

Mastering The Hype Cycle Gartner Inc

The key to a successful MDM initiative isn't technology or methods, it's people: the stakeholders in the organization and their complex ownership of the data that the initiative will affect. Master Data Management equips you with a deeply practical, business-focused way of thinking about MDM—an understanding that will greatly enhance your ability to communicate with stakeholders and win their support. Moreover, it will help you deserve their support: you'll master all the details involved in planning and executing an MDM project that leads to measurable improvements in business productivity and effectiveness. * Presents a comprehensive roadmap that you can adapt to any MDM project. * Emphasizes the critical goal of maintaining and improving data quality. * Provides guidelines for determining which data to "master. * Examines special issues relating to master data metadata. * Considers a range of MDM architectural styles. * Covers the synchronization of master data across the application infrastructure.

This book constitutes the refereed proceedings of the 12th IFIP WG 5.1 International Conference on Product Lifecycle Management, PLM 2015, held in Doha, Qatar, in October 2015. The 79 revised full papers were carefully reviewed and selected from 130 submissions. The papers are organized in the following topical sections: smart products, assessment approaches, PLM maturity, building information modeling (BIM), languages and ontologies, product service systems, future factory, knowledge creation and management, simulation and virtual environments, sustainability and systems improvement, configuration and engineering change, education studies, cyber-physical and smart systems, design and integration issues, and PLM processes and applications.

This book constitutes the thoroughly refereed post-workshop proceedings of the Second International Symposium, SETE 2017, held in conjunction with ICWL 2017, Cape Town, South Africa, in September 2017. The 52 full and 13 short papers were carefully reviewed and selected from 123 submissions. This symposium attempts to provide opportunities for the crossfertilization of knowledge and ideas from researchers in diverse fields that make up this interdisciplinary research area.

This book presents the cyber culture of micro, macro, cosmological, and virtual computing. The book shows how these work to formulate, explain, and predict the current processes and phenomena monitoring and controlling technology in the physical and virtual space. The authors posit a basic proposal to transform description of the function truth table and structure adjacency matrix to a qubit vector that focuses on memory-driven computing based on logic parallel operations performance. The authors offer a metric for the measurement of processes and phenomena in a cyberspace, and also the architecture of logic associative computing for decision-making and big data analysis. The book outlines an innovative theory and practice of design, test, simulation, and diagnosis of digital systems based on the use of a qubit coverage-vector to describe the functional components and structures. Authors provide a description of the technology for SoC HDL-model diagnosis, based on Test Assertion Blocks Activated Graph. Examples of cyber-physical systems for digital monitoring and cloud management of social objects and transport are proposed. A presented automaton model of cosmological computing explains the cyclical and harmonious evolution of matter-energy essence, and also a space-time form of the Universe.

Organizations are facing an engagement crisis. Regardless if they are customers, employees, patients, students, citizens, stakeholders, organizations struggle to meaningfully engage their key constituent groups who have a precious and limited resource: their time. Not surprisingly, these stakeholders have developed deflector shields to protect themselves. Only a privileged few organizations are allowed to

penetrate the shield, and even less will meaningfully engage. To penetrate the shield, and engage the audience, organizations need an edge. Gamification has emerged as a way to gain that edge and organizations are beginning to see it as a key tool in their digital engagement strategy. While gamification has tremendous potential to break through, most companies will get it wrong. Gartner predicts that by 2014, 80% of current gamified applications will fail to meet business objectives primarily due to poor design. As a trend, gamification is at the peak of the hype cycle; it has been oversold and it is broadly misunderstood. We are heading for the inevitable fall. Too many organizations have been led to believe that gamification is a magic elixir for indoctrinating the masses and manipulating them to do their bidding. These organizations are mistaking people for puppets, and these transparently cynical efforts are doomed to fail. This book goes beyond the hype and focuses on the 20% that are getting it right. We have spoken to hundreds of leaders in organizations around the world about their gamification strategies and we have seen some spectacular successes. The book examines some of these successes and identifies the common characteristics of these initiatives to define the solution space for success. It is a guide written for leaders of gamification initiatives to help them avoid the pitfalls and employ the best practices, to ensure they join the 20% that gets it right. Gamify shows gamification in action: as a powerful approach to engaging and motivating people to achieving their goals, while at the same time achieving organizational objectives. It can be used to motivate people to change behaviors, develop skills, and drive innovation. The sweet spot for gamification objectives is the space where the business objectives and player objectives are aligned. Like two sides of the same coin, player and business goals may outwardly appear different, but they are often the same thing, expressed different ways. The key to gamification success is to engage people on an emotional level and motivating them to achieve their goals.

