



Book Review

August, 2015

Reviewed by - Doug Olson, Assistant Professor – Graduate Information Technology Programs
Saint Mary's University of Minnesota

Book – “Technical Impact: Making Your Information Technology Effective and Keeping It That Way” (ISBN-13: 978-1500555788) by Al Kuebler

A Compelling Collection Of IT Management Learning Experiences

I was in the process of selecting books for a course on business intelligence for students in our master's degree program in Information Technology Management. The theme for the course was to examine the contribution that business intelligence can make towards the effective management of the information technology (IT) function. Having already found a text that provided reasonable coverage of using of business intelligence for performance management, I wanted to find a book that would help students fully appreciate the importance of connecting the performance of the IT function with the overall performance of the organization.

When I came across Al Kuebler's little gem, I had found what I was looking for, and more. This book is a compelling collection of IT management learning experiences. The knowledge Al accumulated working through these various challenges coalesced in an IT management philosophy emphasizing the importance of communicating honestly and effectively with stakeholders and always evaluating strategic IT options from the perspective of business value.

During the first session of my course, when I was making some introductory remarks regarding the books I had chosen, my students informed me that Al's book had also been recently used in a course on IT strategy. If I had needed validation for this book selection, my students had just served it up. While I was immediately struck by the improbability of another instructor selecting the same book for a related, but different subject, that common book selection was understandable since inherently, and by design, business intelligence is connected with strategy.

As valuable as the wisdom provided by this book is, these nuggets are not available in your typical academic text. The reader, especially younger IT professionals, can benefit greatly from the important lessons learned by the author over his unusually rich career. The reader vicariously gains many years of experience reading through the vividly illustrated challenges IT managers face on the path to understanding how their organization can provide the most benefit to the enterprise. Paradoxically, I think that the more experienced one is, the more appreciation one has for Al's book. The anecdotes are documented with enough detail that they read like someone's journal. The purposeful reflection is consistently on the mark.

Doug Olson, Assistant Professor
Saint Mary's University of Minnesota



64 Customer Reviews