

The Executives Guide To Information Technology

"This will be the first book that examines the management of complex and uncertain projects from the perspective of senior management. It is a practical, self-contained "how to" guide for executives and senior managers. It should be their constant companion and desk reference because it collects in one place the relevant "how to" information for understanding and establishing an environment for improving complex project performance. Four major topics are presented: Supporting the organizational challenges to managing complex projects Improving project ROI using agile project portfolio management Improving project success through staffing processes and practices Establishing and maturing an enterprise project support office Each is discussed from the perspective of the organization and how its senior management team can establish structure and processes to support the management of complex projects, programs, and portfolios"--

Recent and well-publicised disasters have highlighted the fact that organisations of all kinds - from healthcare to aerospace - are critically dependent on Information Technology systems. The prevention of catastrophic I.T. failure is now an essential part of management. In this thought-provoking guide for executives and managers Richard Ennals argues that the critical factor is not technology, but people and communication. This book is your guide to ensuring future generations know what you know and can apply it in their time. This book is your guide to knowledge management for the future leaders of your organization. In other words, it ensures that they will know what you know and be able to apply your experiences to similar encounters in their time. Presenting an unusual and unique system for Continuous Quality Improvement (CQI), this new book is geared for executives who want or need to support quality improvement in their organizations. It is the contributions made by CEO's and upper management that moves the quality process forward, and because of this structure, The Executive Guide to Implementing Quality focuses on the concepts, thinking, and systems necessary for management to operationalize the CQI philosophy. Because quality is not a management problem but rather a problem that involves and requires all people working together at all levels to participate and cooperate, management must engage the organization in the processes that will improve the quality of their goods or services. It is, however, management's job to lead, organize, structure, motivate, and involve the organization in those strategies and systems that will ensure quality improvement. This book explains how to do that. Readers are given a series of exercises and explanations that will help them master the skills and understanding required to identify the management systems they need to support their quality improvement. After reading about a concept, they are asked to contribute to exercises designed to inspire creative and innovative thinking and the exploration of multi-functional options. And because it is the job of management to initiate the quality movement, this book shows how to change defensive thoughts like "that won't work for me" into "what is there that will work here." In addition to showing management how to take the lead in installing CQI in their organization, it also shows how to install the concepts through leadership teams, how to bring out the best in people, how to get top performance from employees and become a world-class organization, and how to reinforce the behaviors necessary to achieve the visions and goals of the organization.

This workbook is an easy-and-quick-to-use guide that shows how to identify the support systems that generate desirable outcomes and reinforces them through positive actions.

Discusses why CEOs need to have complete knowledge of their information technology departments

The Executive's Guide to Information Technology is a sophisticated and comprehensive guide to running a cost-effective, efficient, and business delivery-focused corporate Information Technology (IT) unit. Eschewing the theoretical for the practical, the book gives managers the guidance they need to handle any problem effectively. It provides specific policies, approaches, and tools for each critical IT management function—from application management to vendor management. IT management experts John Baschab and Jon Piot provide the techniques IT managers and executives need to accurately assess their current operations. Further, they offer a step-by-step improvement plan designed to raise productivity and service levels while reducing costs significantly. The authors begin by examining the symptoms and causes of waste, inefficiency and underperformance in typical IT departments before offering in-depth analysis of each operational area of IT management. They present current and emergent best practices for transforming the department into a world-class service organization. Packed with prescriptive advice and hard-earned insight, this comprehensive resource is organized into stand-alone chapters that provide quick access to important information when managers need it. In addition, spreadsheets, documents, and checklists are designed to aid in planning and decision-making and can be easily accessed on the included CD-ROM. Designed to help IT managers and top executives get the most out of their departments, their budget and themselves, the book covers such topics as: managing the department, establishing leadership roles, assessing the organization, cost management, project demand management, operations management, infrastructure planning, vendor selection and management, technical standards setting, investment evaluation, and productivity and quality measurement programs. With The Executive's Guide to Information Technology, IT managers will understand the main sources of waste in their departments, identify major management issues, learn and implement critical steps toward improvement, and manage more effectively. The book will help managers improve their performance and stature within their organizations by providing the tips and tools to overcome typical areas of friction and miscommunication between IT departments and other business functions. Executives will understand how to work effectively with the CIO or IT director, as well as provide constructive management input to the IT function, achieving the best return on their IT assets.

