



Continual Service Improvement Manager: Careers in IT service management (BCS Guides to IT Roles)

David Whapples

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To remain competitive, businesses need to ensure that their systems are supporting their needs. The role of a continual service improvement (CSI) manager is to align IT services to changing business needs and to identify areas for improvement. This practical and accessible book gives an excellent introduction to the role, covering areas such as purpose, required skills, responsibilities, interface and career progression as well as tools, standards and frameworks related to the role.

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