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Does Trust Affect IT Strategy in Turbulent Times?; Producing Business Outcomes-An Assessment; References; Notes
Chapter 4: IT Strategy in Turbulent EnvironmentsChange and Turbulence Defined; How Do Organizations Cope with Change and Turbulence?; Assessing Turbulence in the Enterprise; Organizational Capabilities and Environmental Turbulence; How Do IT and IT Management Cope with Turbulence and Change?; Producing Business Outcomes Despite Turbulence and Uncertainty: An Assessment; References; Notes; Chapter 5: Turbulence in Information Technology; History of Technology Turbulence; The Impact of Technology Turbulence; Enterprise Implications Based on Turbulence in IT; Technology Turbulence Assessment
ReferencesNotes; Chapter 6: The Effects of IT Sourcing; The IT Services Supplier as a Strategic Concern; Strategic IT Outsourcing; The Impact of Trust and Turbulence; Looking Ahead9; References; Notes; Part Two: Principles for Transforming Business in Turbulent Times; Chapter 7: Requirements for Strategic IT Management; The Impact of Turbulence and Trust; The Impact of Turbulence; The Impact of Trust; Turbulence and Trust: Requirements for Business-IT Partnership; Demand and Supply Management of IT; Demand and Supply Impact on Outsourcing; To Conclude: The Need for Relational Governance
Self-Assessment: IT CompetenciesNotes; Chapter 8: The Service Relationship; IT Is a Service Business; Service Performance Is the Foundation for IT Credibility and Trust; IT Service Management Is Critical; So What?; Conclusion and Scorecards; Scorecard Evaluation20; Notes; Chapter 9: The Partnership Relationship; Reasons for the Business-IT Partnership; Defining the Business-IT Partnership; Dealing with Culture, Behavior, and Silos; Implementing the Business-IT Partnership; Engaging the Business; Implementing Partnerships Requires Agreement on Roles for the Partners; Is This a Real Problem? "Teaming" Is the New Partnership

Sommario/riassunto

Proven methodologies to enhance business value by exploiting the latest global technology trends and best business and IT practices
There is no doubt that a tidal wave of change is hitting the area of business technology; new business models are forming around the cloud, new insights on how an enterprise runs is being aided by mining massive transactional and operational data sets. Decision-making is becoming almost prescient through new classes of data visualization, data analytics, and dashboards. Despite the promise of technologies to make a difference, or perhaps because of it, IT
