

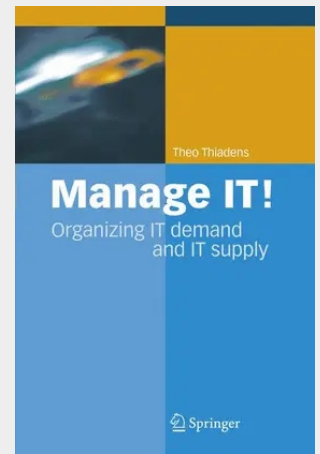
Thiadens

Manage IT!

Organizing IT Demand and IT Supply

This reference divides its coverage into five closely examined sections: 1) IT management tasks, and the importance of transparent IT architecture to meeting functional and performance demands; 2) Traditional IT management, discussed in light of current methods and standards; 3) Controlling IT, both from internal and customer care perspectives; 4) financial, personnel, legal and security aspects in IT, including service agreements and standardization. The final section discusses the future of IT. The material is richly illustrated with case studies, and supported by the website www.ict-management.com where every chapter can be found in the form of a presentation.

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