

The Executives Guide To Information Technology

A strategic model for identifying, evaluating, and improving information use

"Fundamentally changes how you look at the role of information technology and takes it to the leadership level, which is the only way for business performance to be maximized in this global economy." --Ron Milton, Executive Vice President, Computerworld

"Information Revolution is truly a must-read for those who generate, support, and make decisions for their respective organizations. By the way, that would be everybody."

--Bob Schwartz, Vice President and Chief Information Officer, Panasonic Corporation of North America "As this book clearly describes, information management advances both through evolution and intelligent design. The ideas herein will help any organization avoid extinction!"

--Thomas H. Davenport, President's Distinguished Professor and Director of Research, Babson College "This model captures the best practices from the early stage of Business Intelligence development through the most sophisticated environments where the value and nature of information is unquestioned. All of us should strive to reach the final level. And now we have the ultimate guide to help us get there."

--Claudia Imhoff, President, Intelligent Solutions, Inc. "Managing a successful Business Intelligence effort requires a long-term view and this means leaders must have a methodology to guide them as they navigate their organization through the BI evolution. Information Revolution provides the pragmatic road map all executives can

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understand and follow." --Irving Tyler, Chief Information Officer, Quaker Chemical Corporation "Information Revolution is the perfect blend of 'what,' 'how,' and especially 'why.' This book is a must-read for those driven to excel in this information-based world, instead of being another 'me, too' along for the ride." --Bruce Barnes, former chief information officer, Nationwide Financial Services "Information Revolution provides a powerful framework for assessing the current state of your company's systems and its decision making capabilities. It then presents a clear process for moving your systems and your company toward an adaptive and innovative enterprise." --Michael Hugos, Chief Information Officer, Network Services Company

Praise for the The Executive's Guide to Information Technology "This book is important reading. It offers practical, real-world insight and pragmatic no-nonsense approaches for people who have a stake in corporate IT. " --Lynda Applegate, Henry R. Byers Professor of Business Administration, Harvard Business School "Information systems and processes are very important parts of our due diligence assessment of a company--yet the jargon is often more difficult to understand than many foreign languages. Baschab and Piot effectively translate IT into words and concepts that businesspeople can easily understand and act upon. This book is a helpful reference guide for corporate executives and private equity groups of all types." --Neal Aronson, Managing Partner, Roark Capital Group "Business success increasingly depends on effective use of IT. Effective use of IT depends on the kind of in-depth, practical insight

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in this book. Baschab and Piot provide a pragmatic approach to information systems investment that should be required reading for senior executives and CIOs alike." --Erik Brynjolfsson, Schussel Professor of Management, Director of the Center for Digital Business, MIT "This book should provide valuable guidance for management and technology consultants. The Executive's Guide to Information Technology provides field-proven insight on all important aspects of IT planning and execution, from governance to applications to operations and infrastructure." --Gary J. Fernandes, former vice chairman, EDS, member of the Board of Directors, Computer Associates "Baschab and Piot do a great job of laying out the fundamental issues and challenges that every IT organization faces. More often than not, the issues are not technical in nature, but are a reflection of how the IT and business teams work together to define, execute, and implement new business tools. The threshold issue is leadership. Often it is difficult for business leaders to feel that they have the skills and perspective to provide that leadership on technical projects. The Executive's Guide to Information Technology provides non-technical business leaders a solid framework for engaging with their IT peers." --Tom Nealon, Chief Information Officer, J.C. Penney

The measure of the executive, Peter Drucker reminds us, is the ability to 'get the right things done'. Usually this involves doing what other people have overlooked, as well as avoiding what is unproductive. He identifies five talents as essential to effectiveness, and these can be learned; in fact, they must be learned just as scales must be

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mastered by every piano student regardless of his natural gifts. Intelligence, imagination and knowledge may all be wasted in an executive job without the acquired habits of mind that convert these into results. One of the talents is the management of time. Another is choosing what to contribute to the particular organization. A third is knowing where and how to apply your strength to best effect. Fourth is setting up the right priorities. And all of them must be knitted together by effective decision-making. How these can be developed forms the main body of the book. The author ranges widely through the annals of business and government to demonstrate the distinctive skill of the executive. He turns familiar experience upside down to see it in new perspective. The book is full of surprises, with its fresh insights into old and seemingly trite situations.

This text presents tailored e-commerce strategies for such industries as consumer products, entertainment, media communications, financial services, the public sector, petroleum, and utilities.

