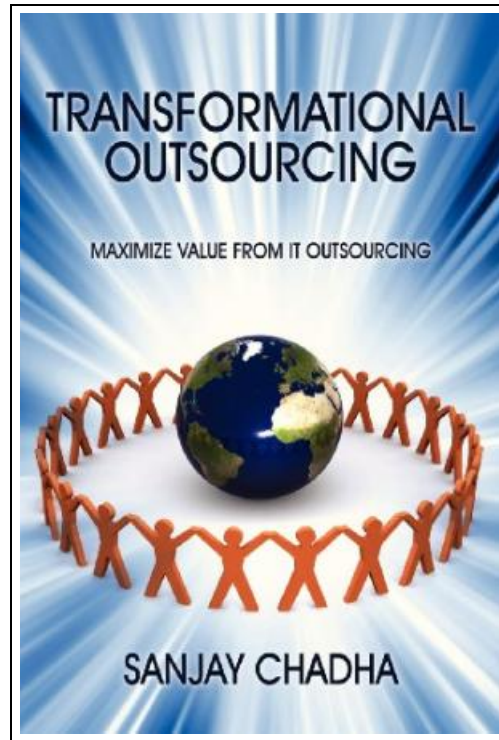


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Outskirts Press, 2013. Paperback. Condition: New. Language: English . Brand New Book ***** Print on Demand *****. Companies outsource today to reduce cost, increase flexibility, and focus on core competence. Outsourcing is not a fad, but strategic lever organizations utilize to meet their planned objectives. Outsourcing led transformations have become a mechanism for generating economies of scale, specialization, and standardization. Let's face it most outsourcing initiatives fail to deliver the expected value. The wisdom isn't a secret - the companies succeeding in this journey invested in building the right competencies, proper governance, and support structures to manage these initiatives. The Customer Centric Service Competency framework introduced in this book essentially brings forwards the service orientation and integrates outsourcing successfully with the usual business of an IT organization. The service framework encompasses thirty key competencies that can be implemented over the duration of outsourcing initiative. Implementation the services framework will also bring together skills in areas of program management, service management, vendor management, and relationship management. This book is sweeping and perhaps innovative -- for it introduces an integrated view of core services and process centric competencies to succeed with outsourcing. It also brings forward a matured competency based method to managing vendor relationships -- more art than science. The information contained in this book, when applied in context of your organization, will emerge several areas of efficiencies you may benefit by implementing. This book can be a compelling choice of reference for IT service providers, researchers, students, and IT management - CIO, Vice President, Directors, Program Managers, Project and Delivery Managers, Specialists, Architects, Developers, Testers, Infrastructure personnel etc. It can be a: -Choice of reference for anyone interested in learning about IT outsourcing industry. -Guide IT and outsourcing professionals to simplify application of outsourcing in.



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