Contents

Introduction	9
Section One—Economics of IT Management Benefits of IT Benefits of IT Management Market Economics Competition	15 19 23 25 32
Section Two—Psychology of IT Management Business Goals and Motivations IT Goals and Motivations Business and IT Relationships Service Level Management IT Organization Negotiations	43 46 47 50 52 59 63
Section Three —The IT Management Model Business Processes Tools Process & Tool Relationships Instrumentation Management Data Management Information Management Analysis Action Resolution The Model – A Step Back Comparisons with Other Management Models	71 73 74 76 78 81 83 87 88 90
Section Four—Understanding Problems What is a Problem? Basic Problem Resolution Process Problem Prioritization Problem Analysis – Identifying Problems Problem Analysis – Fixing Problems Problem Anticipation	97 98 99 102 110 116

Section Five—Understanding Change	123
Reasons for Change	124
Change Management Process	126
Efficiency in Repetition	130
Change and Problem Management Consistency	131
Section Six—Issues and Special Cases	133
Distributed Management	134
Management Scalability	140
Negative Management Impact	142
Reporting	143
Service Providers	148
Section Seven—Selecting Management Tools	153
Vendor Goals and Customer Goals	154
Operating System Bias	156
Standard vs. Proprietary	157
Ease of Use	161
Out-of-the-Box	162
Flexibility	163
Monolithic Tool vs. Pieces	164
Best of Breed vs. Best Integrated Tools	165
Total Cost of Ownership	167
Conclusion and Perspective	171
Additional Resources	175
Glossary of Terms and Acronyms	177
Index	185