The Pragmatic Guide to Driving Value and Disrupting Markets with Blockchain "Blockchain's potential to transform businesses has generated a tremendous amount of excitement across industries. However, it can be difficult for decision makers to develop a practical approach to blockchain for their specific business requirements. By identifying and clearly describing the value of blockchain for enterprises, as well as the processes required to harness blockchain to achieve business objectives, Blockchain for Business presents a startlingly concise yet comprehensive roadmap for business leaders. This book is an excellent resource for anyone looking to leverage blockchain to transform their business." — Dr. Won-Pyo Hong, President & CEO of Samsung SDS "Much has been written about blockchain in the past few years: what it is and what it is not (at various levels of detail), as well as the technology's long-term strategic value for companies, industries, and economies. However, what we've been missing is a practical, operational, 'how to' set of steps for creating, implementing, and operating a blockchain-based solution. This book aims to fill that gap. It's an invaluable tool for anyone ready to take the plunge and start taking advantage of this remarkable technology." —Irving Wladawsky-Berger, research affiliate, MIT; columnist, WSJ CIO Journal; VP Emeritus, IBM "I will never be able to adequately express how useful this book will be to my class. In addition the great chapters on cybersecurity, I loved the Integration Models, especially 'Coexistence with Systems of Record.' Legacy integration with Blockchain is a critical barrier, and you nailed it!" —Thomas Doty, JD, LL.M. - Adjunct Professor, University of New Hampshire Law Blockchain enables enterprises to reinvent processes and business models and to pursue radically disruptive applications. Blockchain for Business is a concise, accessible, and pragmatic guide to both the technology and the opportunities it creates. Authored by three experts from IBM's Enterprise Blockchain practice, it introduces industry-specific and cross-industry use cases, and reviews best-practice approaches to planning and delivering blockchain projects. With a relentless focus on real-world business outcomes, the authors reveal what blockchain can do, what it can't do yet, and where it's headed. Understand five elements that make blockchain so disruptive: transparency, immutability, security, consensus,

and smart contracts Explore key use cases: cross-border payments, food and drug safety, provenance, trade finance, clinical trials, land registries, and more See how trusted blockchain networks are facilitating entirely new business models Compare blockchain types: permissioned, permissionless, private, public, federated, and hybrid Anticipate key technical, business, regulatory, and governance challenges Build blockchain financial models, investment rubrics, and risk frameworks Organize and manage teams to transform blockchain plans into reality Whether you're a senior decision maker, technical professional, customer, or investor, Blockchain for Business will help you cut through the hype and objectively assess blockchain's potential in your business. Register your product for convenient access to downloads, updates, and/or corrections as they become available.

The supply of new innovative precision dairy farming technologies is steadily increasing. It aims to help farmers to be more labour efficient and to support them in their daily management decisions. At the same time, since many technologies are developed from an engineering perspective, adoption of these technologies is sometimes limited since knowledge on economic benefits and farmers' needs is often incomplete. This book covers the current status of precision dairy farming technologies and what farmers expect from them. It also includes insights and future perspectives on managing, analysing, and combining sensor information. Moreover, new innovative ideas that may better fit farmers' needs and expectation are introduced, ranging from technologies or innovations that aim at improved animal health and welfare, to those technologies that result in a more efficient use of feed and improved grazing management. This book is unique because science and engineering are combined to develop precision dairy farming technologies that are to be applied in practice. The book will serve as a stepping stone for new and innovative ideas within this rapidly growing area within dairy farming.

Companies are under more pressure to innovate, but few know which innovations are the real thing. When these innovations fail to deliver, everyone bails out wasting investments and causing disillusionment. This text explains what drives this pattern and shows us how to time innovations for success.

Here is the bestselling guide that created a new game plan for marketing in high-tech industries. Crossing the Chasm has become the bible for bringing cutting-edge products to progressively larger markets. This edition provides new insights into the realities of high-tech marketing, with special emphasis on the Internet. It's essential reading for anyone with a stake in the world's most exciting marketplace.

Former Procter & Gamble Vice President for IT and Shared Services, Tony Saldanha gives you the keys to a successful digital transformation: a proven five-stage model and a disciplined process for executing it. Digital transformation is more important than ever now that we're in the Fourth Industrial Revolution, where the lines between the physical, digital, and biological worlds are becoming ever more blurred. But fully 70 percent of digital transformations fail. Why? Tony Saldanha, a globally awarded industry thought-leader who led operations around the world and major digital changes at Procter & Gamble, discovered it's not due to innovation or technological problems. Rather, the devil is in the details: a lack of clear goals and a disciplined process for achieving them. In this book, Saldanha lays out a five-stage process for moving from digitally automating processes here and there to making digital technology the very backbone of your company. For each of these five stages, Saldanha describes two associated disciplines vital to the success of that stage and a checklist of questions to keep you on track. You want to disrupt before you are disrupted—be the next Netflix, not the next Blockbuster. Using dozens of case studies and his own considerable experience, Saldanha shows how digital transformation can be made routinely successful, and instead of representing an existential threat, it will become the opportunity of a lifetime.

Intelligent machines are revolutionizing business. Machine learning and data analytics are powering a wave of groundbreaking technologies.

