Book Review: Always-On Enterprise Information Systems for Business Continuance, Technologies for Reliable and Scalable Operations

Yazn Alshamaila
Business School, Newcastle University
5 Barrack Road, Newcastle upon Tyne, NE1 4SE
Tel: +44 (0)1912081590
E-mail: yazn.alshamaila@newcastle.ac.uk

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BOOK REVIEW

This book doses a thorough job in identifying the business continuity (BC) in modern enterprises, and fills an acknowledged void in the field of present Information Systems (IS) management.

The Information Systems landscape has evolved significantly in the last few years; a serious challenge facing modern enterprise information systems is the expectation to be resilient and operational on an 'always-on' basis (24 hours a day, 7 days a week, 365 days a year). This is particularly important for multinational companies and e-business oriented organizations in order to stay competitive.

The book has capably achieved it aim of providing high quality chapters that describing in more details the structure of information systems pertaining to enabling technologies, aspects of their current implementation, IT governing, risk management, disaster management, interrelated manufacturing and supply chain strategies, and new IT paradigms.

The background and rationale for this book is given clearly by the editor in the preface, as well as the title and a brief description for each of the seventeen chapters, making it easy to navigate the book's organisation. Moreover, each chapter provides appropriate definitions, clear discussion, chapter-by-chapter references, as well as using endnote features in most of the chapters, giving extra information much easier

The first three chapters enlighten the concept of IT governance, risk and disaster management in term of decision-making quality. Chapters four, five six, seven, eight and nine makes a strong contribution to knowledge in the area with a comprehensive input on enterprise information system availability (Always-on). These different chapters deal with the term 'Always-on' from different angles. For example, chapter four, talks about designing and building enterprise information system; chapter seven is about challenges of data management in always-on enterprise information system, and chapter nine about some aspects of implementing always-on IT-solutions and standards in the banking system. From the reviewer point of view, this is a superior choice as the banking sector is a significant sector in any market. The following chapters keep touching upon important aspects related to enterprise information technology management in an integrated manner with previous chapters in the book.

Nijaz Bajgoric and chapter's authors in this piece of work are able to target IT management students at undergraduate and postgraduate level, as well as practitioners. Authors successfully present a comprehensive guide to all aspects of deploying enterprises information systems within businesses and demonstrate these principals in practise. The contributors also covers a wide range of applications as well as a valuable selection of real-world cases such as Microsoft, Oracle, and IBM in (Chapter six, eight). The familiarity of these cases to most readers would help provide a good understanding.

In the introduction of each chapter, the writers start with a clear justification, definitions, and the significance of the chapter goals. This helps the readers from different backgrounds and different academic levels to feel confident and excited about going further into each chapter. This is followed by a detailed outline of each subject area. This also allows the reader to engage with the topics covered, and gain useful knowledge. However, in the second part of each chapter, each author makes the most important contribution to their topics. Here they talk about the solution; this can be a proposed frameworks or models or even a result of study that can enhance in solving particular challenges or issues. For instance: chapter one proposes a corporate IT risk management framework of IT governance and IT audit. Chapter five, suggests a model that aims at achieving continuous EIS operations in terms of hardware and software components, and so on.

Chapters in this book use common concepts as a foundation and expand into the different core areas. This sense of integration is notable in many places in this book. For instance, EIS concept has presented in the beginning of chapter five as opening to the following sections. Likewise, authors in chapter six and seven, sufficiently used the information about EIS in the chapter five, and build upon it in their own chapters.

Moreover, another form of integration appears when chapters link their conclusions to a specific significant point. This makes you feel as each chapter contribute and serve this point from different angles. For example, Decision making. Chapter two conclude that at all business level, business intelligence consider as glue between operative system and decision support system (DSS). Chapter three in page 42, illustrate how decision support system (DSS) and knowledge system used to support organisational decision making. Chapter seven presented the most challenging aspects of data management like data availability, data security, and data integrity, and how they are important for decision-making purposes. And so on.

Remarkably, a great effort has been made to integrate the contents of these chapters in order to produce beneficial piece of work.

The excellent diagrams throughout the book provide clarity to the underlying concepts. However, these could be improved through the use of colour. Colour would focus attention and delineate more clearly some of the different concepts incorporated into diagrams.

From the reviewer point of view, the book covers a wide range of IT/IS management and offers a valuable selection of real-world cases. These in-depth cases, about global organisations and regional companies practice, are assisted by the clarity of presentation and the author's experience (as Institute of Management and Technology heading and IT management lecturer), providing a bridge to link leading edge research and professional practice. This is an aid for effective learning and helps to achieve the aims of the book.

To be brief, the book is comprehensive and a joy to read. The style of presentation makes this topic accessible as each chapter has learning outcomes. Contributors have done an excellent job in first incorporating an enormous amount of material and then organising it in an efficient way to make a clear and readable treatise on Enterprise Information Systems Management. This is a complex and challenging within such a dynamic area of study.

In conclusion, the book will be beneficial to students, academics and practitioners involved in IT/IS management implementation. The book presents the IT management concepts in understandable and simple style. This will be beneficial for both undergraduate and postgraduate students as the book provides the fundamental knowledge require for these students. Also, this will book is useful for practitioners involved in IT/IS management implementation as it offers updated information and valuable selection of real-world cases in modern IT industry.

The reviewer believes that this is an exciting book and will provide a classic reference text in this field. I highly recommend "Always-On Enterprise Information Systems for Business Continuance, Technologies for Reliable and Scalable Operations"