

The world is changing fast. These fast changes are enabled by the unprecedented development of information technology. The changes also put a heavy burden on information technology. On one hand IT needs to be swiftly adapted as result of changed demand. On the other hand IT needs to be utmost reliable since our society increasingly depends on IT.

The lack of speed and the lack reliability is caused by high complexity. IT and the people working on the IT have many interdependencies and many of these interdependencies are critical. A failure of one part results in an avalanche of disruptions in interdependent parts. For the same reason achieving IT changes is difficult, since a change in one part causes unpredictable effects in dependent IT systems.

The author of this dissertation has developed and researched ways to deliver IT with more Agility and more reliability, by improving the collaboration between people that deliver the IT services. With these ways software can be delivered on the market faster and with less IT failures. Several experiments in the IT industry have confirmed the validity of the results.

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