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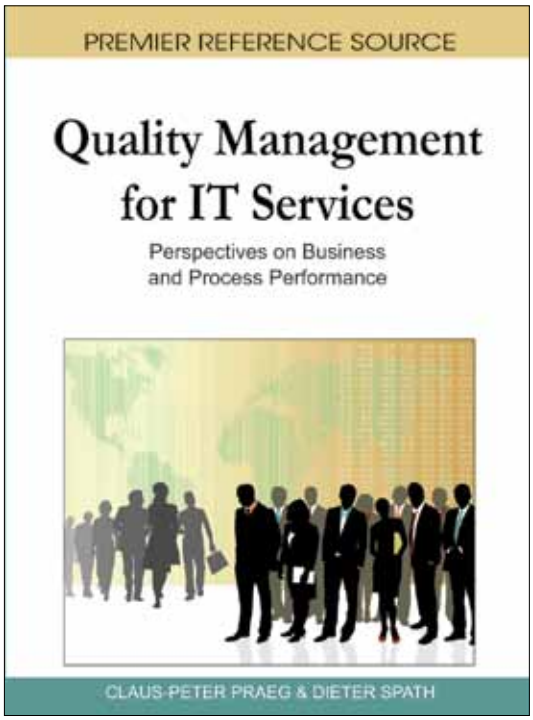
Quality Management for IT Services: Perspectives on Business and Process Performance



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Many modern business processes would be unable to function without corresponding IT services. In spite of this ever-growing dependency, as well as the rise of customer expectations for performance and quality of IT services, very little research has been done on the topic of IT service quality management.

Quality Management for IT Services: Perspectives on Business and Process Performance aims to reduce this knowledge gap and to encourage people to spend more time researching the numerous facets of this increasingly important aspect of commercial value adding. Featuring economic and social perspectives along with implementation and practical solutions, this book gives both scientists and practical experts an insight into the many different facets of IT service quality management.

Topics Covered:

- Alignment of Perceptions in Service Quality
- Application Management
- Economic Aspects of Quality of Service
- e-Service Quality
- Integration of IT Governance Frameworks
- IT Service Processes in a Complex Environment
- IT Service Value Engineering
- Management of Corporate Data Assets
- Quality Management Effects on Business Performance
- Quality of Cloud Services

Market: This premier publication is essential for all academic and research library reference collections. It is a crucial tool for academicians, researchers, and practitioners and is ideal for classroom use.

Claus-Peter Praeg is project manager and key accountant for the financial service sector at the Institute for Industrial Engineering (IAO) of the Fraunhofer Society. He is responsible for national and international research and consulting projects in the area of IT service & business performance management, IT business alignment and IT value engineering. He holds a master degree in management and economics of the University of Stuttgart-Hohenheim. Claus Praeg is a certified Project Management Professional (PMP®) and foundation certified for ITIL. He is author and co-author of several market studies and refereed articles in the areas of IT service management, value engineering and business performance management.

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