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The ITSM Iron Triangle: Incidents, Changes and Problems (Paperback)

By It Governance, University of Nevada Las Vegas Daniel McLean

IT Governance Publishing, United Kingdom, 2012. Paperback. Book Condition: New. 216 x 140 mm. Language: English . Brand New Book ***** Print on Demand *****.When your project is people-dependent, how do you get their buy in? Attitudes and behavior are the biggest barriers to making changes within organizations. IT process implementation is no different. How do you do it? What is the key? What are the pitfalls? Meet Chris. Chris is assigned a seemingly impossible task - a problem that many previous project managers couldn't fix. Will Chris go their way and be given the opportunity to be more successful elsewhere - or achieve the objectives and impress the company leadership? For this project to be successful, Chris needs to change the way colleagues and superiors approach the problem. Learn from the successes - and mistakes - as you join in the search for workable solutions and attempts to bring colleagues and superiors on board. This innovative work of fiction demonstrates how ITIL best practice can ensure the success of your IT process implementation projects. Based on real-life up-to-date situations, it offers vital strategies to implement the most important aspects of ITIL into your business and to tailor them...



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