

Referências bibliográficas

ACKOFF, R. L. Planning in the Systems Age. Sankhyã: The Indian Journal of Statistics, 1973, Series B, Vol. 35, part 2, p. 149-164.

ALMEIDA, M. F. L.; MELO, M. A. C. Sustentabilidade corporativa, inovação tecnológica e planejamento adaptativo. Tese (Doutorado em Engenharia de Produção) Pontifícia Universidade Católica do Rio de Janeiro, 2006

AMERICAN INSTITUTE OF CERTIFIED PUBLIC ACCOUNTANTS (AICPA). Service Organizations: Applying SAS No. 70, as Amended: with conforming changes as of May 1, 2006. 2 ed. Nova York, AICPA, 2006. 155p.

ANDREWS, K. R. The Concept of Corporate Strategy. 3 ed. IL, USA: Dow Jones-Irwin, 1978.

ANSOFF, I.H.1991. **Critique of Henry Mintzberg's 'The Design School: reconsidering the basic premises of strategic management'**. Strategic Management Journal, Vol. 12,449-461.

ANTHONY, R. N.; GOVINDARAJAN, V. Management control systems. 8th ed. Chicago: Irwin, 1995. 888p.

ARCHIBALD, R. D. Managing high-technology programs and projects. New York: J. Wiley, 1976. 278 p.

ASSOCIAÇÃO BRASILEIRA DE NORMAS TÉCNICAS (ABNT). **Sistemas de gestão da qualidade: requisitos**. Rio de Janeiro: ABNT, 2000. 21p.

ASSOCIAÇÃO BRASILEIRA DE NORMAS TÉCNICAS (ABNT). **Sistemas de gestão da qualidade: requisitos**. Rio de Janeiro: ABNT, 1994. 21p.

AUSTIN, J. E. **Managing in developing countries: strategic analysis and operating techniques**. New York: The Free Press, c1990. 465p.

BARNEY, J. B., HESTERLY, W. B. **Strategic Management and Competitive Advantage: Concepts**. New Jersey: Pearson Education, Inc., 2005.

BELFORT, A.; PORTO, C. Análise e Construção de Cenários. Apostila elaborada para o Master Business Intelligence SOCIESC Joinville. Rio de Janeiro: Macroplan – Prospectiva & Estratégia Ltda, 2003.

BETHLEM, A. **Estratégia Empresarial: Conceitos, Processo e Administração Estratégica**. 2. ed. São Paulo: Atlas, 1999.

BON, J. V. Frameworks for IT Management. Zaltbommel, Van Haren Publishing, 2006. 227p.

BRADLEY, K. Understanding PRINCE 2. Dorset, SPOCE Project Management Limited, 1997. 280p.

