Information Management

General Management
Facilitating Transformations in IT: Lessons Learned along the Journey
Adopting a Visionary Approach to Managing IT
Nine Factors for Project Success
Turning E-business Barriers into Strengths
Practical Issues in Global IT Management
A Step-by-Step Guide to Writing a Successful RFP
Electricity Deregulation: It's New Bonanza
Evaluating Organizational Readiness for Telecommuting
An Alphabet Soup of Service: From SLM to QoS
A Gap Analysis Process to Improve IT Management
The “Right” Level of IT Expense
Is End-User Computing Worth Worrying About?
Collaborative Commerce and Enterprise Integration
Forming a Dialogue with Academia: Industry Requirements versus Academic Programs
The Role of Project Management in Knowledge Management
An IT Asset Management Toolkit
Using Intelligent Agents to Maximize the Benefits of the World Wide Web
Business Trends on the Internet
Improving IT Performance as an Outsourcing Alternative
Information Technology Substitution and Diffusion: A Primer for the Information Technology Executive
Telecommuting Issues for Information Technology Professionals
An Information Architecture for the Global Manufacturing Enterprise
Partnership: The Key to Successful Systems Development in a TQM Company
Business Aspects of Multimedia Networking
Using Intelligent Agents to Manage Multivendor Environments
The IT Imperative in Business Transformation
Reengineering with Imaging Technology: A Case Study
Redesigning the IT Organization for the Information Age
Is It Time for an IT Ethics Program?
CIO's Perspective on Competitive Intelligence
Running Information Services as a Business: Managing is Commitments within the Enterprise
The Real-Time Enterprise, The Real-Time Supply Chain
The Information Technology Annual Statement
Stages in Information Systems Management
Improving Supply Chain Management for the Mining and Metals Industry
Cost of Computing Methodology
Leveraging Developed Software: Organizational Implications
Estimating Application Life
Designing Equitable Chargeback Systems
Managing Multivendor Environments
Best Practices for Managing the Decentralized IT Organization
Culture Change: A Client/Server Enabler
The Flexible IS Organization
IT Decision Making and the Business Manager
Corporate Lessons for the IS Manager
Managing the IT Procurement Process
Managing ERP Systems in a Heterogeneous Environment
The Politics of Content: Ownership, Relevance, and Access
Law (or the Lack of It) on the Web: A Primer for Financial Services Technology Managers
Assessing Customer Perceptions

**Strategic Planning**
Building and Supporting a Corporate IT Architecture
Strategic Planning for Acquiring and Managing Computer Resources
Acquisition and Deployment of Advanced Information Technology
Strategic and Long-Range Information Systems Planning
Assessing the Real Costs of a Major System Change
Leveraging Developed Software: Organizational Implications Managing Legacy Assets
Transforming Information Management into an Effective Business Enabler
Aligning Strategies, Processes, and Information Technology: A Case Study
Enterprise Modeling for Strategic Support
Forecasting Technology Needs: An Example
Economics of Advanced Information Technology
Shifting to Distributed Computing
Developing a Global Information Vision
Strategic IS Planning: Process and Products
PDM Challenge: Seeing Production through an Engineering Grid
The IS Executive’s Role in Strategic Planning
Developing Effective Technology Plans
Role Models for the IS Organization
New Organizational Styles for the IS Department

Outsourcing
The Essentials for Successful IT Outsourcing
Making the Decision to Outsource IT
Guidelines for Choosing a Systems Integrator
Outsourcing as a Means of Improving Process Maturity
Outsourced Systems Development
An IS Manager’s Guide to Systems Integrators
A Practical Guide to Staff Augmentation and Outsourcing
Managing Outsourcing through Metrics
The Outsourcing Alternative
Outsourcing the Help Desk Function
Contracting with Consultants for Computer Services
Offshore Development: Caveats and Consequences
Professional Services Organizations and the Role of Consulting in the New Economy
Applications Maintenance Outsourcing
The Management Service Provider Option
MSPs: Monitoring and Managing E-commerce
Management Service Providers: Ready for Prime Time?
Application Service Providers: A “New” CIO Option
Considering an ASP Partnership

