Mark D. Lutchen

A Survival Guide for CEOs

managing *IT* as a business

[Managing It As A Business A Survival Guide For Ceos](#)

Hunter Muller

Managing It As A Business A Survival Guide For Ceos:

   Managing IT as a Business Mark D. Lutchen,2011-01-06 With Managing IT as a Business you ll get practical advice on how to unleash the full potential of this critical function so that companies can derive maximum benefit It offers a proven plan for bridging the gap between CEOs and CIOs that has until now impeded their ability to work together in order to craft objectives establish budget guidelines and develop metrics for measuring IT value and success In short with this book as a guide business leaders will learn how to manage IT as they would any other functional business unit *Implementing Effective IT Governance and IT Management* Gad Selig,2015-02-01 This book is a revised edition of the best selling title Implementing IT Governance ISBN 978 90 8753 119 5 For trainers free additional material of this book is available This can be found under the Training Material tab Log in with your trainer account to access the material In all enterprises around the world the issues opportunities and challenges of aligning IT more closely with the organization and effectively governing an organization s IT investments resources major initiatives and superior uninterrupted service is becoming a major concern of the Board and executive management An integrated and comprehensive approach to the alignment planning execution and governance of IT and its resources has become critical to more effectively align integrate invest measure deploy service and sustain the strategic and tactical direction and value proposition of IT in support of organizations Much has been written and documented about the individual components of IT Governance such as strategic planning demand management program and project management IT service management strategic sourcing and outsourcing performance management metrics compliance and others Much less has been written about a comprehensive and integrated approach for IT Business Alignment Planning Execution and Governance This title fills that need in the marketplace and offers readers structured and practical solutions using the best of the best practices available today The book is divided into two parts which cover the three critical pillars necessary to develop execute and sustain a robust and effective IT governance environment Leadership people organization and strategy IT governance its major component processes and enabling technologies Each of the chapters also covers one or more of the following action oriented topics the why and what of IT strategic planning portfolio investment management decision authority etc the how of IT Program Project Management IT Service Management including ITIL Strategic Sourcing and outsourcing performance risk and contingency management including COBIT the Balanced Scorecard etc and leadership team management and professional competences *Architecture and Patterns for IT Service Management, Resource Planning, and Governance* Charles T. Betz,2011-09-23 IT in a World of Continuous Improvement Architecture Approach Patterns for the IT Processes Patterns for the IT Lifecycles APPENDIX A Extended Definitions for the IT Architectural APPENDIX B Fundamentals of Computing for the Business APPENDIX C Production and Services REFERENCES INDEX *Trust and Partnership* Robert J. Benson,2014-04-01 Proven methodologies to enhance business value by exploiting the latest global technology trends and best business and IT practices There is no doubt that a tidal wave

