

World Class IT Service Delivery



Peter Wheatcroft

World Class It Service Delivery Peter Wheatcroft

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World Class It Service Delivery Peter Wheatcroft:

World Class IT Service Delivery Peter Wheatcroft, 2007 This book is a distillation of best practices in IT service delivery and demonstrates the factors that enable organisations to achieve world class standards The book is for IT managers executives and consultants It supports the ISEB Service Management Certificate and other IT service management courses

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