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Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Also available from Taylor & Francis; Contents; Figures; Tables; Preface; Part 1 Elements of IS/IT success and measurement in organisations; Part 2 Enablers: learning organisations and strategies alignment; Part 3 Improvement gaps and tools: maturity and readiness of organisations; Acknowledgements; Part 1 Elements of IS/IT success and measurement in organisations; Chapter 1 Current status of IS/IT management and applications; 1.1 Advances in hardware and software; 1.2 Patterns of IT focus in construction and engineering; Phase I: IT infrastructure; Phase II: process focus Phase III: supply chain focus Phase IV: Internet focus; 1.3 Technology push vs business pull; 1.3.1 Isolated computer applications; Case study 1.1: Incompatibility of software packages; 1.3.2 Lack of communications; 1.3.3 Business processes; 1.4 IS/IT investments and organisation effectiveness; 1.4.1 Investment decisions; 1.4.2 Case study 1.2: ill-informed decisions on IT investments; 1.5 Evolving role of

IS/IT in organisations; 1.6 IS/IT measurement, success and effectiveness; 1.6.1 Definitions of IS/IT; 1.6.2 IS/IT success and effectiveness

1.7 IT uptake: the case of the construction industry1.7.1 Web-based developments for project collaboration; 1.7.2 Data exchange in collaborative environments; 1.7.3 Case study 1.3: collaborative environments; Background; Benefits; Problems; 1.7.4 Case study 1.4: collaborative environments; Background; Benefits; 1.7.5 Case study 1.5: collaborative environments; Background; Benefits; 1.7.6 Case study 1.6: collaborative environments; Background; Benefits; 1.7.7 Case study 1.7: collaborative environments; Background; Benefits; Problems; Chapter 2 Organisational elements for IS/IT success

2.1 Business dynamics and technology2.1.1 Relation between business process and technology: the five-layer diagram; Layer 1: business environment; Layer 2: IS/IT and business processes; Layer 3: package solutions; Layer 4: enabling software; Layer 5: hardware and communication technology; 2.2 Difficulties in integrating business and IS/IT: the case of construction; 2.2.1 Case study 2.1: lack of standardisation in business processes; 2.3 Building IT capability; 2.4 Business process and IT; 2.4.1 Relationship between maturity in process management and IS/IT

2.4.2 The relevance of the time element2.4.3 Case study 2.2: Extranets; 2.5 People and IT; 2.5.1 The role of IS/IT Department Head; Factors affecting the Head of IS/IT; 2.5.2 Case study 2.3: people role in the success of collaborative environments; List of people-critical success factors for the successful implementation of Extranets;; 2.6 Work environment; 2.6.1 Leadership; 2.6.2 Empowerment; 2.6.3 Communication; 2.6.4 Process vision development; 2.6.5 Project management; 2.6.6 Process-based team formation 2.6.7 Case study 2.4: work environment role in the success of collaborative environments

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## Sommario/riassunto

How could the potential of IT be realised to improve business performance in architecture, construction and engineering organisations? How could organisations unleash the potential of IT to achieve a sustainable competitive advantage? How can organisations migrate from technology to IT-enabled business thinking?Based on the author's twenty years research experience, this book provides a holistic picture of the factors that enable architecture, construction and engineering organisations to explore the potential of IT to improve their businesses and achieve a sustainable competitive ad

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