Is your company ready? If you read nothing else on how intelligent machines are revolutionizing business, read these 10 articles. We've combed through hundreds of Harvard Business Review articles and selected the most important ones to help you understand how these technologies work together, how to adopt them, and why your strategy can't ignore them. In this book you'll learn how: Data science, driven by artificial intelligence and machine learning, is yielding unprecedented business insights Blockchain has the potential to restructure the economy Drones and driverless vehicles are becoming essential tools 3-D printing is making new business models possible Augmented reality is transforming retail and manufacturing Smart speakers are redefining the rules of marketing Humans and machines are working together to reach new levels of productivity This collection of articles includes "Artificial Intelligence for the Real World," by Thomas H. Davenport and Rajeev Ronanki; "Stitch Fix's CEO on Selling Personal Style to the Mass Market," by Katrina Lake; "Algorithms Need Managers, Too," by Michael Luca, Jon Kleinberg, and Sendhil Mullainathan; "Marketing in the Age of Alexa," by Niraj Dawar; "Why Every Organization Needs an Augmented Reality Strategy," by Michael E. Porter and James E. Heppelmann; "Drones Go to Work," by Chris Anderson; "The Truth About Blockchain," by Marco Iansiti and Karim R. Lakhani; "The 3-D Printing Playbook," by Richard A. D'Aveni; "Collaborative Intelligence: Humans and AI Are Joining Forces," by H. James Wilson and Paul R. Daugherty; "When Your Boss Wears Metal Pants," by Walter Frick; and "Managing Our Hub Economy," by Marco Iansiti and Karim R. Lakhani.

Software services are established as a programming concept, but their impact on the overall architecture of enterprise IT and business operations is not well-understood. This has led to problems in deploying SOA, and some disillusionment. The SOA Source Book adds to this a collection of reference material for SOA. It is an invaluable resource for enterprise architects working with SOA. The SOA Source Book will help enterprise architects to use SOA effectively. It explains: What SOA is How to evaluate SOA features in business terms How to model SOA How to use The Open Group Architecture Framework (TOGAF™) for SOA SOA governance This book explains how TOGAF can help to make an Enterprise Architecture. Enterprise Architecture is an approach that can help management to understand this growing complexity. Ten Strategies of a World-Class Cyber Security Operations Center conveys MITRE's accumulated expertise on enterprise-grade computer network defense. It covers ten key qualities of leading Cyber Security Operations Centers (CSOCs), ranging from their structure and organization, to processes that best enable smooth operations, to approaches that extract maximum value from key CSOC technology investments. This book offers perspective and context for key decision points in structuring a CSOC, such as what capabilities to offer, how to architect large-scale data collection and analysis, and how to prepare the CSOC team for agile, threat-based response. If you manage, work in, or are standing up a CSOC, this book is for you. It is also available on MITRE's website, www.mitre.org.

Many senior executives talk about information as one of their most important assets, but few behave as if it is. They report to the board on the health of their workforce, their financials, their customers, and their partnerships, but rarely the health of their information assets.

Corporations typically exhibit greater discipline in tracking and accounting for their office furniture than their data. Infonomics is the theory, study, and discipline of asserting economic significance to information. It strives to apply both economic and asset management principles and practices to the valuation, handling, and deployment of information assets. This book specifically shows: CEOs and business leaders how to more fully wield information as a corporate asset CIOs how to improve the flow and accessibility of information CFOs how to help their organizations measure the actual and latent value in their information assets. More directly, this book is for the burgeoning force of chief data officers (CDOs) and other information and analytics leaders in their valiant struggle to help their organizations become more infosavvy.

Author Douglas Laney has spent years researching and developing Infonomics and advising organizations on the infinite opportunities to

monetize, manage, and measure information. This book delivers a set of new ideas, frameworks, evidence, and even approaches adapted from other disciplines on how to administer, wield, and understand the value of information. Infonomics can help organizations not only to better develop, sell, and market their offerings, but to transform their organizations altogether. "Doug Laney masterfully weaves together a collection of great examples with a solid framework to guide readers on how to gain competitive advantage through what he labels "the unruly asset" – data. The framework is comprehensive, the advice practical and the success stories global and across industries and applications." Liz Rowe, Chief Data Officer, State of New Jersey "A must read for anybody who wants to survive in a data centric world." Shaun Adams, Head of Data Science, Betterbathrooms.com "Phenomenal! An absolute must read for data practitioners, business leaders and technology strategists. Doug's lucid style has a set a new standard in providing intelligible material in the field of information economics. His passion and knowledge on the subject exudes thru his literature and inspires individuals like me." Ruchi Rajasekhar, Principal Data Architect, MISO Energy "I highly recommend Infonomics to all aspiring analytics leaders. Doug Laney's work gives readers a deeper understanding of how and why information should be monetized and managed as an enterprise asset. Laney's assertion that accounting should recognize information as a capital asset is quite convincing and one I agree with. Infonomics enjoyably echoes that sentiment!" Matt Green, independent business analytics consultant, Atlanta area "If you care about the digital economy, and you should, read this book." Tanya Shuckhart, Analyst Relations Lead, IRI Worldwide

Are you ready to harness the next big tech opportunity? The world of "deep tech" has launched seven simultaneous global revolutions: artificial intelligence, augmented and virtual reality, blockchain and cryptocurrencies, the Internet of Things, autonomous vehicles, 3D printing, and quantum computing—a perfect storm that will drive the global economy for the next decade, to the tune of over \$100 trillion. Deep Tech outlines the promise (and potential perils) hidden within each of these emerging technology revolutions, all poised to explode into the mainstream market. Whether you're a Fortune 100 executive or a hungry entrepreneur, Deep Tech will teach you to become fluent in deep tech—both its language and its possibilities—preparing you to take part in the decade's greatest opportunities.