Thirty years ago, computers seemed more science fiction than business fact. Today we have e-commerce, e-marketing, computerized scheduling, manufacturing, and a whole new field called information technology. Computers now have applications for every facet of your business. Information Systems and Technology for the Non-Information Systems Executive explores the practical and efficient use of computer technology-both software and hardware-for all types of business applications. In a simple and reader

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friendly style Shim presents information on data bases, networking, and telecommunications. He explains popular accounting, tax, finance, management, manufacturing, and marketing software-making them easy to understand and use. In addition, he provides real-life examples that illustrate the applications of decision support systems, executive information systems, and artificial intelligence systems such as financial modeling, budgeting, strategic planning and control, forecasting, data analysis, inventory planning, and optimization software. You do not need to know programming to understand your information systems. Written for business managers and entrepreneurs who may not have extensive computer experience, *Information Systems and Technology for the Non-Information Systems Executive: An Integrated Resource Management Guide for the 21st Century* covers information systems in all phases and functional areas of business to help you make the best decisions. It provides a wealth of current and essential information for managers and executives of all types of organizations. Your success depends on keeping abreast of the latest applications and thinking in information technology. This book gives you the competitive edge.

This book provides a practical and comprehensive approach to information security and privacy law for both international and domestic statutes. It provides all the tools needed to handle the business, legal and technical risks of protecting information on a global scale. For anyone responsible for or advising a corporation involved in domestic or

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international business, who must comply with a dizzying array of statutes, regulations, technologies, methodologies and standards, this book is for you.

The agile community has figured out how to build and then continually improve very high-performance software development teams. This is akin to creating a race car engine and then evolving it to get more power, better fuel efficiency, and greater speed. Sadly in many cases we take these great engines, put them into an organizational tractor, and then complain that we're not winning the race. What we need to do is take our great race car engines (our development teams), put them into a race car (a DevOps ecosystem), have a great pit crew and driver (an effective IT organization), and then provide somewhere to race (an organization that can leverage IT to make money). That's what this book is all about - Moving from optimizing team performance to optimizing the entire enterprise. Business agility - being an adaptive, lean, responsive, and learning organization - is the race that enterprises need to win today. Yet there is no quick fix, no silver bullet, to attain business agility. This is a multi-year journey requiring hard work, experimentation, and most importantly a willingness to improve. The Disciplined Agile framework lowers risks and provides a path to accelerate your journey to business agility. The framework is unique in that it is the only one that puts all the pieces together into a cohesive enterprise roadmap for business agility transformation. This book begins with an overview of the challenges and opportunities that organizations face. We then describe seven principles that provide the

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underpinnings of the Disciplined Agile framework. Then the book works through Disciplined Agile Delivery (how to build a world-class engine), Disciplined DevOps (the race car), Disciplined Agile IT (the race car and its team), and what it means to be a Disciplined Agile Enterprise (the racing business). The book ends with a plan for starting with an Agile transformation and then evolving into a long-term continuous improvement strategy. Do you have the discipline it takes to win the race to business agility?

To support the broadening spectrum of project delivery approaches, PMI is offering A Guide to the Project Management Body of Knowledge (PMBOK® Guide) – Sixth Edition as a bundle with its latest, the Agile Practice Guide. The PMBOK® Guide – Sixth Edition now contains detailed information about agile; while the Agile Practice Guide, created in partnership with Agile Alliance®, serves as a bridge to connect waterfall and agile. Together they are a powerful tool for project managers. The PMBOK® Guide – Sixth Edition – PMI's flagship publication has been updated to reflect the latest good practices in project management. New to the Sixth Edition, each knowledge area will contain a section entitled Approaches for Agile, Iterative and Adaptive Environments, describing how these practices integrate in project settings. It will also contain more emphasis on strategic and business knowledge—including discussion of project management business documents—and information on the PMI Talent Triangle™ and the essential skills for success in today's market. Agile Practice Guide has been

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developed as a resource to understand, evaluate, and use agile and hybrid agile approaches. This practice guide provides guidance on when, where, and how to apply agile approaches and provides practical tools for practitioners and organizations wanting to increase agility. This practice guide is aligned with other PMI standards, including A Guide to the Project Management Body of Knowledge (PMBOK® Guide) – Sixth Edition, and was developed as the result of collaboration between the Project Management Institute and the Agile Alliance.

