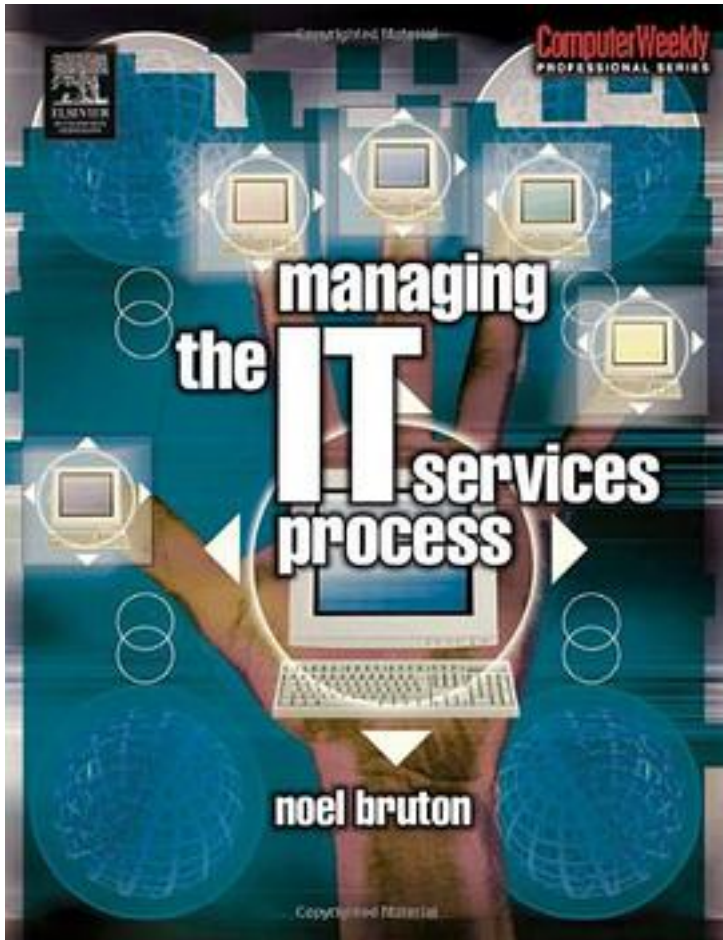


Managing the IT Services Process



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"Managing the IT Service Process" is the first book of its kind to recognize the truth of IT Service delivery. It takes the overall view of the service management process and links together the elements of service level management, systems availability, costs and

benchmarking, and the helpdesk. In the last 5 years, there has been a major structural shift in the IT industry with the traditional position of Helpdesk Manager being replaced by a new function of IT Services Manager. The industry is now concentrating on the formulation of an end-to-end service process that replaces the previous norm of several disparate and non-integrated sections in an IT department such as the helpdesk, applications maintenance, operations, development procurement and systems management. Managers are focusing on a totality of management so they can correlate costs and processes and offer their customers an integrated service.

"Managing the IT Services Process" is an instructional manual written by an acknowledged industry expert and includes techniques, charts, methods, case studies and anecdotes to support the text. The author encourages the reader to formulate an end-to-end IT service process by using a step by step approach. The text describes and encourages integration in IT and therefore will be useful for managers involved in the unified process. It views the overall picture of IT Service delivery and brings together the elements comprising this. Written by a widely recognized guru in the field of IT service management. It includes techniques, charts, methods, case studies and anecdotes to support the points being made in the text.

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