Breakthrough IT Change Management

Bennet Lientz, Kathryn Rea

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This is a *different* book on change management. Using commonsense and practical advice tested in their work with hundreds of organizations, the authors walk the reader through clear guidelines and checklists to implement change that works.
Readers will develop a change management strategy
that starts by diagnosing the current culture and organization, then prepares for change carefully, addresses resistance to change, develops the change strategy, measures results, builds momentum for further change, and prevents deterioration and reversion.
The authors then apply their framework to two areas that are major targets for change management: implementing new technology and systems and implementing successful e-business strategies. Included throughout are real-world examples from a number of industries and government.

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