

Service Intelligence: Improving Your Bottom Line With The Power Of It Service Management - Sharon Taylor

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This is the eBook version of the printed book. Get the Right IT Services, on the Right terms, Without Hassles or Overpaying To gain the full benefits of technology and avoid the staggering costs of technology failure you must manage IT with vision, direction, and expertise. Only one set of methods is robust enough to do this: IT Service Management (ITSM). In Service Intelligence, ITSM pioneer Sharon Taylor shows business managers how to make the most of it. Step by step, you'll learn how to manage service quality, anticipate vulnerabilities, improve reliability, and link IT directly to business performance. Taylor explains ITSM from a true business point of view, cutting through jargon and helping you drive value without becoming overly technical. She gives you powerful tools for negotiating IT services more effectively, improving IT ROI, and escaping captivity to either internal or external IT providers. Coverage includes Recognizing what excellent IT service looks like and assessing what you're getting now Selecting the best IT service providers and services for your needs Spotting and rectifying trouble with internal or external supplier relationships Making sure you don't pay for services you don't need Negotiating services, requirements, levels, price, quality, and delivery Leveraging ITSM practices without losing focus on the business Creating business-focused service reports and scorecards that focus on what matters most Author: Taylor, Sharon Publisher: Prentice Hall Illustration: N Language: ENG Title: Service Intelligence: Improving Your Bottom Line with the Power of IT Service Management Pages: 00198 (Encrypted EPUB) / 00204 (Encrypted PDF) On Sale: 2011-08-11 SKU-13/ISBN: 9780132692076 Category: Business & Economics : Information Management

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