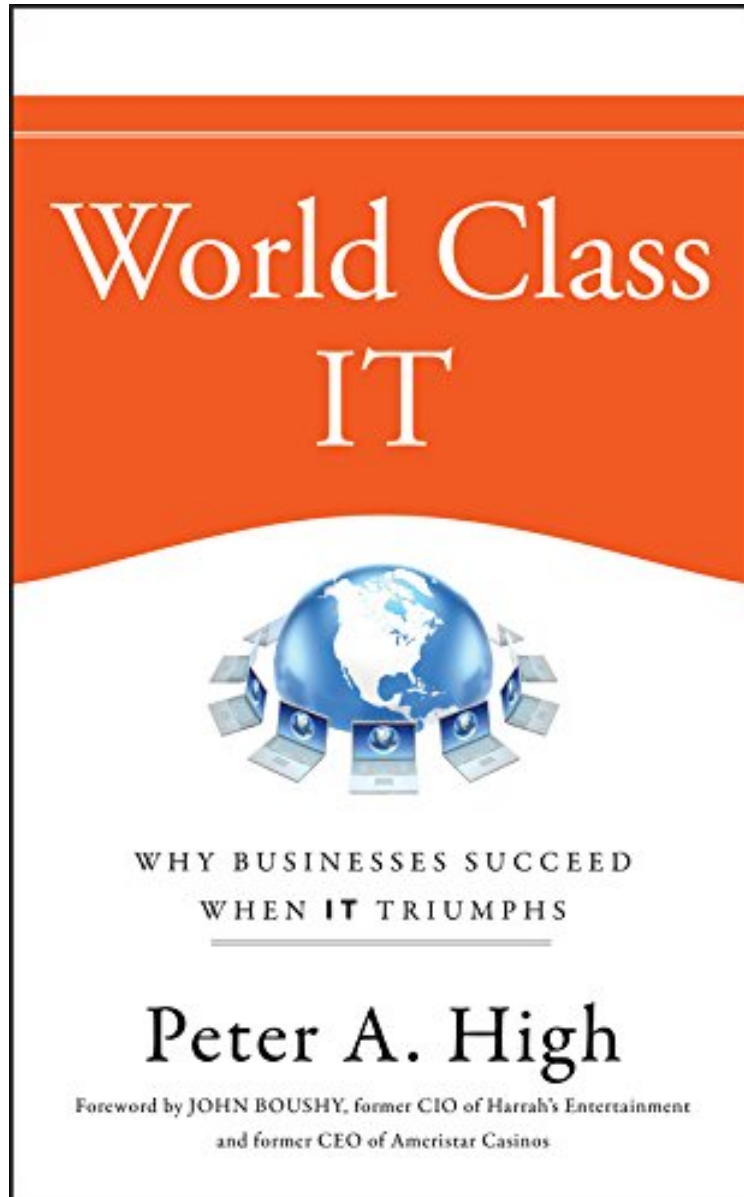


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# World Class IT: Why Businesses Succeed When IT Triumphs

*Peter A. High*

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**Peter A. High : World Class IT: Why Businesses Succeed When IT Triumphs** before purchasing it in order to gage whether or not it would be worth my time, and all praised World Class IT: Why Businesses Succeed When IT Triumphs:

2 of 2 people found the following review helpful. I may buy a copy for every manager or CIO who interviews me from now on...By RouxTheDayI'll skip to the conclusion. This review is more of a 4.75 out of 5 stars, but I think my professional life in IT would have been a whole lot more enjoyable if more of the upper and executive ranks under

whom I've worked would have read it and taken its advice to heart. I have a few quibbles with details here and there. PCI is not only for retailers, and HIPAA is not only about health insurance data. The quibbles are pretty minor and don't really detract from the book. The book is well-written and informative. The anecdotes are all on-point and supportive of the general themes. The book really is a condensation of consulting practice, industry experience, and wisdom that's hard to gain elsewhere. It could have been 10 times as long and not really covered the material better. I would have preferred a more Deming-esque take on employee "evaluation" and management in some ways, and a bit more focus on intrinsic versus extrinsic motivators might have been nice. Of course, that may not be what's worked in some of the IT shops Mr. High has advised. I would have liked to see a discussion of the positive and negative effects of buying into overarching frameworks such as APQC, COBIT, ITIL, Lean, Six Sigma, or TOGAF. Any of them could compliment the ideas in this book. I definitely agree with the author that "Blue Ocean Strategy" is a very good book to read along with this one.

1 of 1 people found the following review helpful. Peter High offers a framework with five principles and a detailed methodology that is presented in an easy way to follow and to execute. Under each of the five principles, Peter High offers a detailed set of subprinciples and relationships between them that end up creating a coherent approach to establishing an IT department that is World Class. Each of the principles is covered as a chapter in the book with a set of performance indicators, step-by-step processes and flowcharts that end up molding these five principles into a well-developed methodology. This makes the book unique, valuable, a must-read and a reference for IT leaders, managers and practitioners. The five principles are well articulated and presented in such a simple way that they seem so familiar and obvious. Peter High's 5-principles framework is the IT equivalent of Michael Porter's revolutionary and well known five-competitive forces framework. In my opinion, the understanding of these two frameworks is essential to any IT leader to practice excellence and produce tangible business results from IT investments. As Aristotle said excellence is not an act but a habit and only a methodology like World Class IT can make the delivery of excellent IT services, products and projects a habit. And the habit to excellence is well presented in the World Class IT book, a must read for IT leaders, managers and practitioners.

