3 IS Organization and Management

Chapter Summary

Information Systems (IS) are an essential part of the infrastructure of businesses/organizations – they are a support function that affects and enables all levels of their activities. The organization and management of the IS function must be a priority for the business. In this chapter we examine:

♦ The IS function within the organization

♦ The nature and structure of the IS department

♦ The use of projects and project teams for the delivery of new IS

♦ Project management

♦ Outsourcing of IS and IT provision and its implications for the IS function and the organization.