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## 31: Conclusion; Bibliography; Index; Author Biography

## Sommario/riassunto

Consistent success does not happen by chance. It occurs by having an understanding of what is happening in the environment and then having the skills to execute the necessary changes. Ideal for project, IT, and systems development managers, IT Best Practices: Management, Teams, Quality, Performance, and Projects details the skills, knowledge, and attributes needed to succeed in bringing about large-scale change. It explains how to incorporate quality methods into the change management process and outlines a holistic approach for transformation management.<