of change is hitting the area of business technology new business models are forming around the cloud new insights on how an enterprise runs is being aided by mining massive transactional and operational data sets Decision making is becoming almost prescient through new classes of data visualization data analytics and dashboards Despite the promise of technologies to make a difference or perhaps because of it IT organizations face continued challenges in realizing partnerships and trust with their business partners While many books take on elements of these emerging developments or address the stubborn barriers to real partnership none make the practices involved fit together in a highly effective fashion until now Strategic IT Management in Turbulent Times reveals how this framework ensures that organizations make the right strategic decisions to succeed in times of turbulence and change Draws together authors with global experience including the Americas Europe Pacific Rim and Africa Offers a comprehensive framework for IT and business managers to maximize the value IT brings to business Addresses the effects of turbulence on business and IT Focuses on developing partnerships and trust with business With practical examples and implementation guidance based on proven techniques developed by the authors over the past twenty years Strategic IT Management in Turbulent Times considers the challenges facing today s enterprise IT s critical role in value creation and the practical road map for achieving strategic IT management competencies   **Handbook of Hospitality Strategic Management** Michael Olsen,Jinlin Zhao,2008-09-10 Handbook of Hospitality Strategic Management provides a critical review of mainstream hospitality strategic management research topics Internationally recognized leading researchers provide thorough reviews and discussions reviewing strategic management research by topic as well as illustrating how theories and concepts can be applied in the hospitality industry This book covers all aspects of strategic management in hospitality The depth and coverage of each topic is unprecedented A must read for hospitality researchers and educators students and industry practitioners   *Partnering With the CIO* Michael Minelli,Mike Barlow,2007-11-09 CIOs spend more than 1 2 trillion on software and hardware each year Partnering with the CIO looks at IT sales from the CIO s perspective revealing what needs to be changed and expressing their fears concerns warnings and advice Based on in depth interviews with CIOs at major international firms and organizations such as Citigroup First Data Corp Priceline com Pitney Bowes PricewaterhouseCoopers Time Inc World Wildlife Fund Accenture and the CIO Executive Council among many others Partnering with the CIO is a practical and much needed guide to the current state of IT sales and leadership   ECEG2013- 13th European Conference on eGovernment Walter Castelnovo,Elena Ferrari,2013-06-13 These proceedings represent the work of authors at the 13th European Conference on e Government ECEG 2013 The Conference this year is hosted by the Iuniversity of Insubria in Como Italy The Conference Chair is Professor Walter Castelnovo and the Programme Chair is Professor Elena Ferrari both are fro the Department of Theoretical and Applied Sciences at the University of Insubria The opening keynote address is given by Dr Gianluca Misuraca from the European Commission Joint Research Centre Institute for Prospective Technological Studies Seville Spain and Gianluca is addressing the topic eGovernment Past Present Future A

policy research perspective for renewing governance in the digital age The second day of the conference is opened by Dr Antoinio Cordella from the London School of Economics London UK who will talk about Public value creation the new challenge for e government policies ECEG brings together researchers Government officials and practitioners in the area of e Government from around the world Participants are able to share their research findings and explore the latest developments and trends in the field which can then be disseminated to the wider community With an initial submission of 153 abstracts after the double blind peer review process there are papers published in these Conference Proceedings from 40 countries including Australia Austria Belgium Brazil Canada China Costa Rica Croatia Denmark Eygpt Germany Greece India Iran Iraq Ireland Italy Latvia Lithuania Luxembourg Malaysia Netherlands New Zealand Norway Pakistan Poland Romania Russia Saudi Arabia Serbia Slovenia South Africa Spain Sweden Switzerland Taiwan Thailand Turkey UK and USA This will ensure a very interesting two days   On Top of the Cloud Hunter Muller,2012-01-24 Praise for ON TOP OF THE CLOUD 21st century CIOs have a dual responsibility driving down costs and creating new business value Managing this seeming dichotomy is the domain of top business executives everywhere and CIOs everywhere are learning to step it up The original research contained in Hunter s book serves as a practical road map for IT strategy in today s ultra competitive markets Randy Spratt EVP CIO and CTO McKesson Corporation This is a thoughtfully written book and the timing is perfect Hunter really understands the challenges confronting transformational CIOs in today s markets and he captures the choices they face as they work to create value for their organizations while driving down the costs of doing business in the modern world The wealth of information contained in this book makes it truly valuable to career IT leaders and future CIOs alike Mark Polansky Senior Client Partner and Managing Director Information Technology Center of Expertise Korn Ferry International North America The cloud involves more than just technology It s really more of a new business model Hunter grasps the central truth about cloud computing and that s why this is a valuable book Hunter understands the issues and conveys them in a conversational tone that is truly refreshing Dave Smoley SVP and CIO Flextronics International You may think this is a book about technology well it s not It s a book about leadership packed with stories about real leaders finding new customers and markets transforming the way their organizations work and adding value with the next generation of technology as the enabler The cloud holds real potential Read this book to see how top CIOs are positioning their companies Tony Leng Managing Director Diversified Search Hunter has the unique ability to distill the best thinking of world class CIOs into something you can act on If you are a technology executive trying to find the right balance between generating business value and managing IT costs this is the right book for you On Top of the Cloud will be especially useful for transformational CIOs tasked with developing their company s strategies for technology driven business growth Randy Krotowski CIO Global Upstream Information Technology Chevron Corporation   **An It Tale** Emc Consulting,2010-03 Richard Dick LeFave EMC Consulting Advisor EMC Corporation Dick LeFave is a published author and speaks on topics ranging from IT synergy

