

Maximizing Management Performance and Quality with Service Analytics

Part of the Advances in Logistics, Operations, and Management Science (ALOMS) Book Series

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Description:

Service analytics studies the collection of business analytics models and tools for the improvement of IT service management processes. By analyzing related quality, cost, and productivity metrics, as well as customer interactions and social factors, organizations can effectively exploit these resources to reveal valuable insights in support of business goals, maximizing performance, quality of service, and customer satisfaction.

Maximizing Management Performance and Quality with Service Analytics offers a selection of service analytics solutions for process modeling and optimization proven to drive excellence in IT service management.

Readers:

This book is for practitioners engaged in IT service management who are interested in delivering high-quality and cost-competitive IT services, as well as academic and industrial researchers in the fields of information technology and computer science who are advancing data analysis, modeling, and optimization methods to new emerging fields.

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Topics Covered:

- Complex Service Delivery Systems
- Configuration Analytics
- IT Incident Management Services
- Optimization of Process Management
- Optimizing Cloud Storage Management Services
- Predictive Analytics for Business Processes
- Service Development Strategy in a Global Environment
- Ticket Data Clustering
- Visual Analytics to Diagnose Productivity and Quality Issues

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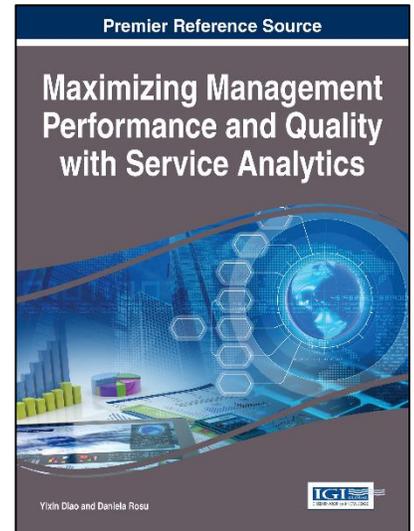


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