## Contents

Lis Pre	t of figures t of contributors eface knowledgements	vii ix xiii xv
PA	ART I BUSINESS MANAGEMENT AND INFORMATION VA	LUE
1	Business process and information management Prof. D.P. Best	3
2	Valuing information: problems and opportunities  E. Orna	18
3	Resolving the imbalance between information and technology Prof. C. Holtham	41
Pa	art II THE TECHNOLOGY ANGLE	
4	Information – the fourth resource J. Parsons	59
5	Managing the fourth resource W. Thom	80
Pa	art III INFORMATION MANAGEMENT IN THE REAL WO	RLD
6	Selling information management as value for money W. Cook	101
7	Practicalities of information management Dr B. Collins	115
8	Problems and constraints P. Vickers	128

## PART IV A TRANSATLANTIC PERSPECTIVE

9 A transatlantic perspective on information management	
Prof. B. Cronin and Kara Overfelt	143
Conclusion	157
Appendix	159
Index	161

## List of Figures

1.1	Main drivers to change	5
	BPR methodology	6
	Information management problems	8
	Understanding what information management is	15
	The domaine of IM and process modelling tools	62
	Table of contents as a GNA	90
	Navigating through crossroads documents	91