Making IT Lean: Applying Lean Practices to the Work of IT

By Howard Williams, Rebecca Duray

Making IT Lean: Applying Lean Practices to the Work of IT By Howard Williams, Rebecca Duray

Making IT Lean: Applying Lean Practices to the Work of IT presents Lean concepts and techniques for improving processes and eliminating waste in IT operations and IT Service Management, in a manner that is easy to understand. The authors provide a context for discussing several areas of application within this domain, allowing you to quickly gain insight into IT processes and Lean principles.

The text reviews IT Service Management, with reference to the IT Infrastructure Library (ITIL®) as a framework for best practices?explaining how to use it to accommodate Lean processes and operations. Filled with straightforward examples, it provides enough modeling tools so you can start your Lean journey right away. Examining the work of IT from an IT practitioner perspective, the book includes coverage of:

- *The OM Perspective?*considers the work of IT from an Operations Management (OM) perspective, showing how many of the concepts that have been successfully applied within manufacturing can be applied to IT
- *The Lean Improvement Model*?explains Lean concepts and practices and details the authors' Lean improvement model
- *Lean Problem-Solving (Identifying and Understanding Problems)*?considers operational work in IT and explains how to apply Lean practices related to problem identification and root cause analysis
- *Lean Problem-Solving (Identifying and Managing Solutions)*?describes how to use good problem identification as the basis for identifying the right solutions
- *Lean IT Service Management*?examines IT work from an IT Service Management perspective, using the ITIL® framework as a guide
- *Implementing and Sustaining Lean IT Improvements*?explains how to implement and sustain Lean IT improvements

Throughout the book, the authors use a simple model for Lean Improvement as the framework for communicating practical guidance on identifying and understanding problems, as well as identifying, implementing, managing, and

improving solutions. Emphasizing alignment with core Lean concepts, such as A3 Thinking and Plan Do Check Act, it introduces concepts in a manner that allows you to take away small bits at a time and immediately apply them in your IT operations. Exploring the notion that any IT organization can benefit from the application of Lean, the text supplies you with virtually limitless opportunities for improvement in your IT organization.

Making IT Lean: Applying Lean Practices to the Work of IT

By Howard Williams, Rebecca Duray

Making IT Lean: Applying Lean Practices to the Work of IT By Howard Williams, Rebecca Duray

Making IT Lean: Applying Lean Practices to the Work of IT presents Lean concepts and techniques for improving processes and eliminating waste in IT operations and IT Service Management, in a manner that is easy to understand. The authors provide a context for discussing several areas of application within this domain, allowing you to quickly gain insight into IT processes and Lean principles.

The text reviews IT Service Management, with reference to the IT Infrastructure Library (ITIL®) as a framework for best practices?explaining how to use it to accommodate Lean processes and operations. Filled with straightforward examples, it provides enough modeling tools so you can start your Lean journey right away. Examining the work of IT from an IT practitioner perspective, the book includes coverage of:

- *The OM Perspective?*considers the work of IT from an Operations Management (OM) perspective, showing how many of the concepts that have been successfully applied within manufacturing can be applied to IT
- *The Lean Improvement Model?*explains Lean concepts and practices and details the authors' Lean improvement model
- *Lean Problem-Solving (Identifying and Understanding Problems)?*considers operational work in IT and explains how to apply Lean practices related to problem identification and root cause analysis
- *Lean Problem-Solving (Identifying and Managing Solutions)?*describes how to use good problem identification as the basis for identifying the right solutions
- *Lean IT Service Management?*examines IT work from an IT Service Management perspective, using the ITIL® framework as a guide
- *Implementing and Sustaining Lean IT Improvements?*explains how to implement and sustain Lean IT improvements

Throughout the book, the authors use a simple model for Lean Improvement as the framework for communicating practical guidance on identifying and understanding problems, as well as identifying, implementing, managing, and improving solutions. Emphasizing alignment with core Lean concepts, such as A3 Thinking and Plan Do Check Act, it introduces concepts in a manner that allows you to take away small bits at a time and immediately apply them in your IT operations. Exploring the notion that any IT organization can benefit from the application of Lean, the text supplies you with virtually limitless opportunities for improvement in your IT organization.

