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	Nota di contenuto	The CIO Playbook; Contents; Preface; Acknowledgments; Chapter 1 Step 1: Partner; Partnership versus Alignment; Build Business Partnerships; Earning Trust; Setting Priorities; Creating Business Strategy; Develop an IT Strategic Plan; How to Get Started; The Sections of an IT Strategic Plan; Different Approaches to Strategic Planning; Differentiate Customers and Partners; Take on Responsibilities Outside of IT; Cloud Computing Is Changing the Role of IT; Network Engineering; Security; Relationship Management; Contract Law and Negotiation; Process Management; Chapter 2 Step 2: Organize Brand Your Department Define an IT Organizational Model; Define a Project Methodology; Manage the Software Selection Process; Step 1: Project Team; Step 2: Requirements; Step 3: Assessment Model; Step 4: Software Vendor Research; Step 5: Request for Proposal; Step 6: Vendor Demonstrations; Step 7: Technology Contracts; Maintain a Portfolio of Products and Services; PPM Software; Understand Your Capacity; Create

IT Policies; Manage the Technology Partners; Contract Management; Technology Partner Summits; Benchmark IT; Chapter 3 Step 3: Innovate; Turn Ideas into Action

Create a Governance Framework Membership; Membership Terms; Proxies; Chairperson Duties; Frequency of Meetings; Reviews of Submitted Business Requests; Summits; Demonstrate the Possibilities; Think Big; Develop Business Cases; Executive Overview; Situation Analysis; Recommendation and Rationale; Alternatives Analysis; Implementation Plan; Approvals; Package Innovation; The Upside of Quarterly Releases; The Downside of Quarterly Releases; Complexity Drives Frequency; Fast-Tracking Changes; The Implications of Using Software-as-a-Service Providers; Go Green; Chapter 4 Step 4: Deliver Why System Implementations Fail Develop a High-Performance Team; Develop a Team-Building Program; Discover Organizational Readiness; Feasibility; Process and Operational Findings; Scope and Approach; Develop and Implement; Get Insanely Motivated; Just Say No; Manage Transitions; Measure Benefits; Communicate IT Value; Create a Communication Program; Define Your Audience; A CIO Roundtable; Go Global with Applications; Benefits; Challenges; Go Global with Infrastructure; Choose the Right Number of Instances; Chapter 5 Step 5: Support; Create Service Level Agreements; Support Hours; System Uptime

Issue Classification Performance Measurement; Security Maintenance; Maintain End User Satisfaction; Service Ticket Response Time Management; Communication of End User Responsibilities; Determine an Approach to IT Charge-Backs; Manage Operational Performance; Develop a Super User Program; The Definition of a Super User; The Definition and Measurement of Program Objectives; A Recognition and Reward System; Program Maintenance; Encourage Feedback; Develop and Administer User Surveys; The CIO 360; Standardize Communications; Build a Shared Service Center; Expect Resistance; Establish SLAs

Establish and Continually Measure KPIs

Sommario/riassunto

"This book offers insightful and practical advice and strategies to help IT leaders maximize the impact of IT on their business. While the technologies constantly change at a dramatic pace, the practices described in this book are timeless and can help transform IT department from a mere order taker to a high performance organization that delivers extraordinary business outcomes, despite this era of turbulent economic challenges.The author shares a framework that he has developed over his 25 year career that includes practical strategies and tactics to help IT leaders truly transform their organizations. The framework involves seven steps: (1) partner, (2) innovate, (3) deliver, (4) support, (5) optimize, (6) protect, and (7) grow. Interviews with CIOs and technology leaders from companies such as HBO, Hyatt, and Conair will be used to help support the framework"--Provided by publisher.