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Nota di contenuto	Copyright; Contents; List of figures and tables; Author; Foreword; Acknowledgements; Abbreviations; Glossary; 1 Introduction; 2 Overview: IT-Enabled Change; 3 Business and IT Alignment; 4 Business Improvement; 5 Business Change Design; 6 Change Implementation; 7 Benefits Management; 8 Skills and Techniques; Case Study; Notes; References; Index; Back Cover
Sommario/riassunto	The high-profile failure of major IT-related projects in both private and public sectors underlines the need for stringent change management. This book examines the types of business change processes that involve the use of IT, from the reasons organisations change the way they work, to how that change is identified, managed and implemented.