This book brings a unique combination of years of experience in academics research and studies in regards to “ERP systems” with years of experience from a practitioner’s perspective. Each year billions of dollars are spend by organizations to implement, manage, and maintain ERP systems. A simple browse through the Internet will demonstrate how challenging ERP implementations can be. Success rates are seen as quite low with time, costs, and effort typically being above planned and often significantly. Law firms make a living from ERP’s gone badly. Academia is investing more and more time and research into developing success models that not only attempt to objectively determine ERP success or failure but also attempt to be a proactive in that effort. But why? If ERP systems (and all their inherent functionality) can bring a true ROI to business, why are they so challenging? Why do they often deliver as advertised? And, why are they often seen as failing?

Your organization can save and thrive in the cloud with this first non-technical guide to

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cloud computing for business leaders In less than a decade Google, Amazon, and Salesforce.com went from unknown ideas to powerhouse fixtures in the economic landscape; in even less time offerings such as LinkedIn, Youtube, Facebook, Twitter and many others also carved out important roles; in less than five years Apple's iTunes became the largest music retailer in North America. They all share one key strategic decision – each of these organizations chose to harness the power of cloud computing to power their drives to dominance. With roots in supercomputing and many other technical disciplines, cloud computing is ushering in an entirely new economic reality – technology-enabled enterprises built on low cost, flexible, and limitless technical infrastructures. The Executive's Guide to Cloud Computing reveals how you can apply the power of cloud computing throughout your enterprise, giving members of the C-suite a detailed look at: Why cloud computing must be a top priority on your company's IT roadmaps How the drive for scale, lower costs and greater agility is making cloud computing a fiscal and technological imperative The relationship between cloud computing and other relevant IT initiatives The strategic implications of cloud computing for the enterprise Where to begin and how to get started integrating cloud computing into your existing operations Now you can harness cloud computing's potential for your organization. Executive's Guide to Cloud Computing shows you how.

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.

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You need to develop a digital and information technology management strategy and want a guide to do so. What if you had one tool that you could carry into meetings and write inside, that guided you step-by-step to set out the steps of the strategy, generate the size-of-the-prize, guide your team, design the tests for the hypotheses, conduct focus interviews, develop the vision, develop the strategy, set the scope of the function, identify the needed competencies and rank them, develop a governance model, develop the governing architecture, develop the implementation plan, develop the transformation plan, be guided on service level agreements, set up a budgeting process to prioritize investments, lay the foundation for a pilot implementation, track your daily and weekly tasks, plan each major meeting, plan the message for your team and manager, manage the project and guide you through critical update meetings? Now you do. The Digital & Information Management Journal is the companion guide to our popular books like *Succeeding as a Management Consultant*, *The Operations Management Journal*, *The Investment Journal*, *The Leadership Journal*, and *The Strategy Journal*, an Amazon bestseller. This journal is not an encyclopedia of every consideration in developing a strategy. Our readers told us they wanted to see a best-practice guide that is practical and works. They wanted to know how to start, develop and execute on a digital and information management strategy. They wanted to create a strategy that led to action. They wanted to know how to determine what analysis to perform. They wanted to know how to manage the rollout. They wanted a guide to help

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them on Monday Morning 8am at the office. We meet this need with the 100-page step-by-step visual guide to a digital and information management strategy. This journal helps readers walk into any situation in any organization anywhere in the world and understand how to develop a digital and information management strategy via to-do list prompts, self-assessments, and strategy calendars. All based on the combined best-practices of the author and the ex-McKinsey, BCG, et al. partners who produce all the strategy training programs on StrategyTraining.com. On StrategyTraining.com/FIRMSconsulting.com, you have seen us over the last 10 years help numerous clients solve complex business problems: postal turnaround, merge tech giants, help a bank enter the US Market, etc. Among other tools, this journal contains a 120-page visual guide to developing a digital and information management plan to guide the reader. The Digital & Information Management Strategy Journal was used by many of our very successful clients and summarizes the approach we used to help them increase their productivity, transform their careers, set daunting career goals, outperform peers, and measure the value they create. Through daily and weekly prompts, to-do list guides, client reminders, end-of-day scorecards, templates, completed examples, checklists and reminders, the journal takes the best practices from ex-McKinsey, BCG, et al., partners and our most successful clients to help you solve mankind's most pressing problems. The journal helps you learn the routine to solve information management and business problems like a partner. As you follow the

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guide, you will learn the habits of the highest-performing information management strategy thinkers. The greatest value of a Journal is that you write in them. They are not typically published in digital format. We published the digital edition of The Journal for those clients who found great value in always having a reference version with them. The digital format is therefore best purchased along with the print version. The digital format is not intended to be a substitute for the print format.

