## 5102 Reading List

This is a list of the readings (in addition to the cases) we will be using throughout the course. You can get all of these materials free of charge. Articles and book chapters not hyperlinked are available through Temple Library (L). To get them, go to the Temple Library site (http://library.temple.edu) and search for the title of the article using the Summon search box on the front page. You may be asked to enter your AccessNet ID and password.

*For the books, pay close attention to the chapters and sections specified!*

<table>
<thead>
<tr>
<th>Week</th>
<th>Readings</th>
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(read the Executive Summary (pp. 19-21) and Chapter 2 (pp. 37-47))  
http://pespmc1.vub.ac.be/FEEDBACK.html  
http://en.wikipedia.org/wiki/Business_process_modeling  
Swim Lane. Wikipedia.  
(also at http://jama.jamanetwork.com/article.aspx?articleid=1104970) |
| 4    | Affinity Diagrams: Organizing Ideas into Common Themes. MindTools.  
http://www.mindtools.com/pages/article/newTMC_86.htm  
Root Cause Analysis: Tracing a Problem to its Origins. MindTools.  
http://www.mindtools.com/pages/article/newTMC_80.htm  
http://www.mindtools.com/pages/article/newTMC_5W.htm |


Reh, J. How to Write an RFP. About.com http://management.about.com/od/money/ht/WriteRFP.htm


Pennypacker, J. and Retna, S. Project Portfolio Management: A View from the Management Trenches (excerpt) http://www.gartner.com/it/content/911400/911412/project_portfolio_mgmt_excerpt.pdf


<table>
<thead>
<tr>
<th>Page</th>
<th>Author(s)</th>
<th>Title</th>
<th>Publication</th>
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<tr>
<td>11</td>
<td>Campbell, R.J.</td>
<td>Change Management in Health Care</td>
<td>The Health Care Manager, 23(9), pp. 23-39</td>
<td><a href="http://academy.clevelandclinic.org/LinkClick.aspx?fileticket=tCy9kstz6FU%3D&amp;tabid=1846">Link</a></td>
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<td>Berkun, S.</td>
<td>Making Things Happen, Chapter 3: How To Figure Out What To Do</td>
<td>O'Reilly Media, Inc.</td>
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<td>12</td>
<td>Cook, R.</td>
<td>How to Spot a Failing Project</td>
<td>CIO.</td>
<td><a href="http://www.cio.com/article/124309/How_to_Spot_a_Failing_Project">Link</a></td>
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<td>Making Things Happen, Chapter 9: Communication and relationships</td>
<td>O'Reilly Media, Inc.</td>
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<td>Making Things Happen, Chapter 11: What to do When Things Go Wrong</td>
<td>O'Reilly Media, Inc.</td>
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<td>Making Things Happen, Chapter 16: Power and Politics</td>
<td>O'Reilly Media, Inc.</td>
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