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Designing Delivery

Rethinking IT in the Digital Service Economy

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Designing Delivery Rethinking It In The Digital Service Economy

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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 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 **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 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 Designing Delivery Jeff Sussna,James Urquhart,2015 Team Topologies Matthew Skelton,Manuel Pais,2023-11-28 Mit gut geplanten Teamstrukturen die Softwareentwicklung nachhaltig beschleunigen International richtungsweisende Methode um leistungsf hige Teams zu formen Anwendbares Praxiswissen Wie Sie funktionierende Teamgrenzen bestimmen und Team APIs entwerfen Kombiband Enth lt neben dem Hauptwerk Team Topologies das Workbook zur Interaktion verteilt arbeitender Teams Effektive Softwareteams sind f r jedes Unternehmen unerl sslich um kontinuierlich und nachhaltig Werte zu schaffen Team Topologies ist ein praktisches schrittweise anpassbares Modell f r 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 Wertsch pfung Mit der technologischen und organisatorischen Reife einer Organisation werden sich Teamstrukturen und Kommunikationswege kontinuierlich weiterentwickeln Im Bestseller Team Topologies pr sentieren die IT Berater Matthew Skelton und Manuel Pais eine grundlegende Weiterentwicklung des Organisationsdesigns f r die Entwicklung von Software

Anhand von Fallstudien und Beispielen aus der Industrie beschreiben sie eine klar definierte Vorgehensweise f r die Interaktion und das Zusammenwirken von Teams Ihre Methode tr gt entscheidend dazu bei die Architektur von Software klarer und nachhaltiger zu gestalten und Probleme zwischen Teams in wertvolle Signale f r 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,2025-10-21 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

Managing Digital Charles Betz,2018 About This Book This book Managing Digital Concepts and Practices is intended to guide a practitioner through the journey of building a digital first viewpoint and the skills needed to thrive in the digital first world As such this book is a bit of an experiment for The Open Group it isn t structured as a traditional standard or guide Instead it is structured to show the key issues and skills needed at each stage of the digital journey starting with the basics of a small digital project eventually building to the concerns of a large enterprise So feel free to digest this book in stages the section Introduction for the student is a good guide The book is intended for both academic and industry training purposes This book seeks to provide guidance for both new entrants into the digital workforce and experienced practitioners seeking to update their understanding on how all the various themes and components of IT management fit together in the new world About The Open Group Press The Open Group Press is an imprint of The Open Group for advancing knowledge of information technology by publishing works from individual authors within The Open Group membership that are relevant to advancing The Open Group mission of Boundaryless Information Flow The key focus of The Open Group Press is to publish high quality monographs as well as introductory technology books intended for the general public and act as a complement to The Open

Group Standards Guides and White Papers The views and opinions expressed in this book are those of the author and do not necessarily reflect the consensus position of The Open Group members or staff **Flow Engineering** Steve Pereira,Andrew Davis,2024-05-14 Tired of misalignment friction and stalled workflow Flow Engineering is a practical guide to using value stream mapping techniques to align teams unlock innovation and optimize performance Based on foundations from Value Stream Mapping cybernetics and the Toyota Production System Flow Engineering s lightweight and iterative practices build the value clarity and flow required for effective collaboration and collective action Written by Value Stream Mapping experts Steve Pereira and Andrew Davis Flow Engineering provides a step by step guide for running fast paced mapping workshops that rapidly build shared understanding Using five key maps to facilitate collaborative flow conversations Pereira and Davis show how teams can surface tangled process dependencies conflicting priorities and unspoken assumptions that grind progress to a halt The result A clear roadmap owned by the people doing the work to accelerate innovation cycles optimize workflows and achieve more effective coordination Applicable across any industry Flow Engineering s techniques have helped leading organizations improve critical workflows like customer onboarding product development and hiring It s time to stop trying one size fits all frameworks to find value clarity and flow to improve culture and performance Flow Engineering meets your organization where it s at and shows you how to move it where it needs to go **The Software Architect Elevator** Gregor Hohpe,2020-04-08 As the digital economy changes the rules of the game for enterprises the role of software and IT architects is also transforming Rather than focus on technical decisions alone architects and senior technologists need to combine organizational and technical knowledge to effect change in their company s structure and processes To accomplish that they need to connect the IT engine room to the penthouse where the business strategy is defined In this guide author Gregor Hohpe shares real world advice and hard learned lessons from actual IT transformations His anecdotes help architects senior developers and other IT professionals prepare for a more complex but rewarding role in the enterprise This book is ideal for Software architects and senior developers looking to shape the company s technology direction or assist in an organizational transformation Enterprise architects and senior technologists searching for practical advice on how to navigate technical and organizational topics CTOs and senior technical architects who are devising an IT strategy that impacts the way the organization works IT managers who want to learn what s worked and what hasn t in large scale transformation **IT Strategy for Non-IT Managers** Amrit Tiwana,2017-09-15 How non IT managers can turn IT from an expensive liability into a cost effective competitive tool Firms spend more on information technology IT than on all other capital assets combined And yet despite this significant cash outlay businesses often end up with IT that is uneconomical and strategically feeble What is missing in many organizations IT strategy is the business acumen of managers from non IT departments This book presents tools for non IT managers to turn IT from an expensive liability into a cost effective competitive tool It equips readers with the concepts and analytical skills necessary to understand IT needs and opportunities

