



Development Effectiveness: Strategies for IS Organizational Transition (Ernst & Young Information Technology Series)

Vaughan Merlyn, John Parkinson

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Explains how companies can productively use development effectiveness, an offshoot of total quality management, to ease problems regarding changing technologies in the information services organization by providing tools for change while still creating high-performance IS organizations. Contains proven implementation steps for planning and managing IT transitional processes along with the instruments relevant to measure the IS organization's current position, readiness for and ability to change.

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