

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!

Week	Readings
2	<p>Gharajedaghi, J. (2006). <u>Systems Thinking: Managing Chaos and Complexity: A Platform for Designing Business Architecture (Second Edition)</u>, Chapter 2: Concepts. Elsevier. (L)</p> <p>World Health Organization. (2009). Systems Thinking for Health Systems Strengthening. http://whqlibdoc.who.int/publications/2009/9789241563895_eng.pdf (read the Executive Summary (pp. 19-21) and Chapter 2 (pp. 37-47))</p> <p>de Rosnay, J. (January 6, 1997). Feedback. Principa Cybernetica Web. http://pespmc1.vub.ac.be/FEEDBACK.html</p> <p>Rushing, W. (2010). Causal Loop Diagrams: Little Known Analytical Tool. http://www.isixsigma.com/tools-templates/cause-effect/causal-loop-diagrams-little-known-analytical-tool/</p> <p>Shaughnessy, H. (2014). Google Buys Nest, The \$3 Billion Distraction. Forbes. http://www.forbes.com/sites/haydnshaughnessy/2014/01/15/google-and-nest-the-long-and-tetchy-view/</p>
3	<p>Business Process Modeling. Wikipedia. http://en.wikipedia.org/wiki/Business_process_modeling</p> <p>Business Process Mapping. Wikipedia. http://en.wikipedia.org/wiki/Business_process_mapping</p> <p>Swim Lane. Wikipedia. http://en.wikipedia.org/wiki/Swim_lane</p> <p>Richardson, A. (2010). Using Customer Journey Maps to Improve Customer Experience. HBR Blog Network. http://blogs.hbr.org/2010/11/using-customer-journey-maps-to</p> <p>Wang, C. and Huang, A. (2012). Integrating Technology Into Health Care: What Will It Take? JAMA, 307(6), pp. 569-570. (L) (also at http://jama.jamanetwork.com/article.aspx?articleid=1104970)</p>
4	<p>Affinity Diagrams: Organizing Ideas into Common Themes. MindTools. http://www.mindtools.com/pages/article/newTMC_86.htm</p> <p>Root Cause Analysis: Tracing a Problem to its Origins. MindTools. http://www.mindtools.com/pages/article/newTMC_80.htm</p> <p>5 Whys: Quickly Getting to the Root of a Problem. MindTools. http://www.mindtools.com/pages/article/newTMC_5W.htm</p>

	<p>Hurley, B. (2013). HealthCare.gov Leaders Play IT Blame Game. InformationWeek. http://www.informationweek.com/strategic-cio/executive-insights-and-innovation/healthcaregov-leaders-play-it-blame-game/d/d-id/1113039</p> <p>Grout, J. and Toussaint, J. (2009). Mistake-Proofing Healthcare: Why Stopping Processes May be a Good Start. <i>Business Horizons</i>, 53(2), pp. 149-157. (L)</p> <p>Phillips, J. (2009). <i>CBAP Certified Business Analysis Professional All-in-One Exam Guide</i>, Chapter 2: Business Analysis Planning and Monitoring. McGraw Hill. (L)</p>
5	<p>Kay, R. (2002). Quickstudy: The Systems Development Life Cycle. http://www.computerworld.com/s/article/71151/System_Development_Life_Cycle</p> <p>Reh, J. How to Write an RFP. About.com http://management.about.com/od/money/ht/WriteRFP.htm</p> <p>Phillips, J. (2009). <i>CBAP Certified Business Analysis Professional All-in-One Exam Guide</i>, Chapter 3: Eliciting Requirements. McGraw Hill. (L)</p> <p>Berkun, S. (2008). <i>Making Things Happen</i>, Chapter 5: Where Ideas Come From. O'Reilly Media, Inc. (L)</p>
6	<p>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</p> <p>Project Portfolio Management. Wikipedia. http://en.wikipedia.org/wiki/Project_portfolio_management</p> <p>Berkun, S. (2008). <i>Making Things Happen</i>, Chapter 8: How to Make Good Decisions. O'Reilly Media, Inc. (L)</p> <p>Berkun, S. (2008). <i>Making Things Happen</i>, Chapter 13: Making Things Happen. O'Reilly Media, Inc. (L)</p>
9	<p>Chatfield, C. and Johnson, T. (2007). A Short Course in Project Management. http://office.microsoft.com/en-us/project-help/a-short-course-in-project-management-HA010235482.aspx</p> <p>Levinson, M. (2008). Project Management: The 14 Most Common Mistakes IT Departments Make. CIO. http://www.cio.com/article/438930/Project_Management_The_14_Most_Common_Mistakes_IT_Departments_Make</p> <p>Agile Software Development. Wikipedia. http://en.wikipedia.org/wiki/Agile_software_development</p> <p>Taber, D. (2014). Agile Project Management Lessons Learned From Texas Hold'em. CIO. http://www.cio.com/article/745873/Agile_Project_Management_Lessons_Learned_From_Texas_Hold_em</p> <p>Berkun, S. (2008). <i>Making Things Happen</i>, Chapter 7: Writing Good Specifications. O'Reilly Media, Inc. (L)</p>
10	<p>Work Breakdown Structure. Wikipedia. http://en.wikipedia.org/wiki/Work_breakdown_structure</p> <p>Vaughan, J. (2010). How Far Should Project Managers Breakdown a Project? CIO. http://blogs.cio.com/jim_vaughan/how_far_should_project_managers_breakdown_a_project</p> <p>Berkun, S. (2008). <i>Making Things Happen</i>, Chapter 2: The Truth About Schedules. O'Reilly Media, Inc. (L)</p>

	Berkun, S. (2008). <i>Making Things Happen</i> , Chapter 3: How To Figure Out What To Do. O'Reilly Media, Inc. (L)
11	<p>Campbell, R.J. (2008). Change Management in Health Care. <i>The Health Care Manager</i>, 23(9), pp. 23-39. http://academy.clevelandclinic.org/LinkClick.aspx?fileticket=tCy9kstz6FU%3D&tabid=1846</p> <p>Bogner, M. and Elfanbaum, D. (2011). An Agile Approach to Change Management. <i>CIO</i>. http://www.cio.com/article/666775/An_Agile_Approach_to_Change_Management</p> <p>Berkun, S. (2008). <i>Making Things Happen</i>, Chapter 9: Communication and relationships. O'Reilly Media, Inc. (L)</p>
12	<p>Cook, R. (2008). How to Spot a Failing Project. <i>CIO</i>. http://www.cio.com/article/124309/How_to_Spot_a_Failing_Project</p> <p>Bette, M. (2003). Why IT Projects Fail. <i>Computerworld</i>. http://www.computerworld.com/s/article/84266/Why_IT_projects_fail</p> <p>Ditmore, J. (2013). Why Do Big IT Projects Fail So Often? <i>InformationWeek</i>. http://www.informationweek.com/strategic-cio/executive-insights-and-innovation/why-do-big-it-projects-fail-so-often/d/d-id/1112087</p> <p>Berkun, S. (2008). <i>Making Things Happen</i>, Chapter 11: What to do When Things Go Wrong. O'Reilly Media, Inc. (L)</p> <p>Berkun, S. (2008). <i>Making Things Happen</i>, Chapter 16: Power and Politics. O'Reilly Media, Inc. (L)</p>

