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Improving the agility of IT service networks

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The world is changing fast. These fast changes are enabled by the unprecedented development of information technology. The changes also put a heavy burden on information technology. On one hand IT needs to be swiftly adapted as result of changed demand. On the other hand IT needs to be utmost reliable since our society increasingly depends on IT.

The lack of speed and the lack reliability is caused by high complexity. IT and the people working on the IT have many interdependencies and many of these interdependencies are critical. A failure of one part results in an avalanche of disruptions in interdependent parts. For the same reason achieving IT changes is difficult, since a change in one part causes unpredictable effects in dependent IT systems.

The author of this dissertation has developed and researched ways to deliver IT with more Agility and more reliability, by improving the collaboration between people that deliver the IT services. With these ways software can be delivered on the market faster and with less IT failures. Several experiments in the IT industry have confirmed the validity of the results.

Jan Vlietland (1971) was born in Goedereede, The Netherlands. He studied Computer Science at the Hogeschool West-Brabant and graduated in 1998. After his study he started his professional career. Jan worked as a consultant, trainer and manager in the field of organizational transformation for several years. Jan founded Search4Solutions B.V. and combined his professional services with a Master of Science at the Open University. After being graduated he continued on the same path by combining professional service delivery with a part-time PhD.

Jan Vlietland

IMPROVING THE AGILITY OF IT SERVICE NETWORKS

Jan Vlietland