- BRICHTA, A. M.; SHARP, P. E. M. From project to production. Oxford: Pergamon, 1970. 295 p.
- BSI BRITISH STANDARDS (BSI). IT Service Management: Code of Practice. Londres, 2003. 42p.
- BSI BRITISH STANDARDS (BSI). IT Service Management: Specification. Londres, 2002. 24p.
- CHAKRAVARTHY, B. A New Strategy Framework for Coping with Turbulence. Massachusetts, EUA: MIT Sloan Management Review/Winter 1997.
- CHESBROUGH, H. W. Why Companies Should Have Open Business Models. Massachusetts, MIT Sloan Management Review, Winter 2007.
- CHRISTENSEN, C. M.; OVERDORF, M. Meeting the Challenge of Disruptive Change. Massachusetts, EUA: Harvard Business Review, Março, 2000. 10p.
- COLIN, R. An Introductory Overview of ITIL. Londres: itSMF, 2004. 42p
- COURTNEY, H.; KIRKLAND, J.; VIGUERIE, P. Strategy Under Uncertainty. Massachusetts, EUA: Harvard Business Review, Novembro, 1997. 13p.
- DAVENPORT, T. H. **Mission critical:** realizing the promise of enterprise systems. 1 ed. Boston: Harvard Business School Press, 2000.
- DAVENPORT, T. H. Reengenharia de Processos. Rio de Janeiro: Ed. Campus, 1994.
- DAY, G.; SCHOEMAKER, P. **Peripheral Vision:** Detecting the Weak Signals That Will Make or Break Your Company. 1.ed. EUA: Harvard Business Press, 2006. 248p.
- DENNIS, Pascal. Getting The Right Things Done. 1 ed. Cambridge, EUA: Lean Enterprise Institute Inc., 2006. 232 p.
- EMERY, F.E.; TRIST, E. L. The Causal Texture of Organizational Environments. Human Relations, 1965, Vol. 18, p. 21-32.
- ETZIONI, A. **Mixed-scanning:** A “Third” Approach to Decision-making. In: A Reader in Planning Theory. Faludi, A. (ed). Oxford, Pergamon Press: 1973.
- FERREIRA, A. B. de H.; ANJOS, M. dos; FERREIRA, M. B. **Aurélio, Século XXI:** o dicionário da língua portuguesa. 3. ed. Rio de Janeiro: Nova Fronteira, 1999. 2128 p.
- FILHO, W. A. A.; DREYFUSS, C.; LEON, F. S.; FEINBERG, D.; ANAVITARTE, L. Hype Cycle Emerging Technologies in Latin America. Stamford: Gartner, Novembro 2006. 34p.
- FITZSIMMONS, JAMES A.; FITZSIMMONS, MONA J. **Administração de Serviços** 4. ed. São Paulo: Bookman, 2005. 564p.
- FORRESTER, J. W. Industrial Dynamics. Portland: Productivity Press, 1961.
- FRÉRY, F. The Fundamental Dimensions of Strategy. Massachusetts, EUA: MIT Sloan Management Review/Fall 2006.

FRIEND, J.K.; JESSOP, W. N. Local Government and Strategic Choice. Londres: Tavistock Publications Limited, 1969.

GEUS, A. de. **A empresa viva:** como as organizações podem aprender a prosperar e se perpetuar. 3. ed. Rio de Janeiro: Campus, 1998. 210 p.

GHEMAWAT, P.; COLLIS, D. J. **A Estratégia e o cenário dos negócios:** texto e casos. Porto Alegre: Bookman, 2000. 380 p.

GIOVINAZZO, R. A. Um Estudo sobre o Desempenho e a Estratégia das Empresas que atuam no Mercado de Bens Populares no Brasil. Dissertação de Mestrado. São Paulo, FEA-USP, 2003.

GODET, M. **Creating Futures:** Scenario Planning as a Strategic Management Tool, Ed. Economica, London, 2001.

GOMOLSKI, B.; RUBIN, J. IT Spending Lags Behind Revenue Growth in Most Industries. Stamford: Gartner, Agosto 2006. 6p.

HAMBRICK, D. C. Operationalizing the Concept of Business-Level Strategy in Research. Academy of Management Review, 1980, vol. 5, nº. 4, p. 567-575.

HAMEL, G.; PRAHALAD, C. K. The Core Competence of the Corporation. Massachusetts, EUA: Harvard Business Review, Maio / Junho, 1990, p. 79-91.

HAMMER, M. Além da Reengenharia. Rio de Janeiro: Editora Campus, 1997.

HAMMER, M.; CHAMPY, J. **Reengenharia:** Revolucionando a Empresa. Rio de Janeiro: Editora Campus, 1994.

HAYES, R.; PISANO, G.; UPTON, D.; WHEELWRIGHT, S. Operations, Strategy, and Technology Pursuing the Competitive Edge. 1.ed. EUA: Wiley & Sons, 2004. 400p.

HEIDJEN, K. V. D. **Scenarios:** The Art of Strategic Conversation 2.ed. EUA: Wiley & Sons, 2005. 380p.

HEIJDEN, K. V. D. **Planejamento de Cenários:** A Arte da Conversação Estratégica. Porto Alegre: Editora Bookman, 2004.

HREBINIAK, L. G. **Fazendo a Estratégia Funcionar:** o caminho para uma execução bem-sucedida. Porto Alegre, Editora Bookman, 2006. 368p.

