Record Nr. UNINA9910457299003321 Autore Bannister Frank **Titolo** Purchasing and financial management of information technology [[electronic resource] /] / Frank Bannister Oxford;; Burlington, MA,: Elsevier/Butterworth-Heinemann, 2004 Pubbl/distr/stampa **ISBN** 1-136-37064-1 1-281-01420-6 9786611014209 1-4294-8435-7 0-08-049791-8 Descrizione fisica 1 online resource (385 p.) Collana Computer weekly professional series Disciplina 004.068/1 Soggetti Information technology - Management Information technology - Costs Information resources management Electronic books. Lingua di pubblicazione Inglese Materiale a stampa **Formato** Livello bibliografico Monografia Note generali Includes index. Nota di contenuto Cover; Purchasing and Financial Management of Information Technology: Copyright Page: Contents: Computer Weekly Professional Series; Preface; Chapter 1. IT acquisition policy; 1.1 Introduction; 1.2 The objectives of purchasing; 1.3 What makes IT purchasing different?; 1.4 IT strategy and purchasing; 1.5 IT value; 1.6 Foundations of IT purchasing policy; 1.7 Purchasing procedures; Chapter 2. Dealing with suppliers; 2.1 Introduction; 2.2 Good supplier relationships; 2.3 Poor supplier relationships; 2.4 Joint development; 2.5 Good suppliers; 2.6 Supplier management strategies 2.7 Handling salesmen 2.8 Negotiating; 2.9 Using formal tenders; 2.10 Total outsourcing; 2.11 Sources of supplier information; Chapter 3. IT costs and cost management; 3.1 Are we getting value from IT?; 3.2 The dynamics of IT cost growth; 3.3 Identifying IT costs; 3.4 Managing hidden costs; 3.5 Training costs; 3.6 Managing maintenance and

support costs; 3.7 Testing, installation and implementation; 3.8 Invisible costs; 3.9 Charge-back; 3.10 Outsourcing; 3.11 IT asset

statements; Chapter 4. Evaluating and reviewing IT investments; 4.1 Principles of IT evaluation; 4.2 IT benefits

4.3 Why IT expenditure is difficult to evaluate 4.4 Methods of evaluating IT expenditure; 4.5 IT expenditure benchmarking; 4.6 Reviewing and auditing IT systems; Chapter 5. IT budgeting, accounting and cost control; 5.1 Introduction; 5.2 Prerequisites for good IT budgeting; 5.3 Why good budgeting is important; 5.4 Four basic approaches to budgeting; 5.5 Ownership; 5.6 Practical rules for budget ownership; 5.7 The scope of IT budgeting; 5.8 Roles in the IT budgeting process; 5.9 Building a budget; 5.10 Project and expenditure justification; 5.11 Charge-back budgeting; 5.12 Phasing a budget 5.13 Reporting against budget 5.14 Forecasting; 5.15 Good monitoring and reporting practices; 5.16 Tracking hardware and software; 5.17 Accounting for IT; 5.18 A final checklist; Chapter 6. Specifying hardware and systems software; 6.1 Introduction; 6.2 Two approaches to specification; 6.3 Important definitions; 6.4 Specifying processors; 6.5 Specifying desktop machines; 6.6 Specifying printers; 6.9 Specifying on-line storage; 6.8 Specifying printers; 6.9 Specifying

Specifying on-line storage; 6.8 Specifying printers; 6.9 Specifying communications requirements; 6.10 System software; 6.11 Specifying ergonomics

Chapter 7. Specification of application software7.1 Introduction; 7.2

The importance of good software specification; 7.3 Specifying requirements for packaged software; 7.4 Functional requirements; 7.5 Specifying custom software requirements; 7.6 Conclusion; Chapter 8. Purchasing other IT products and services; 8.1 Introduction; 8.2 Purchasing hardware maintenance; 8.3 Purchasing consultancy services; 8.4 Purchasing systems integration services; 8.5 Purchasing contract staff; 8.6 Purchasing resilience and disaster recovery capability; 8.7 Purchasing security; 8.8 Conclusion Chapter 9. Evaluation and selection of IT

Sommario/riassunto

Purchasing and Financial Management of Information Technology aims to significantly reduce the amount of money wasted on IT by providing readers with a comprehensive guide to all aspects of planning, managing and controlling IT purchasing and finance. Starting from a recognition that IT purchasing and the financial management often needs to be treated differently from other types of expenditure, the author draws on over 25 years of experience in the field to provide readers with useful mixture of good procedures and common sense rules that have been tried, tested and found to