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WITH
SANJOG AUL

CIO Talk Network
Wednesday at 7 AM Pacific
March 10th 2010: Should IT drive business
service reliability?

To deliver value, a given business service must be highly reliable. What are the challenges to reliability? And, if reliability is based on broad accessibility, guaranteed continuity, and high performance - aren't those all dependent on IT? If IT is driving reliability, who is accountable, IT or Business? Shouldn't IT share accountability?



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