Making IT Lean: Applying Lean Practices to the Work of IT By Howard Williams, Rebecca Duray Bibliography

- Sales Rank: #1597946 in Books
- Brand: Brand: Productivity Press
- Published on: 2012-11-20

- Released on: 2012-11-09
- Original language: English
- Number of items: 1
- Dimensions: 10.00" h x .53" w x 7.00" l, .90 pounds
- Binding: Paperback
- 232 pages

Download and Read Free Online Making IT Lean: Applying Lean Practices to the Work of IT By Howard Williams, Rebecca Duray

Editorial Review

About the Author

Howard Williams is an IT Service Management Consultant in Microsoft's Consulting Services organization, with several years of experience designing and implementing ITSM solutions for a diverse customer population. He is an ITIL® Expert (V3), and has an MBA in Operations Management from the University of Colorado at Colorado Springs.

Rebecca Duray is a Professor and Associate Dean for Academic Programs at the University of Colorado at Colorado Springs College of Business. Professor Duray received her Ph.D. from The Ohio State University and her B.S. and M.B.A from Case Western Reserve University. Her research interests are in the strategic use of operations, mass customization, and Lean Information systems. Prior to obtaining her Ph.D., Professor Duray was a management consultant for various firms including Price Waterhouse and A.T. Kearney focusing on operations and systems issues.

Users Review

From reader reviews:

Charlotte Kuester:

What do you in relation to book? It is not important to you? Or just adding material when you want something to explain what the one you have problem? How about your free time? Or are you busy man? If you don't have spare time to try and do others business, it is gives you the sense of being bored faster. And you have time? What did you do? All people has many questions above. They have to answer that question due to the fact just their can do this. It said that about e-book. Book is familiar on every person. Yes, it is suitable. Because start from on kindergarten until university need that Making IT Lean: Applying Lean Practices to the Work of IT to read.

Ruth McMillian:

Reading a publication tends to be new life style in this era globalization. With studying you can get a lot of information which will give you benefit in your life. Having book everyone in this world can share their idea. Books can also inspire a lot of people. Plenty of author can inspire their very own reader with their story or even their experience. Not only situation that share in the ebooks. But also they write about the information about something that you need case in point. How to get the good score toefl, or how to teach your sons or daughters, there are many kinds of book that you can get now. The authors nowadays always try to improve their expertise in writing, they also doing some research before they write for their book. One of them is this Making IT Lean: Applying Lean Practices to the Work of IT.

Linda Porter:

You can obtain this Making IT Lean: Applying Lean Practices to the Work of IT by visit the bookstore or Mall. Merely viewing or reviewing it might to be your solve trouble if you get difficulties for the knowledge. Kinds of this guide are various. Not only by means of written or printed and also can you enjoy this book by simply e-book. In the modern era just like now, you just looking of your mobile phone and searching what your problem. Right now, choose your own ways to get more information about your publication. It is most important to arrange you to ultimately make your knowledge are still revise. Let's try to choose appropriate ways for you.

Jose Johnson:

Some individuals said that they feel bored stiff when they reading a publication. They are directly felt that when they get a half areas of the book. You can choose the particular book Making IT Lean: Applying Lean Practices to the Work of IT to make your reading is interesting. Your skill of reading expertise is developing when you similar to reading. Try to choose easy book to make you enjoy to learn it and mingle the sensation about book and studying especially. It is to be 1st opinion for you to like to start a book and learn it. Beside that the publication Making IT Lean: Applying Lean Practices to the Work of IT can to be your brand new friend when you're feel alone and confuse with the information must you're doing of this time.

Download and Read Online Making IT Lean: Applying Lean Practices to the Work of IT By Howard Williams, Rebecca Duray #7BF8H9UJ26W

Read Making IT Lean: Applying Lean Practices to the Work of IT By Howard Williams, Rebecca Duray for online ebook

Making IT Lean: Applying Lean Practices to the Work of IT By Howard Williams, Rebecca Duray Free PDF d0wnl0ad, audio books, books to read, good books to read, cheap books, good books, online books, books online, book reviews epub, read books online, books to read online, online library, greatbooks to read, PDF best books to read, top books to read Making IT Lean: Applying Lean Practices to the Work of IT By Howard Williams, Rebecca Duray books to read online.

Online Making IT Lean: Applying Lean Practices to the Work of IT By Howard Williams, Rebecca Duray ebook PDF download

Making IT Lean: Applying Lean Practices to the Work of IT By Howard Williams, Rebecca Duray Doc

Making IT Lean: Applying Lean Practices to the Work of IT By Howard Williams, Rebecca Duray Mobipocket

Making IT Lean: Applying Lean Practices to the Work of IT By Howard Williams, Rebecca Duray EPub