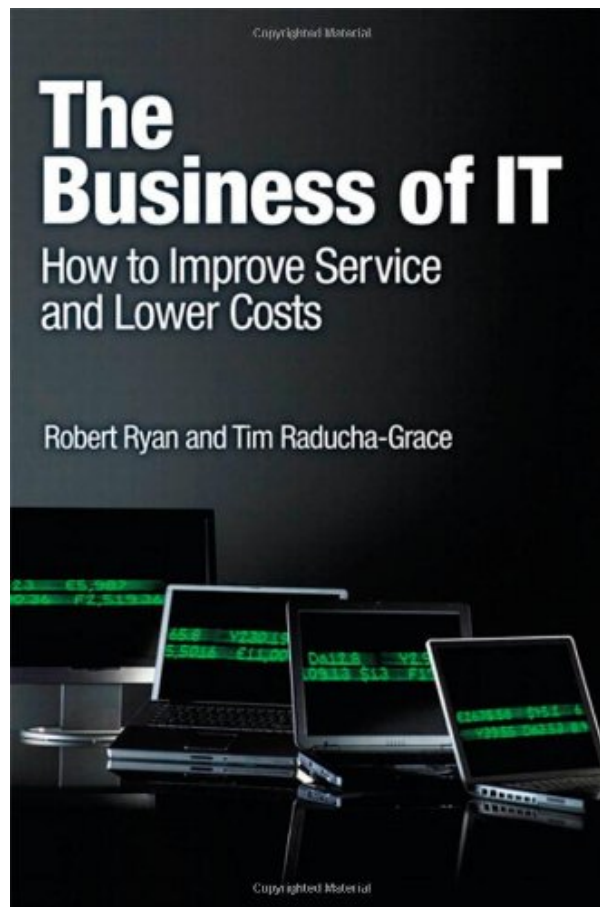


THE BUSINESS OF IT: HOW TO IMPROVE SERVICE AND LOWER COSTS BY ROBERT RYAN, TIM RADUCHA-GRACE



DOWNLOAD EBOOK : THE BUSINESS OF IT: HOW TO IMPROVE SERVICE AND LOWER COSTS BY ROBERT RYAN, TIM RADUCHA-GRACE PDF



Copyrighted Material

The Business of IT

How to Improve Service
and Lower Costs

Robert Ryan and Tim Raducha-Grace



Click link below and free register to download ebook:

THE BUSINESS OF IT: HOW TO IMPROVE SERVICE AND LOWER COSTS BY ROBERT RYAN, TIM RADUCHA-GRACE

[DOWNLOAD FROM OUR ONLINE LIBRARY](#)

THE BUSINESS OF IT: HOW TO IMPROVE SERVICE AND LOWER COSTS BY ROBERT RYAN, TIM RADUCHA-GRACE

PDF

It's no any sort of mistakes when others with their phone on their hand, and you're also. The difference may last on the material to open up **The Business Of IT: How To Improve Service And Lower Costs By Robert Ryan, Tim Raducha-Grace** When others open up the phone for talking as well as talking all things, you can sometimes open and review the soft file of the The Business Of IT: How To Improve Service And Lower Costs By Robert Ryan, Tim Raducha-Grace Obviously, it's unless your phone is available. You can likewise make or save it in your laptop computer or computer system that relieves you to read The Business Of IT: How To Improve Service And Lower Costs By Robert Ryan, Tim Raducha-Grace.

From the Back Cover

Drive More Business Value from IT... and Bridge the Gap Between IT and Business Leadership

- Apply business practices throughout IT to optimize budgets and improve ROI
- Create higher satisfaction and more realistic expectations for IT throughout the business
- Written by two leading IBM experts on bringing business discipline to IT

IT organizations have achieved outstanding technological maturity, but many have been slower to adopt world-class business practices. This book provides IT and business executives with methods to achieve greater business discipline throughout IT, collaborate more effectively, sharpen focus on the customer, and drive greater value from IT investment. The book focuses on four specific areas of business practices related to improving IT service management, managing services' cost and value, measuring IT performance with a goal of improving service and lowering cost, and improving customer alignment. Drawing on their experience consulting with leading IT organizations, Robert Ryan and Tim Raducha-Grace help IT leaders make sense of alternative ways to improve IT service and lower cost, including ITIL, IT financial management, balanced scorecards, and business cases. You'll learn how to choose the best approaches to improve IT business practices for your environment and use these practices to improve service quality, reduce costs, and drive top-line revenue growth.

