A Practical Guide to Information Systems Process Improvement

Anita Cassidy, Keith Guggenberger

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A Practical Guide to Information Systems Process Improvement Anita Cassidy, Keith Guggenberger When you invest in expensive technology and systems, you want to get the most out of them. Process improvement has been used for years as an effective strategy to reduce costs, shorten cycle times, improve quality, and increase user satisfaction in other areas of business such as Quality, Manufacturing, and Engineering. While there are many books available on process improvement and process re-engineering, few of them address the unique processes within information systems as clearly and succinctly as **A Practical Guide to Information Systems Improvement**.

Process Improvement for IS

Tailored specifically for IS processes, **A Practical Guide to Information Systems Process Improvement** provides a step-by-step method for creating a world class Information System organization. The authors introduce process management and highlight its application to information systems. The book outlines a practical, complete, and easy-to-understand method for improving or re-engineering the processes within the Information Systems organization — simplifying process improvement so that you can begin to use it immediately.

Avoid common pitfalls and mistakes

The evolving business environment puts new demands on your Information Systems. E-commerce, changing technology, ERP, and globalization are just a few of the areas that will benefit from process improvement. This easy-to-follow guide includes a corresponding process model for each step that serves as a starting point for process improvement effort. It provides a checklist to ensure your new process meets all the requirements for its particular purpose and identifies pitfalls and mistakes to avoid.

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