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Support; CIO and Administrative Support; Other IT Organizational Issues; Summary; Chapter 6: The Chief Information Officer; Why This Topic Is Important; Critical Role of the CIO; The Talent Challenge; Responsibilities and Skills Needed; How Successful CIOs Allocate Their Time; Recruiting and Retaining the Ideal Candidate; Other Factors Impacting the CIO's Role; Getting Promoted; The Role of the IT Steering Committee; Evaluating the CIO; The CTO; Organizations for CIOs; Chapter 7: IT Standards; Why This Topic Is Important
Standard Setting for Technology Areas
Framework for Setting Technology Standards; Free and Open Source Software; Product Life-Cycle Analysis and Implications for Technology Standard Setting; Communicating IT Standards to the Business; Enforcing IT Standards; What to Do When You Inherit a "Highly Heterogeneous Environment"; Summary; Sources of Information for Assessing Technology Standards; Chapter 8: IT Operations and Infrastructure; Why This Topic Is Important; Scope of Operations; Performance Management and Service Level Agreements; Techniques for Standardizing IT Operations
Setting Staffing Resource Levels
Importance of Process Improvement and Root Cause Analysis; Communicating Success; Evaluating Infrastructure Investments; Summary; Chapter 9: IT Problem Management; Why This Topic Is Important; Problem and Request Management; Managing an Effective Help Desk; Help Desk Outsourcing; Chapter 10: Application Management; Why This Topic Is Important; Architecture; Application Strategy; Software as a Service; Maintaining Existing Applications; Developing New Applications; Implementing Packaged Applications; Quality Assurance Testing; Summary
Chapter 11: IT Human Resources

Sommario/riassunto

Praise for the The Executive's Guide to Information Technology""This book is important reading. It offers practical, real-world insight and pragmatic no-nonsense approaches for people who have a stake in corporate IT. ""--Lynda Applegate, Henry R. Byers Professor of Business Administration, Harvard Business School""Information systems and processes are very important parts of our due diligence assessment of a company--yet the jargon is often more difficult to understand than many foreign languages. Baschab and Piot effectively translate IT into words and concepts that busin
