IT Production Services

Harris Kern, Rich Schiesser, Mayra Muniz

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"...describes in practical terms one of the most important functions of an IT infrastructure: that of deploying a well-designed development system into a well-running production system."
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"...presents the critical technical aspects of world-class infrastructure in a very business-like manner."
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"...clearly addresses how to effectively deploy and support world-class applications."
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The best enterprise IT organizations have discovered the secret to high-performance infrastructure management: build a true Production Services function and realistic Production Acceptance processes. By doing so, they've achieved outstanding reliability, availability, and serviceability... transforming themselves from overpriced support centers into world-class service providers.

IT Production Services shows you how to do it, too. Drawing on data compiled from 200+ enterprise IT assessments, it's your start-to-finish guide for effective IT infrastructure management in business-critical environments.

- Presents "Ten Commandments" for designing cost-effective, efficient IT organizations
- Covers all three key ingredients: people, processes, and technology
- Shows why transitioning systems straight from development to operations is a recipe for failure
- Includes case studies from the authors' experience consulting with Fortune 500 and Global 2000 companies
- Answers today's most frequently asked questions about managing IT infrastructure
- Shows how to infuse accountability throughout your IT organization

Endorsed by CIOs and senior executives at Symantec, Thomson Financial, The Weather Channel, Agway, and many other leading firms

Whether you're a CxO, IT director, manager, or architect, *IT Production Services* will help you optimize

your IT organization -- hands-on.

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