



# Business-Focused It and Service Excellence

*David Miller*

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## **Business-Focused It and Service Excellence** David Miller

Achieving service excellence remains the goal of every IT department and organisation around the world, and it is increasingly vital to the on-going success of business at every level. Yet despite this growing inter-dependence, there exist major differences between what IT understands about business requirements, and what businesses expects from IT. Author David Miller argues that this "perception gap" remains the largest single obstacle to achieving true service excellence, and that if this gap is ever to be bridged, it is crucial that IT professionals become more aware of the needs and challenges being faced by the businesses they seek to serve. Business-Focused IT and Service Excellence provides that bridge. Designed to give IT professionals a thorough understanding of their business colleagues and customers, it sets ambitious new goals for IT service delivery and demonstrates how to achieve them.

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