Distributed ledgers, decentralization and smart contracts explained About This Book Get to grips with the underlying technical principles and implementations of blockchain. Build powerful applications using Ethereum to secure transactions and create smart contracts. Explore cryptography, mine cryptocurrencies, and solve scalability issues with this comprehensive guide. Who This Book Is For This book appeals to those who wish to build fast, highly secure, transactional applications. This book is for those who are familiar with the concept of blockchain and are comfortable with a programming language. What You Will Learn Master the theoretical and technical foundations of blockchain technology Fully comprehend the concept of decentralization, its impact and relationship with blockchain technology Experience how cryptography is used to secure data with practical examples Grasp the inner workings of blockchain and relevant mechanisms behind Bitcoin and alternative cryptocurrencies Understand theoretical foundations of smart contracts Identify and examine applications of blockchain technology outside of currencies Investigate alternate blockchain solutions including Hyperledger, Corda, and many more Explore research topics and future scope of blockchain technology In Detail Blockchain is a distributed database that enables permanent, transparent, and secure storage of data. The blockchain technology is the backbone of cryptocurrency – in fact, it's the shared public ledger upon which the entire Bitcoin network relies – and it's gaining popularity with people who work in finance, government, and the arts. Blockchain technology uses cryptography to keep data secure. This book gives a detailed description of this leading technology and its implementation in the real world. This book begins with the technical foundations of blockchain, teaching you the fundamentals of cryptography and how it keeps data

secure. You will learn about the mechanisms behind cryptocurrencies and how to develop applications using Ethereum, a decentralized virtual machine. You will explore different blockchain solutions and get an exclusive preview into Hyperledger, an upcoming blockchain solution from IBM and the Linux Foundation. You will also be shown how to implement blockchain beyond currencies, scalability with blockchain, and the future scope of this fascinating and powerful technology. Style and approach This comprehensive guide allows you to build smart blockchain applications and explore the power of this database. The book will let you quickly brush up on the basics of the blockchain database, followed by advanced implementations of blockchain in currency, smart contracts, decentralization, and so on. Everyone knows that the best way to create customer loyalty is with service so good, so over the top, that it surprises and delights. But what if everyone is wrong? In their acclaimed bestseller *The Challenger Sale*, Matthew Dixon and his colleagues at CEB busted many longstanding myths about sales. Now they've turned their research and analysis to a new vital business subject—customer loyalty—with a new book that turns the conventional wisdom on its head. The idea that companies must delight customers by exceeding service expectations is so entrenched that managers rarely even question it. They devote untold time, energy, and resources to trying to dazzle people and inspire their undying loyalty. Yet CEB's careful research over five years and tens of thousands of respondents proves that the “dazzle factor” is wildly overrated—it simply doesn't predict repeat sales, share of wallet, or positive word-of-mouth. The reality: Loyalty is driven by how well a company delivers on its basic promises and solves day-to-day problems, not on how spectacular its service experience might be. Most customers don't want to be “wowed”; they want an effortless experience. And they are far more likely to punish you for bad service than to reward you for good service. If you put on your customer hat rather than your manager or marketer hat, this makes a lot of sense. What do you really want from your cable company, a free month of HBO when it screws up or a fast, painless restoration of your connection? What about your bank—do you want free cookies and a cheerful smile, even a personal relationship with your teller? Or just a quick in-and-out transaction and an easy way to get a refund when it accidentally overcharges on fees? *The Effortless Experience* takes readers on a fascinating journey deep inside the customer experience to reveal what really makes customers loyal—and disloyal. The authors lay out the four key pillars of a low-effort customer experience, along the way delivering robust data, shocking insights and profiles of companies that are already using the principles revealed by CEB's research, with great results. And they include many tools and templates you can start applying right away to improve service, reduce costs, decrease customer churn, and ultimately generate the elusive loyalty that the “dazzle factor” fails to deliver. The rewards are there for the taking, and the pathway to achieving them is now clearly marked.

The editors of the HIMSS Books' best-seller *mHealth: From Smartphones to Smart Systems* (603) have returned to deliver an expansive survey of the initiatives, innovators, and technologies driving the patient-centered mobile healthcare revolution. *mHealth Innovation: Best Practices from the Mobile Frontier* explores the promise of mHealth as a balance between emerging technologies and process innovations leading to improved outcomes—with the ultimate aim of creating a patient-centered and consumer-driven healthcare ecosystem. Examining the rapidly changing mobile healthcare environment from myriad perspectives, the book

includes a comprehensive survey of the current-state ecosystem-app development, interoperability, security, standards, organizational and governmental policy, innovation, next-generation solutions, and mBusiness-and 20 results-driven, world-spanning case studies covering behavior change, patient engagement, patient-provider decision making, mobile gaming, mobile prescription therapy, home monitoring, mobile-to-mobile online delivery, access to care, app certification and quality evaluations, mixed media campaigns, and much more.

