Abstract

The dissertation at hand presents a methodical approach to optimized coordination of process requirements, IT – system requirements and staff qualifications within the professional services environment. Even though, in recent times, this economic sector achieves highest growth rates, only an insufficient stock of models exists for economic purposes.
Therefore, on the basis of the defining service attributes, the organizational aspects, the characteristics of business functions and a basic understanding of supportive IT-function structures are developed in this paper at first. A model of procedure is the core of the situational assessment of skills structures, task structures and IT function structures. The interaction of collaborative, knowledge-based core services and supporting services, that can be standardized, is described by reference processes. The possibilities of the current IT technical realization are enhanced. Subsequently, the orchestration concept is deduced from the sum of this IT - functionalities.
These three steps, single case analysis, comparison with reference processes and orchestration of the IT systems, form the general concept for the management of professional services. For the evaluation of this concept proposal, the paper is completed by selected case studies and typical applications.