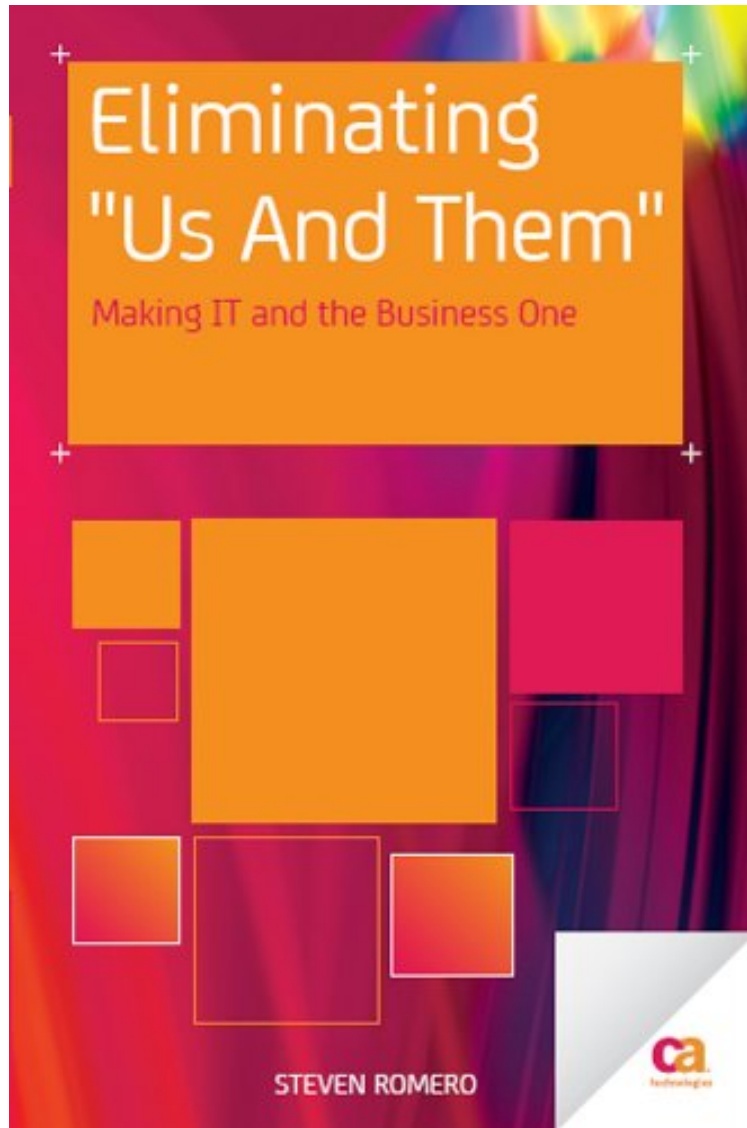


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Eliminating "Us And Them": Making IT and the Business One

Steven Romero

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Steven Romero : Eliminating "Us And Them": Making IT and the Business One before purchasing it in order to gauge whether or not it would be worth my time, and all praised Eliminating "Us And Them": Making IT and the Business One:

3 of 3 people found the following review helpful. A great book for IT leaders or leaders from any part of the business...By D. Bobke This is a MUST READ book for IT leaders, CEOs, CFOs, and anyone interested in why IT and the rest of the business built up this barrier between them and how to knock it down. The author notes that there have

been other books out there on the topics he covers in his book - and I have read most of them. However, I don't think any of them have crystallized the core of the issue and presented solid solutions like Mr. Romero did in this effort. His work title is "IT Governance Evangelist", and this book makes me want to hear some street preaching in person! There is so much in the press today about the C-suite's lack of confidence in their IT departments and pundits saying that "IT doesn't matter" (yes, I am pointing my finger at you Mr. Carr!), but I have never seen any solid solutions. Mr. Romero covers the core requirements to bridge the chasm - IT governance, process and process management, and human behavior. I have worked many places where we have attacked one (or maybe two) of these components and then scratched our heads as to why things didn't improve. If you want to really improve your IT department and achieve the full integration with the strategic direction of the company it serves, read this book and act!