The Bullish Case for Bitcoin is an informative and engaging read for the newcomer and long-time Bitcoin enthusiast alike. Boyapati makes a compelling case for Bitcoin via a fast-paced tour of the historical setting of money, the properties of different types of money, and why Bitcoin is the world's best form of money and store of value, potentially set to displace other forms.

It happens over and over again. Some innovation (a new product, a management trend) comes along that captures the public's imagination. Everybody joins the parade with great fanfare and high expectations. This "next big thing" promises to transform the companies that adopt it -- and inflict great peril on those that don't. Then, when the innovation fails to deliver as promised immediately, everyone starts bailing out. Investments are wasted; stock prices plunge; disillusionment sets in. It doesn't have to be this way. In *Mastering the Hype Cycle*, Jackie Fenn and Mark Raskino explain what drives this pattern and how your company can avoid its potential dangers. By understanding the hype cycle, you can ride it more skillfully -- timing your investment decisions so that the innovations you adopt stand the best chance of succeeding in the long-term. Drawing on company examples and Gartner's proven STREET (Scope, Track, Rank, Evaluate, Evangelize, Transfer) framework, the authors show how to orchestrate the key steps in the innovation-adoption process -- from choosing which innovations to take on and when in their life cycle you should adopt, to paving the way for a successful introduction. The hype cycle isn't going away. But this book arms you with the strategies you need to ride the crest of a new idea to success -- and steer clear of the trough of disillusionment.

Anyone considering a data governance program within their organisation will find an invaluable step-by-step methodology using IBM tools and best practices in this structured how-to. While many in the IT industry hold separate definitions in their minds, this authoritative manual defines data governance as the discipline of treating data as an enterprise asset. The intricate process of data governance involves the exercise of decision rights to optimise, secure, and leverage data. Providing a rigorous explanation of the 14 steps and almost 100 substeps to enact unified data governance, this extensive handbook also shows that the core issues to be tackled are not about technology but rather about people and process.

Crucial coverage for managers looking to separate technology reality from fantasy. Few beliefs are more deeply held by business executives than their faith in technology. They believe that technology alone has the power to increase productivity and competitiveness, lower costs, reduce head counts, and increase profits. High Tech, High Hope is a rosetta stone for managers who need to separate fantasy from reality. The book explores the technology strategies emerging from prominent companies and consultancies in different industries, and includes insight and analysis to help managers understand important trends and applications. There are a number of case studies included, illustrating what companies have done right--and what they have done

wrong. The experts and companies featured include Paul Saffo, Institute of the Future; Larry Ellison, Oracle; and Bill Davidow, Mohr-Davidow Ventures. Paul Franson (St. Helena, California) founded Franson, Hagerty & Associates, a public relations firm for the high tech industry whose clients include LSI Logic, 3Com, Silicon Graphics, Hewlett Packard, and Hitachi. A freelance writer since 1995, he has written articles for Upside magazine, The Financial Times, and PC Computing.

This book presents a rich compilation of real-world cases on digitalization, the goal being to share first-hand insights from respected organizations and to make digitalization more tangible. As virtually every economic and societal sector is now being challenged by emerging technologies, the digital economy is a highly volatile, uncertain, complex and ambiguous place – and one that holds substantial challenges and opportunities for established organizations. Against this backdrop, this book reports on best practices and lessons learned from organizations that have succeeded in overcoming the challenges and seizing the opportunities of the digital economy. It illustrates how twenty-one organizations have leveraged their capabilities to create disruptive innovations, to develop digital business models, and to digitally transform themselves. These cases stem from various industries (e.g. automotive, insurance, consulting, and public services) and countries, reflecting the many facets of digitalization. As all case descriptions follow a uniform schema, they are easily accessible, and provide insightful examples for practitioners as well as interesting cases for researchers, teachers and students. Digitalization is reshaping business on a global scale, and it is evident that organizations must transform to thrive in the digital economy. Digitalization Cases provides first-hand insights into the efforts of renowned companies. The presented actions, results, and lessons learned are a great inspiration for managers, students, and academics. Anna Kopp, Head of IT Germany, Microsoft Understanding digitalization in all its facets requires knowledge about its opportunities and challenges in different contexts. Providing 21 cases from different companies all around the world, Digitalization Cases makes an important contribution toward the comprehensibility of digitalization – from a practical and a scientific point of view. Dorothy Leidner, Ferguson Professor of Information Systems, Baylor University This book is a great source of inspiration and insight on how to drive digitalization. It shows easy to understand good practice examples which illustrate opportunities, and at the same time helps to learn what needs to be done to realize them. I consider this book a must-read for every practitioner who cares about digitalization. Martin Petry, Chief Information Officer and Head of Business Excellence, Hilti

