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Management Technologies for E-Commerce and E-Business Applications

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Preface

This volume of the Lecture Notes in Computer Science series contains all the papers accepted for presentation at the 13th IFIP/IEEE International Workshop on Distributed Systems: Operations and Management (DSOM 2002), which was held at the University of Montreal, Canada, from 21 to 23 October 2002.

DSOM 2002 was the thirteenth workshop in a series of annual workshops and it follows in the footsteps of highly successful previous meetings, the most recent of which were held in Nancy, France (DSOM 01), Austin, USA (DSOM 00), Zurich, Switzerland (DSOM 99), Delaware, USA (DSOM 98), and Sydney, Australia (DSOM 97). The goal of the DSOM workshops is to bring together researchers in the areas of network, systems, and services management, from both industry and academia, to discuss recent advances and foster future growth in this field. In contrast to the larger management symposia, such as IM (Integrated Management) and NOMS (Network Operations and Management Symposium), the DSOM workshops are organized as single-track programs in order to stimulate interaction among participants.

The focus of DSOM 2002 is “Making e-commerce and e-business applications successful through management.” As e-commerce and e-business applications grow to be a prominent part of day-to-day business, management technologies that support them gain in importance. The papers presented at the workshop address the underlying technologies that are key to the success of e-commerce and e-business applications, assuring quality of service, security and trust, end-to-end service management, and ubiquity.

This year we were fortunate to receive 40 high-quality papers from 15 countries, of which 16 were selected for the 5 technical sessions. The technical sessions covered the topics “Managing Quality of Service,” “Measuring Quality of Service,” “Service Architectures,” “Policy and Process,” and “Fault Analysis.” This year we also included in the program a panel session titled “Enforcing Quality: Myth or Reality?,” to provide a forum for open discussion of the state-of-the-art and requirements for quality-of-service configuration, monitoring, and enforcement.

This workshop owes its success to all the members of the technical program committee, who did an excellent job of encouraging their colleagues in the field to submit high-quality papers, and who devoted a lot of their time to help create an outstanding technical program. We thank them sincerely. We are also very grateful to the volunteer reviewers who gave generously of their time to make the review process effective.

October 2002

Gilbert Babin
Metin Feridun
Peter Kropf

Organization

The 13th IFIP/IEEE International Workshop on Distributed Systems: Operations and Management (DSOM 2002) was sponsored by IFIP (TC 6, Communication Systems; WG 6.6, Management of Networks and Distributed Systems), the IEEE Communications Society, the Ministère de la Recherche, de la Science et de la Technologie du Québec, IBM, CIRANO (Center for Interuniversity Research and Analysis on Organizations), CRT (Center of Research on Transportation), and Bombardier.

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