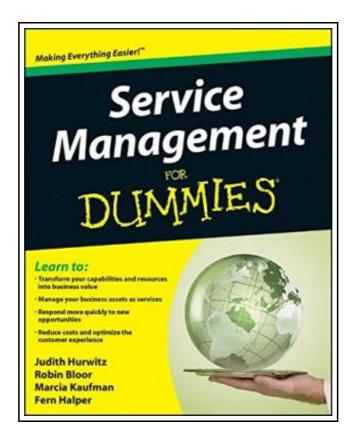
Service Management For Dummies



Filesize: 6.91 MB

Reviews

An exceptional publication as well as the font employed was exciting to see. it was actually writtern extremely flawlessly and helpful. Once you begin to read the book, it is extremely difficult to leave it before concluding.

(Dominic Collins)

SERVICE MANAGEMENT FOR DUMMIES



To save **Service Management For Dummies** PDF, remember to click the web link below and save the file or have access to other information which are related to SERVICE MANAGEMENT FOR DUMMIES ebook.

John Wiley and Sons Ltd. Paperback. Book Condition: new. BRAND NEW, Service Management For Dummies, Judith Hurwitz, Robin Bloor, Marcia Kaufman, Fern Halper, A plain-English guide to managing IT from the customer's perspective * Practical guidance on delivering and managing IT so that it meets the multiple needs and demands of a company and its customers and end-users--both inside and outside the organization--is hard to come by; this accessible book takes a common-sense approach that explains exactly what IT services are and how to fit them most effectively into a business * Topics include setting a framework, keeping costs down, improving efficiency, and maintaining standards and best practices * This concept of how IT should be wired specifically into the goals and need of the company and its customers is part of a broader picture that includes ITIL, BPM, SOA, and Six Sigma Marcia Kaufman (Waltham,MA) is a founding partner of Hurwitz & Associates with 20 years of experience in analytics, business strategy, and industry research in business technology. Fern Halper (Waltham, MA) is a founding partner of Hurwitz & Associates and has more than 20 years of experience in data analysis, business analysis, and strategy development.



Read Service Management For Dummies Online
Download PDF Service Management For Dummies

Related Books



[PDF] Learn the Nautical Rules of the Road: An Expert Guide to the COLREGs for All Yachtsmen and Mariners

Click the hyperlink listed below to download "Learn the Nautical Rules of the Road: An Expert Guide to the COLREGs for All Yachtsmen and Mariners" document.

Save Document »



[PDF] Six Steps to Inclusive Preschool Curriculum: A UDL-Based Framework for Children's School Success

Click the hyperlink listed below to download "Six Steps to Inclusive Preschool Curriculum: A UDL-Based Framework for Children's School Success" document.

Save Document »



[PDF] You Shouldn't Have to Say Goodbye: It's Hard Losing the Person You Love the Most

Click the hyperlink listed below to download "You Shouldn't Have to Say Goodbye: It's Hard Losing the Person You Love the Most" document.

Save Document »



[PDF] It's Just a Date: How to Get 'em, How to Read 'em, and How to Rock 'em Click the hyperlink listed below to download "It's Just a Date: How to Get 'em, How to Read 'em, and How to Rock 'em" document.

Save Document »



[PDF] Environments for Outdoor Play: A Practical Guide to Making Space for Children (New edition)

Click the hyperlink listed below to download "Environments for Outdoor Play: A Practical Guide to Making Space for Children (New edition)" document.

Save Document »



[PDF] Unplug Your Kids: A Parent's Guide to Raising Happy, Active and Well-Adjusted Children in the Digital Age

Click the hyperlink listed below to download "Unplug Your Kids: A Parent's Guide to Raising Happy, Active and Well-Adjusted Children in the Digital Age" document.

Save Document »