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Chapter 4 ALIGNING BUSINESS AND INFORMATION SYSTEMS: Review and Future Research DirectionsChapter 5 THE ROLE OF DYNAMIC ORGANIZATIONAL CAPABILITIES IN CREATING, RENEWING, AND LEVERAGING INFORMATION SYSTEMS COMPETENCIES; PART II THE ORGANIZATIONAL INFORMATION SYSTEMS PLANNING PROCESS; Chapter 6 USING CRITICAL SUCCESS FACTORS IN SETTING INFORMATION TECHNOLOGY AND GENERAL MANAGEMENT RESOURCE PRIORITIES; Chapter 7 A KNOWLEDGE-BASED VIEW OF INFORMATION SYSTEMS PLANNING AND ITS CONSEQUENCES: Review and Propositions; Chapter 8 STRATEGIC ALIGNMENT: Highly Valued, but Elusive in Practice

Chapter 9 INFORMATION TECHNOLOGY BUDGETING: Planning's Evil TwinChapter 10 SOME DOS AND DON'TS OF STRATEGIC INFORMATION SYSTEMS PLANNING; Chapter 11 STRATEGIC INFORMATION SYSTEMS PLANNING: The Search for an Optimal Level; Chapter 12 THE ROLE OF ORGANIZATIONAL LEARNING IN STRATEGIC INFORMATION SYSTEMS PLANNING IN UNCERTAIN ENVIRONMENTS; PART III INFORMATION SYSTEMS INVESTMENT PLANNING; Chapter 13 INFORMATION SYSTEMS PLANNINGThe Search for Potential Value

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21 HOW INFORMATION TECHNOLOGY RESOURCES CAN PROVIDE A COMPETITIVE ADVANTAGE IN CUSTOMER SERVICE; Chapter 22

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Sommario/riassunto

Edited by one of the best-known and most widely respected figures in the field, this volume is a comprehensive, single-source overview of the myriad ideas and processes that are identified with IS planning. While many chapters focus on high level strategic planning, the book gives equal attention to on-the-ground planning issues.