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Peter Wiggers, Maritha de Boer-de Wit, Henk Kok : IT Performance Management (Computer Weekly Professional) before purchasing it in order to gauge whether or not it would be worth my time, and all praised IT Performance Management (Computer Weekly Professional):

IT Performance Management addresses the way organizations should balance the demand and the supply of information technology, optimizing the cost and maximizing the business value of IT. In this book several aspects of IT performance management are described. The way this management is executed and the techniques, which should be used, depend on the maturity of the relationship between the IT function and the lines of business of an organization. The foundation of the authors' approach is based on the flow of money and related management objectives. However, performance management is primarily based on perceptions. Therefore, this book introduces the IT value perception

model. This model describes four separate levels of perception for the business value of IT. If the demand and the supply of IT do not share the same perception level, the balance is lost, which will lead to friction and inefficiency within an organization. This book is not about what is good or what is bad, but rather is about the 'what', the 'why' and to a limited extent the 'how' of managing the performance of IT. Therefore, the book finishes with a 'back-to-business' section in which a self-assessment checklist, a potential growth path and ten next steps are provided. This enables the reader to start applying this book in his every day working environment immediately. IT Performance Management: * Provides an overview of best practices and available thinking on the subject of IT cost and value* Describes the subject of IT cost and value related to management issues on IT strategy, portfolio management, service management, architecture and sourcing * Addresses differing degrees of maturity between IT and the business, illustrated by case studies

"Improving IT performance management is currently more important than ever before. This book provides an enormous amount of well-structured information to do so. The reader is left without an excuse not to start today!"Egon Berghout, Professor of Business and ICT, University of Gronigen, The NetherlandsAbout the AuthorPeter Wiggers is a senior consultant with IBM Business Consulting Services in the Netherlands and focuses on IT Strategy issues. He is a member of IBM's international IT Cost and Value community core team. He has 15 years of IT experience of IT Cost and Value, IT strategy and the effectiveness of application development. Before joining IBM, he worked for a market leading software house. Peter has a master degree in Business Economics with a specialization in Information Technology.Maritha de Boer-de Wit is a senior consultant with IBM Global Services, she focuses on IT Cost and Value. She has performed several studies in the area of IT optimization and performed project management roles in executing the optimisation activities. Before joining IBM five years ago, she worked for two years in several IT-management roles. Mrs. De Boer has studied Computer Science at the University of Twente with a focus on Business Administration and Ergonomics. She has in depth knowledge of CMM and Information EconomicsHenk Kok recently joined the Essent Corporate CIO organization as an IT Strategist. Essent is the largest Utility and Energy Company in the Netherlands. He has over 35 years of IT experience within the areas of Strategy, IT Architecture and IT Economics and include operational, consultancy and managerial responsibilities. Before joining Essent he worked as a senior IT strategy consultant with IBM Global Services.Excerpt. copy; Reprinted by permission. All rights reserved.Everyday IT management decision making made easier