attainment to driving IT effectiveness within a business His background includes over 30 years in the IT space coupled with over 15 years as a CIO for Fortune 1 000 and Fortune 50 companies He has held positions at companies including The Boeing Company The Boston Company American Express Southern New England Telecommunications SBC Nextel and Sprint He retired from the CIO position at Sprint in May 2008 after driving many major transformational initiatives Since then Dick has been advising senior IT leaders and corporate boards on IT related engagements and IT effectiveness Company Description EMC Consulting provides the expertise organizations need to manage their most complex information technology initiatives EMC Consulting helps customers including more than half of the Global Fortune 500 Companies by offering program management guidance and expertise across business applications and infrastructure domains EMC Consulting provides the execution capability and tools that enable our customers to succeed in the most complex and challenging transformational programs This book educates the reader in a unique way on the pitfalls that CIOs Program Managers and their teams face day to day IT leaders must manage people risks processes and politics in addition to wrangling complex technology They must be able to effect change across large organizations which necessarily puts them in the bull s eye This story gives excellent insight into this ongoing balancing act as it portrays the decisions the people involved must make from the trenches to the Boardroom Frank Wander CIO Guardian Life Insurance Company of America A highly engaging case study that senior IT executives will find themselves relating to IT Leaders will find sections where they start head nodding in recognition of situations they have found themselves in They will also find as I did practical tips and alternate perspectives on addressing these challenges Jerry Brace CIO Rogers Communications **IT Governance Today - A Practitioner's Handbook** Alan Calder,2005 A practical relevant manual to IT governance This book is essential if you re serious about making you IT governance practices add value It reviews the strengths and weaknesses of the leading frameworks including COSO CoBIT ITIL ISO15000 ISO17799 AS8015 and GAISP in the context of competitiveness corporate governance demands and regulatory requirements Aimed squarely at IT governance practitioners including board members owners directors partners senior executives IT managers governance practioners professional advisers project managers process owners and intelligent people in public and private sector organisations everywhere IT Governance Today is a comprehensive snapshot of IT governance in the corporate world today An integrated IT governance model IT governance is a board led management framework not a software solution or a single proprietary framework for making IT an integrated value adding part of the business IT Governance Today A Practitione rs Handbook proposes an integrated IT governance model that pulls together the key components of these frameworks into a single integrated model that overcomes the limitations of each and creates a comprehensive tool that is truly capable of generating long term business value An overview of modern IT governance The book contains a substantial chapter on the role of the Chief Information Office CIO and an optimum management structure including Chief Knowledge Office CKO Chief Technology Officer CTO and Chief Information Security Officer CISO etc for the

