## **Contents**

	Preface	vi
1	Introduction: the need for balance	1
2	Understanding information systems	12
3	Strategy and tactics	29
4	The organization of the information systems function	52
5	Information technology and information systems	77
6	The integrity of information systems	94
7	Databases and the management of information	115
8	Data communication and network services	128
9	Office information systems	146
10	Information systems development	166
11	Evaluation, monitoring and control	189
12	Managing function and phenomena	213
	List of abbreviations	228
	Index	230