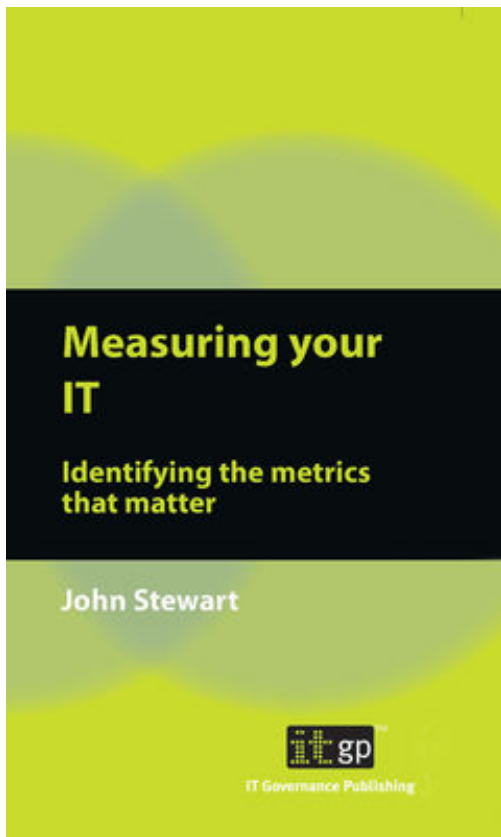


Descargar libros gratis Measuring your IT - John Stewart QBook



Regardless of whether you are client or provider, if you want to understand, assess or improve your IT, you first need to measure it. This pocket guide shows why IT measurement is necessary and how it relates to other performance assessments and monitors, such as audits, KPIs and health checks. It emphasises the importance of meeting the needs of IT users and the role that measurement can play in achieving that goal.

Title	: Measuring your IT
Author	: John Stewart
Categoría	: Computadoras
Publicación	: 15/11/2012
Editorial	: IT Governance Publishing
Vendedor	: IT Governance
Páginas impresas	: 73 páginas
File Size	: 844.25kB

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