# Contents

## Executive Summary
- vii

## Introduction
- xix

## About the Author
- xxix

## Chapter 1 Ready Opportunities
- The Ready Backdrop 3
- Ready Pilots 8

## Chapter 2 Ready Technology Trends
- Software for Hire 22
- Devices/People/Tasks Alignment 26
- Analytics Here, Now, and Forever 28
- Respect Social Media 29
- Innovation, Innovation, and More Innovation 31
- Missions to the Clouds 32
- Macro Trends 33

## Chapter 3 Ready Processes
- Ready Organization 38
- Ready Diligence 40
- Ready Governance 41

## Chapter 4 Ready Companies
- Ready Characteristics 47
- Ready Context 52
- Ready Risk Management 53
- Ready IT 56
The Drivers 56
Consumerization 56
Ready Technology 57
Participatory Governance 59

The Outcomes 60
Postfederated/Decentralized Technology Adoption and Delivery 60
Agile Technology-Enabled Business Models and Processes 61
A Restructured Business Technology Marketplace 62

Chapter 5  Ready Industry Pilots 65
Higher Education 65
Retail 83
Healthcare 96

Chapter 6  Conclusions 115

References 123
Index 127