The book addresses the practical needs of executives responsible for planning, budgeting & justifying information technology expenditures. Written by the former chief information executive (1956-1978) & vice president of strategic planning (1978-1985), author of the widely acclaimed & translated INFORMATION PAYOFF - THE TRANSFORMATION OF WORK IN THE ELECTRONIC AGE (Free Press, 1985), lecturer & university professor. Reviews: "A New Bible for Management Information Systems. An eminently readable book made more so by a playful sense of humor" -Information Week-; "Strips away obfuscation that has concealed the real value of computers." (The Financial Post); "A true path to the Holy Grail of business value." (Computer Weekly); "Some surprising answers to familiar questions cast new light on investing profitably in computer hardware & software." (The Conference Board); "All those either transfixed or baffled by the powers & potential of computers would do well to heed Strassmann's advice." (Daily Telegraph); "Measuring managerial productivity is the key to knowing how to invest in information technology. Strassmann's new book sets out the results of his research in detail. His argument comes through clearly." (The Financial Times).

A step-by-step guide for turning information into advantage This book describes a ten-step method that empowers companies to transform their information into knowledge, helping

managers develop and maintain a balanced knowledge plan, solve information shortfalls, and take advantage of the information at their fingertips.

An industry expert shows readers how to get the best return on investment from corporate events. Corporate events and business entertaining are a major part of a company's communication, marketing and public relations strategy. They are used by businesses of all sizes to solicit new business, create a corporate or brand image, and retain and build loyalty with existing suppliers and customers. They can also be used effectively to elicit peak performance from employees and produce camaraderie and teamwork among co-workers. The corporate event bar has been raised dramatically and the competition to craft something original that will help a business create public awareness as well as industry and media buzz is fierce. Staged effectively, business functions can contribute to a company's success, standing, profitability and business development. But corporate events and business entertaining can also seriously damage a company's image and put the company and its management in potentially high-risk situations if not handled carefully, professionally, and appropriately. Corporate boards and chief executives are now seeing how company scandals played out in the headlines can estrange customers, sink stock prices, and end careers in a matter of minutes. And many of the transgressions that have been made public have been linked to corporate events and business entertaining. The Executive's Guide to Corporate Events and Business Entertaining provides executives with all the information they need before they plan, host, sponsor, or attend corporate events. It gives rising and established executives the tools they need to move ahead with confidence in planning their next company function.

Create strong IT governance processes In the current business climate where a tremendous amount of importance is being given to governance, risk, and compliance (GRC), the concept of IT governance is becoming an increasingly strong component. Executive's Guide to IT Governance explains IT governance, why it is important to general, financial, and IT managers, along with tips for creating a strong governance, risk, and compliance IT systems process.

Written by Robert Moeller, an authority in auditing and IT governance Practical, no-nonsense framework for identifying, planning, delivering, and supporting IT services to your business Helps you identify current strengths and weaknesses of your enterprise IT governance processes Explores how to introduce effective IT governance principles with other enterprise GRC initiatives Other titles by Robert Moeller: IT Audit, Control, and Security and Brink's Modern Internal Auditing: A Common Body of Knowledge There is strong pressure on corporations to have a good understanding of their IT systems and the controls that need to be in place to avoid such things as fraud and security violations. Executive's Guide to IT Governance gives you the tools you need to improve systems processes through IT service management, COBIT, and ITIL.

This reference book is designed as a road map for researchers who need to find specific information about American mass communication as expeditiously as possible. Taking a topical approach, it integrates publications and organizations into subject-focused chapters for easy user reference. The editors define mass communication to include print journalism and electronic media and the processes by which they communicate messages to their audiences. Included are newspaper, magazine, radio, television, cable, and newer electronic media industries. Within that definition, this volume offers an indexed inventory of more than 1,400 resources on most aspects of American mass communication history, technology, economics, content, audience research, policy, and regulation. The material featured represents the carefully considered judgment of three experts -- two of them librarians -- plus four contributors from different industry venues. The

primary focus is on the domestic American print and electronic media industries. Although there is no claim to a complete census of all materials on print journalism and electronic media -- what is available is now too vast for any single guide -- the most important and useful items are here. The emphasis is on material published since 1980, though useful older resources are included as well. Each chapter is designed to stand alone, providing the most important and useful resources of a primary nature -- organizations and documents as well as secondary books and reports. In addition, online resources and internet citations are included where possible.

