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# Designing Delivery

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**Jeff Sussna**

Foreword by James Urquhart

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# Designing Delivery Rethinking It In The Digital Service Economy

**Charles Betz**



## **Designing Delivery Rethinking It In The Digital Service Economy:**

**Designing Delivery** Jeff Sussna, 2015-06-03 Now that we're moving from a product economy to a digital service economy software is becoming critical for navigating our everyday lives. The quality of your service depends on how well it helps customers accomplish goals and satisfy needs. Service quality is not about designing capabilities but about making and keeping promises to customers. To help you improve customer satisfaction and create positive brand experiences this pragmatic book introduces a transdisciplinary approach to digital service delivery. Designing a resilient service today requires a unified effort across front office and back office functions and technical and business perspectives. You'll learn how to make IT a full partner in the ongoing conversations you have with your customers. Take a unique customer-centered approach to the entire service delivery lifecycle. Apply this perspective across development, operations, QA, design, project management, and marketing. Implement a specific quality assurance methodology that unifies those disciplines. Use the methodology to achieve true resilience, not just stability.

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Designing Delivery Jeff Sussna, James Urquhart, 2015

Team Topologies Matthew Skelton, Manuel Pais, 2023-11-28 Mit gut geplanten Teamstrukturen die Softwareentwicklung nachhaltig beschleunigen. Internationale richtungsweisende Methode um leistungsfähige Teams zu formen. Anwendbares Praxiswissen. Wie Sie funktionierende Teamgrenzen bestimmen und Team APIs entwerfen. Kombiband. Enthält neben dem Hauptwerk Team Topologies das Workbook zur Interaktion verteilter arbeitender Teams. Effektive Softwareteams sind für jedes Unternehmen unerlässlich, um kontinuierlich und nachhaltig Werte zu schaffen. Team Topologies ist ein praktisches schrittweise anpassbares Modell für die Gestaltung von Organisationen und die Interaktion von Teams. Es basiert auf vier Teamtypen und drei Formen der Teaminteraktion und versteht Teams als entscheidenden Faktor der Wertschöpfung. Mit der technologischen und organisatorischen Reife einer Organisation werden sich Teamstrukturen und Kommunikationswege kontinuierlich weiterentwickeln. Im Bestseller Team Topologies präsentieren die IT-Berater Matthew Skelton und Manuel Pais eine grundlegende Weiterentwicklung des Organisationsdesigns für die Entwicklung von Software.

Anhand von Fallstudien und Beispielen aus der Industrie beschreiben sie eine klar definierte Vorgehensweise für die Interaktion und das Zusammenwirken von Teams Ihre Methode trägt entscheidend dazu bei die Architektur von Software klarer und nachhaltiger zu gestalten und Probleme zwischen Teams in wertvolle Signale für eine sich selbst lenkende Organisation zu verwandeln Verstehen Sie das Conway'sche Gesetz und seine Bedeutung Vereinfachen Sie mit vier Teamtypen die Organisation moderner Softwareteams Gestalten Sie Teamgrenzen und APIs und reduzieren Sie die kognitive Belastung Ihrer Entwicklungsteams Verbessern Sie durch drei Formen der Interaktion die Bereitstellung von Software Nutzen Sie den Betrieb der Software als sensorischen Input zur Selbststeuerung Ihrer Organisation Service Design Lavrans Løvlie, Andy Polaine, Ben Reason, 2015-10-21 Over the past decade service designers have played an essential role in creating comprehensive customer focused products and services This updated edition of an industry classic highlights the practice's evolution and broadened impact in the business world You'll benefit from new frameworks tools and methods and learn from fresh case studies that demonstrate the value of service design across service ecosystems Who Should Read This Book If you're involved in business this second edition of Service Design will help you gain knowledge about how best to serve your customers The following people would find it especially beneficial Service designers User experience designers graphic designers or any type of designer Product and project managers Leaders of organizations Marketing people Customer service representatives Takeaways If you're new to service design this book will help you Uncover the true meaning of service design Learn how services differ from products Prototype different service experiences Measure services and journeys Make the case for return on investment to an organization with service design Deploy service design in a business Show how to design with people not for them Understand how to work across time and multiple touchpoints

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*OECD Digital Government Studies Digital Government in Chile - Improving Public Service Design and Delivery* OECD, 2020-05-30 This report presents a conceptual model for service design and delivery that challenges governments to develop a design led culture and ensure access to the enabling tools and resources necessary to deliver services that improve outcomes efficiency satisfaction and well being This model is used to analyse the situation in Chile and provide recommendations about how the ChileAtiende service delivery network can bring the state closer to citizens through a simpler more efficient and transparent approach

OECD Digital Government Studies Digital Government Review of Argentina Accelerating the Digitalisation of the Public Sector OECD, 2019-06-25 This Digital Government Review highlights the efforts taking place in Argentina to digitalise and improve data governance in its public sector and build the foundations for a digital government The review explores Argentina s institutional legal and policy frameworks and their strategic role in the digital transformation of the public sector The report also discusses how to reinforce the capacity of the public sector to go digital and better respond to citizens needs

**Broadband Policies for Latin America and the Caribbean A Digital Economy Toolkit** OECD, Inter-American Development Bank, 2016-06-22 This joint initiative by the Inter American Development Bank IDB and the OECD seeks to encourage the expansion of broadband networks and services in the region supporting a coherent and cross sectorial approach to maximise their benefits for economic and social development

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Urbanizing the Regional Sector to Strengthen Economy and Business to Recover from Recession Aulia Herdiani,Agus Hermawan,Setya Ayu Rahmawati,Mohd. Rizal Palil,Reza Havies,2022-12-07 This pandemic does not only affect health aspects but also economic aspects The world today faces a recession resulting from the covid 19 pandemic Indonesia s economy continues to lead to a recovery although not very significant The current government continues to make various recovery efforts One of the flagship programs includes encouraging and strengthening support for social protection and increasing the purchasing power of households as well as various business sectors including small and medium sized micro enterprises MSMEs This condition urges the world to create new breakthroughs to rise from this adversity Academicians and practitioners need to work together to find the necessary solutions and developments Surely it will contribute to solve the problems in society by interdisciplinary cooperation This collaboration will create innovations in science and technology especially business and economic field This book includes in depth discussions between academicians and practitioners especially on how to strengthen the regional sectors to be the strong pillars of the country s economy Interestingly various methods are used to observe the problems to explore the solutions and to develop the innovation This book will be of interest to students scholars and practitioners of social empowerment governance and other related stakeholders The Open Access version of this book available at [http www taylorfrancis com](http://www.taylorfrancis.com) has been made available under a Creative Commons Attribution Non Commercial No Derivatives CC BY NC ND 4 0 license Funded by State University of Malang Public Management and Administration Owen E. Hughes,2017-11-10 Introducing the scope and scale of government competing approaches to the study of management in the public sector different forms of service delivery and the major topics in the subject such as strategic management leadership and performance management this book continues to be a key point of reference for lecturers and students in the field This leading text has been completely revised and updated throughout It covers the whole field of public management and administration offering discrete chapters on the main topics in the field



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