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Autore	Bansal Sam <1940->
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Chapter 8: Umbrella ConsiderationsChapter 9: Performance Management; Chapter 10: Summary; References; Chapter 1; Chapter 2; Chapter 3; Chapter 4; Chapter 5; Chapter 7; Chapter 8; Chapter 9; Index

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## Sommario/riassunto

Plan, execute, and sustain a successful IT campaign with Sam Bansal's perfect scorecard approach First came the dot.com bust, then the IT squeeze. Despite software being the tail that wags the dog in most corporations, the cham-pions of IT, the CIOs, are constantly under fire to justify and maximize their IT investments-past, present, and future. Learn how to establish Key Performance Indicators and Value Scorecards for IT to ensure maximum value in your corporation with the step-by-step approach found in Sam Bansal's Technology Scorecards. Drawing on Dr. Bansal's over fort

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