



# World Class It Service Delivery

*Peter Wheatcroft*

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## **World Class It Service Delivery** Peter Wheatcroft

'World Class IT Service Delivery' is a best practice guide to service management, exploring IT performance plus the cultural emphasis needed to attain world class levels, how to achieve certification and what the results should look like. It demonstrates the factors that enable organizations to achieve world class standards and the competitive advantage that it brings. Distinctively, 'World Class IT Service Delivery' not only covers what is required to reach these standards and how to go about achieving certification, but also explains what the results should look like and how your organization may be missing out. Peter Wheatcroft's book offers a shortcut to selling services more profitably whilst achieving results more quickly.

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