# World Class It Service Delivery

*By Peter Wheatcroft*



**World Class It Service Delivery** By 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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# Editorial Review

Review
This is a well-constructed and thoroughly readable book. Packed with case studies and valuable real-world examples, this book should clarify and inform thinking for those that manage either side of the complex relationship between the business and the IT service provider, and should help move that relationship to the next level. - IT Training Magazine --IT Training Magazine

A mindset for how IT should engage with business.--Gareth Morgan "Information Age "

In this book [Peter Wheatcroft] sets out to help IT professionals hunt out the secret sauce that will enable them to deliver a truly world class service. What follows is a well considered text focused on the process of building a team capable of delivering such an IT service. Wheatcroft eulogises on the benefits - both organisationally and professionally - that result. The book maps out a linear path to this IT nirvana, with Wheatcroft providing a walkthrough of tried and tested approaches for improving the reputation of the IT department that involve the acceptance that service orientation is not just a neat architectural technique but a mindset for how IT should engage with business.--Gareth Morgan "Information Age "

This book provides a wide-ranging and balanced view of implementing a truly world-class service function.--Aidan Lawes FBCS CITP FISM

From the Inside Flap
This book is for IT managers, executives and consultants who need to raise their service standards, are contemplating offshoring their IT or moving towards 24x7 service excellence.

From the Back Cover

This book is for IT managers, executives and consultants who need to raise their service standards, are contemplating offshoring their IT or moving towards 24x7 service excellence.

Written from a real-life business persepctive, this book explores not only existing and developing global IT standards, but IT performance aspirations, and the cultural emphasis needed to lift the standard of delivery from the every day to the exceptional. *World Class IT Service Delivery* is a manual for reaching - and sustaining - best practice in terms of performance, practice and outlook.

- Defining world class
- Service delivery
- Developing a services value proposition
- Quality management
- Developing the business proposition
- Redefining the role of the user
- Governing service delivery

Peter Wheatcroft is a management consultant, currently tasked with improving the management of IT departments in a number of prestigious blue chip companies. Holding chartered status as both an engineer and IT professioal, he is a fellow of the BCS and IET, as well as a member of the Chartered Management Institute and the British Quality Foundation.

## Users Review

**From reader reviews:**

**Mary Conley:**

People live in this new day time of lifestyle always try to and must have the free time or they will get large amount of stress from both everyday life and work. So , if we ask do people have time, we will say absolutely without a doubt. People is human not a robot. Then we inquire again, what kind of activity are you experiencing when the spare time coming to a person of course your answer will probably unlimited right. Then ever try this one, reading guides. It can be your alternative in spending your spare time, the particular book you have read is World Class It Service Delivery.

**Alice Myers:**

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**Donald Shelton:**

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