

The Chief Information Officer's Body of Knowledge: People, Process, and Technology

By Dean Lane

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Down to earth, real answers on how to manage technology—from renowned IT leaders

Filled with over thirty contributions from practitioners who handle both the day-to-day and longer term challenges that Information Technology (IT) departments and their parent businesses face, this hands-on, practical IT desk reference is written in lay terms for business people and IT personnel alike. Without jargon and lofty theories, this resource will help you assist your organization in addressing project risks in a global and interconnected world.

- Provides guidance on how business people and IT can work together to maximize business value
- Insights from more than thirty leading IT experts
- Commonsense, rational solutions for issues such as managing outsourcing relationships and operating IT as a business

Offering solutions for many of the problems CIOs face, this unique book addresses the Chief Information Officer's role in managing and running IT as a business, so the IT department may become a full strategic partner in the organization's crucial decisions.

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The Chief Information Officer's Body of Knowledge: People, Process, and Technology By Dean Lane Bibliography

- Sales Rank: #261377 in Books
- Published on: 2011-09-13
- Original language: English
- Number of items: 1
- Dimensions: 10.30" h x 1.15" w x 7.30" l, 1.68 pounds
- Binding: Hardcover
- 336 pages

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Editorial Review

Review

"*The?Chief?Information?Officer's Body of Knowledge* is stuffed full of great information offered up in very practical terms giving the reader every confidence they can replicate or adapt the ideas themselves." (thehigheredcio.com, March 2012)

From the Inside Flap
In today's competitive corporate environment, CIOs are buzzing about the latest technologies. Some companies, and even more technologists, rush to these bleeding-edge products as though the glitz and glitter will rub off on their own endeavors. There is a need for common sense and rational solutions to provide the foundation for the implementation of these new tools. With insights from 30 major IT leaders, The *Chief Information Officer's Body of Knowledge* provides real, down-to-earth answers on how to manage existing technology and supplies the basis for how to integrate new technologies without destabilizing the day-to-day operations that are critical to your business.

Written in lay terms for business people and IT personnel alike, editor Dean Lane has compiled contributions from the best and the brightest in the field to provide a hands-on, practical application IT desk reference. You'll learn how to make decisions that benefit your company's IT department, how business executives and IT personnel can work together to maximize business value, how to establish standard practices to become more effective and efficient, and how the CIO should manage and run IT as a business so that the IT department can become a full strategic partner in your organization's crucial decisions.

Spanning people, processes, and technology, this hands-on desk reference is your go-to source for almost any IT-related issue, including:

- Collaboration and teamwork
- Why the IT leadership team is critical to success
- Recruiting, networking, and interviewing
- The challenge of IT staffing
- Skill building
- The CIO career guide
- IT strategy methodology
- Competitive applications of technology
- Risk management in a global, interconnected world
- Project cost estimation
- Regulatory compliance
- Balancing IT's workload
- Outsourcing and offshoring
- Measuring effectiveness of IT portfolio management
- Information security management systems
- Defining the need for business continuity planning
- Why being involved in your Web strategy matters

Don't reinvent the wheel when you can learn from your peers and apply time-tested, proven practices in your

organization. The *Chief Information Officer's Body of Knowledge* provides immediate actions you can take today to help your company and IT organization achieve higher performance and create increased value to your key stakeholders and customers.

From the Back Cover

Praise For The Chief Information Officer's Body of Knowledge

"From trends in business intelligence to insights on leading and retaining high-performance teams, this book will assist in faster decision-making and execution that can greatly influence the success of a company.

—Naresh Shanker, Vice President and CIO, Palm, Inc.

"CEOs seeking to reinvent their company to optimize its digital potential need the CIO to be their right hand. Developing the CIO strategy that partners with this business transformation requires CIOs to do more than ever before and this book, with many insights from industry leaders, will help CIOs prepare for this challenge.

—Ken Kannappan, CEO, Plantronics, Inc.

"As the pace of business continues to accelerate, it is increasingly difficult to keep up with the ever-changing world of technology, evolving trends, and peer networking. It would take over a year's worth of monthly networking meetings to derive the insights and information contained in this book. A great resource on what matters for the evolving role of the CIO.

—Tom Cullen, CIO, Driscoll's Berries

"A valuable collection of best practices, both theoretical and practical, that make us all better leaders, this book is a must-read.

—Tom Peck, SVP and CIO, Levi Strauss & Co.

"An excellent resource, this book is a great place for seasoned veterans and new leaders to get tried-and-true advice and direction.

—Leo Collins, CIO, Lions Gate Entertainment

"Lane brings us knowledge and advice from a 'who's who' list of CIOs, CEOs, and thought leaders in the field of managing—and leading—IT. This practical handbook for current and aspiring leaders addresses both the hard and soft skills required in today's highly complex and continually changing IT environment. The Chief Information Officer's Body of Knowledge provides a 360-degree view from those who have been there of what it takes to excel in managing IT to strategic advantage.

—Nancy K. Hayes, Dean, College of Business, San Francisco State University

"A Body of Knowledge book for effective IT management practices is long overdue. All of the contributors underscore the importance of interpersonal relationships, whether they be within individual IT groups, individual companies, or the overall IT industry, as the critical 'lubricant' in realizing true business value from the use of information technology. If IT managers at all levels spent more time nurturing relationships and less time being technologists and project managers, the time-to-market of new ideas and IT capabilities would be much shorter!

—Mark Settle, CIO, BMC Software

Users Review

From reader reviews:

Therese McGaha:

Why don't make it to be your habit? Right now, try to ready your time to do the important act, like looking for your favorite publication and reading a guide. Beside you can solve your trouble; you can add your knowledge by the book entitled The Chief Information Officer's Body of Knowledge: People, Process, and Technology. Try to make book The Chief Information Officer's Body of Knowledge: People, Process, and Technology as your buddy. It means that it can to be your friend when you sense alone and beside regarding course make you smarter than before. Yeah, it is very fortuned to suit your needs. The book makes you much more confidence because you can know every thing by the book. So , let's make new experience and knowledge with this book.

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Andrew Murphy:

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Rana Jensen:

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