Provides information on ways to evaluate and improve information security in any enterprise.

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

Are you a C-Suite Executive? If yes, then this book is just for you! C-Suite Executive's Guide to Success is created to help C-Suite Executives overcome the difficulties of being a leader and guide them toward success.

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

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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. Practical guide that can be used by executives to make well-informed decisions on cybersecurity issues to better protect their business Emphasizes, in a direct and uncomplicated way, how executives can identify, understand, assess, and mitigate risks associated with cybersecurity issues Covers 'What to Do When You Get Hacked?' including Business Continuity and Disaster Recovery planning, Public Relations, Legal and Regulatory issues, and Notifications and Disclosures Provides steps for integrating cybersecurity into Strategy; Policy and Guidelines; Change Management and Personnel Management Identifies cybersecurity best practices that executives can and should use both in the office and at home to protect their vital information 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

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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.

Making Enterprise Information Management (EIM) Work for Business: A Guide to Understanding Information as an Asset provides a comprehensive discussion of EIM. It endeavors to explain information asset management and place it into a pragmatic, focused, and relevant light. The book is organized into two parts. Part 1 provides the material required to sell, understand, and validate the EIM program. It explains concepts such as treating Information, Data, and Content as true assets; information management maturity; and how EIM affects organizations. It also reviews the basic process that builds and maintains an EIM program, including two case studies that provide a birds-eye view of the products of the EIM program. Part 2 deals with the methods and artifacts necessary to maintain EIM and have the business manage information. Along with overviews of Information Asset concepts and the EIM process, it discusses how to initiate an EIM program and the necessary building blocks to manage

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the changes to managed data and content. Organizes information modularly, so you can delve directly into the topics that you need to understand Based in reality with practical case studies and a focus on getting the job done, even when confronted with tight budgets, resistant stakeholders, and security and compliance issues Includes applicatory templates, examples, and advice for executing every step of an EIM program

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

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Guide to IT Governance gives you the tools you need to improve systems processes through IT service management, COBIT, and ITIL.

The proven safety tips and techniques for corporate executives, revised and updated The revised and updated second edition of Executive's Guide to Personal Security, 2nd Edition offers a strategic handbook for ensuring safety for executives, their employees, and their corporate assets. The book's lessons outline the basic rules of personal security; it shows how to recognize and prepare for the real threats faced by executives and ordinary individuals in today's often hostile world. It is filled with the necessary knowledge that can empower executives to face these threats and deal with them successfully. The methods outlined herein, formerly reserved for security professionals and government employees, are made available to the reader. Executive's Guide to Personal Security will teach you situational awareness which allows you to identify potential dangers before they become serious threats. You will learn how to analyze risks, prepare for emergencies, travel safely, and utilize counter-surveillance techniques to enable you to recognize if you are being followed or targeted. You will gain an understanding of the threats to both personal safety and corporate assets and understand how to implement the appropriate counter-measures to deal with those perceived threats. With Executive's Guide to Personal Security, you can learn to take necessary actions to reduce your chances of becoming a target and discover how to make yourself less vulnerable. Written by two seasoned security experts, the lessons

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presented can be used by those in the business world as well as anyone who would like to feel more secure, including those traveling to foreign countries and individuals studying abroad. New to the second edition is: Information for responding to an active shooter incident Enhanced details for protecting IP and computers and smart phones Strategies for planning for emergencies at home and the office Approaches to safety that meet the challenges of today's world Executive's Guide to Personal Security, 2nd Edition is the comprehensive book that contains information on physical security, principles of route selection, technical security systems, hostage situations, emergency planning, hotel and room selection, armored products, communications, bomb threats, evacuations, and local criminal hazards.