Policymaking and Planning
The Information Technology Project Charter
Increasing Productivity Through the CMM
Writing and Implementing Internet Acceptable Use Policies
Ensuring Internet Access Means Business Access
Operating Standards and Practices for LANs
E-Mail Privacy and Employee Rights
Management Policies for E-Mail Privacy
A Strategy for Ethical Management of E-Mail Privacy
Framework for Internet Security Planning
Policies for Laptop Rollout and Use
Crafting an Organization-Specific Internet Acceptable Usage Policy
Managing Legal Issues in the Software Development Life Cycle
Dealing with Data Privacy Protection: An Issue for the 21st Century
A Strategic Response to the Broad Spectrum of Internet Abuse
HIPAA Transactions and Code Sets Rule Overview and Implementation
Introduction to Process Improvement and the CMMI
Control and Administration
The Integrated Audit Approach
The Value of Application Audits
Asset Management: A Small Step in the Evolution of Computer Servitude
Configuration Management: An Object-Based Method
Metrics for Secure Operating Practices: A Forsaken Variable in Risk Measurement
Developing a Network Security Plan
Controlling Data Resources in Distributed Environments

Quality, Measurement, and Metrics
Introduction to the ISO 9000 Quality Standard
Baselining and Benchmarking the IT Function
Charting Service Quality Improvements: A Case Study
Delivering IS Service Quality
Instituting an IS Metrics Program: A Case Study
Metrics for Secure Operating Practices: A Forsaken Variable in Risk Measurement
Creating and Implementing a Balanced Measurement Program
Applying Software Quality Tools and Metrics
Improving IS Performance: The Role of the Value Chain
Improving Quality with Software Metrics

Business Continuity Planning
CIO on Center Stage: 9/11 Changes Everything, Leslie D. Ball
Lessons Learned: The Aftermath of September 11, Alan Berman
Risk and the Need for Disaster Planning
Contingency Planning for Small-To Medium-Sized Businesses
E-disaster Recovery Means Continuous Availability
Managing Risk in Information Systems
Testing Disaster Recovery Plans
Disaster Recovery Planning for Client/Server Systems
Business Recovery Planning for Communications
Documenting a Communications Recovery Plan
Adding Communications Network Support to Existing Disaster Recovery Plans
DBMS Recovery Procedures
Organizing for Disaster Recovery
Assessing Recovery Capabilities

**Business Process Engineering**
Developing a Transnational IT Architecture: A Reengineering Approach
Reengineering Methodologies and Tools
From Engineering Systems to Reengineering the IS Organization: The Star Tribune Experience
The IS Manager's Enabling Role in Business Process Reengineering
Managing Simulation Modeling for Business Process Reengineering

**Information Security**
Steps to Reduce the Risk of Corporate Espionage
Maintaining Information Security During Downsizing
Security Risks in Telecommuting
Establishing a Security Awareness Program
Securing Electronic Messaging Systems
Electronic Commerce Management and Security
Web and Java Risk Issues
Protecting Against Dial-In Hazards: E-Mail and Data Communications
Protecting Against Dial-In Hazards: Voice Systems
Protecting Information in Distributed Environments
Getting a Secure Intranet
Establishing a Security Awareness Program
Internet Security Using Firewalls
Making Your Website Hacker Safe: Internet Security
Vandals: The New Internet Threat

**Research & Development**
Commerce Opportunities in Electronic Markets
Aligning R&D Project Portfolios with the Organization's Business Strategy
The 12 Critical Activities of R&D Management: A Comparison of Two Cases
Improving R&D Operations
A Decade of Progress in R&D Management: An Overview of six Companies
The Application of Total Quality Management Principles to Technology Management
World-Class R&D Management in Food and Beverage Companies
Managing People, Not Just R&D: Five Companies’ Experiences
Implementing Employee Empowerment
High-Yield Technology Development
Using Creativity Techniques in the Product-Innovation Process
Achieving Product Innovation by Reducing Variability
Small Company Intrapreneurship: Developing a New
High-Tech Product
Facilitating Competitive Intelligence: The Next Step in
Internet-Based Research
Using the Internet to Improve Competitive Position and Reduce Costs

