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Nota di contenuto	Front Cover; IT Manager's Handbook; Copyright Page; Dedication; About the Authors; Brief Table of Contents; Complete Table of Contents; Preface; What Is New and Different in the Business Edition; The Structure of This Book; Chapter-by-Chapter Summaries; Note on URLs and Web Resources; Acknowledgments; Chapter 1: The Role of an IT Manager; 1.1 Just What Does an IT Manager Do?; Why All That Change and Flexibility Is Good; Why All That Change and Flexibility Is Bad; 1.2 Managers in General; Definition of a Manager; Styles of Management; Command and Control; Collaboration What Kind of Manager Will You Be?Pros and Cons of Being a Manager: Reasons to Become a Manager, and Reasons Not to Become One; The Hidden Work of Management; Management Is Sometimes Hard to See; Good and Bad Management Often Look Alike-For a While; Resentment toward Management; Babysitting versus Managing; Politics; Managing in Four Directions; 1.3 The Strategic Value of the IT Department; Application Development versus Technical Operations; Application Development; Technical Operations; IT Department Goals; The Value of

IT Managers; 1.4 Developing an IT Strategy

Determine Who Your Team Members Are; Determine How Important Technology Is to Your Organization; Determine Who Your Customers Are and What Their Needs Are; Keep Your Department Central to the Company's Operations; 1.5 Starting Your New Job; The First Day; Meeting the Staff; A Few Ideas for What to Say to Break the Ice; Some Don'ts; One-on-One Meetings; What to Say to Those Who Wanted Your Job and Didn't Get It; Establish a Relationship with Your Manager and Your Peers; Learning the Landscape: Key Users and Key Applications; Find the Key Meetings

Be Realistic about Timetables for Fixing Problems; 1.6 The First 100 Days; No Organization Is Perfect; Quietly Advertising What You Bring to the Table; Do Some Preliminary Research before You Start; Bring a Fresh Perspective; Ask and Listen; Projects in Progress and Projects on the Horizon; Is the Status Quo Good Enough?; People to Meet and Know; Quick Hello Meetings; HR (Human Resource) Issues; Soon, Later, and Tomorrow: When Should You Address Issues; Regardless of What Happens, Let Them Know You've Heard Them; Budgeting; Making Those First Decisions

1.7 Two IT Departments-What Happens if Your Company Merges with Another?; Chapter 2: Managing Your IT Team; 2.1 Keeping Employees Focused; Establish Priorities; Communicate with Your Team; Make Sure the Team Understands the Overall Objective and Goals; Explain How You Envision Achieving the Goal; Encourage Questions and Input from Your Staff; Listen Carefully; Meet Regularly; Agile Meetings; Project Meetings; Company Mission, Vision, and Values; Be as Clear as Possible about Your Real Priorities; Avoid Burnout in Your Employees; Make Your Employees Aware of the Dangers of Burnout; Outline the Prices Employees Can Pay

Sommario/riassunto

IT Manager's Handbook: The Business Edition is a MUST-HAVE guide for the advancing technology professional who is looking to move up into a supervisory role, and is ideal for newly-promoted IT managers who needs to quickly understand their positions. It uses IT-related examples to discuss business topics and recognizes the ever-changing and growing demands of IT in today's world as well as how these demands impact those who work in the field. Specific attention is paid to the latest issues, including the challenges of dealing with a mobile and virtual workforce, managing Gen-X/Yers,