INTERNATIONAL STANDARDS ORGANIZATION (ISO). IT Service Management: Specification. Genebra, 2005. 24p

INTERNATIONAL STANDARDS ORGANIZATION (ISO). IT Service Management: Code of Practice. Genebra, 2005. 42p

IT GOVERNANCE INSTITUTE. **Governance of The Extended Enterprise:** Bridging Business and IT Strategies. 1.ed. NJ, EUA: Wiley & Sons, 2005. 224p.

IT GOVERNANCE INSTITUTE. **COBIT.** 3.ed. Illinois, EUA: Information Systems Audit and Control Foundation, 2000.

JESTON, J; NELIS, J. **Business Process Management:** Practical Guidelines to Successful Implementations. 1 ed. Oxford: Butterworth-Heinemann, 2006. 464p.

KAPLAN, R. S. **Organização orientada para estratégia:** Como as empresas que adotam o balanced scorecard prosperam no novo ambiente de negócios. 4. ed. Rio de Janeiro: Campus, 2002. 411 p.

KERZNER, H. **Project management:** a systems approach to planning, Scheduling and controlling. New York: Van Nostrand Reinhold, 1979. 487p.

KERZNER, H. **Project management:** a systems approach to planning, Scheduling and controlling. 9 ed. New York: Wiley, 2006. 1070p.

LESLIE, K.; LOCH, M. A.; SCHANINGER, W. Managing Your Organization by the Evidence. London, McKinsey Quarterly, No. 3, 2006.

LEVINSON, H. Management By Whose Objectives. Massachusetts, EUA: Harvard Business Review, Julho-Agosto 1970, p. 125.

LINDBLOM, C. E. The science of 'muddling through'. Public Administration Review, Spring, v.19.n.2. p.79-88, 1959.

LLOYD, V.; PETERS, L.; RUPCHOCK, K.; WILKINSON, P. Planning to Implement Service Management. Londres: The Stationery Office, 2002. 208p.

MARWAHA, S; KUIKEN, S. J. V. The Changing Role of IT in Pharma. New York, McKinsey Quarterly, Janeiro 2006.

MELO, M. A. C. de. Articulated Incrementalism: a strategy for planning (with special reference to the design of an information system as an articulated task). Doctoral Dissertation, University of Pennsylvania, Philadelphia, 1977.

MELO, M. A. C. de. O Planejamento para Acelerar o Processo. Revista do Serviço Público, Vol. 14 (5), 1987. p. 43-47.

MENDONÇA, F. **Engenharia de sistemas:** planejamento e controle de projetos. 2 ed. Petrópolis: Editora Vozes, Instituto de Pesquisas Espaciais, CNPq, 1972. 307p.

MINTZBERG, H.; AHLSTRAND, B.; LAMPEL, J. **Safari de estratégia:** um roteiro pela selva do planejamento estratégico. Porto Alegre: Bookman, c1998. 299 p.

MINTZBERG, H.; QUINN, J. B. **The strategy process:** concepts, contexts, cases. 4 ed. New Jersey: Prentice-Hall, 2005. 1000p.

MODER, J. J.; PHILLIPS, C. R.; DAVIS, E. W. Project management with CPM, PERT and precedence diagramming. 3. ed. New York: Van Nostrand Reinhold, 1983. 389p.

OFFICE OF GOVERNMENT COMMERCE(OGC). Managing Successful Projects with PRINCE2. London, The Stationary Office, 2005.

OZBEKHAN, H. Thoughts on the Emerging Methodology of Planning. Wharton School, University of Pennsylvania, 1973.

PAIM, R. Engenharia de Processos de Negócios – Aris for R/3 – Curso de Pós Graduação em Sistemas Integrados de Gestão; Grupo de Produção Integrada/COPPE-EE/UFRJ, Rio de Janeiro, 2000.

PARISE, S; CROSS, R; DAVENPORT, T. H. Strategies for Preventing a Knowledge-Loss Crisis. Massachusetts, EUA: MIT Sloan Management Review, Summer 2006.

PAVA, C. Towards a Concept of Normative Incrementalism - One Prospect for Purposeful Non-Synoptic Change in Highly Fragmented Social Systems. Doctoral Dissertation, University of Pennsylvania, Philadelphia, 1980.