STAFFING

Recruiting, Hiring, and Training
Variables in the Hiring Equation: Ensuring the Right Candidate Is Hired
Intelligent Risk Control in Hiring
Should Organizations Be Jumping on the Web-based Training Bandwagon?
Technical Wizards, Lousy Managers: Avoiding Disasters in Promoting and Hiring
IT Management
The Technical Communicator’s Role in User Documentation and Training
Turning Host Developers into Object Technicians
Reengineering IS Professionals
Educating for Client/Server Success
Increasing IS Productivity by Mass Customizing Motivation and Reward Systems
Individual Motivation Profiles: The Key to Increased Productivity and Job Satisfaction
Remaking the IS Staff
Centers of Excellence: Empowering People to Manage Change
Creativity Training for IS
Turnover: A Silent Profit Killer

Team Building
Self-Directed Teams: Transformation Strategies and Outcomes
Centers of Excellence: Empowering People to Manage Change
Improving IS with Cross-Functional Teams
Developing Reward and Compensation Systems to Motivate Self-Managed Teams
Successful Self-Directed Teams and Planned Change
Motivating Legacy Systems Support Staff
Leveraging the Benefits of Self-Directed Teams
Career Paths
Managing the Toughest Transition, Part 1
Career Insurance: Communicating in Language that Business Understands, Part 1
Career Insurance: Communicating in Language Business Understands, Part 2
Project Management as a Profession
A Worksheet for Goals and Skills Assessment
Career Adjustment and Development Strategies
Management Strategy Pitfalls: Avoiding Career-Limiting Events

DIRECTIONS IN TECHNOLOGY

Strategic Management
Business and IT: Developing Strategic Alliances
Executing the E-Factory Roadmap
Understanding E-commerce Strategically: The Dawn of IT Fighting
Knowledge Management as a Competitive Advantage
Push Technology: Impact and Issues
Application Mining: Reusing Legacy Assets
Customer Relationship Management
Enterprise Computing Strategies
The Information Environment: A Business within a Business
Hyper-competition, Part 1: The New Struggle for Advantage
Hyper-competition, Part 2: The Strategic IT Response
Transforming the IS Development Function
How “Internet Bill Presentment” Changes the Deployment Strategy: Homebanking and Online Payment
The World of Electronic Commerce
Information Everywhere: Welcome to the Unwired World

Technology Developments
The Workgroup Model for Enterprise Architectures
Internet Telephony: An Enterprise View
Network Computers: Promises and Reality
Fixed Wireless Internet Access
A Primer on ATM
Multimedia Networking Technologies
Business Impact and Implications of Multimedia
A Guide to Conferencing Technologies
A Guide to Internet Telephony
A Guide to Enterprise Document Management Systems
Using a Geographic Information System as a Business Tool: A Case Study
Guidelines for Designing EIS Interfaces
Improving Workgroup Communications: Requirements for Group Decision Support Systems
Commercial Outlook on Parallel Computing
Pen-Based Computing: Applications and Implementations
Agents Delivering Business Intelligence
Planning for Document Imaging Systems
Planning for Object-Oriented Systems
Using Groupware to Enhance Team Decision Making
Using Hypertext for Group Decision Support Systems

Specialized Systems
Teleconferencing Cuts Costs

DEVELOPING INFORMATION SYSTEMS SERVICES

Project Management
It's the Culture, Stupid
Managing Project Management
Ten Ways to Improve Project Performance
Integrating Software Packages into the Development Life Cycle
Open Systems Integration: Issues in Design and Implementation
Evolution of a High-Quality Development Process in an Existing Software Project
Large-Scale IS Project Management
Managing User-Driven Systems Development
User Involvement in Project Success
Linking Project Outcomes to Customer Needs
Creating and Implementing a Balanced Measurement Program
Applying Software Quality Tools and Metrics
Nine Factors for Project Success