This book takes a pragmatic and hype-free approach to explaining artificial intelligence and how it can be utilised by businesses today. At the core of the book is a framework, developed by the author, which describes in non-technical language the eight core capabilities of Artificial Intelligence (AI). Each of these capabilities, ranging from image recognition, through natural language processing, to prediction, is explained using real-life examples and how they can be applied in a business environment. It will include interviews with executives who have successfully implemented AI as well as CEOs from AI vendors and consultancies. AI is one of the most talked about technologies in business today. It has the ability to deliver step-change benefits to organisations and enables forward-thinking CEOs to rethink their business models or create completely new businesses. But most of the real value of AI is hidden behind marketing hyperbole, confusing terminology, inflated expectations and dire warnings of 'robot

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overlords'. Any business executive that wants to know how to exploit AI in their business today is left confused and frustrated. As an advisor in Artificial Intelligence, Andrew Burgess regularly comes face-to-face with business executives who are struggling to cut through the hype that surrounds AI. The knowledge and experience he has gained in advising them, as well as working as a strategic advisor to AI vendors and consultancies, has provided him with the skills to help business executives understand what AI is and how they can exploit its many benefits. Through the distilled knowledge included in this book business leaders will be able to take full advantage of this most disruptive of technologies and create substantial competitive advantage for their companies.

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

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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.

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framework for identifying, planning, delivering, and supporting IT services to your business
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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.

Maximize Your Return on Expertise
Research shows a high proportion of consultants fail to deliver results on time, on budget, and on target. Rare is the project that exceeds your expectations. But help is here. The Executive's Guide to Consultants explains how to ensure that every project delivers measurable benefits every time. This book will help you find experts, invest wisely, accelerate change, and achieve your most important goals by tapping into the genius of others. The Executive's Guide to Consultants contains breakthrough ideas covered by no other book, including:
Sophisticated new contract structures that maximize your ROI
Essential methods for reducing project risk
Cutting-edge techniques for making change stick after the consultant leaves
You will also learn to:
Spot "chameleons" and other low-quality consultants who peddle tired ideas and deliver disappointing outcomes
Get better results faster, while lowering fees
Find the ideal consultant, coach, agency, or advisor for your precise situation
Enforce accountability with outside experts and your own internal team
Imagine if you could collect the wisdom of dozens of the country's top CEOs, combine it with the experience

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of a hall-of-fame consultant, and add a bucketful of unconventional thinking. You'd have The Executive's Guide to Consultants. Easy to read and packed with examples, checklists, templates, and guidelines, this book is the ultimate toolkit for maximizing your ROI from outside experts. Get extraordinary results from every consultant you hire "An extraordinary book. Clear, comprehensive, and eminently readable, it is THE book on how you can extract true business value from outside experts." -- Scott Cotheman, Chairman, TBWA\WorldHealth, subsidiary of Omnicom Group, Inc. "This is the Master Class for those who are smart, innovative, ahead of the pack, and who intend to stay that way. If you're not yet in that league, you should read this book twice." -- Alan Weiss, author, Million Dollar Consulting and The Consulting Bible "A terrific guidebook, with much of the advice equally applicable in managing your organization's internal talent. It's an easy, engaging read with a wealth of insights and detailed action steps--I highly recommend it." -- Brian Walker, President and CEO, Herman Miller, Inc. "A powerful antidote to the strained relationship between consultants and clients." -- Garry Ridge, CEO, WD-40 Company "This book shows you how to make your consultants' work stick. No more major investments in experts or programs that evaporate after only a few months or years." -- De Lyle Bloomquist, President, Tata Global Chemicals "Fields's messages are delivered in the way that all executives would like our outside resources to do it: capably, with straight talk and incredible insight." -- Ralph Scozzafava, Chairman and CEO, Furniture Brands

Utilize a set of practical guidelines to help your Agile organization elevate software design quality as an important business driver to achieve customer satisfaction and, ultimately, higher revenue for your company. This is the first book to focus on a holistic quality view—what it is

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and how it links to overall business enhancements. The real-world examples used in this book allow you to learn and apply similar strategies and guidelines to help create a quality blueprint for your organization. Five pillars of quality are defined that can be used for any industry and, once internalized, can serve as a set of tools to continuously improve and measure the key factors impacting quality. What You'll Learn Be aware of the key elements in any transformation that involves culture Link quality and business outcomes Understand quality and its holistic definition and why continuous improvement is still a relevant approach in enhancing quality Follow guidelines with specific examples that can be applied to any product release in any type of industry to improve quality and enhance Agile processes Utilize relevant metrics to measure and continuously improve to make incremental positive changes Who This Book Is For Individuals at various levels in organizations—from Agile scrum teams, all the way up to executive leadership

An Executive Guide to Data Management

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.

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.

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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). 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

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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.

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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.

