Appendix D

Bibliography


E. Brynjolfsson, “A Step Ahead,” CFO, IT Special Issue, Fall 2002.


T. A. Kirkpatrick, “ROI: How Do CIOs Figure ROI?” CIO Insight, March 18, 2002.


H. Mintzberg, The Rise and Fall of Strategic Planning (Prentice Hall, 1994).


J. Voloudakis, K. Lasczych, and M. McDonald, Positioning the Supply Chain for eCommerce (Ernst & Young LLP, 1998), original edition, out of print.


