

# The Ten Laws of IT

1. Don't automate broken processes.
2. The perfect is the enemy of the good.
3. No more technology Vietnams.
4. You can't buy what they don't have.
5. If it doesn't add customer value, don't do it.
6. "We shape our buildings; thereafter, they shape us."
7. The only constant is change; plan on it.
8. The user is (almost) always right.
9. Don't be the star in your own play.
10. Unlike wine, bad news doesn't get better with age.

