

1. Record Nr.	UNISA996397688103316
Autore	Scott Thomas <1580?-1626.>
Titolo	Certaine reasons and arguments of policie, why the King of England should hereafter giue over all further treatie, and enter into warre with the Spaniard [[electronic resource]]
Pubbl/distr/stampa	[London, : s.n.], Printed M.DC.XXIV. [1624]
Descrizione fisica	[16] p
Soggetti	England Foreign relations Spain Early works to 1800 Spain Foreign relations England Early works to 1800
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	By Thomas Scott. Place of publication from STC. Signatures: A-B. In this edition A3r line 14 ends "Spaniard is"; line 9 begins "Spaniards" (no comma). Part of quire B is in the same setting as STC 22073.8. Identified as item no. 10, reel 2033, unit 64, of the UMI microfilm reel guide "Early English books 1475-1640". Reproduction of original in the Henry E. Huntington Library and Art Gallery.
Sommario/riassunto	eebo-0113

2. Record Nr.	UNINA9910788055003321
Autore	Whapples David
Titolo	Continual service improvement manager : careers in IT service management // David Whapples
Pubbl/distr/stampa	Wiltshire, England : , : BCS, , 2015 ©2015
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Edizione	[1st edition]
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Collana	BCS Guides to IT Roles
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Soggetti	Information technology - Management Support services (Management)
Lingua di pubblicazione	Inglese
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Livello bibliografico	Monografia
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Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Front Cover; Copyright; CONTENTS; LIST OF FIGURES AND TABLES; AUTHOR; ABBREVIATIONS; PREFACE; 1 INTRODUCTION; WHY CHANGE?; SERVICE IMPROVEMENT; THE ROLE; KEY FACTORS; SUMMARY; 2 OVERVIEW OF THE FIELD; INTRODUCTION TO CONTINUAL SERVICE IMPROVEMENT; PROMOTION OF CONTINUAL SERVICE IMPROVEMENT; COORDINATION OF IMPROVEMENT ACTIVITY; RECORDING OF IMPROVEMENT ACTIVITY; PROVISION OF ADVICE AND GUIDANCE; MEASUREMENT; REPORTING; 3 THE ROLE; PURPOSE AND OBJECTIVES OF THE ROLE; SCOPE; OWNERSHIP; STRATEGY; SKILLS; RESPONSIBILITIES; INTERFACES AND DEPENDENCIES; 4 TOOLS, METHODS AND TECHNIQUES; STANDARDS LEADING PRACTICE FRAMEWORKS, PROCEDURES AND PROCESSESTOOLS; TOOLING OPTIONS; TECHNIQUES; SERVICE MEASUREMENT; METRICS AND MEASUREMENT; CRITICAL SUCCESS FACTORS AND KEY PERFORMANCE INDICATORS; 5 CAREER PROGRESSION AND RELATED ROLES; CAREER PROGRESSION; RELATED ROLES; 6 CASE STUDY; MONTHLY REPORTING; SERVICE IMPROVEMENT FORUM; PROCESS WORKSHOPS; WORKING WITH SERVICE MANAGERS; PREPARATION FOR AN EXTERNAL AUDIT; SUPPORTING THE INCIDENT

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.
