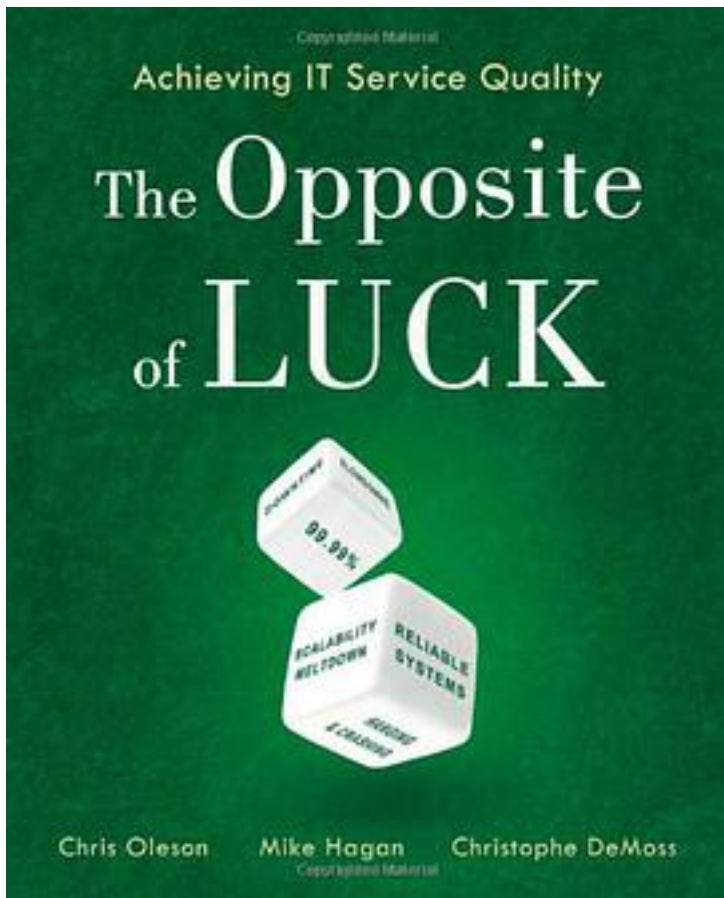


Achieving It Service Quality



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著者:Oleson, Chris/ Hagan, Mike/ Demoss, Christophe

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Many IT organizations suffer from poor system and service quality with costly consequences. Every day it seems there's a new media report of a system failure damaging a company's bottom line or reputation. Don't let your business be next. Achieving IT Service Quality demonstrates that achieving superior IT system

results is the opposite of luck. Whether you currently employ a service quality framework such as ITIL or not, this book can help your organization:-stop relying on expensive Band-Aids to put IT systems back together during a crisis-integrate innovative practices in technology, process, and organizational design-learn a practical and realistic methodology to dramatically improve IT service quality-build a culture of prevention and improvement for the short- and long-termBuilt on the experiences and proven techniques of three IT professionals with a combined 40 years in the industry, this book provides insights on the dos and don'ts of equipping your business with high-performing, competitive IT services.

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