IT department that brings together all the key roles and responsibilities Additional topics covered by this book include IT Balanced Scorecard the Baldridge criteria capability maturity models including CMMI and OPM3 the Zachman Framework for enterprise architecture project governance including portfolio management OPM3 and agile project management methodologies operational risk and risk management frameworks such as Basel2 and the Treadway Commission s ERM financial concepts in the IT environment such as ROI and TCO IT performance optimisation IT audit Read this eBook today to get a grip on the concepts of IT governance **From Enterprise Architecture to IT Governance** Klaus D. Niemann,2007-08-19 This book is addressed to IT decision makers who face the task of securing and exploiting the overall potential presented by their information systems despite budget constraints It concerns itself with the task of establishing IT governance processes that ensure comprehensive control as one moves from strategic pl ning to operational implementation This task demands orien tion and transparency i e a management information system for the CIO Such a system is available in the form of enterprise architecture EA EA delivers clear answers it reveals deficiencies illustrates the complex interaction of business processes applications and infrastructure and provides a foundation for the kinds of analysis that give us the right information and enable genuine IT gov nance The term IT governance is more than a mere buzzword As an IT executive one may sense that ones information systems are out of kilter and that it will be necessary to take action to avoid ing treated as if one were a magic orange that continues to yield 1 juice no matter how often it is squeezed While governance or control sounds like the right response it is not clear where we should begin Do we know exactly where the gears need lub cation Do we know where the rust has taken hold The reports from the IT jungle are full of examples of tech logical frivolity heterogeneous infrastructure environments se ers running below capacity redundant hardware and superf ous development tools Handbook of Research on the Evolution of IT and the Rise of E-Society Habib, Maki,2018-09-07 Rapid advancement in information and communication technologies have led to interconnected and predominately online interactions in the current era It is crucial for current organizations to adapt and integrate internet technologies to increase flexibility effective services and competitiveness The Handbook of Research on the Evolution of IT and the Rise of E Society is a pivotal reference source that provides vital research on the application of embedded and connected technology and its role in modern society While highlighting topics such as information privacy knowledge management and social media this publication explores the development and cultivation of e community in organizations as well as the methods of addressing interpersonal facilitation user friendly design and mobile accessibility This book is ideally designed for program developers computer engineers managers business professionals researchers and graduate level students seeking current research on the adoption and efficient usage formation and maintenance of internet and communication technology interaction *Implementing IT Governance - A Practical Guide to Global Best Practices in IT Management* Gad Selig,2008-04-12 The issues opportunities and challenges of aligning information technology more closely with an organization and effectively

governing an organization s Information Technology IT investments resources major initiatives and superior uninterrupted service is becoming a major concern of the Board and executive management in enterprises on a global basis An integrated and comprehensive approach to the alignment planning execution and governance of IT and its resources has become critical to more effectively align integrate invest measure deploy service and sustain the strategic and tactical direction and value proposition of IT in support of organizations Much has been written and documented about the individual components of IT Governance such as strategic planning demand portfolio investment management program and project management IT service management and delivery strategic sourcing and outsourcing performance management and metrics like the balanced scorecard compliance and others Much less has been written about a comprehensive and integrated IT Business Alignment Planning Execution and Governance approach This new title fills that need in the marketplace and gives readers a structured and practical solutions using the best of the best principles available today The book is divided into nine chapters which cover the three critical pillars necessary to develop execute and sustain a robust and effective IT governance environment leadership and proactive people and change agents flexible and scalable processes and enabling technology Each of the chapters also covers one or more of the following action oriented topics demand management and alignment the why and what of IT strategic planning portfolio investment management decision authority etc execution management includes the how Program Project Management IT Service Management with IT Infrastructure Library ITIL and Strategic Sourcing and outsourcing performance risk and contingency management e g includes COBIT the balanced scorecard and other metrics and controls and leadership teams and people skills   Sarbanes-Oxley IT Compliance Using Open Source Tools Christian B Lahti,Roderick Peterson,2007-12-19 The Sarbanes Oxley Act officially titled the Public Company Accounting Reform and Investor Protection Act of 2002 signed into law on 30 July 2002 by President Bush is considered the most significant change to federal securities laws in the United States since the New Deal It came in the wake of a series of corporate financial scandals including those affecting Enron Arthur Andersen and WorldCom The law is named after Senator Paul Sarbanes and Representative Michael G Oxley It was approved by the House by a vote of 423 3 and by the Senate 99 0 This book illustrates the many Open Source cost saving opportunities that public companies can explore in their IT enterprise to meet mandatory compliance requirements of the Sarbanes Oxley act This book will also demonstrate by example and technical reference both the infrastructure components for Open Source that can be made compliant and the Open Source tools that can aid in the journey of compliance Although many books and reference material have been authored on the financial and business side of Sox compliance very little material is available that directly address the information technology considerations even less so on how Open Source fits into that discussion The format of the book will begin each chapter with the IT business and executive considerations of Open Source and SOX compliance The remaining chapter verbiage will include specific examinations of Open Source applications and tools which relate to the given subject matter Only book that

