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MANAGER IN PLANNING A MAJOR PROCESS CHANGE; PLANNING AND ORGANISATION; APPENDIX: SERVICE MANAGEMENT FRAMEWORK TEMPLATE; REFERENCE; INDEX; Back Cover

Sommario/riassunto

The role of a continual service improvement (CSI) manager is to align IT services to changing business needs and to identify areas for improvement. This practical book gives an introduction to the role, covering areas such as purpose, required skills, responsibilities, interface and career progression as well as tools, standards and frameworks.