

1. Record Nr.	UNINA9910785258403321
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Titolo	Lean IT : enabling and sustaining your lean transformation // Steven C. Bell and Michael A. Orzen
Pubbl/distr/stampa	New York : , : Productivity Press, , 2011
ISBN	0-429-24586-6 1-282-90285-7 9786612902857 1-4398-1757-X
Descrizione fisica	1 online resource (372 p.)
Altri autori (Persone)	OrzenMichael A
Disciplina	004.068/4 658.514
Soggetti	Information technology - Management Information resources management
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Front cover; Contents; Acknowledgments; Introduction; Section I: Foundation What Is Lean IT and Why Is it Important?; Chapter 1: Why Does Lean IT Matter?; Chapter 2: Foundations of Lean; Chapter 3: The Lean IT and Business Partnership; Section II: Integration Aligning Lean IT and the Business; Chapter 4: Lean IT and Business Process Improvement; Chapter 5: Lean IT Lessons Learned from Lean Manufacturing: Flow and Pull; Chapter 6: Lean Management Systems; Section III: Performance IT Operational Excellence; Chapter 7: Lean IT Operations: ITIL and Cloud Computing Chapter 8: Lean Software DevelopmentChapter 9: Applying Lean to Project Management; Section IV: Leadership Roadmap; Chapter 10: Leading the Lean IT Transformation; Chapter 11: A Lean IT Roadmap; Section V: Lean IT Case Studies; Case Studies; Appendix A: A Brief History of Continuous Improvement; Appendix B: How Lean and Six Sigma Work Together; Appendix C:Information Wastes; Appendix D: IT Service Desk A3 Example; Index; Back cover
Sommario/riassunto	Winner of a Shingo Research and Professional Publication AwardInformation Technology is supposed to enable business

performance and innovation, improve service levels, manage change, and maintain quality and stability, all while steadily reducing operating costs. Yet when an enterprise begins a Lean transformation, too often the IT department is either left out or viewed as an obstacle. What is to be done? Winner of a 2011 Shingo Research and Professional Publication Award, this book shares practical tips, examples, and case studies to help you establish a

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