Index

Symbols

2005 McKensey Survey of Global Business Executives 356

A

acting as one, behaviorally 107
acting as one, organizationally 108
activity-based strategy 46
activity-based theory of the firm 1, 4
Agency Theory 302
alignment principle, defined 146
analysis framework 282
application architecture 203
applications service providers (ASPs) 281
architecture governance 212

B

benchmark variables 90
benchmark variables, ten 104
BPO, business process outsourcing 292
business-alignment maturity model 141
business-oriented service delivery model 444
business-to-business (B2B) 65
business-to-consumer (B2C) 65
business/IT alignment 131
business and IS/IT alignment 233
business direction 53
business framework, Carbone 174
business innovation 360
businessinnovation, types 357
business intelligence 442
business model, four key components 361
business model, of the firm 10
business model, three bridge components 362
business outcome monitoring 154
business outcome monitoring (BOM) 126
business outcomes, monitoring against strategic objectives 124
business process outsourcing (BPO) 292
business strategy analysis 49
business unit (BU) 148
business value creation 139

C

Capital One 374
Carbone enterprise architecture toolkit 173
Cassidy strategic planning model 223
CEO-CIO relationship 351
chief executive officer (CEO) 332, 340
chief information officer (CIO) 338
chief knowledge officer (CKO) 334
chief operating officer (COO) 336
chief technology officer (CTO) 334, 336

Copyright © 2009, IGI Global. Copying or distributing in print or electronic forms without written permission of IGI Global is prohibited.

CIO, new leader 349
CIO, roles and responsibilities 340
CIO‘s influence behavior 343
CIO backgrounds 350
CIO lateral influence behaviors 343
CIOleadership, and IT governance 329
CIO position 332
CIO positions, announcements of 338
CIO wisdom 339
client, how to succeed as a 329
CLP, customer perspective 433
CLP, financial perspective 433
CLP, internal perspective (core processes) 435
CLP, IT strategy 431
CLP, learning and growth perspective information capital (IT strategy) 437
CLP, strategy map 432
CLP Group, company profile 429
CLP Group, strategy 431
CLP Group, vision/mission 430
CLP Group IT strategy, commercial benefits delivered by 454
CLP Online 441
CoBit 154
Commonwealth Bank of Australia (CBA) 146
competitive forces 56
competitive strategy, measurement of 40
consumer-to-business (C2B) 65
content provider 21
Contractual Theory 301
corporate governance 317
corporate strategy 34, 114
corporate strategy, and the financial perspective 162
critical success factors (CSF) 84
critical success factors, overview of 110
cultural shift 443
customer relationship management (CRM) 62
customer service differentiation 441

D

data processing (DP) 80
design architecture principles (DAPs) 206
direct to customer 15

E

e-business model 32
e-business model, criteria 25
e-strategy 1, 64
e-vusiness models, for e-strategies 22
economic theories 300
EEC model 80
electronic marketplaces (EMS) 62
end-to-end strategy process 110
Enhanced Telecom Operations Map (eTOM) 179
enterprise architecture 167, 446
enterprise architecture, definition of 167
enterprise architecture governance 449
enterprise architecture planning (EAP) 171
enterprise architecture practice 214
enterprise architecture principles 169
enterprise business architecture (EBA) 187
enterprise information architecture (EIA) 199
enterprise information management (EIM) 199
enterprise resource planning (ERP) 282
enterprise resources planning (ERP) 62
enterprise technology architecture (ETA) 187
environmental analysis 60
executive information system (EIS) 62

F

firm, as a value shop 5
firm performance, effect of IT resources on 150
full-service provider 16
full-time equivalent (FTE) 278

G

gap analysis 437
Gartner Enterprise Architecture 186
Gartner enterprise architecture framework (GEAF) 187
Gartner information architecture 198
Gartner technology architecture 206

Copyright © 2009, IGI Global. Copying or distributing in print or electronic forms without written permission of IGI Global is prohibited.

Global CEO Survey, by IBM 356
global IT strategy and management 156
global outsourcing 292
governance, and management roles 323
governance, contracts in 318
governance, definition of 315

H

human IT resources (HIR) 139
human resource management (HRM) 150
human resources (HR) 103
hybrid manager 337

I

IBV, information behaviors and values 371
IMP, information management practice 371
implementation, barriers to 237
implementation, information technology needed for 241
implementation, management support for the 240
implementation, resources needed for the 238
implementation, solutions to potential resistance during 239
implementation, user involvement during the 238
implementation framework, Carbone 176
implementation predictors 241
implementing plan 235
information, behaviors and values 371
information behaviors and values (IBV) 371
information capabilities, for innovation 370
information management practice (IMP) 371, 372
information orientation 371
information technology practice (ITP) 371, 373
innovation, business 360
innovation, characteristics and scale of 363
innovation, conditions for 379
innovation, drivers of 381
innovation, information capabilities for 370
innovation, process 359
innovation, product 359
innovation, service 359
innovation management 436
innovation management, measurement 385
innovation performance 381
innovations, radical 365
innovative IT climates, seven dimensions of 378
inside-out resources 261
insourcing 284
Institute of Electrical and Electronics Engineers (IEEE) 177
intermediaries 18
international architecture framework standards 176
IS/IT, benefits of 78
IS/IT, in business processes 87
IS/IT, in e-business 95
IS/IT, in management activities 84
IS/IT, support for knowledge management 94
IS/IT, support for value configuration 90
IS/IT-enabled business transformation 97
IS/IT growth models 80
IS/IT strategy, definition of 75
IS/IT strategy document 232
IS/IT strategy implementation 235
IT, ethics in 47
IT, value of 367
IT-driven business innovation 375
IT and business, as one 103
IT business value model 138
IT governance 451
IT governance, why is it important 323
IT management, innovative 378
IT organization (ITO) 206
IT organizational principles, to facilitate outsourcing 267
IT outsourcing srategy, dimensions of 295
ITP, information technology practice 371

Copyright © 2009, IGI Global. Copying or distributing in print or electronic forms without written permission of IGI Global is prohibited.