Executives should not necessarily know the intricacies of project management, but they should know how project management, as a discipline, can benefit the organization in implementing its strategies and realizing its vision. The only way that executives can effectively apply project management to realize these goals is to have sound knowledge of the project management discipline. The purpose of this book is to provide executives with a comprehensive overview of the discipline of project management. It focuses on the benefits of project management to an organization. The goal is to provide executives with a view as to how project management can deliver organizational strategies. The various chapters focus on specific aspects within the project management discipline and how each aspect should be managed from a business perspective. The book covers the entire spectrum of project management from a management and leadership perspective. The focus is not necessarily on what needs to be done from a project management perspective, but on what organizations and senior executives can do to facilitate projects. The book covers: The value of project management Project management as a strategic enabler Project, program, and portfolio management The role of the project

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management office in the successful delivery of projects, programs, and portfolios The benefits of project deliverables bring Sustainability of the organization Governance and the role of the project sponsor. The book concludes with a comprehensive portfolio, program, and project management framework. This holistic framework enables organizations to achieve value from project management and realize strategic goals.

Since 2001, the CERT® Insider Threat Center at Carnegie Mellon University's Software Engineering Institute (SEI) has collected and analyzed information about more than seven hundred insider cyber crimes, ranging from national security espionage to theft of trade secrets. The CERT® Guide to Insider Threats describes CERT's findings in practical terms, offering specific guidance and countermeasures that can be immediately applied by executives, managers, security officers, and operational staff within any private, government, or military organization. The authors systematically address attacks by all types of malicious insiders, including current and former employees, contractors, business partners, outsourcers, and even cloud-computing vendors. They cover all major types of insider cyber crime: IT sabotage, intellectual property theft, and fraud. For each, they present a crime profile describing how the crime tends to evolve over time, as well as motivations, attack methods, organizational issues, and precursor warnings that could have helped the organization prevent the incident or detect it earlier. Beyond identifying crucial patterns of suspicious behavior, the authors present concrete defensive measures for protecting both systems and data. This book also conveys the big picture of the insider threat problem over time: the complex interactions and unintended consequences of existing policies, practices, technology, insider mindsets, and organizational culture. Most important, it offers actionable recommendations for the entire

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organization, from executive management and board members to IT, data owners, HR, and legal departments. With this book, you will find out how to Identify hidden signs of insider IT sabotage, theft of sensitive information, and fraud Recognize insider threats throughout the software development life cycle Use advanced threat controls to resist attacks by both technical and nontechnical insiders Increase the effectiveness of existing technical security tools by enhancing rules, configurations, and associated business processes Prepare for unusual insider attacks, including attacks linked to organized crime or the Internet underground By implementing this book's security practices, you will be incorporating protection mechanisms designed to resist the vast majority of malicious insider attacks.

This very concise and straightforward book is aimed at top executives in virtually any industry who are either new to the concept of Lean and its benefits to them or who have stalled in their transformations and are trying to resurrect their momentum. The book is written in a style that mirrors a typical interaction with an executive across a table with a knowledgeable, experienced Lean coach/consultant. Its style and substance reflect what a candid and casual conversation would sound and feel like. The book includes simple hand-drawn images (thus the title Lean Leadership on a Napkin) to facilitate and simplify basic concepts as if a real dialogue was occurring in an informal setting. It assumes that the executives have a little or no previous knowledge of Lean methodologies or Lean Leadership but have awakened to the possibility of their promise to grow themselves and their enterprises dramatically. Most executives have little time for extensive reading or patience with "sales" presentations. Those same leaders will therefore appreciate the simple, uncluttered, and, above all, objective summary this book provides. The book breaks down the process of transforming the

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organization around Lean principles into three component transformational phases or steps, namely, Introduction, Integration, and Internalization (i.e., the I-3 strategy). Each phase includes critical factors to understand, do, and share as well as deep reflection questions to help leaders decide on an appropriate path forward for themselves as leaders and for their organizations. While the Integration and Internalization steps are introduced here, the primary focus of this work is on those critical issues arising in the early, Introduction, step. A unique advantage of this book is that it braids together four critical elements of success—Lean concepts/methodology, culture change, leadership, and business performance. Essentially, the reader will obtain a broad, basic, and solid understanding and leadership foundation about Lean, the leader's unique role in transformation, and confidence to make appropriate decisions about the how and if to proceed. In addition, it will offer a path forward by providing the reader with abundant resources and consulting support for those seeking to launch a Lean transformation.

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