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CONSTRAINTS; 2.4 ATTITUDES AND RELATIONSHIPS; 2.5 THE SALES PROCESS AT THE SOFTWARE SUPPLIERS; 2.6 POWER, PARTNERSHIPS, FAIRNESS AND GOOD LOSERS; 2.7 CHAPTER SUMMARY; 2.8 REFERENCES 2.9 FURTHER READING3. INITIATION: SHAPING AND AUTHORISING THE PROJECT; 3.1 WHAT YOU CAN LEARN FROM THIS CHAPTER; 3.2 OVERVIEW; 3.3 DETERMINING SCOPE; 3.4 SCOPING WORKSHOPS; 3.5 STUDYING COSTS AND FEASIBILITY; 3.6 ESTABLISHING PROJECT PHASES; 3.7 THE EXECUTIVE SPONSOR; 3.8 PROJECT INITIATION OR TERMS OF REFERENCE; 3.9 LAUNCH EVENTS; 3.10 CHAPTER SUMMARY; 3.11 REFERENCES; 3.12 FURTHER READING; 4. REQUIREMENTS ANALYSIS: CAPTURING THE ORGANISATIONAL NEEDS; 4.1 WHAT YOU CAN LEARN FROM THIS CHAPTER; 4.2 OVERVIEW; 4.3 SOME CAUTIONARY NOTES ON REQUIREMENTS CAPTURE; 4.4 STUDYING BEST PRACTICE 4.5 CAPTURING REQUIREMENTS4.6 SELECTING INTERVIEWEES AND ORGANISING INTERVIEWS; 4.7 PREPARING ATTENDEES FOR INTERVIEWS OR WORKSHOPS; 4.8 PREVIEW OF LATER USE OF REQUIREMENTS; 4.9 CHAPTER SUMMARY; 4.10 REFERENCES; 4.11 FURTHER READING; 5. REQUIREMENTS DOCUMENT: DOCUMENTING AND AGREEING REQUIREMENTS; 5.1 WHAT YOU CAN LEARN FROM THIS CHAPTER; 5.2 OVERVIEW; 5.3 ORGANISING REQUIREMENTS (CATALOGUING); 5.4 REQUIREMENT FORMATS; 5.5 GUIDELINES FOR ARTICULATING REQUIREMENTS; 5.6 VALIDATE, AGREE AND REFINE REQUIREMENTS; 5.7 THE WEIGHTING WORKSHOP; 5.8 CHAPTER SUMMARY; 5.9 REFERENCES 5.10 FURTHER READING6. TRAWLING THE MARKETPLACE: ESTABLISHING THE LONGLIST; 6.1 WHAT YOU CAN LEARN FROM THIS CHAPTER; 6.2 OVERVIEW; 6.3 CREATING THE LONGLIST; 6.4 RISKS WHEN ENGAGING WITH THE MARKETPLACE; 6.5 LONGLIST LENGTH AND WHEN TO INCLUDE CANDIDATES; 6.6 THE INCUMBENT SOLUTION AS A CANDIDATE; 6.7 CHAPTER SUMMARY; 6.8 REFERENCES; 6.9 FURTHER READING; 7. ASSESSING LONGLIST CANDIDATES: SELECTING THE SHORTLIST USING THE RFI; 7.1 WHAT YOU CAN LEARN FROM THIS CHAPTER; 7.2 OVERVIEW; 7.3 APPROACH TO EVALUATION AT RFI STAGE; 7.4 PRIOR PLANNING; 7.5 FORMULATING EFFECTIVE QUESTIONS 7.6 PREPARING THE RFI

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**Sommario/riassunto**

This practical book presents a proven decision-making process to help IT and business managers select the off-the-shelf software product that best fits the needs of their organisation. Suitable for all sectors, it offers a structured approach to managing stakeholders, requirements and candidate IT vendors.

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