shows companies how to use Open Source tools to achieve SOX compliance which dramatically lowers the cost of using proprietary commercial applications Only SOX compliance book specifically detailing steps to achieve SOX compliance for IT Professionals   Winning Legally Constance E. Bagley,2005-11-10 The rash of corporate scandals in recent years underscores a fact too often ignored in the business world flouting the law holds serious consequences Indeed all it takes is one rogue trader one greedy executive or one misinformed manager to place an entire organization at risk But respected legal expert Constance E Bagley argues that staying out of trouble is only part of the picture when it comes to legality in business In Winning Legally Bagley shows how managers can proactively harness the power of the law to maximize corporate value marshal human and financial resources and manage risk Through scores of classic and contemporary examples across the business landscape this no nonsense guide completely re frames the relationship of law to business Bagley explains how managers can use the law as a strategic tool to help select and work effectively with legal advisers spot legal issues before they become problems weigh the legal risks of specific opportunities and more Ultimately the responsibility for making tough business decisions lies with managers not with lawyers This timely book shows how managers can combine business audacity and vision with integrity and respect for the law to build truly great and enduring firms Constance E Bagley is an associate professor of business administration at Harvard Business School She was formerly a partner of Bingham McCutchen LLP and co author of The Entrepreneur s Guide to Business Law   The Visible Employee Jeffrey M. Stanton,Kathryn R. Stam,2006 The misuse of an organization s information systems by employees whether through error or by intent can result in leaked and corrupted data crippled networks lost productivity legal problems and public embarrassment As organizations turn to technology to monitor employee use of network resources they are finding themselves at odds with workers who instinctively feel their privacy is being invaded The Visible Employee reports the results of an extensive four year research project covering a range of security solutions for at risk organizations as well as the perceptions and attitudes of employees toward monitoring and surveillance The result is a wake up call for business owners managers and IT staff as well as an eye opening dose of reality for employees   The Next Leap in Productivity Adam Kolawa,2009-04-27 How much should top management really care about IT That s the question Adam Kolawa bluntly poses in this feisty and compelling book The Next Leap in Productivity goes far beyond traditional business books written for the CIO community It tackles crucial issues such as productivity efficiency and quality management It makes the case for applying the principles of Deming and Juran to software development Then it takes a leap arguing that huge potential increases in IT productivity can lead to enormous increases in enterprise productivity In this sense The Next Leap in Productivity is a truly visionary book Software vendors and CIOs who read this book will discover a software development process that is transparent practical and efficient Non technical C level executives CEOs CFOs COOs etc will discover a blueprint for improving corporate productivity and dramatically reducing operating costs For the past decade CIOs have been urged coaxed counseled and exhorted to act more like CEOs CFOs COOs

