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in diesem buch steht eine umfassende und vielseitige diskussion des sustainable  
service managements im fokus zahlreiche untersuchungen zeigen dass die  
nachhaltigkeit ein zunehmender einflussfaktor für kaufentscheidungen darstellt  
entsprechend steht die unternehmenspraxis vor der frage der nachhaltigkeit ihrer  
geschäftsmodelle das thema der nachhaltigkeit weist offenkundig für  
sachgüterunternehmen eine besondere relevanz auf allerdings sind auch  
dienstleistungsunternehmen bei der nachhaltigkeit herausgefordert im rahmen  
eines nachhaltigen dienstleistungsmanagements entstehen zahlreiche  
fragestellungen zur gesamtheit aller ökologischen sozialen und ökonomischen  
beiträge eines unternehmens die übernahme gesellschaftlicher verantwortung  
beinhaltet sowohl das allgemeine unternehmensverhalten als auch speziell das  
dienstleistungsangebot stärker unter nachhaltigkeitsaspekten auf den prüfstand  
zu stellen profilierte beitragsautorinnen und autoren aus wissenschaft und praxis  
greifen diese herausforderungen auf und behandeln in band 1 das sustainable  
service management übergeordnet aus der sicht von kunden und mitarbeitern

note this pocket book is available in several languages english german french this  
pocket guide is a concise summary of itil v 3 a quick portable reference tool to  
this leading standard within the service management community additionally for  
readers the processes are covered in a separate section

was sie für die foundation zertifizierung über itil wissen müssen ein überblick über itil sowie ergänzende standards und methoden wie sie it service management erfolgreich gestalten und verankern zahlreiche praxistipps und eine umfangreiche fallstudie neu in der 6 auflage mit itil 4 und cobit 2019 ihr exklusiver vorteil e book inside beim kauf des gedruckten buches die it hat sich zu einem zentralen erfolgsfaktor für funktionierende geschäftsprozesse entwickelt das verlangt von it organisationen immer schneller veränderten anforderungen gerecht zu werden it verantwortliche können diese aufgabe meistern wenn sie auf modernes it service management setzen hier wird ihnen gezeigt wie sie it service management praxisgerecht planen und realisieren sie erfahren wie sie itil ihren zielen entsprechend mit iso 20000 it kennzahlen balanced scorecard und cobit 2019 richtig kombinieren und einsetzen als standardisierte notation für prozesse wird bpmn 2 0 beleuchtet ein ausführliches fallbeispiel veranschaulicht wie sie das alles in die praxis umsetzen und auf diese weise kontinuierlich die qualität und die wirtschaftlichkeit verbessern das ist ein buch sowohl für die praxis itil projekte stehen bevor als auch für schulungs teilnehmer die sich auf eine itil foundation prüfung vorbereiten wollen das buch zeigt wie it service management mit itil in der praxis geplant und realisiert werden und wie eine verzahnung mit weiteren good practices ihren zielen entsprechend kombiniert werden kann it service management itsmf deutschland e v zur 3 auflage

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