Information technology strategies are critical to business as they can deliver not only effective business operations, but also competitively differentiated products and services for firms. Yet many business and government enterprises have found their IT organizations to be misaligned with business strategies, or even worse, so dysfunctional that business values are actually destroyed instead of added.

**Information Technology Strategy and Management: Best Practices**

*Authored by: Eng K. Chew, University of Technology, Sydney, Australia and Petter Gottschalk, Norwegian School of Management, Norway*

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This book dispenses best practices in holistic management of businesses, people, and systems for IT strategy to researchers, educators, students, and IT professionals.

**Subject:**  
Business Information Systems; Electronic Business; IT Security/Ethics; Electronic Commerce

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This essential publication is for all academic and research libraries, as well as all those interested in the full spectrum of IT management practices required in running modern enterprises. Researchers, students, educators, practitioners, managers, and IT engineers will also benefit from this authoritative reference.

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Eng Chew is professor of business and IT strategy at the University of Technology, Sydney (UTS), and part-time Gartner Advisor (2005 - 2008), he held the UTS-Gartner Chair of Business and IT Strategy at UTS. He is a former chief information officer of SingTel Optus, and has over 25 years of industry experience in IT and telecommunications in Australia. His achievements include delivery of several hundreds of million Australian dollars of business value through business process re-engineering and organizational transformation. Under the Gartner Chair, he has produced insightful research papers for Gartner on China’s ICT telecommunications industry market trends, China’s ICT R&D and education institutions, and China’s CIO leadership maturity. Prior to Optus, Professor Chew had held senior roles with Telstra Research Laboratories, Australian Centre for Unisys Software, and Digital Equipment Corporation. He had also held the Chair of the Joint International Standards Organization-International Telecommunications Union (ISO/ITU) Standards Committee on Open Distributed Processing (1992-97). Professor Chew’s research interest is on information and technology management and leadership particularly in the context of service innovation. With his PhD research students, current research investigations include: leadership and innovation, business-IT alignment, business process management, service architecture, and organizational factors of information security and enterprise architecture. He also leads a UTS research unit on business intelligence and information management for commercial applications. He teaches graduate class to IT and business professionals in IT strategy and management, within the IT management program of UTS, on which this book is based. Professor Chew also serves as consultant to industry. He has advised companies in Australia and Asia Pacific region. He is a non-executive board director of an IT firm. Professor Chew received his BE from the University of Melbourne, M.Eng.Sc. and PhD from the University of Sydney all in electrical engineering. His PhD research was in telecommunications software controlled switching systems.

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