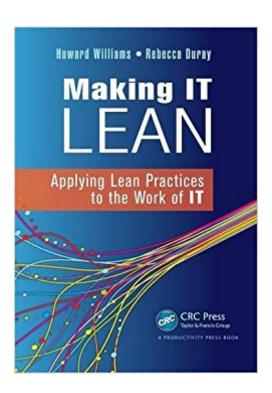
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# Making IT Lean: Applying Lean Practices To The Work Of IT





### **Synopsis**

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 a •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 Perspectiveâ •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 Modelâ •explains Lean concepts and practices and details the authorsâ ™ Lean improvement model Lean Problem-Solving (Identifying and Understanding Problems) a •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) and •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 Improvementsâ •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.

#### **Book Information**

Paperback: 232 pages

Publisher: Productivity Press (November 20, 2012)

Language: English

ISBN-10: 1439876029

ISBN-13: 978-1439876022

Product Dimensions: 7 x 0.7 x 9.9 inches

Shipping Weight: 1 pounds (View shipping rates and policies)

Average Customer Review: 4.0 out of 5 stars Â See all reviews (1 customer review)

Best Sellers Rank: #432,691 in Books (See Top 100 in Books) #48 in Books > Business & Money

> Management & Leadership > Quality Control & Management > Lean #335 in Books > Business

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#### Customer Reviews

This book offers a great overview of Lean concepts and how they apply to IT. Despite the technical nature of the topic, the authors' writing style makes for easy reading, while still conveying all the key information. It is a useful guide for bringing together Lean thinking and IT processes.

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