from both sides of the business IT divide Each chapter opens with a jargon decoder nontechnical explanations of the key ideas in the chapter and ends with a checklist summarizing non IT factors to consider in IT decisions Chapters cover such topics as infusing competitive firepower into IT strategy amalgamating software and data for a hard to duplicate competitive advantage making choices that meet today s business needs without handicapping future strategy establishing who decides what about IT strategies sourcing IT and its challenges protecting IT assets against disaster in ways that IT professionals cannot and recognizing the business potential of emerging technologies Examples are drawn from large corporations small businesses and nonprofits around the world The book is suitable for use in the MBA core IT course and is aimed especially at students in professional or executive MBA programs It will also be a valuable reference for managers *In Data Time and Tide* Cosimo Accoto,2019-02-21T12:35:00+01:00 A fresh philosophical journey through our programmable world A visionary map exploring risky and wild territories the hidden life of software and coding the emergence of a new data sensorium the algorithmic power of alien intelligences the tech shift from archives to prediction machines the planetary platforms becoming stacks and chains In five short and provocative essays this book popularizes new speculations introducing society and business to untold concepts such as feedforward stack transduction elemental infoviduality Together with engineer s and programmer s narratives of code data and algos revolution philosophers have their own creative thinking on current and future technologies An intriguing philtech guide to our generative yet vulnerable digital artificial and synthetic age An engaging book for business disruptors social innovators policymakers and educators DevOps Paradox Viktor Farcic,2019-08-30 Discover DevOps secrets from leading experts Viktor Farcic interviews DevOps industries voices including Mike Kail Greg Bledsoe Jeff Sussna James Turnbull Kohsuke Kawaguchi Liz Keogh and more Key FeaturesLeading DevOps experts share their insights into modern DevOps practiceEngage with the real world challenges of putting DevOps to workStrengthen your DevOps practices now and prepare for future DevOps trendsBook Description DevOps promises to break down silos uniting organizations to deliver high quality output in a cross functional way In reality it often results in confusion and new silos pockets of DevOps practitioners fight the status quo senior decision makers demand DevOps paint jobs without committing to true change Even a clear definition of what DevOps is remains elusive In DevOps Paradox top DevOps consultants industry leaders and founders reveal their own approaches to all aspects of DevOps implementation and operation Surround yourself with expert DevOps advisors Viktor Farcic draws on experts from across the industry to discuss how to introduce DevOps to chaotic organizations align incentives between teams and make use of the latest tools and techniques With each expert offering their own opinions on what DevOps is and how to make it work you will be able to form your own informed view of the importance and value of DevOps as we enter a new decade If you want to see how real DevOps experts address the challenges and resolve the paradoxes this book is for you What you will learn Expert opinions on Introducing DevOps into real world chaotic business environmentsDeciding between adopting cutting edge tools or sticking

with tried and tested methodsInitiating necessary business change without positional powerManaging and overcoming fear of change in DevOps implementationsAnticipating future trends in DevOps and how to prepare for themGetting the most from Kubernetes Docker Puppet Chef and AnsibleCreating the right incentives for DevOps success across an organizationThe impact of new techniques such as Lambda serverless and schedulers on DevOps practiceWho this book is for Anybody interested in DevOps will gain a lot from this book If you want to get beyond the simplistic ideals and engage with the deep challenges of putting DevOps to work in the real world this book is for you **OECD Digital Government Studies Digital Government in Chile Strengthening the Institutional and Governance Framework** OECD,2016-05-21 This review analyses the governance and institutional framework of digital government in Chile It is based on the OECD Recommendation on Digital Government Strategies **OECD Digital Government Studies Digital Government Review of Latin America and the Caribbean Building Inclusive and Responsive Public Services** OECD,CAF Development Bank of Latin America,2023-09-08 This report explores how governments in Latin America and the Caribbean can use digital technology and data to foster responsiveness resilience and proactiveness in the public sector *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 **The Fundamentals of Process Innovation** , Welcome to the forefront of knowledge with Cybellium your trusted partner in mastering the cutting edge fields of IT Artificial Intelligence Cyber Security Business Economics and Science Designed for professionals students and enthusiasts alike our comprehensive books empower you to stay ahead in a rapidly evolving digital world Expert Insights Our books provide deep actionable insights that bridge the gap between theory and practical application Up to Date Content Stay

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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 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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