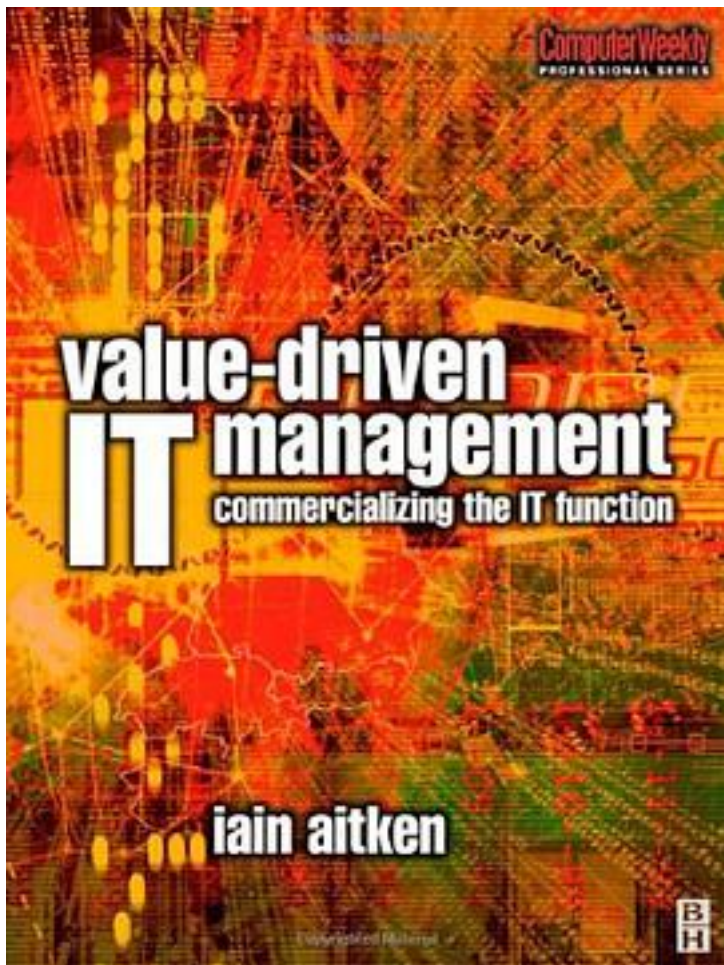


Value-driven IT Management



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"Value-Driven IT Management" explains how huge sums are wasted by companies (and governments) on poorly aligned, poorly justified and poorly managed IT projects

based on 'wishful thinking' cost and benefit assumptions and that even 'successful' projects rarely seem to realise the benefits promised. The author contends that the root cause of the disappointment and disillusion often found in senior management with the value extracted from its IT investments is a complacent corporate culture that can actually foster uncommercial behaviours in both users and internal suppliers of IT solutions. The author sets out a detailed, pragmatic framework for commercialising the internal IT Function and measuring its value to the business. This is not to be achieved by deploying conventional IT best practices or by making the IT Function look like an external service provider. Instead, the author proposes that the IT Function should transform its value to the business by embracing a small set of best value practices that will engender more commercial behaviours in both IT staff and users and will focus the IT Function's energies on delivering successful business outcomes that will win the respect of senior management. The book sets out a detailed approach to transforming the value that an IT department can and should add to the business it serves. Firmly rooted in the real world, it is practical and based on 27 years of experience of what actually works in delivering IT services.

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