Whether you are a CEO, CFO, board member, or an IT executive, *From Business Strategy to Information Technology Roadmap: A Practical Guide for Executives and Board Members* lays out a practical, how-to approach to identifying business strategies and creating value-driven technology roadmaps in your organization. Unlike many other books on the subject, you will not find theories or grandiose ideas here. This book uses numerous examples, illustrations, and case studies to show you how to solve the real-world problems that business executives and technology leaders face on a day-to-day basis. Filled with actionable advice you can use immediately, the authors introduce Agile and the Lean mindset in a manner that the people in your business and technology departments can easily understand. Ideal for executives in both the commercial and nonprofit sectors, it includes two case studies: one about a commercial family business that thrived to become a multi-million-dollar company and the other about a nonprofit association based in New York City that fights against child illiteracy.

The only IT guide you need *You're busy-very busy. You need reliable, practical answers to your IT questions, and you need them now. The Vest Pocket Guide to Information Technology, Second Edition* is a handy pocket problem-solver designed to provide you with the quickest route to a solution. Practical, reader-friendly, and thoroughly illustrated, this updated handbook provides complete guidance for the complex, ever-changing world of IT to help you quickly pinpoint what you need to look for, what to watch out for, what to do, and how to do it. Written by two all-time bestselling accounting and finance authors, Jae Shim and Joel Siegel, this thoroughly updated Second Edition includes tables, forms, checklists, questionnaires, practical tips, and sample reports to help you avoid and resolve any and all IT dilemmas. A must-read for business professionals, financial managers and consultants, production and operation managers, accountants, COOs, CFOs, and CEOs, this handy guide helps you: *

- Select the best hardware for particular application needs
- Strategically use IT systems
- Use the best software in planning and control
- Select Sarbanes-Oxley compliance software
- Prevent fraud through computerized security
- Effectively apply Management Information Systems (MIS)
- Use online databases to make business decisions
- Use a decision support system (DSS) and an executive information system (EIS) to improve the quality of analysis, evaluation,

and decision making * Understand emerging trends and developments in information technology * Harness marketing information systems to improve sales planning, sales forecasting, market research, and advertising * Evaluate and manage an IT project Your professional success depends on keeping abreast of the latest thinking and applications in information technology. The Vest Pocket Guide to Information Technology, Second Edition gives you all the information you need to make optimum decisions now and plan ahead for later.

Good, No Highlights, No Markup, all pages are intact, Slight Shelfwear, may have the corners slightly dented, may have slight color changes/slightly damaged spine.

Today's technological advances are directly affecting the success of business tomorrow. With recent-- and continual--improvements in technology, many organizations are finding their information systems obsolete, and are having to take a close look at their current Information Systems and answer some tough questions, including: How well are our current Information Systems applications meeting the business needs today? How well can they meet the needs of our business tomorrow? Are we obtaining true value from the investments made in Information Systems? Are we integrating the Information Systems projects that provide the most value to business? What Information Systems mission, objectives, and strategies are necessary to successfully meet the business challenges of the future? A Practical Guide to Information Systems Strategic Planning helps take the "guess work" out of evaluating current and future Information Systems, and provides the necessary tools for maximizing the investment made in new technology. This invaluable guide shows readers how to take advantage of the latest technology available in Information Systems planning, and how to develop a solid Information Systems plan that is directly linked to their business' goals. In an easy-to-follow, hands-on format, this complete reference describes a process for facilitating communication between business management and the Information Systems functions. Both Information Systems Executives and general business executives will find the information they need to develop a successful, value-added Information Systems plan. Readers will find a step-by-step approach to the process of developing an Information Systems plan that helps them gain a competitive edge well into the future.

With contributions from more than 30 authorities in the field, this reference covers topics varying from management techniques to strategic planning, To ownership and governance, To a department-by-department breakdown of health care facility support services.

With each new advance in connectivity and convenience comes a new wave of threats to privacy and security capable of destroying a company's reputation, violating a consumer's privacy, compromising intellectual property, and in some cases endangering personal safety.

This is why it is essential for information security professionals to stay up to da

Plain language, clear explanations, and a focus on practical business applications. A recent A. T. Kearny study found that information technology is the number-one item on the agendas of a majority of CEOs and boards of directors. However, while senior managers are spending more

