1.	Record Nr.	UNINA9910531896803321
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	Titolo	Building successful information systems [[electronic resource]] : five best practices to ensure organizational effectiveness and profitability / / Michael J. Savoie
	Pubbl/distr/stampa	[New York, N.Y.] (222 East 46th Street, New York, NY 10017), : Business Expert Press, 2012
	ISBN	1-283-89511-0
		1-60649-426-0
	Edizione	[1st ed.]
	Descrizione fisica	1 online resource (110 p.)
	Collana	Information systems collection, , 2156-6593
	Disciplina	658.4038
	Soggetti	Information resources management
		Management information systems
		Electronic books.
	Lingua di pubblicazione	Inglese
	Formato	Materiale a stampa
	Livello bibliografico	Monografia
	Note generali	Part of: 2012 digital library.
	Nota di bibliografia	Includes bibliographical references and index.
	Nota di contenuto	Acknowledgments -- Preface -- 1. Where do we start? -- 2. The information ladder -- 3. What constitutes the right data? -- 4. How do we get information to the right place? -- 5. When is the right time? -- 6. How do we identify the right person? -- 7. What is the right format for the information? -- 8. Security -- 9. Putting it all together -- 10. Conclusion -- Glossary -- Notes -- References -- Index.
	Sommario/riassunto	Information systems are a critical component of business success today. Unfortunately, many companies do not truly understand what an information system is; where, when, and how it should be implemented; or the effects of integrating it into the organization. As such, we continue to see implementation horror stories of projects run amuck--going over time and over budget--or information systems that never get fully implemented, requiring "work-arounds" by employees in order to get things done. Why is this the case? Are information systems so poorly developed, or is it more a case of companies not understanding what information systems are and how to integrate them into their business processes? The premise of this book is that it is the latter. If decision makers better understood what information systems are, how they worked, and, most importantly, what constitutes a

successful information system; then implementations would be smoother, and benefits from information systems would be greater and last longer.