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Nota di contenuto	Decoding the IT Value Problem; Contents; Foreword: Uncovering an Essential Skill of IT Management; Preface; Acknowledgments; Introduction; Chapter 1 The Value of IT; The 80/20 Law of IT Spending; The User Interface Is Not the Project; Just Like Buying a Car; Don't Forget Maintenance Costs; The Math of Availability; My Favorite Analogy; The Hard Facts of Uptime; Chapter 2 Why IT Projects Fail; Technology Is Not the Problem; Communication Is Critical; IT Projects Are Really Business Process Change Projects; When You Change a Process, Don't Forget the People; Paradigm Shifts Are Real Chapter 3 The Washington Principle The Skills of a Leader; Why We Need IT Governance; A Process for Generating Commitment; They Cannot Read Your Mind; Multiple Levels of Governance; Delivering Expected Value; The Basics of Good Governance; Chapter 4 Balancing Risk and Exposure; The CIA Model of Risk Assessment; An Easy Method

for Modeling Risk; The Risk Profile Matrix; Bring Options and Recommendations to the Table; Managing IT Security Risks; What about the Black Swan?; Note; Chapter 5 Time Is the Enemy; Riding to Nowhere?; It's All about Time; If Necessary, Rebaseline the Project; The 5 Whys  
Chapter 6 Software Is Not Manufactured The Art of Programming; Consider Agile or Lean Methodologies; Chapter 7 Technology Disruptors; Keep Your Eyes on the Horizon; Think Like a VC; When Technology Disruption Hits Close to Home; Specific Trends to Watch; Beyond the Keyboard and Screen; Encourage Exploration, Experimentation, and Fast Failure; Chapter 8 The Office of Know; Correcting a Classic Case of Misalignment; Are CIOs Wired Differently?; Sometimes There's a Good Reason for Being Risk Averse; Technology Is Not the Only Solution; The View from the Crow's Nest  
Moore's Law and the Cost of IT And the Moral of the Story Is . . .; Some IT Projects Are Very Expensive; Chapter 12 The CFO's Perspective; Cash, Risk, and Benefits; Chapter 13 Optimizing the CEO-CIO Relationship; Making a Strategic Contribution; The CIO Evolution; Chapter 14 Conclusions; Don't Burn Your Money; Note; Recommended Reading; About the Author; Index

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## Sommario/riassunto

"Gain greater returns from your IT investments  
Revealing the secrets to proven, effective strategies that enable businesses to leverage the full value of highly expensive IT investments, Decoding the IT Value Problem is a no-nonsense guide for making smart IT investments and cutting through the noise of vendor marketing and media hype. Author Gregory Fell describes in rich detail the actual processes, frameworks, infrastructure and discipline required to develop and execute corporate IT strategies that are profitable and sustainable. Provides a proven framework for developing and successfully executing profitable IT strategies Plain English guidance for gaining the most return on investment from critical IT investments Explores developing and executing IT strategy; forecasting, calculating and managing IT costs; leveraging IT investments to drive business growth; IT and the evolving global economy; IT value management; communicating IT value across the enterprise; and leading change, transformation and innovation If you're a senior level manager or executive responsible for managing IT value in your business, Decoding the IT Value Problem is the practical and clearly written guide you'll turn to, with tools and tips for smart investment and management of IT costs"--

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