

# Service Management Operations Strategy Information Technology With Student Cd

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### **Service Operations 15 - MIT OpenCourseWare**

2 Classic Operations Management emphasizes elimination of variability, but service operations need to accommodate customer variability 3In service ops, customers are key inputs and sometimes processors in the system What must be different in service operations? Breaking the Trade-Off Between Service and Efficiency Frances Frei, HBR, Nov 2006

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IT Service Management Vision and Strategy Summary / Roadmap Lyle Nevels, Deputy Chief Information Officer • World class administrative operations and infrastructure renewal • Basic and applied research Management, Service Catalog development and other service management and **University of the People**

Operations Strategy 11 Operations Strategy Formulation 3 Operations Strategy Formulation There are many alternative procedures for developing an operations strategy for a particular organisation These will generally require an analysis of market requirements (marketing) and the operation's resource capabilities (operations)

### **Service Management - Introduction**

Service Management - Introduction Univ-Prof Dr-Ing Wolfgang Maass Chair in Economics - Information and Service Systems (ISS) Saarland University, Saarbrücken, Germany WS 2011/2012 Thursdays, 8 - 10 am Room HS 024, B4 1