

- I Assessing New Marketplace Dynamics
- 1 Global Tremors, Local Quakes
- II ENabling Enterprise Transformation With Information Technology
- 2 Anywhere, Anytime Workplaces
- 3 Information Empowerment
- 4 Networked Enterprises
- 5 Mass Customization
- III Temerging Venues For I/T Leadership
- 6 Standards, Service, and Quality Initiatives
- 7 Business Process Redesign
- 8 Organizational Restructuring and Transformation
- IV TRansforming I/T
- 9 Expanding the I/T Charter
- 10 Reengineering the I/T Infrastructure
- 11 Delivering Business Value
- V Planning I/T And Enterprise Transformation
- 12 Identifying Trends and Building Scenarios
- 13 Creating a Transformational Planning Context
- 14 Identifying New Value and Risk Criteria
- 15 Developing New Justification and Measurement Philosophies
- VI Performing While Transforming
- 16 Discovering New Paradigms While Revisiting Revolutions
- Appendix I Commentary Articles
- 1 Assessing New Marketplace Dynamics
- 2 Enabling Enterprise Transformation with I/T
- 3 Emerging Venues for I/T Leadership
- 4 Transforming I/T
- 5 Planning I/T and Enterprise Transformation
- 6 Performing While Transforming
- Appendix II Sample Descriptions Of Value And Risk Criteria
- Notes and Supplementary Readings
- Index