IT resources, aligning to the organization's strategy 149
IT resources held by firm, three process types 3
IT sourcing, distinctive nature of 278
IT sourcing options 276
IT strategic planning 148
IT strategy, basic principles of 131
IT strategy and management 428
IT strategy evaluation 242
IT strategy map 159
IT value, and organizational analysis 77
IT value, in disruptive innovations 376
IT value delivery, three modes of 367

K

knowledge analysis 61
knowledge management 443
knowledge management system (KMS) 62, 63
knowledge management systems (KMSs) 75

L

leadership behavior, of CIO 342
local area networks (LANs) 211

M

management information systems (MIS) 80
management innovation 363
management life cycle 372
market strategy 54

N

needs for change, analyzing 62
Neoclassical Economic Theory 301
Norwegian School of Management BI (NSM) 54, 85

O

Object Management Group (OMG) Model Driven Architecture (MDA) 178
Open Group Enterprise Architecture Framework (TOGAF) 179
operation management 435
operations and maintenance (O&M) 155
organization-based innovation drivers 381
organization capital alignment 443
outside-in resources 262
outsourcing, global 292
outsourcing, selective 283
outsourcing, seven deadly sins of 270
outsourcing, transformational 289
outsourcing definitions 265
outsourcing governance model 325
outsourcing opportunities 268
outsourcing preparations 285
outsourcing threats 270

P

Partnership and Alliance Theory 303
plain old telephone (POT) 366
POSIX 177
post-implementation review (PIR) 126
POT, plain old telephone 366
process innovation 359
Procter & Gamble 363, 374
product innovation 359
product portfolio analysis 58
project management system (PMS) 62
PSTN, public switched telephone network 366
public switched telephone network (PSTN) 366

R

radical innovations 365
reference model for open Distributed processing (RM-ODP) 177
regional synergy 445
regulatory and corporate governance compliance 440
regulatory management 437
Relational Exchange Theory 304
relational theories 301
research library system (RLS) 62
resource-based strategy 44

Copyright © 2009, IGI Global. Copying or distributing in print or electronic forms without written permission of IGI Global is prohibited.

Resource-Based Theory 298
resource-based theory of the firm 1, 2
Rolls-Royce 306
Ross-Weill-Robertson Enterprise Architecture 186
Ross-Weill-Robertson Model 182

S

service innovation 359
shared infrastructure 18
Social Exchange Theory 305
Socialization Theory 345
sourcing alternatives 280
sourcing categories, four 281
sourcing levels, three 280
sourcing theories 297
spanning resources 262
Spewak application architecture 203
Spewak EAP, four steps of 172
Spewak EAP methodology 171
Stakeholder Theory 304
strategic alignment 74
strategic alignment, basic elements of 132
strategic alignment, dynamic nature of 136
strategic alignment, principles 132
strategic alignment measurement, two hypotheses 140
strategic alignment model (SAM) 135
strategic information systems (SIS) 80
strategic integration 90
strategic IT resources 261
strategic management 35
strategic plan, elements of 120
strategic planning 39, 147
strategic planning, corporate and business 147
strategic planning, IT 148
strategic planning alignment 116
strategic positioning 430
strategic resources, characteristics of 258
strategy, basic principles of 32
strategy direction 145
strategy direction, setting alignment 114
strategy execution 153
strategy execution alignment 121
strategy implementation, in the Y model 234
strengths, weaknesses, opportunities, and threats (SWOT) 223
SWOT analysis 50

T

technological IT resources (TIR) 139
theories, comparison of 306
theories, economic 300
theories, relational 301
Theories of the firm 298
Theory of Core Competencies 298
Theory of Firm Boundaries 299
TOGAF application architecture 204
TOGAF architecture reference models 211
TOGAF data (information) architecture 198
TOGAF technology architecture 206
Transaction Cost Theory 300
transformational outsourcing 289

U

Uniform Commercial Code (UCC) of 1978 319
UPS 374

V

Val IT principles 125
value chain 90
value chain-based innovation drivers 381
value configuration 32
value configuration of the firm 4
value configurations, comparison of 9
value net integrator 20
value network 5
value network, the firm as a 8
value shop 5
vendor, how to succeed as a 329
virtual community 19
Visa 363
voice over Internet protocol (VoIP) 366
VoIP, voice over Internet protocol 366

Copyright © 2009, IGI Global. Copying or distributing in print or electronic forms without written permission of IGI Global is prohibited.

W

Wal-Mart 361
whole of enterprise 17
wide area networks (WANs) 211
Woolworths 156

X

X model 51

Y

Y strategic planning model 226

Copyright © 2009, IGI Global. Copying or distributing in print or electronic forms without written permission of IGI Global is prohibited.