



Managing it Performance to Create Business Value (Hardback)

By Jessica Keyes

Taylor Francis Inc, United States, 2016. Hardback. Book Condition: New. 254 x 178 mm. Language: English . Brand New Book. Managing IT Performance to Create Business Value provides examples, case histories, and current research for critical business issues such as performance measurement and management, continuous process improvement, knowledge management, risk management, benchmarking, metrics selection, and people management. It gives IT executives strategies for improving IT performance and delivering value, plus it guides them in selecting the right metrics for their IT organizations. Additionally, it offers knowledge management strategies to mature an organization, shows how to manage risks to exploit opportunities and prepare for threats, and explains how to baseline an IT organization s performance and measure its improvement. Consisting of 10 chapters plus appendices, the book begins with an overview of performance-based strategic planning, after which it discusses the development of a quality improvement (QI) plan, establishing benchmarks, and measuring performance improvements. It covers how to design IT-specific measures and financial metrics as well as the establishment of a software measurement program. From there, it moves on to designing people improvement systems and discusses such topics as leadership, motivation, recruitment, and employee appraisal. The final few chapters show how to...



DOWNLOAD PDF



READ ONLINE

Reviews

A top quality publication along with the font used was intriguing to read. I really could comprehend everything using this written e book. Its been designed in an remarkably straightforward way and it is only after i finished reading through this publication by which basically altered me, modify the way i believe.

-- **Cathrine Larkin Sr.**

Very useful to all of group of people. I actually have read through and so i am certain that i will planning to study yet again once again down the road. I am just very easily can get a satisfaction of looking at a created book.

-- **Mark Bernier**