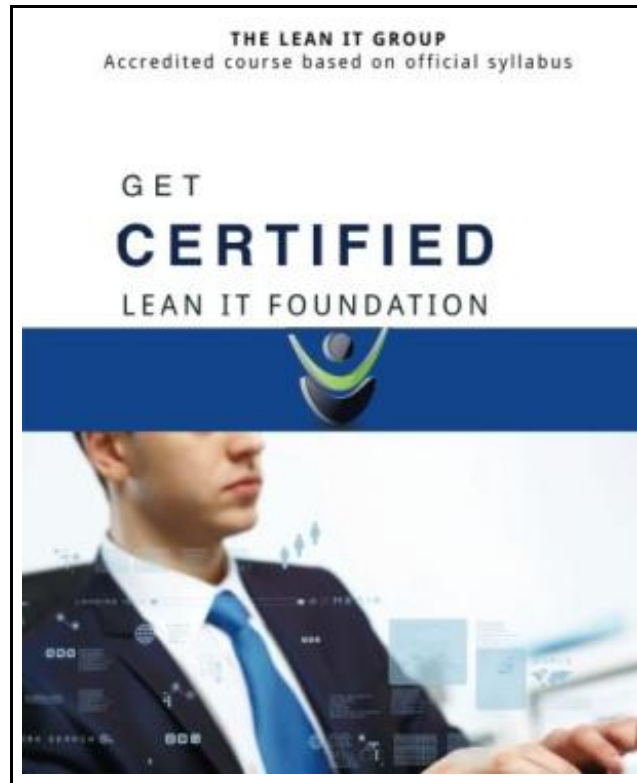


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Createspace, United States, 2015. Paperback. Book Condition: New. 235 x 190 mm. Language: English . Brand New Book ***** Print on Demand *****.Lean IT is built on the proven Lean and Six Sigma practices developed in manufacturing organizations around the world, and the new courses have been tailored for IT processes (including ITIL(r), COBIT(r), etc). Regardless of which framework or standard your IT organization has chosen, Lean IT focuses on how to assess a process to eliminate waste, where waste is defined as something that adds no value to a product, service, or output. This publication follows the official syllabus of the Lean IT Foundation course and prepares the reader to sit for the certification exam. The author explains the Lean IT basic concepts using real-world examples and fictional situations from the FeetWalk case-study. The principles of Lean IT are applicable to all IT operations regardless of industry or sector. Any organization effectively applying Lean IT will notice increased user and customer satisfaction, reductions of IT costs, increased productivity, and ability to manage demand more efficiently.

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