

1. Record Nr.	UNINA9910139599203321
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Titolo	The chief information officer's body of knowledge [[electronic resource]] : people, process, and technology // Dean Lane
Pubbl/distr/stampa	Hoboken, N.J., : Wiley, c2011
ISBN	1-118-11380-2 1-283-24659-7 9786613246592 1-118-26911-X 1-118-11378-0
Edizione	[1st edition]
Descrizione fisica	1 online resource (338 p.)
Collana	Wiley corporate F & A
Classificazione	BUS063000
Disciplina	658.4/038 658.4038
Soggetti	Information technology - Management Chief information officers
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Includes index.
Nota di contenuto	pt. 1. People -- pt. 2. Process -- pt. 3. Technology.
Sommario/riassunto	"A contributed volume, this book was written by practitioners who handle both the day-to-day and longer term challenges that Information Technology (IT) departments and their parent businesses face. It is a hands-on, practical application, IT desk reference written in lay terms for business people and IT personnel alike. There are no lofty theories or references to hypotheses. This is a book that will help individuals understand how to assist companies establish standard practices so they may become more effective and efficient. It provides guidance on how a business person and IT can work together to maximize business value. It also addresses the Chief Information Officer managing and running IT as a business so that the IT department may become a full strategic partner in the organization's crucial decisions"--