

Second Edition

Business Focused IT and Service Excellence

David Miller

 **BCS**

Business Focused It And Service Excellence David Miller

Debbie Kraak



Business Focused It And Service Excellence David Miller:

Business-focused IT and Service Excellence David Miller, 2008 Designed to give IT professionals a thorough understanding of their business colleagues and customers this text sets ambitious new goals for service delivery and demonstrates how to achieve them **Lean IT - Theorie en praktijk van Lean in een IT-omgeving** Jan

Heunks, 1970-01-01 Voor trainers is er gratis extra materiaal bij dit boek beschikbaar Dit is te vinden onder het tabblad Training Material Log in met uw trainersaccount om het materiaal te raadplegen Lean IT richt zich op het maximaliseren van waarde voor de klant door het minimaliseren van verspilling dat wil zeggen werk dat geen waarde toevoegt De belangrijkste focus is het bereiken van operational excellence door verbeterde wendbaarheid kwaliteit van dienstverlening en efficiëntie van processen Het betekent dat alle medewerkers zich bezighouden met het bouwen van een klant en waardegeoriënteerde cultuur en dat zij worden betrokken bij de voortdurende verbetering van de dienstverlening door het optimaliseren van IT activiteiten en processen ter ondersteuning van de meest bedrijfskritische applicaties en IT services Dit boek is onder andere gebaseerd op de bedrijfsbrede toepassing van de negen Lean IT principes weergegeven in een vijfhoekse piramide zoals beschreven door Bell de IT processen worden ontwikkeld en onderhouden om deze waarden te kunnen leveren Lean IT vereist een alomvattende aanpak in lijn met de integrale ketenbenadering over alle lagen van de organisatie heen dus zowel binnen als buiten de demandorganisatie maar ook binnen en buiten de supplyorganisatie Lean IT is sterk gericht op de organisatiecultuur van de IT omgeving en op de mensen die daarin werken onder andere door middel van empowerment van medewerkers om hen permanent te betrekken bij het optimaliseren van processen Lean IT fungeert daarbij als het kompas om de dagelijkse activiteiten af te stemmen op de gekozen strategie n De inhoud van dit boek sluit aan op de Lean IT Foundation certificeringen van APMG en EXIN *The British National Bibliography* Arthur James Wells, 2009

Congressional Record United States. Congress, 2003 **Green Book**, 1985 Signal, 2009 Software Maintenance - A Management Perspective Phaneendra Nath Vellanky, 2007-10-23 Computer systems play an important role in our society Software drives those systems Massive investments of time and resources are made in developing and implementing these systems Maintenance is inevitable It is hard and costly Considerable resources are required to keep the systems active and dependable We cannot maintain software unless maintainability characters are built into the products and processes There is an urgent need to reinforce software development practices based on quality and reliability principles Though maintenance is a mini development lifecycle it has its own problems Maintenance issues need corresponding tools and techniques to address them Software professionals are key players in maintenance While development is an art and science maintenance is a craft We need to develop maintenance personnel to master this craft Technology impact is very high in systems world today We can no longer conduct business in the way we did before That calls for reengineering systems and software Even reengineered software needs maintenance soon after its implementation We have to take business knowledge procedures

and data into the newly reengineered world Software maintenance people can play an important role in this migration process Software technology is moving into global and distributed networking environments Client server systems and object orientation are on their way Massively parallel processing systems and networking resources are changing database services into corporate data warehouses Software engineering environments rapid application development tools are changing the way we used to develop and maintain software Software maintenance is moving from code maintenance to design maintenance even onto specification maintenance Modifications today are made at specification level regenerating the software components testing and integrating them with the system Eventually software maintenance has to manage the evolution and evolutionary characteristics of software systems Software professionals have to maintain not only the software but the momentum of change in systems and software In this study we observe various issues tools and techniques and the emerging trends in software technology with particular reference to maintenance We are not searching for specific solutions We are identifying issues and finding ways to manage them live with them and control their negative impact

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