PEART, A. T. Design of project management systems and records. Boston: Cahners Books, 1971. 189p.

PORTER, M. E. **Estratégia competitiva: técnicas para análise de indústrias e da concorrência.** Rio de Janeiro: Campus, 1986. 362p.

PROJECT MANAGEMENT INSTITUTE (PMI). Um Guia do Conjunto de Conhecimentos em Gerenciamento de Projetos. 3 ed. Pennsylvania, Project Management Institute Inc., 2004. 405p.

ROSS, J.; WEILL, P.; ROBERTSON, D. Enterprise Architecture As Strategy. 1.ed. EUA: Harvard Business Scholl Press, 2006. 288p.

SALMON, R. LINARES, Y. **Competitive Intelligence: Scanning the Global Enviroment.** Editora Economica, 1999. 200p.

TAYLOR, S.; MACFARLANE, I. ITIL Small-scale Implementation. Londres: The Stationery Office, 2005. 102p.

TSD (TECHNOLOGY SERVICES DEVELOPMENT GROUP), ICE (THE ILLINOIS CIO EXCHANGE). profit Research Initiative. Maio, 2004.

TRICKER, Ray. ISO 9001:2000 For Small Business, 3 ed. Oxford: Elsevier Butterworth-Heinemann, 2005. 480p.

TRICKER, Ray. The ISO 9001 - Quality Management Process, 3 ed. Zaltbommel: Van Haren Publishing, 2006. 186p.

VERNADAT, F. B. **Enterprise Modeling and Integration: Principles and Applications** 1st Ed. London: Chapman & Hall, 1996.

WEILL, P.; ROSS, J. **Governança de Tecnologia da Informação** 1 ed. São Paulo: Makron Books, 2005. 290p.

WHITTINGTON, R. What is strategy, and does it matter?. London: International Thomson Business Press, 1993. 165p.

WOMACK, J. Jim Womack's E-Letters: Fewer Heroes, More Farmers. Lean Enterprise Institute, Massachussets, maio 2006. Seção Jim Womack's E-Letters. Disponível em: <<http://www.lean.org>> Acesso em: 31 de Julho 2006.

WORLEY, C. G.; LAWLER III, E. E. Designing organizations that are built to change. MIT Sloan Management Review, Fall 2006, Vol. 48 No. 1.

YOUNG, C. M. Anticipate the Cultural Effects of an IT Process Initiative. Stamford: Gartner, 2006. 6p.

YOUNG, C. M. Six Steps to Process-based IT Organizational Design. Stamford: Gartner, 2006. 21p.

ZEITHAML, V.; BITNER, M. J. **Marketing de Serviços:** a Empresa com Foco no Cliente. 2 ed. São Paulo: Bookman, 2003. 538p.

Bibliografia consultada

ALLISON, G.T., **Essence of Decision:** Explaining the Cuban Missile Crisis. Boston: Little Brown, 1971.

ANSOFF, H.I., Corporate Strategy. Nova Iorque: McGraw-Hill, 1965.

ASTLEY, W.G. Toward an Appreciation of Collective Strategy. *Academy of Management Review*, vol. 9, Julho 1984, pp. 526-533

BENSON, R. J.; BUGNITZ T.; WALTON, B. **From Business Strategy to IT Action:** Right Decisions for a Better Bottom Line 1.ed. NJ, EUA: Wiley & Sons, 2004. 309p.

BLOEM, J.; DOORN, M. V.; MITTAL, P. **Making IT Governance Work in a Sarbanes-Oxley World.** 1 ed. NJ, EUA: Wiley & Sons, 2005. 304p.

BRAYBROOKE, D.; LINDBLOM, C. E. A Strategy of Decision. Nova Iorque: Free Press, 1963.

BROWN, J. S.; HAGEL, J. Flexible IT, better strategy. *Silicon Valley, McKinsey Quarterly*, Spring, 2003.

CHANDLER, A.D. **Strategy and Structure:** Chapters in the History of the Industrial Enterprise. Cambridge, Massachusetts: MIT Press, 1962.

COLE, A. H., Business Enterprise in Its Social Setting. Cambridge, Massachusetts: Harvard University Press, 1959.

