



## IT Strategy: Issues and Practices (3rd Edition)

By James D. McKeen, Heather A. Smith

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### About the Author

**James D. McKeen** is Professor Emeritus at the Queen's School of Business. He has been working in the IT field for many years as a practitioner, researcher, and consultant. In 2011, he was named the “IT Educator of the Year” by ComputerWorld Canada. Jim has taught at universities in the U.K., France, Germany, and the U.S. His research is widely published in a number of leading journals and he is the co-author (with Heather Smith) of five books on IT management. Their most recent book — *IT Strategy: Issues and Practices* (2nd edition)—was the best-selling business book in Canada (*Globe and Mail*, April 2012).

**Heather A. Smith** has been named the most-published researcher on IT management issues in two successive studies (2006, 2009). A Senior Research Associate with Queen’s University School of Business, she is the author of five books, the most recent being *IT Strategy: Issues and Practices* (Pearson Prentice Hall, 2012). She is also a Senior Research Associate with the American Society for Information Management’s Advanced Practices Council. A former senior IT manager, she is co-director of the IT Management Forum and the CIO Brief, which facilitate inter-organizational learning among senior IT executives. In addition, she consults and collaborates with organizations worldwide.

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