



Implementierung von IT Service-Management: Erfolgsfaktoren aus nationalen und internationalen Fallstudien (Xpert.press) (German Edition)

Andreas Breiter, Arne Fischer

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Bisher wurde das IT Service-Management in der öffentlichen Verwaltung in Deutschland nur am Rande behandelt. In diesem Buch geben die Autoren einen umfassenden Einblick in die bisherigen Fortschritte bei der Implementierung von IT-Prozessen in öffentlichen Einrichtungen und arbeiten, basierend auf fünf Fallstudien, Erfolgsfaktoren heraus, die auch auf andere Organisationen übertragbar sind. Bei der Aufbereitung der Erfolgsfaktoren liegt der Schwerpunkt bei den organisatorischen Maßnahmen zur Prozess-, Kunden- und Dienstleistungsorientierung.

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