

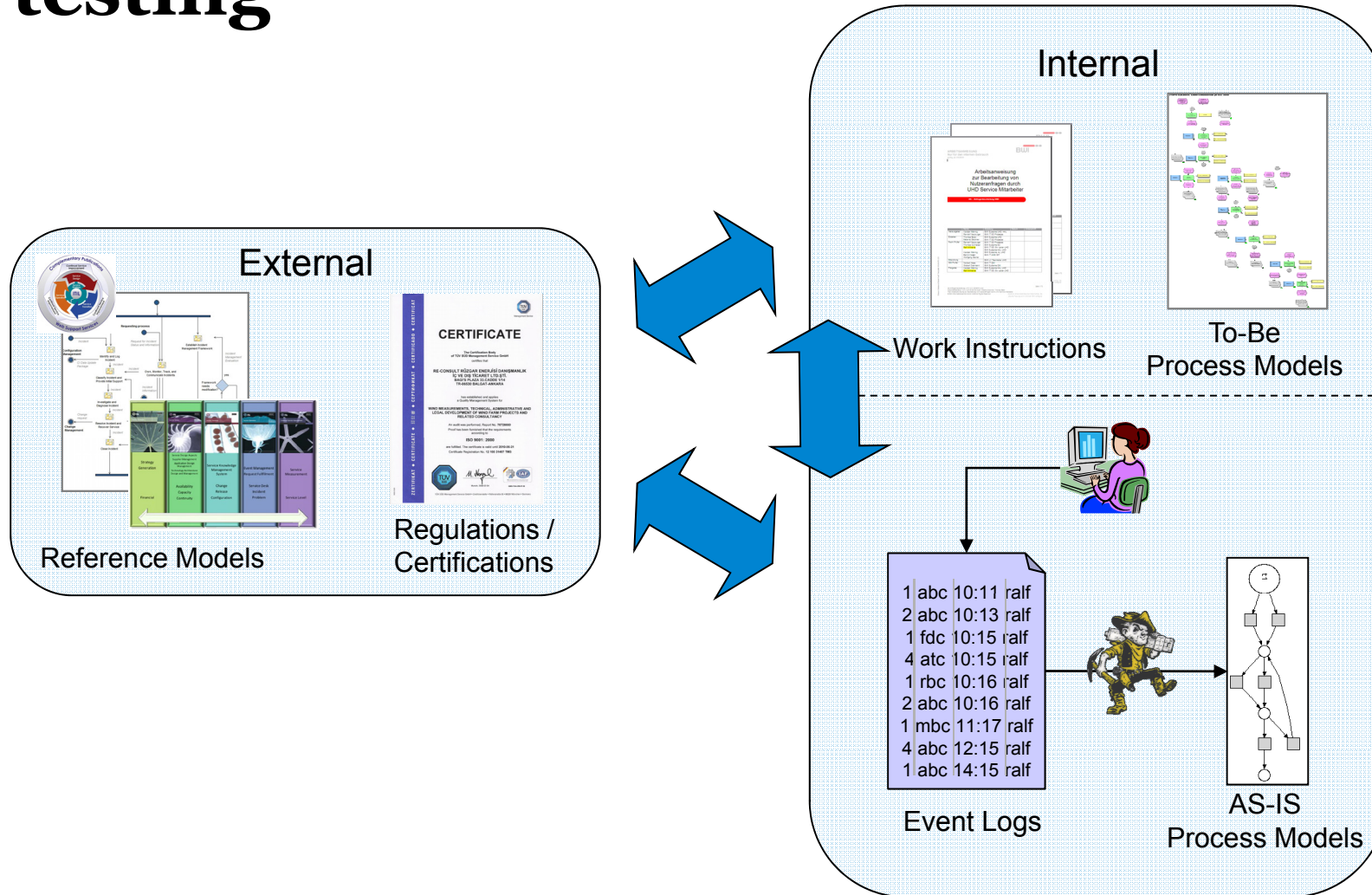
Compliance Analysis in IT Service Management Systems