About the Author

Robert Ryan is a senior practitioner in the IBM Global Business Services, Strategy & Change consulting practice. He has spent the past 25 years consulting to government and commercial organizations supporting change initiatives. He advises clients on strategic planning, culture transformation, balanced scorecard development and implementation, program/project management, process reengineering and process improvement, performance management communications/outreach, and facilitation. He is ITIL certified, and is focused on applying business discipline through practical solutions in IT organizations. Mr. Ryan has provided services to the Department of Defense; the United States Navy, Marine Corps, Air Force, and the Defense Logistics Agency; a mix of federal civilian agencies; state governments; electric utilities, oil,

nuclear power, coal mining; and financial institutions. He has supported all aspects of large-scale change initiatives, and has managed consulting engagements ranging from large-scale change initiatives, to small, limited-scope engagements. He has a Master of Business Administration (MBA) degree in finance from the University of Maryland, and a Bachelor of Accountancy (B.A.) degree from George Washington University. He is also a Certified Public Accountant (inactive license), and has spoken at a number of professional conferences on a range of consulting topics.

Tim Raducha-Grace is a managing consultant within IBM Systems and Technology Group's Lab Services and Training Consulting Practice. He advises government, commercial, and nonprofit organizations on the business value of IT investments and how to leverage these investments to achieve business objectives. He is ITIL certified and helps clients to improve service levels through following ITSM best practices, including ITIL. He also helps clients improve their financial performance through business cases, IT charging processes, and other financial tools to measure the business value of IT. Mr. Raducha-Grace previously served as associate director of New York University's Center for Catastrophe Preparedness, where he led interdisciplinary research efforts on crisis management and disaster recovery. He also served as a policy advisor to Senator Susan M. Collins, the chairwoman of the Senate Governmental Affairs and Homeland Security Committee, for a range of issues, including science and technology programs, first responders, and government efficiency. He has an MBA degree in finance and marketing from the New York University (NYU) Stern School of Business and a Bachelor degree in Asian studies and political science from Beloit College. He also studied at Waseda University in Tokyo, Japan.

THE BUSINESS OF IT: HOW TO IMPROVE SERVICE AND LOWER COSTS BY ROBERT RYAN, TIM RADUCHA-GRACE PDF

[Download: THE BUSINESS OF IT: HOW TO IMPROVE SERVICE AND LOWER COSTS BY ROBERT RYAN, TIM RADUCHA-GRACE PDF](#)

The Business Of IT: How To Improve Service And Lower Costs By Robert Ryan, Tim Raducha-Grace. In undergoing this life, numerous individuals constantly aim to do and get the most effective. New understanding, encounter, session, as well as everything that can improve the life will be done. Nonetheless, many individuals in some cases really feel perplexed to get those things. Feeling the minimal of encounter and resources to be better is one of the does not have to have. Nonetheless, there is a very straightforward thing that could be done. This is exactly what your educator always manoeuvres you to do this. Yeah, reading is the response. Reading an e-book as this *The Business Of IT: How To Improve Service And Lower Costs By Robert Ryan, Tim Raducha-Grace* and also other recommendations could enhance your life high quality. How can it be?

Obtaining guides *The Business Of IT: How To Improve Service And Lower Costs By Robert Ryan, Tim Raducha-Grace* now is not kind of tough way. You could not just going for e-book shop or collection or borrowing from your good friends to read them. This is a quite basic method to precisely obtain guide by on-line. This on the internet publication *The Business Of IT: How To Improve Service And Lower Costs By Robert Ryan, Tim Raducha-Grace* can be one of the choices to accompany you when having extra time. It will certainly not squander your time. Think me, guide will show you new point to check out. Simply spend little time to open this on the internet book *The Business Of IT: How To Improve Service And Lower Costs By Robert Ryan, Tim Raducha-Grace* and also read them anywhere you are now.

