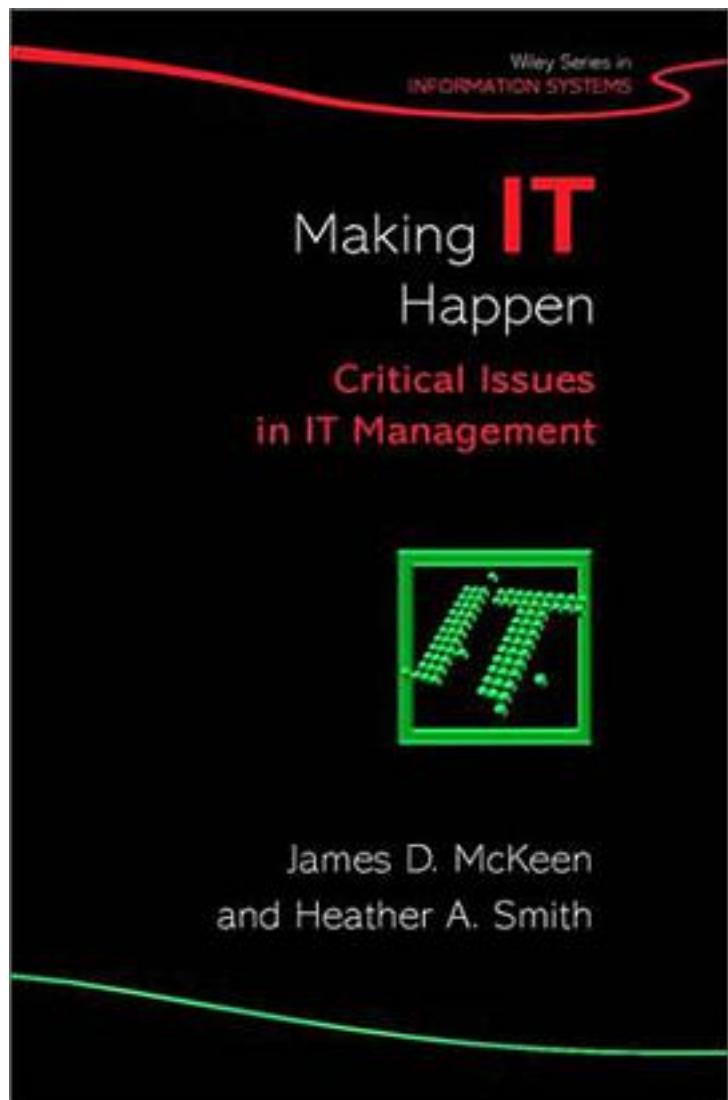


Making IT Happen



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Information technology (IT) presents many challenges to managers. Constant change, e-business, massive amounts of information, global operations, and building new alliances and capabilities are just some the transformations being driven by the use of IT in business today. No modern manager can afford to ignore IT or leave it to the professionals. This book tackles the tough issues of managing in an environment where IT is everywhere.

Based on the real life experiences of senior IT managers in leading-edge businesses and incorporating thorough research, *Making IT Happen* separates fact from fad, shows where managers can make a real difference, and provides useful and practical advice for coping in the fast-paced world of IT.

"This is the first real handbook of IT management. It's well-grounded, reliable in its recommendations, sensible, comprehensive and useful. Those are all compliments; they are what we need in the post dot.com era and after all the transformation-is-now-and-real-easy hype of IT. This is a book about putting IT to work." Peter Keen, Chairman of Keen Innovations and Professor at Delft University

"This book provides a template - targeted at the executive level - of the technology and organizational issues that need to be dealt with and well-grounded means (decision structures and decision processes) for handling these issues. A particular, and very unique, strength of the book is the manner in which McKeen and Smith skilfully blend and leverage the best thinking of leading scholars and successful IT executives. As a consequence, the book should prove valuable both for IT executives confronting today's IT management challenges and for scholars seeking to better understand this dynamic and elusive context." Robert Zmud, Michael F. Price Chair of MIS, University of Oklahoma, and Research Director, Advanced Practices Council of SIM, International

"Jim McKeen and Heather Smith have captured the essence of the most challenging pursuit of modern civilization - designing and building advanced information systems. Some believe that we are entering a new era of pervasive computing blurred with advanced networks, which delivers unprecedented and untold opportunities and capability. This book addresses the challenges with outstanding insight and wisdom. It is a must read for every person who is involved in information systems and technology - from CIOs right through to students thinking of entering this profession." Eugene Roman, Chief Information & Technology Officer, Bell Canada

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