

Measuring Itsm: Measuring, Reporting, and Modeling the It Service Management Metrics That Matter Most to It Senior Executives By Randy A Steinberg

Is a well-known author some of his books are a fascination for readers like in the Measuring Itsm: Measuring Reporting and Modeling the It Service Management Metrics That Matter Most to It Senior Executives book this is one of the most wanted Randy A Steinberg author readers around the world. Randy has extensive IT service management and operations experience gained from many clients around the world He authored the ITIL Service Operation book published worldwide Passionate about game changing management practices within the IT industry Randy is a hands on IT service management expert helping IT organizations transform their IT infrastructure management strategies and operational practices to meet today s IT challenges Randy has served in IT leadership roles across many large government health financial manufacturing and consulting firms including a role as global head of IT service management for a worldwide media company with operating centers around the globe He implemented solutions for one company that won a Malcolm Baldrige award for their IT service quality He continually shares his expertise across the global IT community frequently speaking and consulting with many IT technology and business organizations to improve their service delivery and operations management practices Measuring Itsm: Measuring Reporting and Modeling the It Service Management Metrics That Matter Most to It Senior Executives

