## **Contents**

Dedication	vi
Foreword	vii
I Introduction	Ι
Part I Concept of the SME	17
2 Background to SMEs	19
3 Information and IS in SMEs	35
4 Flexibility in IS	51
5 Evaluating IS in SMEs	69
Part 2 Issues of IS strategy planning	87
6 Understanding IS strategy in SMEs	89
7 An organizational approach to IS strategy	109
8 Case example of ISS: Heath Springs	137
Part 3 Strategic resource: attitudes to information	157
9 Strategic context of IS investment	159
10 Strategic IS dynamics	177
11 Exploring business transformation through IS	201
12 Strategic alignment	217
Part 4 Knowledge and development of IS	235
13 IS role in co-opetition and knowledge sharing	237
14 Role of core competencies in developing ISS in knowledge-based SMEs	265
15 Exploring business process re-engineering in SMEs	293
Part 5 Future: Internet adoption and strategy	315
16 Exploring e-business in SMEs	317
17 Strategic intent and e-business	339
18 E-business influencers	355
19 Managing IS: the future	373