“INTEGRATED IT PERFORMANCE MANAGEMENT” by Ken Bainey



HAVE You thought about:

* How to transform your organization to a culture of Information Technology (IT) Performance Excellence?
* How to effectively integrate Business and IT  Strategies with IT Operational  Execution ?
* How to measure the performance results of this integration, using the Balanced Scorecard?

Are you in search for real-world practical scenarios on how performance results are managed, monitored and measured?  Then click on the link,   written by a retired Chief Information Technology Officer (CIO), with extensive experiences in the private, public and academicsectorsin Canada and the United States.  Check out this recently published book by internationally recognized publisher: CRC Press/Taylor & Francis.

<https://www.crcpress.com/Integrated-IT-Performance-Management/Bainey/9781482242539>

In Chapter 1, sections 1.5 to 1.8, you will find discussions of real-world problems and solutions on the management and delivery of IT services.   You will gain preliminary insights on how to manage, monitor, and measure IT performance results that focus on strategic alignment with IT operational execution using accountability for results (results-based management (RBM) and results-based budgeting (RBB). This is demonstrated using integrated IT performance measurement dashboards and predictive performance analytics tools and technologies. Section 1.8 provides further details on the chapters to reference for measuring the management and delivery of IT services.

This is the first book in the market that demonstrates how to bridge the intelligence gap between strategy and operational execution, during the management and delivery of IT services, using real-life illustrations. Performance management is   been viewed quite differently in practice and theory, resulting in this huge intelligence gap. This book provides real-life scenarios on how strategies are aligned with IT operational execution, using real-life integrated IT performance  measurement  dashboards.  Chapter 6 – Integrated IT Service Delivery Life Cycle Performance Model   and Appendices A – F provide real-life examples that IT and business leaders, managers and delivery staff, academicsand researchers, can easily apply within the context of their existing IT and business environments.   Chapter 7-section 7.6.3 provides suggestions on how to transform these theories into practice, using a more practical transformation change agent of people/culture, politics, process and performance scenarios.

Readers with IT and Engineering background will obtain a comprehensive set of real-world strategic directives definitions for each of the functional areas of the IT service delivery life cycle, with practical real-world illustrations of how strategic directives align with IT operational execution, using integrated IT performance measurement dashboards.  These re-useable  real-life examples are model-based, flexible and sustainable, and as such can be readily applied to any particular IT environment. The benefits that can be realized from these examples in preventing rework, expensive management consulting fees, etc., can range in 10%-20% annual savings of  IT investment dollars. The readers with business executive and management background will  obtain a much clearer and complete understanding of how IT investment dollars are being spent, as well as the areas of improvements, using more evidence-based decisions  rather than the traditional educated guesses, emotions and intuitions. This lack of adequate understanding has usually resulted in questionable politically-type decision making results.