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"The message for IT is clear; business needs and expects greater agility from IT. The current approaches to project prioritization, resourcing, agility and governance are clearly not satisfying customer needs. A new approach to IT delivery models and sourcing options is required that allows IT organizations to be more responsive to the needs of the business." – Gartner, "Changing the Cost Structure of IT Will Become a Business Imperative for Most CIOs." October 14, 2008.



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