Van Haren PUBLISHING

ABC of ICT

Excercise Workbook

Attitude, Behavior and Culture of ICT

Paul Wilkinson and Jan Schilt

VHP

GamingWorks

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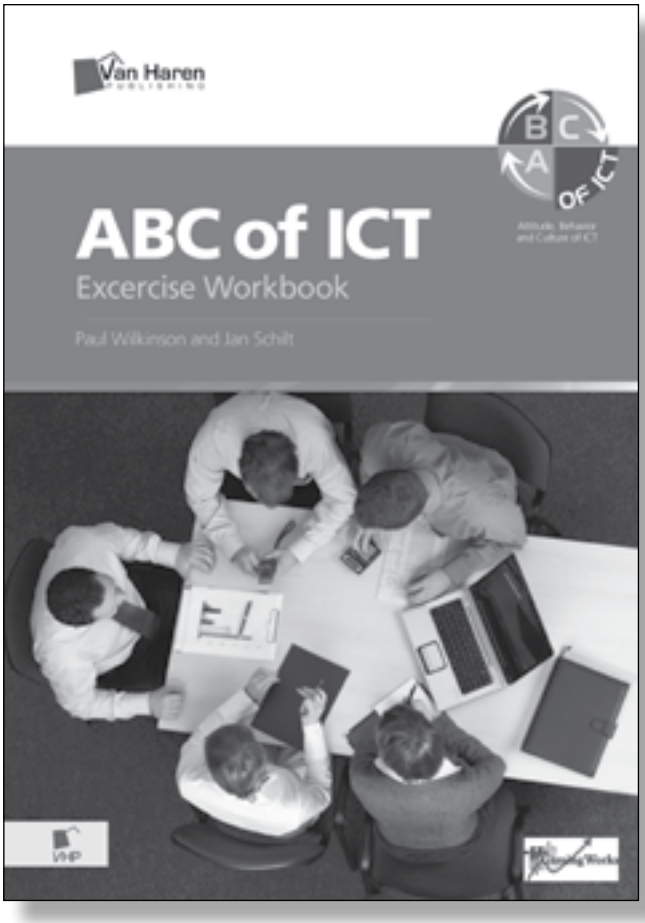

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ABC stands for the Attitude, Behavior and Culture within IT organizations. Use these other great products with your Workbooks to get help and tips for solving worst practices and supporting improvement programs and initiatives within your organization.

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This book describes what ABC (Attitude, Behavior and Culture) of ICT is, why it is important and gives practical cases and examples in dealing with ABC issues. The book contains more than 35 case examples from industry experts and practitioners on what they have done to solve specific ABC issues. The book can be used in combination with the ABC of ICT card set for creating awareness, assessing your own worst practices and taking your first practical steps in solving them.

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Kevin Holland, Programme Head, Service Management and Delivery Directorate, NHS Connecting for Health

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Colophon

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Foreword

This book, and the ABC of ICT(tm) concept has been developed by Paul Wilkinson and Jan Schilt from GamingWorks BV in the Netherlands.

We are not only the developers of the ABC of ICT(tm) but also the developers of Business Simulations such as Apollo 13 - an ITSM case experience(tm) , The Challenge of Egypt(tm), The Greatest Move(tm), Taikiti Bay(tm) and the Grab@Pizza(tm). Both our Business Simulations and the ABC of ICT(tm) products are based on critical success and fail factors in applying best practices, and didactical principles about learning and development.

During our travels around the world we have met hundreds of managers who have taken part in our Business Simulations. During these simulations they shared their deepest reflections on reasons of failure and the keys factors for success. Triggered by the realistic interactions and environment of the simulations they are the ones who gave us the knowledge and insights to develop the ABC of ICT product set.

With our background in Human Resource Development and our background in ICT organizational change we were able to combine all of these elements to develop this practical and useful set of ABC cards. Use them to 'play' with, and confront your management, if you or they do not believe that ITSM initiatives fail because of ABC, then just play our Apollo 13 - an ITSM case experience(tm). You will experience it for yourselves. We need tell you no more...

Use our ABC of ICT(tm) products in your organization and with your people. Use our workbooks, our exercises and check the website www.abc-of-ict.com for the latest info. The website will identify world wide supplier organizations that have embraced the ABC of ICT(tm) and who will be able to help you. Use the products in your training, consulting and during client sessions. It will bring you and your customer added value. If you need any further help you know where to find us.

Lots of ABC success,

Paul and Jan
GamingWorks

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