



World Class IT Service Delivery

Peter Wheatcroft

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"World Class IT Service Delivery" is a distillation of best practices in IT service delivery. It demonstrates the factors that enable organisations to achieve world class standards and the competitive advantage that this brings. The book is for IT managers, executives and consultants needing to raise their service standards or contemplating offshoring their IT. It supports the ISEB service management certificate and is of core interest to those taking IT service management courses.

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