Sooner you obtain guide *The Business Of IT: How To Improve Service And Lower Costs By Robert Ryan, Tim Raducha-Grace*, earlier you could delight in reading guide. It will certainly be your rely on keep downloading and install guide *The Business Of IT: How To Improve Service And Lower Costs By Robert Ryan, Tim Raducha-Grace* in supplied link. In this way, you could actually making a decision that is worked in to obtain your very own e-book on-line. Right here, be the very first to obtain the e-book entitled [The Business Of IT: How To Improve Service And Lower Costs By Robert Ryan, Tim Raducha-Grace](#) and also be the initial to understand just how the author indicates the message and also expertise for you.

THE BUSINESS OF IT: HOW TO IMPROVE SERVICE AND LOWER COSTS BY ROBERT RYAN, TIM RADUCHA-GRACE

PDF

Drive More Business Value from IT...
and Bridge the Gap Between IT and Business Leadership

- Apply business practices throughout IT to optimize budgets and improve ROI
- Create higher satisfaction and more realistic expectations for IT throughout the business
- Written by two leading IBM experts on bringing business discipline to IT

IT organizations have achieved outstanding technological maturity, but many have been slower to adopt world-class business practices. This book provides IT and business executives with methods to achieve greater business discipline throughout IT, collaborate more effectively, sharpen focus on the customer, and drive greater value from IT investment. The book focuses on four specific areas of business practices related to improving IT service management, managing services' cost and value, measuring IT performance with a goal of improving service and lowering cost, and improving customer alignment. Drawing on their experience consulting with leading IT organizations, Robert Ryan and Tim Raducha-Grace help IT leaders make sense of alternative ways to improve IT service and lower cost, including ITIL, IT financial management, balanced scorecards, and business cases. You'll learn how to choose the best approaches to improve IT business practices for your environment and use these practices to improve service quality, reduce costs, and drive top-line revenue growth.

- Sales Rank: #521416 in Books
- Published on: 2009-09-28
- Original language: English
- Number of items: 1
- Dimensions: 8.90" h x .80" w x 5.90" l, .85 pounds
- Binding: Paperback
- 320 pages

From the Back Cover

Drive More Business Value from IT... and Bridge the Gap Between IT and Business Leadership

- Apply business practices throughout IT to optimize budgets and improve ROI
- Create higher satisfaction and more realistic expectations for IT throughout the business
- Written by two leading IBM experts on bringing business discipline to IT

IT organizations have achieved outstanding technological maturity, but many have been slower to adopt world-class business practices. This book provides IT and business executives with methods to achieve greater business discipline throughout IT, collaborate more effectively, sharpen focus on the customer, and

drive greater value from IT investment. The book focuses on four specific areas of business practices related to improving IT service management, managing services' cost and value, measuring IT performance with a goal of improving service and lowering cost, and improving customer alignment. Drawing on their experience consulting with leading IT organizations, Robert Ryan and Tim Raducha-Grace help IT leaders make sense of alternative ways to improve IT service and lower cost, including ITIL, IT financial management, balanced scorecards, and business cases. You'll learn how to choose the best approaches to improve IT business practices for your environment and use these practices to improve service quality, reduce costs, and drive top-line revenue growth.

About the Author

Robert Ryan is a senior practitioner in the IBM Global Business Services, Strategy & Change consulting practice. He has spent the past 25 years consulting to government and commercial organizations supporting change initiatives. He advises clients on strategic planning, culture transformation, balanced scorecard development and implementation, program/project management, process reengineering and process improvement, performance management communications/outreach, and facilitation. He is ITIL certified, and is focused on applying business discipline through practical solutions in IT organizations. Mr. Ryan has provided services to the Department of Defense; the United States Navy, Marine Corps, Air Force, and the Defense Logistics Agency; a mix of federal civilian agencies; state governments; electric utilities, oil, nuclear power, coal mining; and financial institutions. He has supported all aspects of large-scale change initiatives, and has managed consulting engagements ranging from large-scale change initiatives, to small, limited-scope engagements. He has a Master of Business Administration (MBA) degree in finance from the University of Maryland, and a Bachelor of Accountancy (B.A.) degree from George Washington University. He is also a Certified Public Accountant (inactive license), and has spoken at a number of professional conferences on a range of consulting topics.

