

What part of IT operations should leadership focus on to improve service delivery?



Expand Skill Sets

Technology is evolving at an astounding rate, and it is imperative for every department to keep up with the changes. CIOs should focus on expanding their teams' skill sets to include customer service and training capabilities. Sending staff to professional development opportunities such as conferences is important but not always effective if they don't know how to share or apply their newfound knowledge. Ensuring your team can train end users on new technologies and processes is just as important as keeping up with the latest technology.

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