



Hands-On Project Office: Guaranteeing ROI and On-Time Delivery

RICHARD M. KESNER

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This volume offers processes, techniques, and tools that IT managers can use to improve the delivery of IT products and services. This compendium details simple frameworks, practical tools, and proven best practices for successful IT project management. By explaining how to streamline the functions that capture and report information about IT delivery, this volume clarifies roles, responsibilities, customer expectations, and performance measures, resulting in improved service and efficiency. Emphasizing the establishment of processes that result in repeatable success, the book provides quickly implementable solutions for IT personnel faced with the daily management of large, complex systems.

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