CYERT, R. M.; MARCH, J. G. A Behavioral Theory of the Firm. Nova Jersey: Prentice-Hall, 1963.

GREMBERGEN, W. V. Strategies for Information Technology Governance. 1 ed. EUA: Idea Group Publishing, 2003. 403p.

HANNAN, M. T.; FREEMAN, J. The Population Ecology of Organizations. *American Journal of Sociology*, vol. 82, Março de 1977, pp. 929-964.

HATTEN, K.J.; SCHENDEL, D.E. **Heterogeneity within an Industry:** Firm Conduct in the U.S. Brewing Industry, 1952-1971. *Journal of Industrial Economics*, vol. 26, Dezembro de 1977, pp. 97-113

HEIJDEN, K. V. D. **The Sixth Sense:** Circelerating Organizational Learning with Scenarios. UK: John Uliley & Sons, 2002 .

KAPLAN, J.; LÖFFLER, M.; ROBERTS, R. Managing next-generation IT infrastructure. *New York, McKinsey Quarterly*, Winter 2004.

KAPLAN, R. S.; NORTON, D. P. A estratégia em ação. 12 ed. Rio de Janeiro: Campus, 1997. 344 p.

- LAARTZ, J.; MONNOYER, E.; SCHERDIN, A. Designing IT for business. Berlin, McKinsey Quarterly, Summer 2003.
- LEARNED, E. P., CHRISTENSEN, C. R., ANDREWS, K. R. e GUTH, W. D. **Business Policy: Text and Cases.** Homewood, Illinois: Irwin, 1965.
- LEVINSON, H. Appraisal of What Performance? Massachusetts, EUA: Harvard Business Review, 1976.
- LOHMEYER, D.; POGREB, S.; ROBINSON, S. Who's accountable for IT? Silicon Valley, McKinsey Quarterly Special Edition: Technology, 2002.
- LUTCHEN, MARK. *Managing IT as a Business A Survival Guide to CEOs* 1 ed. EUA: Wiley & Sons, 2003. 256p.
- MARCH, J. G.; SIMON, H. A. Organizations. Nova Iorque: Wiley, 1958.
- McGREGOR, D. An Uneasy Look at Performance Appraisal. Massachusetts, EUA: Harvard Business Review, Setembro–Outubro 1972, p. 134.
- MILES, R. E. e SNOW, C. C., Organizational Strategy, Structure and Process. Nova Iorque: McGraw-Hill, 1978.
- MINTZBERG, H. The Structuring of Organizations. Nova Jersey: Prentice-Hall, 1984.
- NORMANN, R. Management for Growth. Nova Iorque: Wiley, 1977.
- PFEFFER, J.; SALANCIK, G.R. **The External Control of Organizations: A Resource Dependence Perspective.** Nova Iorque: Harper & Row, 1978.
- PORTER, M. E. Competitive Advantage: Creating and Sustaining Superior Performance. Nova Iorque: Free Press, 1985.
- PORTER, M. E. Competitive Strategy. Nova Iorque: Free Press, 1980.
- PUGH, D. S.; HICKSON, D. J.; HININGS, C. R.; TURNER, C. Dimensions of Organizational Structure. Administrative Science Quarterly, vol. 13, Junho de 1968, pp. 65-105.
- QUINN, J. B., Strategies for Change: Logical Incrementalism. Illinois: Irwin, 1980.
- RHENMAN, E. Organization Theory for Long-Range Planning. Londres: Wiley, 1973.
- SCHUMPETER, J. A. The Theory of Economic Development. Cambridge, Massachusetts: Harvard University Press, 1934.
- SCHWARTZ, P. A Arte da Previsão: Planejando o Futuro em um Mundo de Incertezas. São Paulo: Ed. Best Seller, 2000.
- SELZNICK, P., **Leadership in Administration: A Sociological Interpretation.** Evanston, Illinois: Row, Peterson, 1957.
- SIMON, H.A. Administrative Behavior. Nova Iorque: Macmillan, 1947.
- WEICK, K. E. The Social Psychology of Organizing. Massachusetts: Addison-Wesley, 1979.