Over the last decade, and even since the bursting of the technology bubble, pundits, consultants, and thought leaders have argued that information technology provides the edge necessary for business success. IT expert Nicholas G. Carr offers a radically different view in this eloquent and explosive book. As IT's power and presence have grown, he argues, its strategic relevance has actually decreased. IT has been transformed from a source of advantage into a commoditized "cost of doing business"--with huge implications for business management. Expanding on Carr's seminal Harvard Business Review article that generated a storm of controversy, Does IT Matter? provides a truly compelling--and unsettling--account of IT's changing business role and its leveling influence on competition. Through astute analysis of historical and contemporary examples, Carr shows that the evolution of IT closely parallels that of earlier technologies such as railroads and electric power. He goes on to lay out a new agenda for IT

management, stressing cost control and risk management over innovation and investment. And he examines the broader implications for business strategy and organization as well as for the technology industry. A frame-changing statement on one of the most important business phenomena of our time, *Does IT Matter?* marks a crucial milestone in the debate about IT's future. An acclaimed business writer and thinker, Nicholas G. Carr is a former executive editor of the Harvard Business Review.

Blockchain is transforming business. What's your strategy? Leaders of forward-thinking organizations are exploring how blockchain can transform the way they create and seek value. Whether it's used to streamline multiparty processes, create and trade new assets, or leverage artificial intelligence and the internet of things, blockchain enables entirely new business opportunities. This is just the start. As blockchain becomes more widely adopted, it has the potential to radically change the way companies and societies operate, as transformative a paradigm shift as the launch of the internet. *The Real Business of Blockchain* is one of the first books on this transformative technology written for business leaders. Authors David Furlonger and Christophe Uzureau--both of Gartner, the world-renowned research and advisory company--will help you: Assess how blockchain will impact your business Explore the value proposition that blockchain offers Make smart near- and midterm investments Position your organization in a new competitive landscape Timely, visionary, and accessible, *The Real Business of Blockchain* cuts through the hype and helps you unlock the vast capabilities of this powerful and potentially world-changing technology.

This book constitutes the revised and extended papers of the First International Conference on Innovations in Digital Economy, SPBU IDE 2019, held in St. Petersburg, Russia, in October 2019. The 8 papers presented were thoroughly reviewed and selected for publication from 78 submissions. The papers are organized according to the following topical sections: economic efficiency and social consequences of digital innovations implementation; industrial, service and agricultural digitalization; regional innovation systems and clusters as drivers of the economic growth during the Fourth Industrial Revolution; response of an educational system and labor market to the digital-driven changes in the economic system.

It's necessary for enterprises nowadays to collect massive amounts of data for their business - data concerning everything from products and services to market conditions and customer demographics. With so much information at your fingertips, it's difficult to find the pieces that are accurate and relevant. This problem is exacerbated by the growth that comes from acquisition. Consolidating data becomes a real issue for newly integrated companies or recently launched branches. After all, standardizing software - considering international legal requirements, different roles, responsibilities, and processes-is challenging when you're running a global enterprise. Helmut Schindlwick proposes a solution for these headaches through IT governance. You must put a system in place for inaccurate or redundant data,

as well as data that becomes obsolete, and then continuously monitor data quality to ensure optimization. Instead of focusing on software, you should first take time to determine the structure of your master data. Schindlwick shares all the knowledge and experience he's gleaned from eighteen years of consulting work, approaching a complex topic in a way that's practical and easily understood. His unique Transformation Eco System, or TESy, will guide readers through concepts and communicate information plainly.

Data-intensive science has the potential to transform scientific research and quickly translate scientific progress into complete solutions, policies, and economic success. But this collaborative science is still lacking the effective access and exchange of knowledge among scientists, researchers, and policy makers across a range of disciplines. Bringing together leaders from multiple scientific disciplines, Data-Intensive Science shows how a comprehensive integration of various techniques and technological advances can effectively harness the vast amount of data being generated and significantly accelerate scientific progress to address some of the world's most challenging problems. In the book, a diverse cross-section of application, computer, and data scientists explores the impact of data-intensive science on current research and describes emerging technologies that will enable future scientific breakthroughs. The book identifies best practices used to tackle challenges facing data-intensive science as well as gaps in these approaches. It also focuses on the integration of data-intensive science into standard research practice, explaining how components in the data-intensive science environment need to work together to provide the necessary infrastructure for community-scale scientific collaborations. Organizing the material based on a high-level, data-intensive science workflow, this book provides an understanding of the scientific problems that would benefit from collaborative research, the current capabilities of data-intensive science, and the solutions to enable the next round of scientific advancements.

There are four distinct types of managers. One performs much worse than the rest, and one performs far better. Which type are you? Based on a first-of-its-kind, wide-ranging global study of over 9,000 people, analysts at the global research and advisory firm Gartner were able to classify all managers into one of four types:

- Teacher managers, who develop employees' skills based on their own expertise and direct their development along a similar track to their own.
- Cheerleader managers, who give positive feedback while taking a general hands-off approach to employee development.
- Always-on managers, who provide constant, frequent feedback and coaching on all aspects of the employee's performance.
- Connector managers, who provide feedback in their area of expertise while connecting employees to others in the team or organization who are better suited to address specific needs.