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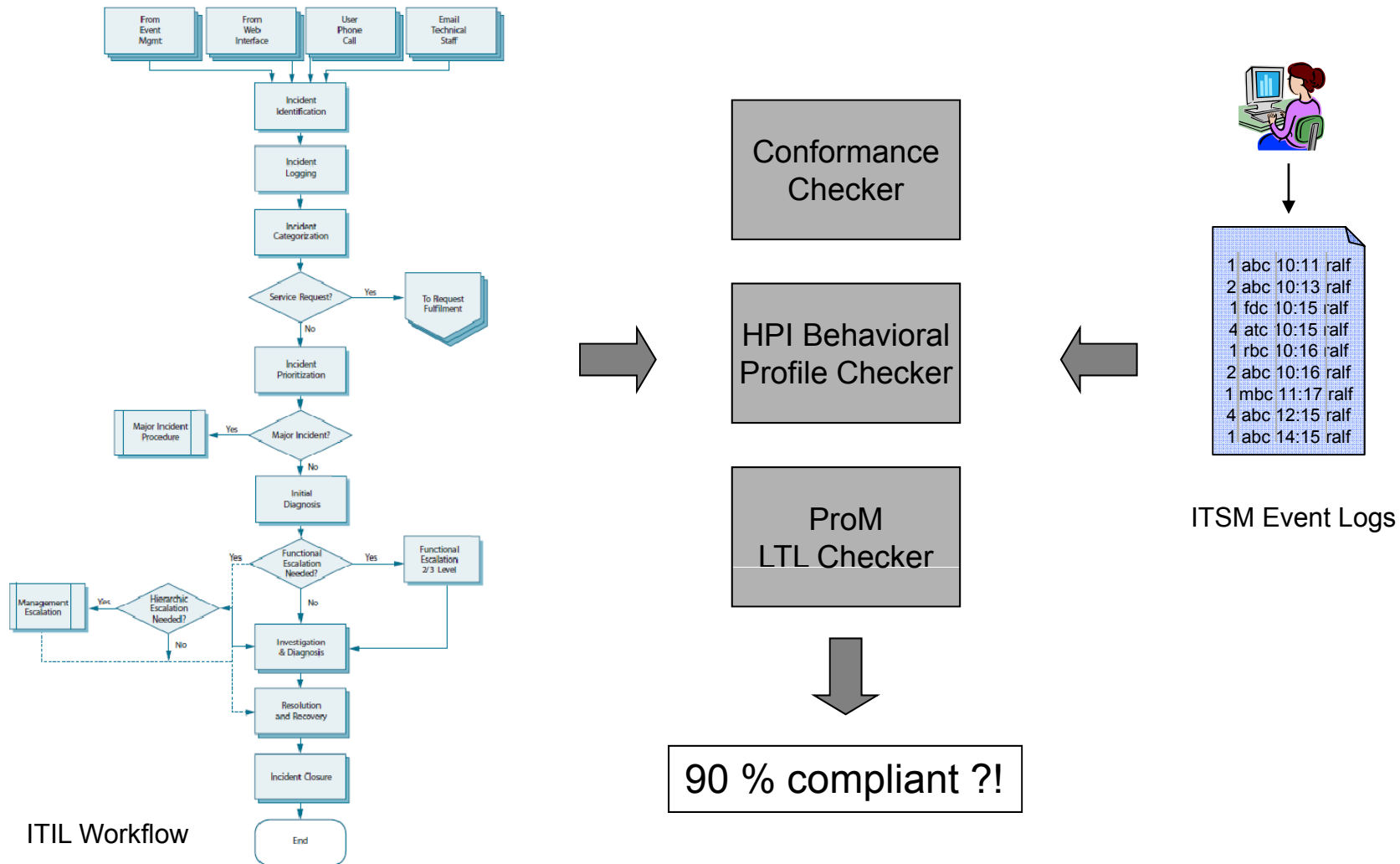
21 January 2011



Automated process compliance testing



Process Flow Compliance



Results and Future Work

What we found	What we are going to do
<ul style="list-style-type: none">• Strengths and weaknesses<ul style="list-style-type: none">– Complex business rules can only be handled by LTL– LTL Checker provides best root cause analysis capabilities– ...• Suggestions for improvement	<ul style="list-style-type: none">• Compliance impact analysis<ul style="list-style-type: none">– Influence of environment– Influence on performance• Inclusion of more complex business rules• Drill-down, roll-up analysis on different layers of abstraction



Thanks for your attention!

