



## Benefits Management: Delivering Value from IS and IT Investments

By Ward, John; Daniel, Elizabeth

Wiley, 2006. Book Condition: New. Brand New, Unread Copy in Perfect Condition. A+ Customer Service! Summary: About the Authors.Series Preface.Preface.Acknowledgements.1. The Challenge of IS/IT Investments.The Development of IS/IT within Organizations.The New Economy.Productivity Gains from IS/IT.The Generic Benefits of IT.Tangible and Intangible Benefits.Emergent Benefits.The Disbenefits of IS/IT.Net Benefits: The Measure of IS Success.Current Investment Appraisal Approaches.The Need for a Fresh Approach: Benefits Management.The Importance of a Common Language: Information Systems and Information Technology.Summary.2. Understanding the Strategic Context.The Competitive Forces and Resource-Based Views of Strategy.Ends, Ways, Means.PEST Analysis.Industry Attractiveness and Competitive Forces Analysis.External Value Chain Analysis.Internal Value Chain Analysis.Balancing the External and Internal Contexts: The Dimensions of Competence.Linking Business, IS and IT Strategies.Balancing the Portfolio of Investments: The Applications Portfolio.Organizational Information Competences.The Challenge of Implementation.Summary.3. The Foundations of Benefits Management.The Need for Another Process for Managing IS/IT Investments?The Origins of the Benefits Management Approach and Process.An Overview of the Benefits Management Process.Identifying and Structuring the Benefits.Planning Benefits Realization.Executing the Benefits Plan.Reviewing and Evaluating the Results.Establishing the Potential for Further Benefits.What is Different about this

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