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

Claus-Peter Praeg

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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.

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