# Index

### A

ambulant mental healthcare centers 398
American Productivity & Quality Center (APQC)
42
Application Portfolio Matrix (APM) 79, 86

### B

balanced scorecard 108 banking 404 British Airways 369 business-to-business enterprise 284 business-to-person self-service 284 business agility 262 business continuity 277 business efficiency 262 business strategies 321

# C

capacity and capability model of IS/IT 230–249 capital expenditures (CapEx) 189 CEO/CIO communication 206–229 CIO office creation 389

clustering 132
cognitive maps 64
communication 207
communication frequency 207
communication media 208
computerization index (CI) 403
consumer products 405
convergence 209
corporate strategy 356
cultural aspects, and the IT plan 253
customer relationship management (CRM) 53

### D

Delphi method 112 design patterns 296–313 design patterns, in management 299 developing countries 170–186

### $\mathbf{E}$

e-business model 275 e-government 170–186 e-government challenges 172 e-government delivery 183

## Index

e-government roadmap, for developing countries	IT investments 327
170–186	ITPM 352
education 404	IT portfolio execution 366
F	IT portfolio governance 370
Г	IT portfolio management 79–106, 107–117,
fuzzy cognitive maps 64	378–393
fuzzy modelling 59–78	IT portfolio management (ITPM) 327–351 IT portfolio management concepts 379
C	IT portfolio filanagement concepts 379  IT portfolio plan 358
G	IT project portfolio management (IT PPM) 150–169
genetic algorithms (GAs) 132	11 project portrono management (11 11111) 130 10)
globalization 151	K
government management capabilities 5	knowledge-based economy 161
Н	knowledge-based economy 101
п	$\mathbf{L}$
HABIO framework 86	1 172
Harrah's Entertainment Inc. 374	language, and e-government services 172
human capital 50, 235	M
humanware 240	
I	market demand 26
1	market pull 42
information, definition of 41	Markowitz, Harry 2
information age 187	media richness theory 208 meta-heuristics 131
information asset management (IAM) 233	Ministry of Agriculture and Rural Development
information capital 50, 235	(MARD) 176
information systems 314	modern portfolio management 121
information systems (IS) 402	modern portfolio theory 195
information systems (IS) strategy 60–78 information systems strategic planning theory 25	money, and the IT plan 251
information technology 231	Monte-Carlo simulation 130
information technology (IT) strategy 60–78	Monte-Carlo simulation algorithm 131
information technology for planning and control	Motorola 44
396	0
information technology investment management	O
(ITIM) 2–22	operating expenses (OpEx) 189
information technology outsourcing (ITO) 79-106	organization capital 50
information technology plan 250–260	Orgaware 239
information technology planning literature 40	outsourcing 304
inforware 242	P
innovative competences 161	1
insurance 405	PEST analysis 291
integrated SISP 62 intellectual property rights 83	planning tool and care programs 397
Internet availability 172	Porter's 5 Forces 85
investment portfolio analysis 10	portfolio allocation 196
IT alignment 321	portfolio management 3, 188, 329
IT governance defined 380	portfolio management, definition 381
IT governance models 107	portfolio management, illustration 381 portfolio management, in finance 329
IT investment, planning and portfolio governance,	portfolio management, NPD 330
case study 388	portfolio management, R&D 331
	portrono managoment, nord 331

portfolio management life cycle 381 project management 153 project portfolio 153 project portfolio management (PPT) 120

# Q

quality management system model 48 quality of service (QoS) 92

### R

reengineering & portfolio management model (RPM) 187–205

### S

Singapore 23, 30
Singapore Trade Development Board (TDB) 33
soft financial analysis 94
state government IT investments 1–22
strategic information system (SIS) 119, 171
strategic information systems planning (SISP) 59,
171
strategic information technology portfolio management 150

strategic IS planning (SISP) 23 strategic technology engineering planning (STEP) 275–295 Strengths, Weaknesses, Opportunities, and Threats (SWOT) 287 SWOT analysis 85

### $\mathbf{T}$

technology evaluation framework 358 technoware 243 TradeXchange 35 Transition and Alignment Grid (TAG) 278, 280 transport 404

## $\mathbf{V}$

Vietnam 175 Vietnam, e-government roadmap 177

### W

Want-Is-Target (WIT) model 278