Working with industry on IT Performance Management

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In most regions of the world special interest groups on ICT performance management are active. These groups usually operate as special interest groups under the auspice of national computer societies. They have annual conferences in which practitioners, vendors and academia participate. Papers at the conferences cover various aspects of system performance and service management.

This poster summarizes the presentations at the annual conference of the Computer Measurement Group (CMG) Australia (which includes New Zealand) over the last few years. We can see how the themes of papers changed over time and how academia, industry and vendors contribute. We also see how overseas specialists contribute to the benefit of the region and how joint activities with industry could be published.

(Author presented eight papers at the annual conference of the Capacity Management Group (CMG) in South Africa between 1991 and 2002 Papers accepted for 2004 CMG in Australia. Papers always about industry experience linked to literature – case studies used specifically in post-graduate studies on IT Capacity Management(MBA) and IT Service Management (DCom))