8 of 8 people found the following review helpful. A Vision for IT By Richard Hensley I found Peter High's World Class IT book and downloaded it on my Kindle while I was vacationing over Christmas 2009. Once I started reading the book, I knew Peter High was on to an approach that made so much "common IT sense" and finished the book the next day. Having been a consultant and CIO for over 40 years, I recognized the 5 principles and 30+ sub-principles were an approach around which I could get synergy and energy in an organization I had joined earlier in 2009. Our IT team, the executive team, and the business were already working on many of the sub-principles, but now I had a framework that pulled together many disparate initiatives and provided a method to evaluate our progress. We now had a rallying point and a vision for the future - become a World Class IT organization over the next three to five years. I also have shared the book with over 30 people including our IT team, executives, our Priority Council, and some of our vendors. Don't expect to read a lot about current technologies. Do expect to read about concepts and ideas that can make an immediate difference in the value IT brings to any organization.

World Class IT Why Businesses Succeed When IT Triumphs Peter A. High Foreword by John Boushy, former CIO of Harrah's Entertainment and former CEO of Ameristar Casinos Praise for World Class IT "Technology and business leaders alike must understand how to use IT to their advantage. Today, all businesses are technology companies powered by people; it is simply a question of degree. Failure to understand this and to harness technology to a company's advantage will result in one's company being a follower in an industry as opposed to a shaper of it. In World Class IT, Peter High distills the key principles for business and IT leaders to follow to ensure that your company is a leader rather than a laggard." —Robert Willett, CEO, Best Buy International "World Class IT taps the experience and advice of the world's greatest thinkers in corporate technology and marries it with a simple, yet powerful working framework. Peter's access to the best-of-the-best CIOs and his ability to boil their learnings down to the essentials is invaluable." —Gregor Bailar, former chief information officer, Capital One, and former chief information officer, NASDAQ "Peter High has made a valuable, highly practical, and rigorous contribution to principles-based IT resource management. Peter has observed accomplished CIOs transforming IT management in their organizations from narrow 'spectator support' for their senior management teams to a 'participative sport' resulting in a strategic IT asset. This is an important read for CIOs and their IT management teams." —Richard Nolan, the Philip M. Condit Endowed Chair in Business Administration at the University of Washington, Foster School of Business, and the William Barclay Harding Professor of Business Administration at the Harvard Business School (emeritus) "Peter High has uncovered and illuminated important principles that are relevant to any IT executive. We find that many of our most successful IT strategies are reflected in his framework, and I certainly learned from his research, as well." —Randy Spratt, executive vice president, chief information officer, and chief technology officer, McKesson "Following the principles and subprinciples of World Class IT offers invaluable

insights and will improve performance no matter the company." —Tim Harvey, former executive vice president of shared services and chief information officer, Hilton Hotels Corporation

Chosen as third among "The Best IT Business Books of 2009." —CIO Insight "What's unique about this book is that it's not only a must-read for the CIO (and everyone else in an IT department); it's for anyone associated with the technology industry. If you are a manufacturer, seller, or service provider of technology, you will gain insight into what makes an IT department world class." —CIO Digest "The new book *World Class IT* (Jossey-Bass, 2009), by consultant Peter A. High, provides solid, timeless advice for CIOs trying to manage IT for business success." —Mitch Betts, *ComputerWorld* "Book From the Inside Flap" Technology is all around us. It is so pervasive in our daily lives that we may not even recognize when we interact with it. Despite this fact, many companies have yet to leverage information technology as a strategic weapon. What then is an information technology executive to do in order to raise the prominence of his or her department? In *World Class IT*, recognized expert in IT strategy Peter High reveals the essential principles IT executives must follow and the order in which they should follow them whether they are at the helm of a high-performing department or one in need of great improvement.

Principle 1: Recruit, train, and retain World Class IT people  
Principle 2: Build and maintain a robust IT infrastructure  
Principle 3: Manage projects and portfolios effectively  
Principle 4: Ensure partnerships within the IT department and with the business  
Principle 5: Develop a collaborative relationship with external partners

The principles and associated subprinciples and metrics introduced in *World Class IT* have been used by IT and business executives alike at many Global 1000 companies to monitor and improve IT's performance. Those principles pertain as much to the leaders of IT as they do to those striving to emulate them.

About the Author Peter A. High is the founder and president of Metis Strategy, LLC, a business and information technology strategy consultancy founded in 2001. His experience lies in corporate strategy, business-unit strategy, information technology strategy, and all of the areas covered by the principles and subprinciples of *World Class IT*. Peter and his colleagues have implemented the *World Class IT* Methodology at many companies in a wide range of industries including financial services, insurance, business process outsourcing, retail, pharmaceuticals, health care, travel and transportation, and media. Peter has lectured at a number of leading business schools, and he also hosts a widely heard podcast called "Metis Strategy's Forum on World Class IT." Peter graduated from the University of Pennsylvania with degrees in economics and history. He lives in Chevy Chase, Maryland, with his wife and their two sons. He can be reached at [peter.high@metisstrategy.com](mailto:peter.high@metisstrategy.com).