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THE BEST; Chapter 5: Customer Management; THE PROBLEM; THE IT SOLUTION; WHAT THE FOR-PROFITS CAN TEACH IT; SOME ADDITIONAL THOUGHTS; REFERENCES; NOTES; Chapter 6: Market Intelligence; THE PROBLEM; THE IT SOLUTION; WHAT THE FOR-PROFITS CAN TEACH IT; SOME ADDITIONAL THOUGHTS; REFERENCES; Chapter 7: Service-Offering Management; THE PROBLEM; THE IT SOLUTION; WHAT THE FOR-PROFITS CAN TEACH IT; SOME ADDITIONAL THOUGHTS; REFERENCES; NOTES; Chapter 8: Performance Management THE PROBLEM; THE IT SOLUTION; WHAT THE FOR-PROFITS CAN TEACH IT; SOME ADDITIONAL THOUGHTS; REFERENCES; NOTES; Part III: PUSHING THE ENVELOPE; Chapter 9: Organizational Competencies; THE PROBLEM; THE IT SOLUTION; WHAT THE FOR-PROFITS CAN TEACH IT; SOME ADDITIONAL THOUGHTS; REFERENCES; NOTES; Chapter 10: In Search of Customer Service; DO WHAT I SAY, NOT WHAT I DO; A NEW LOOK AT SERVICE; SERVICE ECONOMY VERSUS SERVICE MENTALITY; DO YOU WANT COURTESY WITH THAT?; REFERENCES; NOTES; Chapter 11: Local Heroes; ACHIEVING MARKET-DRIVEN MANAGEMENT; FIRST STEPS FIRST; A FINAL THOUGHT; REFERENCES; NOTES  
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## Sommario/riassunto

The Business-Oriented CIO: A Guide to Market-Driven Management introduces the Market Driven Management approach, which applies and adapts some of the best for-profit business thinking for use by CIOs and IT managers. IT departments are integral parts of businesses; if the electronic components like e-commerce sites fail, the business will come to a screeching halt. Run your IT department like a business rather than a reactive entity that only functions to fix problems, and transform your image from that of service center to a true business partner.

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Autore	Bystron Daniela
Titolo	Museum dekolonisieren? : Kolonialitat und museale Praxis in Berlin / / edited by Brucke-Museum [and four others]
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Nota di contenuto	Frontmatter -- Inhalt -- Vorwort -- Haltung und Verantwortung -- Haltung und Verantwortung -- Kolonialismus und koloniale Kontinuitäten -- Das Museum als Ort der Repräsentation -- Berlins versklavte Afrikaner -- Inreach -- »Ich fände es schön, wenn sich Museen verletzlich zeigen!« -- Haltung zeigen! Diversitätsorientiert und diskriminierungssensibel -- Wissen/Kanon/Sprache -- Räume, in denen sich freie Menschen begegnen -- Textproduktion im postkolonialen Museum -- Kanon, Wissen, Sprache -- Sammlung -- Koloniale Spuren - Politiken des Umgangs -- Städtische Erinnerungskultur -- Dekoloniale Erinnerungskultur in der Stadt -- Perspektivwechsel -- Location unknown -- Wayward Dust -- SORRYFORNOTHING EINSATZ KOMMANDO (SEK) -- Vorstellungen der drei Projekte -- Stiftung Deutsches Technikmuseum Berlin -- Stiftung Stadtmuseum Berlin -- Brücke-Museum -- Wie geht es weiter? -- »Wie geht es weiter?« -- Kurzbiografien
Sommario/riassunto	Viele Museen und Sammlungen stehen wegen ihrer Verwobenheit in koloniale Kontexte in der öffentlichen Kritik. Die Aufarbeitung ihrer eigenen Geschichte und Ausstellungspraxis ist langst überfällig. Drei Berliner Museen haben sich gemeinsam auf den Weg gemacht, sich selbstkritisch ihrer Kolonialität zu stellen: Das Brücke-Museum, das Deutsche Technikmuseum und das Stadtmuseum Berlin. Die Beiträger*innen geben Einblicke in den kritischen Reflexionsprozess, die beginnende Umgestaltung und die daraus folgenden Konsequenzen

fur die Museumspraxis. Damit liefern sie einen Grundstein fur die langfristige und intensive Aufarbeitung des Themas, der anderen Museen zur Orientierung dient.

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