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Nota di contenuto	Preface; About the Author; Acknowledgements; Contents; Introduction; Chapter 1: IT Strategy and Governance; Start with strategy; Developing your IT strategy; IT governance; Mirroring your corporate structure; Prioritizing IT investments; Investment portfolios; Clarity around accountability; Running IT like a business; Chapter 2: Crafting a Menu of Managed Services; Standards and specials; Case study number 1: e-mail; Case study number 2: technology support; Think product and service; Think pricing; Think customer; Your managed services roadmap; Running IT like a business Chapter 3: Tracking IT PerformancePerformance measurements; Measuring satisfaction; Metric management; Benchmarking; Benefits realization; Running IT like a business; Chapter 4: Creating Value across the Enterprise; Doing more for less; Help others be more productive; Help the entire enterprise; Reduce risk; Enable growth; Make smart value judgments; Communicate the value you create; Running IT like a business; Chapter 5: Tricks of the Trade for Running IT like a Business; Flexible resources; IT human resources model - positions and roles; Employee engagement; Managing suppliers and contracts Planning and resource managementTo capitalize or to expense?; Audit and regulatory compliance management; Running IT like a business;

Chapter 6: Toward High-performance IT; 1. Strategic IT alignment; 2. Governance; 3. Application architecture; 4. Information management; 5. Service management and operations; 6. Solutions delivery; 7. Workforce and resource management; 8. Information and technology security; 9. Outsourcing; Running IT like a business; Chapter 7: Accenture's IT Journey; Our corporate heritage; The creation of Accenture; From efficiency to effectiveness

The rework versus replace debateResults to date; Cost-benefit analysis; Your transformational IT journey; ITG Resources

Sommario/riassunto

Running IT like a Business will show you how your IT function can provide much more than products and services and add real value to your business. With clear strategies, helpful diagrams and real-life examples, this book will give you the keys to unlocking your IT function's hidden potential.