and other C level executives This book suggests that it s time for CEOs CFOs COOs and other C level executives to start acting more like CIOs The Next Leap in Productivity will appeal to anyone involved in buying selling developing or using IT Advance Praise for The Next Leap in Productivity Adam s book is a challenge to all the top managers who ve stopped caring about IT His message is simple If you really care about IT you find ways to make IT more productive The improvements you achieve in IT productivity can then be leveraged into huge leaps in productivity at the enterprise level This book offers a roadmap for translating IT productivity into business profit Adam s argument is worth reading and worth considering as you formulate your IT strategies and plan your IT budgets Gary Beach Publisher Emeritus CIO magazine Adam lays the groundwork for a common language that can be used to bridge the chasms between IT and other essential components of the business such as finance product development sales marketing distribution and customer service Everyone who reads this book will learn valuable lessons that can be leveraged to improve returns on human capital investments at every level of the organization Adam s concepts have the potential to boost levels of confidence and performance throughout the enterprise Michael Minelli Co author Partnering with the CIO These kinds of productivity principles are not mere theory When we put these same principles into effect our productivity went up more than we had thought possible And our employee morale went up too It became easier to write code the right way and harder to make stupid mistakes This new way of creating software makes it possible for us to concentrate on what we really want to do here at Cisco which is to improve the Internet for everybody Andy Chessin Senior Technical Lead Cisco Inc **The Business-Oriented CIO** George Tillmann,2009-04-15 The Business Oriented CIO A Guide to Market Driven Management introduces the Market Driven Management approach which applies and adapts some of the best for profit business thinking for use by CIOs and IT managers IT departments are integral parts of businesses if the electronic components like e commerce sites fail the business will come to a screeching halt Run your IT department like a business rather than a reactive entity that only functions to fix problems and transform your image from that of service center to a true business partner **Fast Company The Rules of Business** Fast Company's Editors and Writers,2005-10-18 From The Rules of Business Rule 1 The first rule of business is the same as the first rule of life Adapt or die What gets measured gets done Peter Drucker Rule 8 Nothing is more overrated than a new idea Ideas by themselves are worthless It s what you do with them that matters Bet on the jockey not on the horse Malcolm Forbes Best practices usually aren t Christopher Locke co author The Cluetrain Manifesto Rule 49 If it is not right don t do it if it is not true don t say it If you think you re too small to have an impact try going to bed with a mosquito in the room Dame Anita Roddick founder The Body Shop In THE RULES OF BUSINESS Fast Company s renowned editor in chief John Byrne and the writers and editors of Fast Company distill the major ideas and principles of the world of business into fifty five essential rules These rules are elaborated on and enhanced by quotes and insights from over 200 business leaders practitioners and thinkers into what is sure to be an essential desk reference for managers professionals and executives to be Published on the tenth

anniversary of the magazine FAST COMPANY S THE RULES OF BUSINESS features the essential principles behind today s most important business topics from customer service to innovation from strategic thinking to leadership and management The book introduces each category with a two page commentary and weaves two to four essential rules throughout every chapter At the end of each chapter a boxed bulleted Fast Take section gives readers specific takeaways they can use in their day to day work The heart of each chapter however is the quotes and insights on the subject culled from the great minds in business both living and historical leaders and thinkers such as Machiavelli and Jack Welch Adam Smith and his invisible hand and Tom Peters on marketing Me Inc Michael Porter on what else strategy and A G Lafley Jeff Bezos on the perils of hiring the wrong person and Bill Gates on the value of information technology Anne Mulcahy and Warren Buffett and many more FAST COMPANY S THE RULES OF BUSINESS is the ultimate desk reference <u>The Transformational CIO</u> Hunter Muller,2011-02-11 The Transformational CIO is chock full of stimulating thought leadership and useful knowledge that will help you leverage new and existing technologies to create business value generate more revenue increase profits and improve customer relationships in rapidly changing global markets This book is a practical guide for senior executives seeking optimal returns on technology investments now and in the future Hot button issues and essential topics covered in the book include Vision and Organization Culture and Change Partnering with the Business The Art and Science of IT Leadership Team Building Cloud Computing Enterprise Collaboration Strategic Sourcing Executive Career Development The Transformational CIO features real world stories and revealing anecdotes from CIOs and IT thought leaders at leading organizations as Disney Kimberly Clark Kaiser Permanente Dell Flextronics Wipro Boston Scientific Salesforce com General Motors Shell Oil Pitney Bowes IBM Cisco Siemens Citigroup Microsoft CVS Caremark Frontier Communications and the U S Tennis Association Written in straightforward business language The Transformational CIO is a concise guide for staying ahead of the competition and seizing opportunities for success in a turbulent global economy

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Managing It As A Business A Survival Guide For Ceos Introduction

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