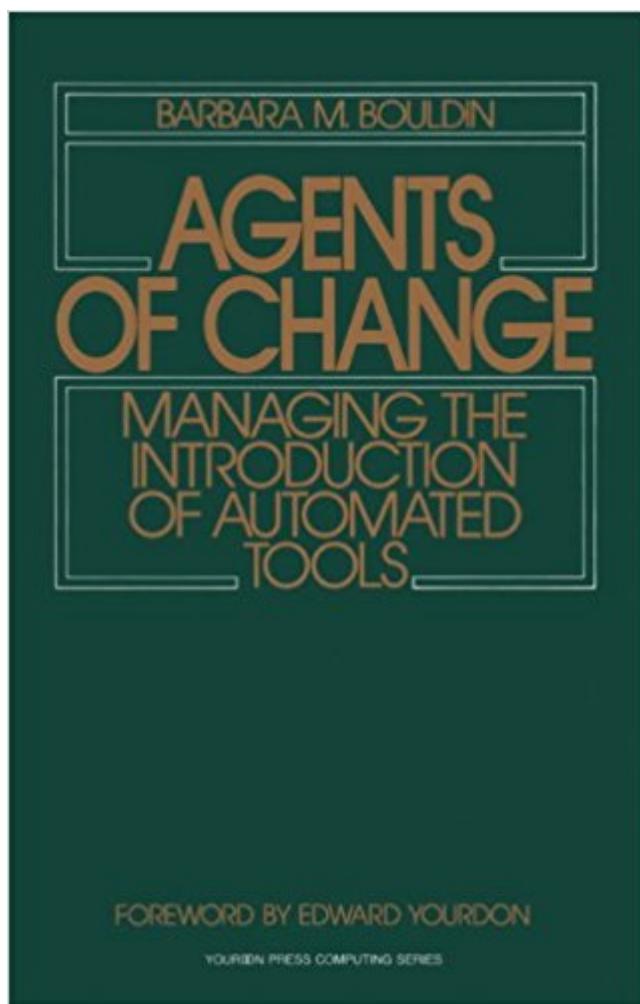


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# Agents Of Change: Managing The Introduction Of Automated Tools



## Synopsis

Targets human factors and how they affect the implementation of any kind of automation in the information system environment. Includes discussion of: accurately portraying the apparent whimsy of upper management; tactics, strategy negotiation, and politics.

## Book Information

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Average Customer Review: 4.0 out of 5 stars 1 customer review

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## Customer Reviews

About half way through her book Bouldin starts showing the reader when analysis should start on a project, which is way before even the coding starts. The book "Agents of Change" points out the obvious problem about the difficulty of change and specifically technology transfer, then outlines a plan for the project manager to implement change or a technology transfer. For people who introduce change into organizations, Bouldin offers more than a checklist for handling the inevitable resistance, she offers explanations and options for handling different scenarios from the concept of a project to final implementation. LHC Sept 1999

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