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Titolo	Essays in Economic Policy and Economic Growth / I.G.Patel.
Pubbl/distr/stampa	London : Macmillan, 1986
ISBN	0-333-39213-2
Edizione	[1. ed.]
Descrizione fisica	XII, 261 p. ; 21 cm
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Lingua di pubblicazione	Inglese
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Autore	Gentle Michael <1957->
Titolo	IT success! [[electronic resource]] : towards a new model for information technology // Michael Gentle
Pubbl/distr/stampa	Chichester ; ; Hoboken, NJ, : John Wiley & Sons, c2007
ISBN	1-281-13539-9 9786611135393 0-470-72441-2
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Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	IT SUCCESS! Towards a New Model for Information Technology; Contents; Introduction; Acknowledgements; Abbreviations; Part I Blinded by Specs; 1 In Search of Excellence the Fundamentals; The more things change, the more they stay the same; A worldwide phenomenon; How the traditional IT model started; The construction industry trap; The free lunch trap; Houses of ill repute; A business problem rather than an IT problem; IT and original sin; No sacred cows; 2 IT 101 - The Basics for Non-Specialists; The process breakdown for traditional IT activities The process breakdown for business (i.e. non-IT) activitiesThe fundamental difference between IT and non-IT activities; 'That's not my problem!' - process ownership and behaviour; 3 The Flaws of the Traditional Model; The unintended consequences of the waterfall method; In search of a pizza parlour manager; Who provides process expertise - client or vendor?; When standard client-vendor relationships are possible; When standard client-vendor relationships pose problems; Is a standard client-vendor relationship possible for IT?; The 'Statement of Requirements' (SoR) trap

A poor to non-existent pricing model
Should IT be run like a business (i.e. an ESP)?
The limits of outsourcing
Current IT organizational trends
The ultimate litmus test to determine one's business model
What model would be appropriate for IT?
Part II Building a New Business Model for IT
4 Managing Demand
Managing demand - traditional model
Managing demand - new model
Capturing demand and identifying opportunities
Prioritizing and approving demand
Planning approved demand
Linking demand to resource capability
Approving demand based on portfolios

The missing component in Project Portfolio Management
Business cases are in the eye of the beholder
Building the IT plan and budget
Demand from a customer perspective
Shaking off the chains of the construction industry
Funding approved demand
Roles and responsibilities
5 Managing Supply
Managing supply - traditional model
Managing supply - new model
Iterative development in practice
Why prototyping has never become mainstream
Is prototyping the answer to everything?
Project critical success factors
Maintenance - letting go of the M-word
Delivery and implementation

Service and support
6 Monitoring Costs and Benefits
Monitoring costs and benefits for traditional IT activities
Monitoring costs and benefits for business (non-IT) activities
Monitoring costs and benefits - new model
Ownership and accountability for costs and benefits
Cost-benefit analysis during the life of a project
It is normal for costs and benefits to change!
Portfolio performance monitoring
Cost-benefit analysis after project delivery
7 Financials
The main categories of IT costs
Ownership of IT costs for the regulation of supply and demand
Who has the final say for IT investments?

Sommario/riassunto

"Fifty years after the birth of corporate computing, IT today is still characterized by 50-70% project failure rates. Which is pretty scary when you come to think of it: either a goblin has cast a spell on a whole profession - or that profession is doing something fundamentally wrong". IT Success! challenges the widespread assumption that an IT department is like a building contractor whose project managers, architects and engineers (all construction industry terms...) are supposed to deliver systems on schedule, within budget and to spec. Michael Gentle explains why this is not
