



Dynamics of Governing IT Innovation in Singapore: A Casebook

Gary Pan

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Focusing on issues in the management and governance of IT innovation, this book links concepts and theories of academic learning to actual real-life scenarios from the successful experiences of public and private sector organisations in Singapore. While there is little disagreement that innovation is the fundamental source of value creation and competitive advantage, investment in IT to support and foster innovation by no means guarantees success. There are various issues to be considered, such as the question of processes and structures that need to be in place in order to maximise value, how to leverage IT innovation to formulate constantly evolving strategies so as to seize emergent opportunities, and how to overcome challenges faced in implementation, amongst others. Suitable as a complement to main texts for academic courses on accounting information systems and management information systems, as well as a guide for business professionals in this field, the book provides a concise introduction on the subject through the use of case studies and teaching notes, affording a broad perspective on the most important issues.

Contents:

- The Evolution of Singapore's Infocomm Plans: Singapore's E-Government Journey from 1980 to 2007 (*Barney Tan, Pan Shan Ling and Virginia Cha*)
- Singapore E-Government Initiatives: Engaging Users (*Calvin Chan and Pan Shan Ling*)
- Developing a Customer-Centric, Inclusive E-Government: Lessons from the Central Provident Fund Board of Singapore (*Barney Tan, Pan Shan Ling and Virginia Cha*)
- Constructing a Platform for Information Technology Value Co-Creation: Lessons from the Alliance for Corporate Excellence Programme (ACE) of Singapore's Ministry of Finance (*Barney Tan*)
- Accounting and Corporate Regulatory Authority's BizFile System (*Calvin Chan*)
- Achieving and Enhancing E-Government Integration: Lessons from the Land Data Hub Project of the Singapore Land Authority (*Barney Tan and Pan Shan Ling*)
- NS Portal: Transforming the Public Services of the Ministry of Defence of Singapore (*Barney Tan*)
- Capability Deployment in Crisis Response to Asian Tsunami Disaster (*Gary Pan*)
- Facilitating Feature-Function Stakeholder Fit in Enterprise System Implementation: Lessons from Republic Polytechnic (*S Sathish*)
- LTA's ONE.MOTORING Portal (*Calvin Chan and Mahdieh Taher*)
- IT Implementation: Lessons from Grand Mercure Roxy Hotel (*Sitoh Mun Kiat and Pan Shan Ling*)
- IT in Supply Chain Management: Batamindo Shipping & Warehouse Pte Ltd (*Leong Mei Ling and Pan Shan Ling*)
- Healthway Medical Group's Clinical Management System (*Anand Ramchand and Leong Mei Ling*)

Readership: Final year undergraduate and graduate students in accountancy, information systems, business administration; IT consultants, business managers and information systems managers.

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Gerald Kelly:

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Gretchen Meehan:

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Violet Murray:

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