

World Class IT Service Delivery

Peter Wheatcroft

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Peter Wheatcroft : World Class IT Service Delivery before purchasing it in order to gauge whether or not it would be worth my time, and all praised World Class IT Service Delivery:

"World Class IT Service Delivery" is a distillation of best practices in IT service delivery. It demonstrates the factors that enable organisations to achieve world class standards and the competitive advantage that this brings. The book is for IT managers, executives and consultants needing to raise their service standards or contemplating offshoring their IT. It supports the ISEB service management certificate and is of core interest to those taking IT service management courses.

This is a well-constructed and thoroughly readable book. Packed with case studies and valuable real-world examples, this book should clarify and inform thinking for those that manage either side of the complex relationship between the business and the IT service provider, and should help move that relationship to the next level. - IT Training Magazine --IT Training Magazine A mindset for how IT should engage with business.--Gareth Morgan "Information Age "In this book [Peter Wheatcroft] sets out to help IT professionals hunt out the secret sauce that will enable them to deliver a truly world class service. What follows is a well considered text focused on the process of building a team capable of delivering such an IT service. Wheatcroft eulogises on the benefits - both organisationally and professionally - that result. The book maps out a linear path to this IT nirvana, with Wheatcroft providing a walkthrough of tried and tested approaches for improving the reputation of the IT department that involve the acceptance that service orientation is not just a neat architectural technique but a mindset for how IT should engage with business.--Gareth Morgan "Information Age "This book provides a wide-ranging and balanced view of implementing a truly world-class service function.--Aidan Lawes FBCS CITP FISM From the Inside Flap This book is for IT managers, executives and consultants who need to raise their service standards, are contemplating offshoring their IT or moving towards 24x7 service excellence. From the Back Cover This book is for IT managers, executives and consultants who need to raise their service standards, are contemplating offshoring their IT or moving towards 24x7 service excellence. Written from a real-life business perspective, this book explores not only existing and developing global IT standards, but IT performance aspirations, and the cultural emphasis needed to lift the standard of delivery from the every day to the exceptional. World Class IT Service Delivery is a manual for reaching - and sustaining - best practice in terms of performance, practice and outlook. Defining world class Service delivery Developing a services value proposition Quality management Developing the business proposition Redefining the role of the user Governing service delivery Peter Wheatcroft is a management consultant, currently tasked with improving the management of IT departments in a number of prestigious blue chip companies. Holding chartered status as both an engineer and IT professional, he is a fellow of the BCS and IET, as well as a member of the Chartered Management Institute and the British Quality Foundation.