IT investment has made significant progress even in the short space of time since the first chapter was published. The importance of this subject has been widely appreciated. I have tried to incorporate illustrations of the types of research likely to draw attention to the formulation of management policy in this field. The field has been extended to include as many chapters as possible.

The book follows the normal procedure and tries to address some of the questions raised on the Internet. My acknowledgment is due to those who have written chapters and offered suggestions for improvement. I would also like to express my thanks to Idea Group Publishing for their patience with me and for suggestions on improving the book.

Organization of the Book

The book is organized into XVI chapters. A brief description of each of the chapters follows:

**Chapter 1:** In the first half, the author focuses on what information communication technology (ICT) could be implemented in Africa in order to integrate the continent into the emerging global culture and associated economy. He also assesses the state of ICT implementation (investment) in Africa.
Chapter II evaluates the effective use of telecentres by small business owners. The world has changed and new ways of accessing information and obtaining knowledge is around. Telecentres can therefore play an effective role in facilitating communication between customers and small business owners. The study makes some recommendations that can be used by small business owners to improve their use of ICTs and Telecentres.

Chapter III notes that organisations are being forced to invest heavily in the deployment of information systems (IS) to obtain value and benefit in the new knowledge-based environment. He argues that organisational Intranets are being used as the platform for developing and deploying critical business applications to support business operations and managerial decision-making across the Internet-worked enterprise and this impact on IT investment decisions.

Chapter IV reviews the revolutionary advancement in information and communication technology (ICT) with strengthening of economic and social aspects that transforms global communities. A new kind of dynamism—the information dynamics—is emerging where communities are not restricted within boundaries and becoming competent with information, knowledge, networking, and versatility on a global basis.

Chapter V reviews the possibility of a link between organisational performance and information technology (IT) investment intensity in SME organisations practising e-commerce for 2001/2002. The answers to the research questions note that in top performing organisations (i) IT costs as proportions of operating costs were higher, (ii) IT costs as a proportion of turnover were lower than in weak performing organisations, and (iii) that a positive correlation exists between the computerisation index (CI) and the operating costs ratio. The investigation also reveals that Chief Executive Officers (CEO) expect additional output while planning e-commerce operations and keeping IT budgets constant.

Chapter VI addresses the effective use of information technology (IT) in small businesses. Worldwide it is regarded as a problem as was illustrated in the literature review. Small Business owners need to calculate and plan proper use of IT in their businesses by aligning their strategic IT planning to the business plan. A computing grid is proposed with a proper structure and guideline to help the owners.

Chapter VII demonstrates that SDC provides financial services knowledge with cross-industry technical skill capabilities. Their emphasis is on advanced development techniques and tools. The model they used is proving to be successful for all parties and the growth process had provided them with invaluable experience and expertise in the HR transformation. The lesson they have is that they need to ensure that they have a strong presence in the market to ensure that they are part of the IT investment process.

Chapter VIII considers if a link exists between company performance and information technology (IT) investment intensity in selected South African companies. The study covered the period 1989-1991.
Chapter IX reviews the present methodology and come to the conclusion that there is a solution for the predicament of the managers. The author is convinced that the ITIEM methodology is the solution.

Chapter X: Assessing extreme opinions, how does a small business Web site operator determine a feasible and responsible course of action for handling personally identifiable information collected in the course of business? Theoretical and practical frameworks must reinforce privacy treatment. Mishandling of the privacy issue can disrupt both the reputation and success of an e-commerce or other Web site, threatening the return on investment for the business. This chapter explores the current developments in privacy legislation in South Africa and examines the practical issues faced by a B2C (Business to Consumer) small business Web site owner implementing an online privacy policy.

Chapter XI: Despite the technological progress made by organisations in Namibia, the impact of IT has not been studied. The existing definition of IT is not comprehensive enough to include all relevant IT expenditure. No return calculations are made, though managers are showing growing concern at the increasing IT costs. The purpose of this chapter is to determine what organisations in Namibia use as basis for investing in IT. In interviews with six organisations in Namibia, it was determined how they define and manage their investment in IT. Some conclusions can be drawn, the first being that organisations need to look at their definition of IT to include all aspects of IT like communication systems, maintenance, etc. The second implication is that somebody must be appointed to take responsibility for managing the IT investment.

Chapter XII: The author conducted research to determine whether IT managers, IT auditors, users, management, etc. use a certain evaluation and selection process to acquire software to meet business objectives and the requirement of users. An argument was used that the more thorough the software evaluation and selection process, the more likely it would be that the organisation will chose software that meets these targets. The results confirmed that Media24 uses suggested protocol as noted in the theory for software acquisition correctly during most stages.

Chapter XIII examines the impact of the Internet (as part of IT investment) on a student society by investigating the effective use of the Internet at tertiary education. The main objectives of the studies were to determine whether the Internet is being optimally utilized at tertiary education, and to evaluate the level of utilization of the Internet.

Chapter XIV reviews the impact of security in small and medium enterprises. It views the development of a security policy in serious light and comes up with some recommendations on how this can be handled.

Chapter XV: Constructivist theories and modern pedagogical concepts emphasize that an activation of students is one of the most influential factors for learning effectiveness. The focus is on student’s demographics in order to analyze their reaction towards e-learning. Solving tasks and observing and critiquing this solution process,
instead of merely assessing the end product of e-learning processes. A sample of 105 students from the University was drawn and the findings suggest that e-learning investment can help address a need for this type of support

**Chapter XVI** addresses the needs for a community computer centre (Telecentre) for the community of Emkhambathini. This study was part of the information systems research exercise that was conducted by students. The problem that the researchers experienced was that Emkhambathini has no access to information and a need exists to ensure that this community joins the 21st century. The Telecentre will also serve as a community upliftment tool. The data was collected using a questionnaire, it was collated and analysed using SPSS. The conclusion was that gender or employment does not play a role when there is a real need to access information.

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