Tim Raducha-Grace is a managing consultant within IBM Systems and Technology Group's Lab Services and Training Consulting Practice. He advises government, commercial, and nonprofit organizations on the business value of IT investments and how to leverage these investments to achieve business objectives. He is ITIL certified and helps clients to improve service levels through following ITSM best practices, including ITIL. He also helps clients improve their financial performance through business cases, IT charging processes, and other financial tools to measure the business value of IT. Mr. Raducha-Grace previously served as associate director of New York University's Center for Catastrophe Preparedness, where he led interdisciplinary research efforts on crisis management and disaster recovery. He also served as a policy advisor to Senator Susan M. Collins, the chairwoman of the Senate Governmental Affairs and Homeland Security Committee, for a range of issues, including science and technology programs, first responders, and government efficiency. He has an MBA degree in finance and marketing from the New York University (NYU) Stern School of Business and a Bachelor degree in Asian studies and political science from Beloit College. He also studied at Waseda University in Tokyo, Japan.

Most helpful customer reviews

4 of 5 people found the following review helpful.

Practical Guidance on IT Transformation!!!

By Kevin J. Creed

This book provides a wealth of information on proven methodologies and frameworks that can guide IT leadership through the process of transforming its relationship with its customers. It then backs that up with real world, step by step ways to apply them.

This book is especially helpful for those organizations seeking to improve IT business practices such as ITIL, IT financial management, and IT performance management and don't know where to start or would like to improve existing practices. For example, chapter 4 on IT Financial management provides specific guidance on how to better understand IT costs and value, and put an IT Financial management process in place to maximize your IT investments.

This is a must read for any Senior IT Leader or IT professional that is interested in ITIL or IT financial management with the goal of to predictably and repeatedly meet customer objectives, lower costs and have the data to prove it!

3 of 4 people found the following review helpful.

Icing on the cake for any serious ITIL practitioner...

By I. Swift

In my work experience, in working with ITIL related efforts within the public sector, there is very little thought given to advising clients on how to synthesize data output produced by the ITIL version 3 processes. Most consultants attempt to help the client establish Event Management, Incident Management & Configuration Management processes and then move on to other engagements without instructing the client that measuring every task, item or action can be somewhat pointless without organizational context in which each process operates. While establishing these types of processes is important to allow an organization to gain control of itself, these same processes and their resulting outputs can often, in fact, be deleterious to the organization from an efficiency and budgetary standpoint by overburdening those tasked with owning these processes, especially if the dysfunctional organizational culture has not changed post process implementation.

Understanding and synthesizing the process outputs, by subsequently converting those data sets into knowledge, in order to gain a wiser understanding of the human systems that support IT systems is where best practices like ITIL shine and show their true worth. This book sets the reader on a track that will facilitate a better understanding of how to achieve this type of wisdom and perhaps actually give the reader the ability to see the ITIL approach as a pioneering discipline in this industry we call IT.

1 of 2 people found the following review helpful.

Both business and computer collections need this specific examination

By Midwest Book Review

THE BUSINESS OF IT: HOW TO IMPROVE SERVICE AND LOWER COSTS tells how to bridge the gap between IT and business leadership, using the authors' personal experience consulting with IT professionals to examine four specific areas of business practices related to improving IT service management and costs. Both business and computer collections need this specific examination.

See all 4 customer reviews...

