

Contents

Saving IT's Soul: *Human-Centered Information Management* 1

THOMAS H. DAVENPORT

The End of Delegation? *Information Technology and the CEO* 35

PERSPECTIVES FROM THE EDITORS

IT Outsourcing: *Maximize Flexibility and Control* 57

MARY C. LACITY, LESLIE P. WILLCOCKS, AND DAVID F. FEENY

IT Outsourcing: *British Petroleum's Competitive Approach* 83

JOHN CROSS

How Continental Bank Outsourced Its "Crown Jewels" 107

RICHARD L. HUBER

Managing by Wire 131

STEPHAN H. HAECKEL AND RICHARD L. NOLAN

Putting the Enterprise into the Enterprise System 159

THOMAS H. DAVENPORT

Connectivity and Control in the Year 2000 and Beyond 187

INTRODUCTION BY RICHARD L. NOLAN

About the Contributors 223

Index 229