Although the four types of managers are more or less evenly distributed, the Connector manager consistently outperforms the others by a significant margin. Meanwhile, Always-on managers tend to see their employees struggle to grow within the organization. Why is that?

Drawing on their groundbreaking data-driven research, as well as in-depth case studies and extensive interviews with managers and employees at companies like IBM, Accenture, and eBay, the authors show what behaviors define a Connector manager, and why they are able to build powerhouse teams. They also show why other types of managers fail to be equally effective, and how they can incorporate behaviors of Connector managers in order to be more effective at building teams.

How to use the Design Thinking Tools A practical guide to make innovation happen **The Design Thinking Toolbox** explains the most important tools and methods to put Design Thinking into action. Based on the largest international survey on the use of design thinking, the most popular methods are described in four pages each by an expert from the global Design Thinking community. If you are involved in innovation, leadership, or design, these are tools you need. Simple instructions, expert tips, templates, and images help you implement each tool or method. Quickly and comprehensively familiarize yourself with the best design thinking tools **Select the appropriate warm-ups, tools, and methods** **Explore new avenues of thinking** **Plan the agenda for different design thinking workshops** **Get practical application tips** **The Design Thinking Toolbox** help innovators master the early stages of the innovation process. It's the perfect complement to the international bestseller **The Design Thinking Playbook**.

There is no simple strategic method for dealing with the multidimensional nature of digital change. Even the sharpest leaders can become disoriented as change builds on change, leaving almost nothing certain. Yet to stand still is to fail. Enterprises and leaders must re-master themselves to succeed. Leaders must identify the key macro forces, then lead their organizations at three distinct levels: industry, enterprise, and self. By doing this they cannot only survive but clean up. **Digital to the Core** makes the case that all business leaders must understand the impact the digital revolution will continue to play in their industries, companies, and leadership style and practices. Drawing on interviews with over 30 top C-level executives in some of the world's most powerful companies and government organizations, including GE, Ford, Tory Burch, Babolat, McDonalds, Publicis and UK Government Digital Service, this book delivers practical insights from those on the front lines of major digital upheaval. The authors incorporate Gartner's annual CIO and CEO global survey research and also apply the deep knowledge and qualitative insights they have acquired as practitioners, management researchers, and advisors over decades in the business. Above all else, Raskino and Waller want companies and their top leaders to understand the full impact of digital change and integrate it at the core of their businesses.

Multi-Domain Master Data Management delivers practical guidance and specific instruction to help guide planners and practitioners through the challenges of a multi-domain master data management (MDM) implementation. Authors Mark Allen and Dalton Cervo bring their expertise to you in the only reference you need to help your organization take master

data management to the next level by incorporating it across multiple domains. Written in a business friendly style with sufficient program planning guidance, this book covers a comprehensive set of topics and advanced strategies centered on the key MDM disciplines of Data Governance, Data Stewardship, Data Quality Management, Metadata Management, and Data Integration. Provides a logical order toward planning, implementation, and ongoing management of multi-domain MDM from a program manager and data steward perspective. Provides detailed guidance, examples and illustrations for MDM practitioners to apply these insights to their strategies, plans, and processes. Covers advanced MDM strategy and instruction aimed at improving data quality management, lowering data maintenance costs, and reducing corporate risks by applying consistent enterprise-wide practices for the management and control of master data. If you're a general manager or CFO, do you feel you're spending too much on IT or wishing you could get better returns from your IT investments? If so, it's time to examine what's behind this IT-as-cost mind-set. In *The Real Business of IT*, Richard Hunter and George Westerman reveal that the cost mind-set stems from IT leaders' inability to communicate about the business value they create-so CIOs get stuck discussing budgets rather than their contributions to the organization. The authors explain how IT leaders can combat this mind-set by first using information technology to generate three forms of value important to leaders throughout the organization: -Value for money when your IT department operates efficiently and effectively -An investment in business performance evidenced when IT helps divisions, units, and departments boost profitability -Personal value of CIOs as leaders whose contributions to their enterprise go well beyond their area of specialization The authors show how to communicate about these forms of value with non-IT leaders-so they understand how your firm is benefiting and see IT as the strategic powerhouse it truly is.

Harness "Code Halos" to gain competitive advantage in the digital era Amazon beating Borders, Netflix beating Blockbuster, Apple beating Kodak, and the rise of companies like Google, LinkedIn, and Pandora are not isolated or random events. Today's outliers in revenue growth and value creation are winning with a new set of rules. They are dominating by managing the information that surrounds people, organizations, processes, and products—what authors Malcolm Frank, Paul Roehrig, and Ben Pring call Code Halos. This is far beyond “Big Data” and analytics. Code Halos spark new commercial models that can dramatically flip market dominance from industry stalwarts to challengers. In this new book, the authors show leaders how digital innovators and traditional companies can build Code Halo solutions to drive success. The book: Examines the explosion of digital information that now surrounds us and describes the profound impact this is having on individuals, corporations, and societies; Shows how the Crossroads Model can help anticipate and navigate this market shift; Provides examples of traditional firms already harnessing the power of Code Halos including GE's "Brilliant Machines," Disney's theme park "Magic Band," and Allstate's mobile devices and analytics that transform auto insurance. With reasoned insight, new data, real-world cases, and practical guidance, Code Halos shows seasoned executives, entrepreneurs, students, line-of-business owners, and technology leaders how to master the new rules of the Code Halo economy.

