



The Art of IT Management: Practical tools, techniques and people skills

Robina Chatham

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Being an IT manager for the first time can be daunting. With a focus on practical advice, this book will provide you with hints, tips and examples from the world of IT management, showing you that management is about people rather than process; it is an art rather than a science.

All the stories you will read in this book are true; all the advice has been personally tried and tested; all the tools and techniques have been applied by other aspiring leaders with positive results.

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