time keeping abreast of developments in IT, many remain uncomfortable making decisions concerning technology issues that they don't entirely grasp. Executive's Guide to Information Technology presents a comprehensive, nontechnical model for understanding the IT environment. Focused on the issues that are most important to upper-level managers, this book supplies the big-picture perspective needed to understand IT as a whole, while explaining how various components work together to support business functions. Without getting bogged down in details, it provides clear, comprehensible overviews of: * Networking and platform technologies * Software infrastructure * Information management systems * Enabling technologies * Applications * Middleware, application servers, and system management technologies The future belongs to organizations with the knowledge and confidence to exploit their IT resources wisely and use them aggressively. Executive's Guide to Information Technology gives business leaders the tools they need to do both. In a business environment increasingly driven by information technology, it is essential for top-level executives to keep abreast of the latest developments in IT. They must understand how information systems can help achieve business goals and be able to use this understanding to make critical business decisions. Unfortunately, many senior-level executives find themselves at the mercy of technicians who have little grasp of business issues, focus on details rather than broader functions, and speak an arcane and mystifying language. There is a clear need for an intermediary to help executives decipher technological language, seek and get the answers that are most important from a business perspective, and develop better working relationships with IT personnel. Executive's Guide to Information Technology provides a "Rosetta stone" that makes sense of a seemingly chaotic cluster of components—a coherent, trustworthy frame of reference that lays the foundation for more effective working relationships among business executives and technology managers. This book helps executives ask better questions about IT issues and better understand the answers they receive. Using integrated models that illustrate how information technologies form an infrastructure that supports practical business uses of information, it keeps the discussion focused on matters of direct concern to executives. Understanding these models develops a stronger grasp of the evolving role IT plays within organizations and establishes a comfort zone within which managers can develop a keener comprehension of component technologies and the strategic and tactical business decisions that surround them. Whether it is read from cover to cover or consulted as a quick reference, Executive's Guide to Information Technology is an indispensable tool for CEOs, board members, COOs, CFOs, controllers, treasurers, and other business professionals who need to establish firm control of the governance, direction, and management of two of their most valuable assets: information and the technologies that support it.

Provides information about careers in the sports industry, including educational requirements, salary, and prospects for each profession.

Never HIGHLIGHT a Book Again! Includes all testable terms, concepts, persons, places, and events. Cram101 Just the FACTS101 studyguides gives all of the outlines, highlights, and quizzes for your textbook with optional online comprehensive practice tests. Only Cram101 is Textbook Specific. Accompanies: 9780521853361. This item is printed on demand.

Spanning everything from legal firms and architects to fundraisers and dentists, the professional services industry continues to experience spectacular growth yet remains largely undocumented in business literature. Until now. The Professional Services Firm Bible is a sophisticated and comprehensive guide to running a highly productive professional services organization. Top consultants John Baschab and Jon Piot provide specific and sharply defined policies, practices and tools for each important aspect of managing the professional services firm, allowing you to assess current operations and develop a step-by-step plan for realising measurable productivity improvements. Further, the book will help you improve financial performance by managing costs, getting the most from external vendors and improving

revenues. The Professional Services Firm Bible is full of best practices, proven advice and practical techniques and includes a CD-ROM with customizable tools every professional services firm can use to achieve improvements. Please visit www.iig1.com and www.impactinsights.com for more information on the book and top consultants John Baschab and Jon Piot.

From operating systems to the cloud, Oracle's products and services are everywhere, and it has the market share to prove it. Given the sheer diversity of the Oracle product line, and the level of complexity of integration, management can be quite a daunting task. The CIO's Guide to Oracle Products and Solutions is the go-to guide for all things Oracle. It provides management-level guidance on how to successfully navigate and manage the full range of Oracle products. The book presents management best practices and user/developer lessons learned in the use of Oracle products and services. Supplying both conceptual and technical views, the text focuses on what CIOs need to do to orient, or reorient, their organization toward the use of Oracle products and services. It describes how to develop a strategic framework for the use of these products and services rather than the specific product or service itself. This strategic framework will help you to prepare, educate, keep up with change, mitigate risk, and implement with the confidence needed to succeed. Providing an overview of the suite of Oracle technologies and solutions, the book covers the heart of the Oracle products set, including Oracle analytics, enterprise performance management, Oracle cloud, data management, application development, social business, and fusion. It examines compliance and security issues and includes metrics to help you evaluate potential solutions. The book also provides readers with access to a set of helpful resources on the book's page at www.crcpress.com, including cloud procurement best practices, cloud migration tips, a sample project procurement plan template, and various glossaries.

Assessing the most valuable technology for an organization is becoming a growing challenge for business professionals confronted with an expanding array of options. This 2007 book is an A-Z compendium of technological terms written for the non-technical executive, allowing quick identification of what the term is and why it is significant. This is more than a dictionary - it is a concise review of the most important aspects of information technology from a business perspective: the major advantages, disadvantages and business value propositions of each term are discussed, as well as sources for further reading, and cross-referencing with other terms where applicable. The essential elements of each concept are covered in a succinct manner so the reader can quickly obtain the required knowledge without wading through exhaustive descriptions. With over 200 terms, this is a valuable reference for non- and semi-technical managers, executives and graduate students in business and technology management.

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