



Virtual Lecture on "Process Excellence in IT Service Management"

Topic :	Virtual Lecture on Process Excellence in IT Service Management for students of MCA I, III and V, conducted by Mr. Shaktibrata Bose, Director, Core Quality ,IT Management Consultancy Pvt. Ltd.
Date of event :	August 24, 2012
Aim of the Event :	The session's purpose was to create awareness among students about scope of IT services in management and also provide an understanding of a link between the same
Description of the event :	<p>The speaker discussed that set of facilities like IT and non IT provided by IT service providers fulfill the needs of management and application that support all business processes.</p> <p>The speaker also went on to explain how business actually needs IT. The core area of discussion was that IT is a force multiplier.</p> <p>This session was helpful to understand the relevance of IT to achieve its excellence in management.</p>