An easy-to-understand primer on Virtual Reality and Augmented Reality Virtual Reality (VR) and Augmented Reality (AR) are driving the next technological revolution. If you want to get in on the action, this book helps you understand what these technologies are, their history, how they're being used, and how they'll affect consumers both personally and professionally in the very near future. With VR and AR poised to

become mainstream within the next few years, an accessible book to bring users up to speed on the subject is sorely needed—and that's where this handy reference comes in! Rather than focusing on a specific piece of hardware (HTC Vive, Oculus Rift, iOS ARKit) or software (Unity, Unreal Engine), *Virtual & Augmented Reality For Dummies* offers a broad look at both VR and AR, giving you a bird's eye view of what you can expect as they continue to take the world by storm. * Keeps you up-to-date on the pulse of this fast-changing technology * Explores the many ways AR/VR are being used in fields such as healthcare, education, and entertainment * Includes interviews with designers, developers, and technologists currently working in the fields of VR and AR Perfect for both potential content creators and content consumers, this book will change the way you approach and contribute to these emerging technologies.

This book gives a comprehensive overview on Software Product Management (SPM) for beginners as well as best practices, methodology and in-depth discussions for experienced product managers. This includes product strategy, product planning, participation in strategic management activities and orchestration of the functional units of the company. The book is based on the results of the International Software Product Management Association (ISPMA) which is led by a group of SPM experts from industry and research with the goal to foster software product management excellence across industries. This book can be used as textbook for ISPMA-based education and as guide for anybody interested in SPM as one of the most exciting and challenging disciplines in the business of software. Hans-Bernd Kittlaus is the Chairman of ISPMA and owner and managing director of InnoTivum Consulting, Germany. Samuel Fricker is Board Member of ISPMA and Professor at FHNW, Switzerland.

Written for developers who need to create user-facing DSLs, *Domain-Specific Languages Made Easy* unlocks clear and practical methods to create DSLs with easy-to-use interfaces. Imagine if your non-technical clients could safely produce software without the need for anyone to manually write code. Domain-specific languages are purpose-built programming interfaces that make that possible—no programming experience required. Written for developers who need to create user-facing DSLs, *Domain-Specific Languages Made Easy* unlocks clear and practical methods to create DSLs with easy-to-use interfaces. Author Meinte Boersma lays out an iterative process for creating languages accessible to domain experts such as operations specialists, data analysts, and financial experts. You'll start with an overview of software language engineering before diving into the unique projectional editing paradigm that makes it easy to produce DSLs for business. Purchase of the print book includes a free eBook in PDF, Kindle, and ePub formats from Manning Publications.

From the bestselling author of *The Map and the Territory* and *Capitalism in America* *The Age Of Turbulence* is Alan Greenspan's incomparable reckoning with the contemporary financial world, channeled through his own experiences working in the command room of the global economy longer and with greater effect than any other single living figure. Following the arc of his remarkable life's journey through his more than eighteen-year tenure as chairman of the Federal Reserve Board to the present, in the second half of *The Age of Turbulence* Dr. Greenspan embarks on a magnificent tour d'horizon of the global economy. The distillation of a life's worth of wisdom and insight into an elegant expression of a coherent worldview, *The Age of Turbulence* will stand as Alan Greenspan's personal and intellectual legacy. Machiavellians are few in number in IT. The massive pressure on CIOs continues to increase as the opportunities to use technology in business become more prevalent and more competitive. As CIOs often find themselves at the center of business conflict, they must not only familiarize themselves with Machiavellian tactics as a defensive weapon, but also learn to use them as an offensive weapon in extreme situations so that they can increase IT's contribution to their enterprises. As Italian political philosopher Niccolo Machiavelli implied, you're either predator or prey, and the animal you most resemble determines your position on the food chain. In *The Wolf in CIO's Clothing* Gartner

analyst and author Tina Nunno expands on Machiavelli's metaphor, examining seven animal types and the leadership attributes of each. Nunno posits the wolf -- a social animal with strong predatory instincts -- as the ideal example of how a leader can adapt and thrive. Technology may be black and white, but successful leadership demands an ability to exist in the grey. Drawing on her experience with hundreds of CIOs, Nunno charts a viable way to master the Machiavellian principles of power, manipulation, love, and war. Through compelling case studies, her approach demonstrates how CIOs and IT leaders can adjust their leadership styles in extreme situations for their own success and that of their teams.

This optimistic text examines and predicts the 40-year period from 1980-2020 as the key years of a remarkable economic transformation.

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