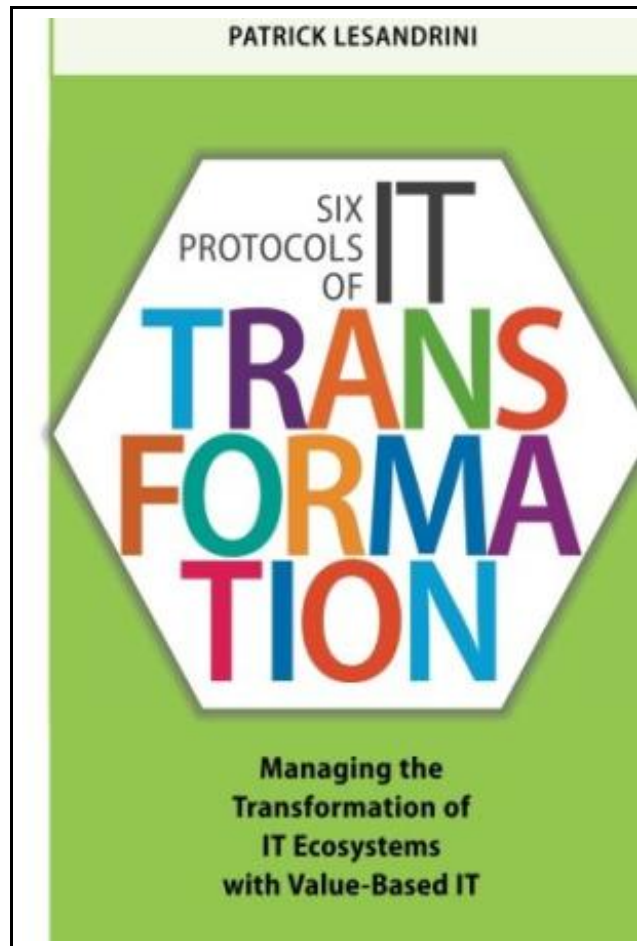


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Patrick Lesandrini, United States, 2015. Paperback. Book Condition: New. 229 x 152 mm. Language: English . Brand New Book \*\*\*\*\* Print on Demand \*\*\*\*\*.Unlocking the buried potential of IT teams delivering on the IT promise The common denominator among failed ERP implementations, failed IT projects, and poor IT operational performance is lack of alignment resulting in friction between IT and its customers. Like the gears of any machine, left unchecked, friction reduces quality, productivity and prevents teams from delivering on the IT promise. Creating an IT organization that works in harmony within IT and with clients requires focus on six separate but tightly integrated areas. When a company considers all the protocols in concert, teams are more committed to improving the client s condition, productivity is higher, costs are optimal, and the stage is set for industry-changing innovation that drives competitive advantage. The Six Protocols of IT Transformation provides the framework and common language for how IT organizations can reliably deliver outstanding benefits to both internal and external customers using a Value-Based IT strategy. Value-based IT is the art of balancing a profit mindset against the value proposition, including accepting less savings in exchange for increased customer satisfaction, higher predictability of outcomes, and improved employee engagement (meaningful jobs).

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