2 of 2 people found the following review helpful. Eye Opener
By Stuart Quinn
I've been in the IT industry for 30 years and the thing that struck me about Steve's book was that I realized that a lot of us are starting to take the Us and Them thing as just the way it is. For as long as I can remember most IT shops struggled trying to understand the businesses they were supporting and most Business Units didn't really have a clue about what it took to run an IT Shop. Steve's book really gets to the heart of the matter and lays out the Governance path to solving this age old issue. It's not an easy path and many companies fail but Steve does a good job of painting the after picture and the business case for sticking with it. I really liked the concept of process centric vs function centric organizations. That discussion shed a lot of light on certain IT and Business Unit behaviors. Great book Steve - I highly recommend it for both IT and Business managers/leaders trying to figure out how to get onto the same page.

1 of 1 people found the following review helpful. Great book!!!
By April Cross
This is an excellent book that applies common sense to one of the biggest obstacles facing the IT industry today. It is very insightful and addresses how organizational behavior shapes how successful we are at bridging the gap between the business and IT. I have post-it notes all through this book marking the pages with the tidbits of wisdom that I plan to use in meetings with my management team!

Challenging popular notions of what it takes for IT organizations to succeed, IT governance evangelist at CA Technologies Steve Romero presents many of the theories and ideas around IT governance, the key components of successful process management, and behavioral management as key factors in IT's success. The topic of IT governance has never been more popular than it is today. Almost every organization recognizes the need to establish sound IT governance, and almost every enterprise is still very immature when it comes to the discipline. This book challenges and calls into question the traditional approaches and strategies for running IT organizations. The concepts presented in the book are timeless, but reflect the recent changes in the organization's view of the role of the IT department. IT can become a major asset to an organization, often even becoming "the product" in today's Internet-based sales environment. Eliminating "Us and Them" discusses these changes and presents three areas that contribute most to the change from an alienated and oft-despised department to a key tool for organizational success: An in-depth understanding of IT governance, which has never been more popular than it is today. An in-depth understanding of process and process management, a discipline that more and more enterprises are investing in and establishing formal organizational constructs to enable and support. A case-study view of how an enterprise can establish, promote and instill the values that foster positive behaviors in every person in the organization, with the intent of influencing their ability to realize enterprise goals. Romero's insights are based on more than 30 years working in IT and over four years as an IT governance evangelist, traveling around the world, speaking at hundreds of events, and visiting more than 100 companies espousing the approach in this book. What you'll learn If you are an IT professional, you'll see how you can help become more important to your organization. If you are a manager, you will understand what IT can bring to your organization and how to accomplish it. After reading this book: You will have an acute understanding of IT governance and will be able to engage the topic from a business perspective or an IT perspective. You will gain in-depth insights into the discipline of process management. You will understand the art and science of process management and will have a much greater ability to successfully establish and maintain business processes. You will have an understanding of how behavior influences enterprise success, and how to go about fostering behaviors necessary for enterprise success. Who this book is for This topic is a universally recognized problem that finally has a reasonable solution. The book will be quite useful for IT professionals looking to make their role more meaningful in the organization, but the book is written so that managers will come around and see that they have a very important untapped asset—their IT department—that they can turn around quickly to meet the needs of the organization. The book also appeals to laypeople who have seen the disconnect between IT and the organization at large, and are interested in solutions to this problem.

About the Author Steve Romero is the IT governance evangelist at CA Technologies, Inc. His mission is to help enterprises realize the full potential of their IT investments for strategic and competitive advantage. In this capacity, he acts as a strong advocate for the customer, speaking around the world to users, prospective clients, industry organizations and IT luminaries to identify and communicate IT governance best practices. Romero is an innovative,

passionate IT professional with more than 30 years of experience working in almost every area of IT. For the past 15 years, his career has focused on helping large enterprises transform their IT organizations from cost centers to strategic assets. Steve is a recognized expert in IT governance, project and portfolio management (PPM), and business process management. He is a certified Project Management Professional, a certified Information Systems Security Professional, ITIL Foundation-Certified, a Certified Process Master, and a Certified Computing Professional. Romero's extensive technical and IT leadership background began in the U.S. Navy, before joining Pacific Bell, where he founded numerous groundbreaking governance processes. He then joined Pacific Technology Consulting to establish and lead the technology project management consulting practice. Romero worked at Charles Schwab and the California State Automobile Association, where he led the establishment of formal process management and IT governance processes. Romero is a member of the Information Systems Security Association (ISSA) and the Project Management Institute (PMI). He is a San Francisco chapter committee member of the Information Systems Audit and Control Association (ISACA), and a past president of the Information Technology Service Management Forum (itSMF) San Francisco Local Interest Group. He is a board member for the Center for Electronic Business at San Francisco State University, and is a regular guest lecturer for its master's degree program.