IM 2009 Application Sessions

Tuesday, June 2nd

11:00 - 12:40
Application Session 1 - Management Tools
Chair: Burkhard Stiller

- **Building End-to-End Management Analytics for Enterprise-Scale Data Center**
  *Hai Huang, Ramani Routray, Yaoping Ruan, Chung-hao Tan, Sandeep Gopisetty, Anees Shaikh*

- **SURFmap: A network monitoring tool based on the Google Maps API**
  *Rick Hofstede, Tiago Fioreze*

- **Auto-Connectivity and Security Setup for Access Network Elements**
  *Henning Sanneck, Eddy Troch, Christoph Schmelz, Luc De Bie*

2:00 – 3:40
Application Session 2 - Service Management and Best Practices
Chair: Marcus Brunner

- **Introducing process-oriented IT Service Management at an Academic Computing Center:**
  *An Interim Report Michael Brenner, Heinz-Gerd Hegering, Helmut Reiser, Christian Richter, Thomas Schaaf*

- **Multi-Tenant Solution for IT Service Management: A Quantitative Study of Benefits**
  *Larisa Shwartz, Yixin Diao, Genady Grabarnik*

- **Best Practices for Deploying a CMDB in a large-scale Environment**
  *Alexander Keller, Suraj Subramanian*

Wednesday, June 3rd

11:00 – 12:40
Application Session 3 - Management Models
Chair: Alexander Keller

- **Modeling Remote Desktop Systems in Utility Environments with Application to QoS Management**
  *Vanish Talwar, Klara Nahrstedt, Dejan Milojicic*

- **A Model Based Approach to Autonomic Management of Virtual Networks**
  *Steven Davy, Claire Fahy, Zohra Boudjemil, John Strassner*

- **Web-based Administration of Grid Credential for Identity and Authority Delegation**
  *Songjie Wei, Subrata Mazumdar*