Systems Design and Development
Domain Engineering of Components
Systems Development Performance Improvement
Solving the Software Quality Management Problem
Improving System Delivery and Performance: The Role of the Value Chain
Object Management and Security: Obstacles to Reusability
Using Middleware for Interoperable Systems
Using CASE Tools to Reengineer Existing Applications
Elements of Quality User Documentation
Issues in Implementing Massively Parallel Processing
Massively Parallel Processing: Architecture and Technologies
Strategic Use of JAD
Designing Flexible and Productive User Interfaces
User-Centered Design
Requirements Definition Using the Customer Interaction Model
Intelligent Support for End-User Applications Developers
Adopting and Implementing Object-Oriented Methodologies
Object Technology Essentials
A GUI Primer
Implementation Planning for Software Methods and CASE
Software Process Assessment: Building the Foundation for a Mature IS Process
Modeling Business Processes with Real World Object Roles
CASE and Repository Technologies for a Multiuser Environment

Programming Languages and Techniques
Update on Java’s Potential and Challenges
Java’s Role in Distributed Computing
Java: An “S” Curve Case Study
Hypertext: Design and Applications

Client/Server Systems
Preparing to Implement Client/Server Solutions
Working with Images in Client/Server Environments
The Critical Choice of a Client/Server Architecture
Reassessing Client/Server Tools and Technologies
Client/Server Challenges and Benefits
Making Client/Server Applications Perform
Evaluating a Migration to Client/Server Technology
Performance Engineering in Client/Server Environments
Developing Workstation-Based Client/Server Applications
Realizing the Benefits of Client/Server Computing
Evaluating Client/Server Operating Systems: Focus on Windows NT

E-Business Architecture and Development
Using Internet Architecture to Share Knowledge
Internet Banking: Leveling the Playing Field for Community Banks through Internet Banking
The Electronic Commerce Market Impact
Relationship Commerce: Beyond Online Transactions
XML-Based Business-to-Business E-Commerce
A System for Enterprise Web Production: Objectives and Requirements
Enabling Safer Deployment of Internet Mobile Code Technologies
Using Net-Based Interactive Technology for Online Marketing, Sales, and Support
Strategically Managing Internet Resources
Building the Twenty-First Century Internet
Web-Based Networking Empowers and Links Businesses
The New Media: Webcasting
Serving Many Masters
Designing a Web Site That Draws and Retains Visitors
Web Site Design For Managers
Usability Design for Web-Based Applications
Online Communication: The Next Generation

**Software Maintenance and Testing**
Software Testing Basics and Guidelines
Managing Automated Software Testing
Refurbishing Legacy Systems: An Effective Approach to Maintenance
A Systems Approach to Software Maintenance
Supporting Legacy Systems

**Database Management**
Customer Relationship Management and Data Warehousing
Online Data Mining
A Guide To Web-Enabled Data Warehouses
Critical Factors in Developing a Data Warehouse
An Architectural Perspective on Data Warehouses
Distributed Processing for Distributed Databases
User Data Groups: A Strategy for Data Administration for Reluctant Organizations
Information Resource Management: Accounting for your Data
Making Data Models Readable
Data Warehousing Concepts and Strategies

**OPERATIONS**
**Data Center Management**
Enterprise Data Center Operations Success
Cost-Effective Management Practices for the Data Center
Delivering Support Services Through the World Wide Web
The Help Desk: Linking IT and Users
Managing the Help Desk in the Client/Server Environment
Points of Failure Planning

**Software Selection**
Evaluating and Selecting E-Commerce Software Solutions
Selecting Hardware and Operating System Software for E-Commerce
Software Testing Basics and Guidelines
Decision Support For Software Package Selection: A Multicriteria Methodology
Assessing Desktop Operating Systems
Evaluating Enterprise Imaging and Workflow Systems
Demystifying Software Licensing
Software Licensing in Client/Server Environments

**Data Communications and Network Planning**
Designing Reliable, Heterogeneous WANs
Service Level Management Links IT to the Business
Issues in Building Mobile Sites
An Overview of Virtual Private Networks
Challenges of Intranet Implementation
A Primer on the Changing Local Loop
An Expert Operating System That Manages Multinetwork Communications
Developing a Cost-Effective Strategy for Wireless Communications
Assessing the Network Computer Concept
Taking Advantage of the Internet
Integrating Legacy and LAN/WAN Systems
Enterprise Project Failures and Solutions
A Twelve-Stage CRM Planning Strategy
Telecommunications Cost Management
Going Wireless: The Connected Enterprise

**Issues in Information Management**
Information Management
Network Vulnerability in the Information Systems Environment