

15.568 – Practical Information Technology Management – Spring 2005

Class 17: Thursday, April 7, 2005

The Process Handbook

Note: Memos to Mr. Arup Gupta due (electronically) at the beginning of this class.)

Our visitor will be Prof. Thomas Malone, leader of research on the MIT Process Handbook, a repository of knowledge and cases and a tool for organizational and work improvement.

As preparation for the class:

1. Read the "The Process Handbook Vision":

- Introduction: <http://mitpress.mit.edu/books/chapters/0262134292chapm1.pdf>
- Tools for Inventing Organizations: Toward a Handbook of Organizational Processes <http://mitpress.mit.edu/books/chapters/0262134292chap1.pdf>
- What is in the Process Handbook?: <http://mitpress.mit.edu/books/chapters/0262134292chap8.pdf>

2. Review the Dow Corning cases and the First National City Bank cases. Think of how you could have used the process handbook resource in those situations. This will be a special class on getting business value from IT management frameworks.