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| Autore | Wheatcroft Peter |
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| Nota di bibliografia | Includes bibliographical references (p. 159) and index. |
| Nota di contenuto | Copyright; Contents; Figures and tables; About the author; Acknowledgements; Abbreviations; Useful websites; Introduction; 1 Defining world class; 2 Service delivery; 3 Developing the services value proposition; 4 Quality management; 5 Developing the business proposition; 6 Redefining the role of the user; 7 Governing service delivery; 8 The end result; References; Index; Back Cover |
| Sommario/riassunto | This book is a distillation of best practices in IT service delivery and demonstrates the factors that enable organisations to achieve world class standards. The book is for IT managers, executives and consultants. It supports the ISEB Service Management Certificate and other IT service management courses. |