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# Designing Delivery

Rethinking IT in  
the Digital Service  
Economy



Jeff Sussna

# Designing Delivery Rethinking It In The Digital Service Economy

**Mairi Macintyre, Glenn Parry, Jannis Angelis**



## **Designing Delivery Rethinking It In The Digital Service Economy:**

**Designing Delivery** Jeff Sussna, 2015-06-03 Now that we're moving from a product economy to a digital service economy software is becoming critical for navigating our everyday lives. The quality of your service depends on how well it helps customers accomplish goals and satisfy needs. Service quality is not about designing capabilities but about making and keeping promises to customers. To help you improve customer satisfaction and create positive brand experiences, this pragmatic book introduces a transdisciplinary approach to digital service delivery. Designing a resilient service today requires a unified effort across front office and back office functions and technical and business perspectives. You'll learn how to make IT a full partner in the ongoing conversations you have with your customers. Take a unique customer-centered approach to the entire service delivery lifecycle. Apply this perspective across development, operations, QA, design, project management, and marketing. Implement a specific quality assurance methodology that unifies those disciplines. Use the methodology to achieve true resilience, not just stability.

**Designing Delivery** Jeff Sussna, James Urquhart, 2015 *Service Design* Lavrans Løvlie, Andy Polaine, Ben Reason, 2025-10-21 Over the past decade, service designers have played an essential role in creating comprehensive, customer-focused products and services. This updated edition of an industry classic highlights the practice's evolution and broadened impact in the business world. You'll benefit from new frameworks, tools, and methods and learn from fresh case studies that demonstrate the value of service design across service ecosystems. Who Should Read This Book: If you're involved in business, this second edition of *Service Design* will help you gain knowledge about how best to serve your customers. The following people would find it especially beneficial: Service designers, User experience designers, graphic designers, or any type of designer; Product and project managers; Leaders of organizations; Marketing people; Customer service representatives. Takeaways: If you're new to service design, this book will help you uncover the true meaning of service design. Learn how services differ from products. Prototype different service experiences. Measure services and journeys. Make the case for return on investment to an organization with service design. Deploy service design in a business. Show how to design with people, not for them. Understand how to work across time and multiple touchpoints.

**Team Topologies, 2nd Edition** Matthew Skelton, Manuel Pais, 2025-09-23 The 2nd Edition of the widely successful *Team Topologies* is now updated with new case studies and a new foreword and afterword from the authors. Empowered teams, augmented by technology, are essential for any organization to deliver value continuously and sustainably. But how do you build the best team organization for your specific goals, culture, and needs? *Team Topologies* offers a practical, adaptive approach for organizational design and team interactions based on a toolkit that includes empowered teams, keen awareness of value streams and information flow, the need for decoupling for speed, team cognitive load as a key design factor, shared language, four fundamental team types, and three team interaction patterns. This proven approach treats teams as the fundamental means of delivery, where team structures and communication pathways evolve with technological and

organizational maturity In this updated second edition business consultants Matthew Skelton and Manuel Pais enhance their original work with new case studies from multiple industries around the world demonstrating how diverse organizations have successfully implemented these principles and patterns A new foreword from the authors reflects on the global impact and evolution of Team Topologies since its initial publication and hints at what might be next At the heart of the Team Topologies approach remains a dual focus on fast flow avoiding handoffs and other obstacles to the flow of value and a deep understanding of team cognitive load the mental effort required for teams to manage their work effectively By proactively assessing and managing cognitive load in teams organizations can increase customer focus prevent burnout improve delivery capabilities drastically increase staff engagement and enable teams to operate at their best This second edition shares secrets of successful organizational patterns and dynamic team interactions helping readers choose and evolve the right team patterns for their organization ensuring healthy services and optimized value streams Whether you re discovering Team Topologies for the first time or seeking to deepen your existing implementation this comprehensive guide provides the knowledge and tools needed to turn inter team problems into valuable signals for a self steering organization Team Topologies remains a major step forward in organizational design for IT and knowledge work presenting a well defined way for teams to interact and interrelate that helps make the resulting value delivery architecture clearer and more sustainable

*DevOps Paradox* Viktor Farcic, 2019-08-30 Discover DevOps secrets from leading experts Viktor Farcic interviews DevOps industries voices including Mike Kail Greg Bledsoe Jeff Sussna James Turnbull Kohsuke Kawaguchi Liz Keogh and more Key Features Leading DevOps experts share their insights into modern DevOps practice Engage with the real world challenges of putting DevOps to work Strengthen your DevOps practices now and prepare for future DevOps trends Book Description DevOps promises to break down silos uniting organizations to deliver high quality output in a cross functional way In reality it often results in confusion and new silos pockets of DevOps practitioners fight the status quo senior decision makers demand DevOps paint jobs without committing to true change Even a clear definition of what DevOps is remains elusive In *DevOps Paradox* top DevOps consultants industry leaders and founders reveal their own approaches to all aspects of DevOps implementation and operation Surround yourself with expert DevOps advisors Viktor Farcic draws on experts from across the industry to discuss how to introduce DevOps to chaotic organizations align incentives between teams and make use of the latest tools and techniques With each expert offering their own opinions on what DevOps is and how to make it work you will be able to form your own informed view of the importance and value of DevOps as we enter a new decade If you want to see how real DevOps experts address the challenges and resolve the paradoxes this book is for you What you will learn Expert opinions on Introducing DevOps into real world chaotic business environments Deciding between adopting cutting edge tools or sticking with tried and tested methods Initiating necessary business change without positional power Managing and overcoming fear of change in DevOps implementations Anticipating future trends in DevOps and how to prepare for

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**IT Strategy for Non-IT Managers** Amrit Tiwana,2017-09-15 How non IT managers can turn IT from an expensive liability into a cost effective competitive tool Firms spend more on information technology IT than on all other capital assets combined And yet despite this significant cash outlay businesses often end up with IT that is uneconomical and strategically feeble What is missing in many organizations IT strategy is the business acumen of managers from non IT departments This book presents tools for non IT managers to turn IT from an expensive liability into a cost effective competitive tool It equips readers with the concepts and analytical skills necessary to understand IT needs and opportunities from both sides of the business IT divide Each chapter opens with a jargon decoder nontechnical explanations of the key ideas in the chapter and ends with a checklist summarizing non IT factors to consider in IT decisions Chapters cover such topics as infusing competitive firepower into IT strategy amalgamating software and data for a hard to duplicate competitive advantage making choices that meet today s business needs without handicapping future strategy establishing who decides what about IT strategies sourcing IT and its challenges protecting IT assets against disaster in ways that IT professionals cannot and recognizing the business potential of emerging technologies Examples are drawn from large corporations small businesses and nonprofits around the world The book is suitable for use in the MBA core IT course and is aimed especially at students in professional or executive MBA programs It will also be a valuable reference for managers Documentation Abstracts ,2000

Service Design and Delivery Mairi Macintyre, Glenn Parry, Jannis Angelis, 2011-04-02 Service Design and Delivery provides a comprehensive overview of the increasingly important role played by the service industry Focusing on the development of different processes employed by service organizations the book emphasizes management of service in relation to products It not only explores the complexity of this relationship but also introduces strategies used in the design and management of service across various sectors highlighting where tools techniques and processes applicable to one sector may prove useful in another The implementation methods introduced in the book also illustrate how and why companies can transform themselves into service organizations While the book is primarily intended as a text for advanced level courses in service design and delivery it also contains theoretical and practical knowledge beneficial to both practitioners in the service sector and those in manufacturing contemplating moving towards service delivery **Service**

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