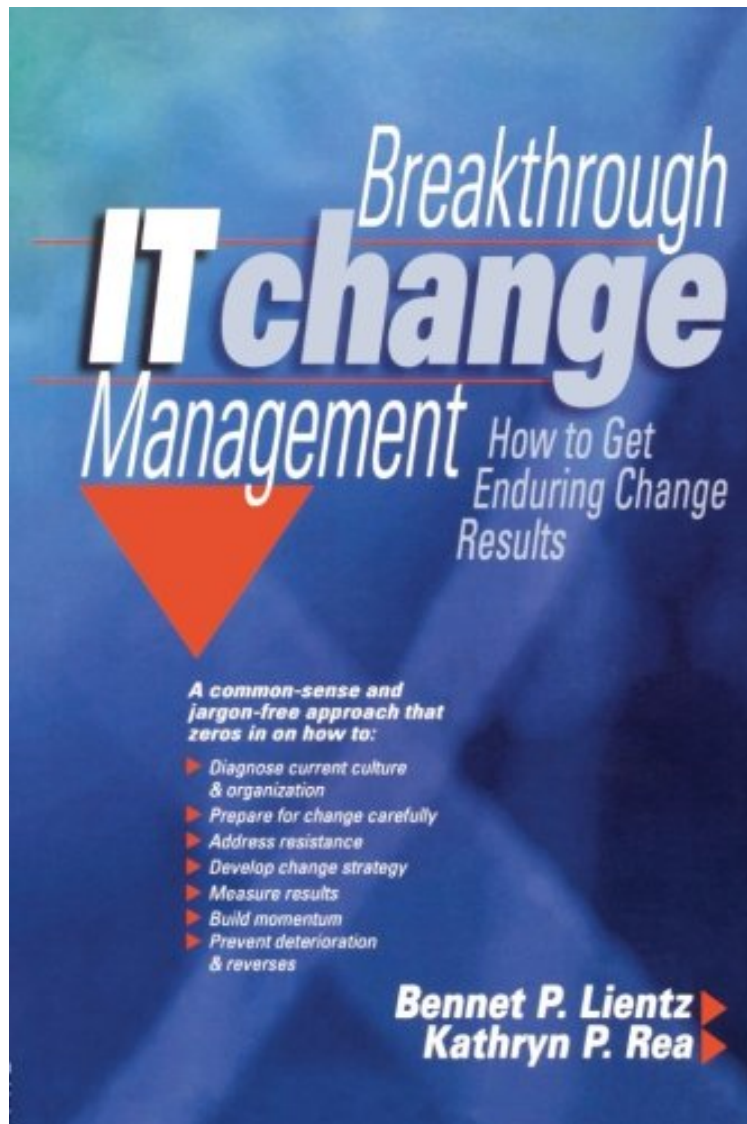


Breakthrough IT Change Management

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.

From the Back Cover This is a different book on change management: Using commonsense and practical advice tested in their work with over 150 organizations, Lientz and Rea, authors of the best-selling Breakthrough Technology Project Management, walk the reader through concrete guidelines and clear checklists to implement change that really works. This book presents a comprehensive, proven approach that provides for substantial change through quick hits rather than radical disruptive change. It also takes the approach of including IT in the solution and change on a proactive basis. Lasting change cannot be sustained without modern IT systems and technology. 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 implementing successful e-business strategies. Included throughout are real-world examples from a number of industries and government. Featuring a unique method that has been used successfully in more than 70 organizations in over 20 countries, this book is a must-read for managers working on change initiatives or new projects, IT workers, change consultants, as well as students in courses on change management, reengineering, and process improvement. About the Authors Bennet P. Lientz is a consultant, teacher, and researcher. He is Professor of Information Systems at the Anderson Graduate School of Management, University of California, Los Angeles (UCLA). Dr. Lientz was one of the project leaders involved in the development of ARPANET, the precursor of the Internet. He is the author of more than 20 books and 60 articles on information systems, planning, project management, and E-Business. Kathryn P. Rea is president and founder of The Consulting Edge, Inc. She has managed more than 65 major technology-related projects internationally in government, energy, banking and finance, distribution, trading, retailing, transportation, mining, manufacturing, and utilities. She has successfully directed multinational projects in China, North and South America, Southeast Asia, Europe, and Australia. About the Author Bennet Lientz has taught and consulted on project management for the past 28 years to more than 5000 people. He developed the concept of the management critical path, acted as project manager of the

Internet, and turned around 10 failing projects. This Second Edition is Lientz' seventh book; he has also written more than 25 articles in various areas of project management. Kathryn P. Rea is president and founder of The Consulting Edge, Inc., which was established in 1984. The firm specializes in E-Business, process improvement, project management, and financial consulting. Rea has managed more than 65 major technology-related projects internationally. She has advised on and carried out projects in government, energy, banking and finance, distribution, trading, retailing, transportation, mining, manufacturing, and utilities. She is the author of eight books and more than 20 articles in various areas of information systems and analysis. Excerpt. Reprinted by permission. All rights reserved. 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.