

Starbucks Delivering Customer Service Hbr Case Study

Information management et al. , 2000. p29 Carr, N. R. , 2003. 3-10 Belmiro, T. Information management for organizations concerns a cycle of organizational activity: the acquisition of information from one or more sources, the custodianship and the distribution of that information to those who need it, and its ultimate disposal through archiving or deletion and extraction. It may be personal information management or organizational. HBR OnPoint, pp. Are BPR practitioners really Information management (IM) is the appropriate and optimized capture, storage, retrieval, and use of information. IT doesn't matter. In Wringing real value from IT

This cycle of information organisation involves a variety of stakeholders, including those who are responsible for assuring the quality, accessibility and utility of acquired information; those who are responsible for its safe storage and disposal; and those who need it for decision making. Stakeholders might have rights to originate...

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