THE BUSINESS OF IT: HOW TO IMPROVE SERVICE AND LOWER COSTS BY ROBERT RYAN, TIM RADUCHA-GRACE

PDF

It will certainly have no uncertainty when you are going to choose this book. This impressive **The Business Of IT: How To Improve Service And Lower Costs By Robert Ryan, Tim Raducha-Grace** e-book could be checked out entirely in certain time relying on exactly how typically you open up and also review them. One to bear in mind is that every publication has their own production to acquire by each viewers. So, be the excellent reader and also be a much better individual after reading this publication **The Business Of IT: How To Improve Service And Lower Costs By Robert Ryan, Tim Raducha-Grace**

From the Back Cover

Drive More Business Value from IT... and Bridge the Gap Between IT and Business Leadership

- Apply business practices throughout IT to optimize budgets and improve ROI
- Create higher satisfaction and more realistic expectations for IT throughout the business
- Written by two leading IBM experts on bringing business discipline to IT

IT organizations have achieved outstanding technological maturity, but many have been slower to adopt world-class business practices. This book provides IT and business executives with methods to achieve greater business discipline throughout IT, collaborate more effectively, sharpen focus on the customer, and drive greater value from IT investment. The book focuses on four specific areas of business practices related to improving IT service management, managing services' cost and value, measuring IT performance with a goal of improving service and lowering cost, and improving customer alignment. Drawing on their experience consulting with leading IT organizations, Robert Ryan and Tim Raducha-Grace help IT leaders make sense of alternative ways to improve IT service and lower cost, including ITIL, IT financial management, balanced scorecards, and business cases. You'll learn how to choose the best approaches to improve IT business practices for your environment and use these practices to improve service quality, reduce costs, and drive top-line revenue growth.

About the Author

Robert Ryan is a senior practitioner in the IBM Global Business Services, Strategy & Change consulting practice. He has spent the past 25 years consulting to government and commercial organizations supporting change initiatives. He advises clients on strategic planning, culture transformation, balanced scorecard development and implementation, program/project management, process reengineering and process improvement, performance management communications/outreach, and facilitation. He is ITIL certified, and is focused on applying business discipline through practical solutions in IT organizations. Mr. Ryan has provided services to the Department of Defense; the United States Navy, Marine Corps, Air Force, and the Defense Logistics Agency; a mix of federal civilian agencies; state governments; electric utilities, oil, nuclear power, coal mining; and financial institutions. He has supported all aspects of large-scale change initiatives, and has managed consulting engagements ranging from large-scale change initiatives, to small, limited-scope engagements. He has a Master of Business Administration (MBA) degree in finance from the University of Maryland, and a Bachelor of Accountancy (B.A.) degree from George Washington University. He is also a Certified Public Accountant (inactive license), and has spoken at a number of professional

conferences on a range of consulting topics.

Tim Raducha-Grace is a managing consultant within IBM Systems and Technology Group's Lab Services and Training Consulting Practice. He advises government, commercial, and nonprofit organizations on the business value of IT investments and how to leverage these investments to achieve business objectives. He is ITIL certified and helps clients to improve service levels through following ITSM best practices, including ITIL. He also helps clients improve their financial performance through business cases, IT charging processes, and other financial tools to measure the business value of IT. Mr. Raducha-Grace previously served as associate director of New York University's Center for Catastrophe Preparedness, where he led interdisciplinary research efforts on crisis management and disaster recovery. He also served as a policy advisor to Senator Susan M. Collins, the chairwoman of the Senate Governmental Affairs and Homeland Security Committee, for a range of issues, including science and technology programs, first responders, and government efficiency. He has an MBA degree in finance and marketing from the New York University (NYU) Stern School of Business and a Bachelor degree in Asian studies and political science from Beloit College. He also studied at Waseda University in Tokyo, Japan.

It's no any sort of mistakes when others with their phone on their hand, and you're also. The difference may last on the material to open up **The Business Of IT: How To Improve Service And Lower Costs By Robert Ryan, Tim Raducha-Grace** When others open up the phone for talking as well as talking all things, you can sometimes open and review the soft file of the The Business Of IT: How To Improve Service And Lower Costs By Robert Ryan, Tim Raducha-Grace Obviously, it's unless your phone is available. You can likewise make or save it in your laptop computer or computer system that relieves you to read The Business Of IT: How To Improve Service And Lower Costs By Robert Ryan, Tim Raducha-Grace.