

Geschäftsprozessbasiertes It-controlling - Mark Von Kopp-krimpenfort

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In der vorliegenden Arbeit sollen die grundlegenden Ideen eines geschäftsprozessbasierten IT-Controlling dargestellt werden. Die Arbeit ist so aufgebaut, dass nach der Klärung der im Mittelpunkt stehenden Begriffe 'IT-Controlling' und 'Geschäftsprozess' die Aufgabe und Funktionsweise des Prozesscontrollings formuliert und herausgearbeitet wird. Im Hauptteil werden die Aussagen über das Prozesscontrolling auf das Anwendungsgebiet IT übertragen und geprüft, inwieweit ein geschäftsprozessbasiertes IT-Controlling Kosten und Erlöse von IT-Ressourcen messen und optimieren kann. In den Schlussbemerkungen wird das Ergebnis der vorliegenden Arbeit zusammengefasst und ein kurzer Ausblick über die Bedeutung geschäftsprozessbasiertes IT-Controlling gegeben.

Author: von Kopp-Krimpenfort, Mark
Publisher: GRIN Verlag
Illustration: N
Language: GER
Title: Geschäftsprozessbasiertes IT-Controlling
Pages: 00015 (Encrypted PDF)
On Sale: 2007-01-01
SKU-13/ISBN: 9783638689489
Category: Business & Economics : General

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