified for ITIL. He is author and co-author of several market studies and refereed articles in the areas of IT service management, value engineering and business performance management.

**Dieter Spath** is Professor at the Institute for Human Factors and Technology Management (IAT) at the University of Stuttgart and director of the Fraunhofer Institute of Industrial Engineering (IAO). Before he was Managing Director for KASTO-enterprises and Professor at the Institute for Machine Tools and Production Science and Dean of the faculty of Mechanical Engineering at the University of Karlsruhe (TH). Dieter Spath is Vice President of acatech (Council for Technical Sciences of the Union of German Academies of Sciences and Humanities), Secretary General of IFPR (International Foundation of Production Research), Fellow of CIRP (International Institution for Production Engineering Research) and is member of the European Academy for Industrial Management (EAIM). Dieter Spath holds a honorary doctorate from Technical University of Munich. He is bearer of the Federal Cross of Merit of the Federal Republic of Germany and the Medal of Merit of the Technical University of Gdansk.

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