



I.T. in Crisis: A New Business Model (Paperback)

By L. Paul Ouellette

AUTHORHOUSE, United States, 2009. Paperback. Condition: New. Language: English . Brand New Book ***** Print on Demand *****. For half a century at least, I.T. teams have focused on solving business problems through computer technology - and largely ignoring the human element in their interactions with end users. In his new book I.T. IN CRISIS: A NEW BUSINESS MODEL, consultant L. Paul Ouellette shows how to bring the I.T. team into the twenty-first century. Organizations that employ I.T. professionals are facing a new economic landscape - one where closer, more engaged relationships with internal and external customers are not merely nice if you can get it, but essential for organizational survival. I.T. s old business as usual approach - and let the relationship thing take care of itself - is, Ouellette warns, now a recipe for disaster. I.T. s challenge is to adapt to the customerfocused operational realities of the twenty-first century. Teams that meet this challenge will thrive, and will create extraordinary opportunities for themselves and their organizations. Teams that don t, Ouellette believes, will be marginalized or phased out. How do we make this (longoverdue) transition? By upgrading the I.T. Professional s skill sets - and moving from the...



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