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## 8 Things We Hate About IT: How to Move Beyond the Frustrations to Form a New Partnership with IT

*Susan Cramm*

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**Susan Cramm : 8 Things We Hate About IT: How to Move Beyond the Frustrations to Form a New Partnership with IT** before purchasing it in order to gage whether or not it would be worth my time, and all praised 8 Things We Hate About IT: How to Move Beyond the Frustrations to Form a New Partnership with IT:

2 of 2 people found the following review helpful. What I Wish I Had Said...By Mark HarveyOK, as an IT guy- I love this book. Even if it is about hating IT.The truth is that the things Susan Cramm identifies as hated by business people

are things that we in IT aren't so crazy about either. The real value in this book is Susan's plea for the folks on the "business" side of the house to own their IT; to think of it as THEIR tool for getting THEIR work done as opposed to a kind of neutral service that should do their bidding. That kind of attitude change would make a tremendous difference in an organization's ability to leverage its systems for real competitive advantage. There are practical suggestions here for building the sort of partnership that we need between business and IT. I think that those suggestions are both realistic and attainable, even if they are likely to nudge us all out of our comfort zones. In other words, don't expect just a theoretical discussion of how things oughtta be... there's real guidance for how to get there. As for readability- I rarely use a highlighter in a book, but a quarter of the way through this one, I made an exception. It's full of interesting factoids and quotable quotes and I wanted to be able to find them again when I needed to steal them. Finally, for what it's worth, I also enjoyed what struck me as a uniquely female sensibility around some of the thought here. Two quick examples... In relaying an illustration of one IT manager's plight she describes his much-cultivated business alignment as being "like the alignment of a husband and wife with separate bedrooms and separate vacations." Later she says that "Dealing with the typical IT department is like trying to date someone difficult. There's the promise of something life-changing, but the day-to-day realities are painful..." There are about 50 manager-level business leaders in our organization. I'm seriously thinking about getting every one of them a copy of this book, in hopes that they will find themselves captured by the compelling story-telling before they realize that they've had their thinking changed. 1 of 1 people found the following review helpful. 8 Hates or 8 things to work out? Its all about the relationship! By Customer I preordered the book because I have heard Susan speak, read what she has written for Harvard Business Review and follow her tweets. I had high hopes for the book based on her previous works as described; also being that she has been in both a CFO and CIO role. She has the experience of demanding impact from IT and delivering high value with IT. Having over 25 years of IT leadership experience, I conclude that she has held to the high expectations by delivering insightful points of view in this easy to read piece too. Many pages contain insights that are commonly faced in the daily work of a CIO. The book is worth the read, just so the typical CIO knows that he/she has company in the effort to bring value to his/her organization. The concepts and ideas will help build the bridge to high value returns. The premise of the book is to ensure there are good relationships in building and executing an organizations technology. The book endorses a joint ownership model to make sure there is good accountability on the part of IT and the business. It is essential for business staff to know IT and IT staff to know much about the business. Business leaders that cannot read financials are not as valuable, the same is analogous for technology. Business staff need to have a basic knowledge of how to leverage, justify and exploit technology to innovate or create a competitive advantage. The point many organizations get stuck in is that the back office items are easy to automate and justify as a priority. At least twice in the book the recommendation is to get the most value out of technology by implementing technology to improve the customer experience by delivering technology to improve the front line staff or enabling the customer. I echo this philosophy to ensure maximum IT value. I am not sure this would be the only book to give to the business staff, but maybe a heavily highlighted copy or a group read with discussion would maximize the value. The book promotes a relationship model, what better way to build that relationship then by reading and discussing this material in a book group format. It is common knowledge that IT is intrinsic in all aspects of business, especially going forward in a flat world. This makes it essential to get the value out of every aspect of the business, especially IT. I recommend this book to move an organization closer to the potential ROI. The ultimate goal for all involved is to deliver maximum value to the business and its customers. Nice work, awesome insights Susan! 0 of 0 people found the following review helpful. Finally a book that looks at IT from all perspectives without jargon. By Stephen Carroll Susan provides a terrific view of the factors to be considered for technology to be successful in an organisation. She provides a balanced assessment of the factors that can compound to bring success, or failure, to technology in the organisation. I could be considered a knowledgeable reader on the topic as I advise organisations and conduct research on the area. Susan's book easily meets and often exceeds any other texts I've read on the topic. If your 'C-Suite', Business or IT leader, Comp Sc./Bus/MBA student or simply like a well balanced perspective then consider buying this book. It was a great spend of money and my time. I'm looking forward to Susan's next book.

"Why can't you get what you really want from IT? All you desire is a ready-and-willing partner to help you exploit IT to drive your business. Instead, you get endless rules and regulations, not to mention processes, projects, and technologies that deliver too little, too late, for too much. It's frustrating! How to build a relationship that puts you firmly in control and produces the business results you need? In *The 8 Things We Hate About IT*, Susan Cramm provides the answers. Start by understanding differences between operational and IT managers - in backgrounds, personality, pressures, and incentives. Cramm explains how differences prevent operational managers and IT from communicating what, why, and how they do what they do. Citing case studies and stories, the author then presents practical strategies for overcoming the difficulty. These include seeing things from your IT partners' perspective, developing a single version of 'truth,' and assuming accountability for IT just as you've done for management of your firm's financial and human resources. Brutally honest, provocative, and filled with sound advice, this book reveals that the key to solving the IT problem is decidedly un-IT: it's a deeper understanding of human behavior, including how to

apply your leadership skills to the world of IT."

About the Author Susan Cramm is Founder and President of Valuedance and a recognized industry expert on information technology leadership. She has consulted to executives from a number of Fortune 500 companies, including Toyota, Novartis, Whole Foods Markets, and Sony. She is an award-winning writer and author of the Harvard Business blog Have IT Your Way.™