

1. Record Nr.	UNINA9910831041603321
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Titolo	Trust and partnership : strategic IT management for turbulent times // Robert J. Benson, Pieter M. Ribbers with Ronald B. Blitstein
Pubbl/distr/stampa	Hoboken, New Jersey : , : Wiley, , 2014 ©2014
ISBN	1-119-20391-0 1-118-85350-4 1-118-85352-0
Edizione	[1st edition]
Descrizione fisica	1 online resource (1081 p.)
Collana	Wiley CIO Series
Disciplina	004.068 004.068/4
Soggetti	Information technology - Management Strategic planning International business enterprises - Communication systems - Management
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Cover; Series Page; Title Page; Copyright; Preface; Part One: The Challenges; Chapter 1: Business and IT in Turbulent Times; Turbulence and Uncertainty Challenge Enterprises; This Is Not about Alignment (Entirely); The Problem of Business and IT Relationships; Strategic IT Management Changes the Mental Models about IT in the Enterprise; To Whom Are We Writing? Who Is Our Audience? Whose Mental Models Are We Changing?; Notes; Chapter 2: The Barrier; Trust and Performance Are Highly Correlated; Trust and Partnership Are Highly Correlated Context and Performance Affect Trust and Ability to Partner Trust and the Total Value Performance Model; Trust and Governance; A Case of Broken Trust; The Role of Executive Leadership; Notes; Chapter 3: A Staircase to Trust; What Is Trust?; Dimensions of Trust; Trust Improves Business Performance; Can Trust between Business and IT Be Built?; Personal Trust versus Organizational Trust; Maslow's Hierarchy of Needs and IT; Business Requirements for Total Value Performance; How Does Trust Affect IT Strategy in Turbulent Times?; Producing Business

Outcomes-An Assessment; References; Notes

Chapter 4: IT Strategy in Turbulent Environments Change and Turbulence Defined; How Do Organizations Cope with Change and Turbulence?; Assessing Turbulence in the Enterprise; Organizational Capabilities and Environmental Turbulence; How Do IT and IT Management Cope with Turbulence and Change?; Producing Business Outcomes Despite Turbulence and Uncertainty: An Assessment; References; Notes; Chapter 5: Turbulence in Information Technology; History of Technology Turbulence; The Impact of Technology Turbulence; Enterprise Implications Based on Turbulence in IT; Technology Turbulence Assessment
References Notes; Chapter 6: The Effects of IT Sourcing; The IT Services Supplier as a Strategic Concern; Strategic IT Outsourcing; The Impact of Trust and Turbulence; Looking Ahead; References; Notes; Part Two: Principles for Transforming Business in Turbulent Times; Chapter 7: Requirements for Strategic IT Management; The Impact of Turbulence and Trust; The Impact of Turbulence; The Impact of Trust; Turbulence and Trust: Requirements for Business-IT Partnership; Demand and Supply Management of IT; Demand and Supply Impact on Outsourcing; To Conclude: The Need for Relational Governance
Self-Assessment: IT Competencies Notes; Chapter 8: The Service Relationship; IT Is a Service Business; Service Performance Is the Foundation for IT Credibility and Trust; IT Service Management Is Critical; So What?; Conclusion and Scorecards; Scorecard Evaluation; Notes; Chapter 9: The Partnership Relationship; Reasons for the Business-IT Partnership; Defining the Business-IT Partnership; Dealing with Culture, Behavior, and Silos; Implementing the Business-IT Partnership; Engaging the Business; Implementing Partnerships Requires Agreement on Roles for the Partners; Is This a Real Problem? "Teaming" Is the New Partnership

Sommario/riassunto

Proven methodologies to enhance business value by exploiting the latest global technology trends and best business and IT practices
There is no doubt that a tidal wave of change is hitting the area of business technology; new business models are forming around the cloud, new insights on how an enterprise runs is being aided by mining massive transactional and operational data sets. Decision-making is becoming almost prescient through new classes of data visualization, data analytics, and dashboards. Despite the promise of technologies to make a difference, or perhaps because of it, IT
