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KEY=TRAINING - BENTLEY CASTILLO

Microsoft Office InfoPath 2003 Kick Start

Sams Publishing *Microsoft InfoPath 2003 Kick Start builds upon the reader's knowledge of the Microsoft Office system to enable them to get right to work making productive use of InfoPath. It is targeted specifically at the early adopters - developers who will use their knowledge of XML and Web development to build sophisticated applications with InfoPath front ends. However it is also, carefully structured to enable "front line" InfoPath users to quickly glean the information they need to be productive when developing their own InfoPath forms - and when working with developers to create more involved InfoPath applications.*

Observations about Defining Collective Training Requirements A White Paper Prepared in Support of the ARMS Program

In the past, collective training requirements have been defined in terms of the mission, mission segments, or broad functions that an Army aviation unit must learn to perform as a group. It is impossible to infer from these broad task descriptions the

specific knowledge and skills that can be acquired only through collective training. Without a clear understanding of these requisite knowledge and skills, it is impossible to make prudent decisions about the level of realism that is required for each component of a collective training simulator. This white paper describes the nature of the problem and describes the authors' views about the unique knowledge and skills that can be acquired and sustained only through collective training exercises. All comments are aimed at the training requirements for the Aviation Reconfigurable Manned Simulator (ARMS) and development of the U.S. Army National Guard Bureau (USANGB).-- P.i.

Technical Report

Food Identity Preservation and Traceability

Safer Grains

CRC Press *A Practical Roadmap to IPT Integration From baby formula and peanut butter, to E. coli-tainted peppers and salmonella-tainted pistachios, no food product or means of its production is immune to risks. And while these risks may never be fully eliminated, identity preservation and traceability (IPT) systems make it easier to determine the source and extent of contamination, thereby reducing the often deadly consequences. With a core emphasis on grain, this encyclopedic reference documents the state-of-the-science throughout the entire food chain in both domestic and international markets as it relates to food safety and economics. The book provides a cohesive introduction to IPT systems and summarizes the programs currently available, in effect developing a conceptual model of IPT at the producer level. Addresses the History, Theory, and Design Components Beginning with an informative history of IPT, the book continues with examples of IPT programs and standards of official seed organizations. It then provides a sampling of government, industry, and company approaches toward IPT systems throughout the past two decades. For ease of use as a reference, most chapters begin with a brief description of the essentials necessary to understand the chapter's contents allowing readers to jump right in, rather than having to read chapters in sequential order. Providing an in-depth understanding of the complexity of IPT systems, the rules they function under, and how they are shaped and modified, this valuable resource effectively demonstrates why IPT is a critical practice for food safety.*

Integrating User-Centred Design in

Agile Development

Springer *This book examines the possibilities of incorporating elements of user-centred design (UCD) such as user experience (UX) and usability with agile software development. It explores the difficulties and problems inherent in integrating these two practices despite their relative similarities, such as their emphasis on stakeholder collaboration. Developed from a workshop held at NordiCHI in 2014, this edited volume brings together researchers from across the software development, UCD and creative design fields to discuss the current state-of-the-art. Practical case studies of integrating UCD in Agile development across diverse contexts are presented, whilst the different futures for UCD and other design practices in the context of agile software development are identified and explored. Integrating User Centred Design in Agile Development will be ideal for researchers, designers and academics who are interested in software development, user-centred design, agile methodologies and related areas.*

Convergent Architecture

Building Model-Driven J2EE Systems with UML

John Wiley & Sons *The only complete technical guide to building integrated business systems using the convergent architecture approach In his groundbreaking Business Engineering with Object Technology (0-471-04521-7), David Taylor introduced the concept of convergent architecture (CA), a framework for building the business design directly into the software systems that support it. Now, in this important follow-up to that 1995 classic, expert Richard Hubert provides systems developers and architects with their first complete blueprint for building integrated CA business systems using the hottest technologies, including Enterprise JavaBeans, XML, UML, Rational Rose, and others. Following a detailed introduction to the elements of CA, he walks readers through the entire CA design and implementation process, using examples in Java and EJB to illustrate key points. Companion Website provides hands-on tutorials, links to related tool sites, and updates to the CA methodology.*

Optimising Business Performance with Standard Software Systems

How to reorganise Workflows by Chance of Implementing new ERP- Systems (SAP® , BAANTM, Peoplesoft® , Navision® ...) or new Releases

Springer Science & Business Media *This book is addressed at decision makers, project teams, project managers, company's IT-managers, and staff of consulting companies, who are either involved in complex standard software implementation, or release migration projects. The book stresses the shortcomings of many present standard software implementations which mainly pertain to insufficiently optimised business processes, thus standard software has caused a lot of dissatisfied companies. The authors analyse certain popular implementation approaches (life-cycle-models) of different Standard Software suppliers. It shows how a new semi-process oriented way of implementing modern standard software systems may contribute to a better business performance.*

Risk Management for Project Driven Organizations

A Strategic Guide to Portfolio, Program and PMO Success

J. Ross Publishing *Organizations invest a lot of time, money, and energy into developing and utilizing risk management practices as part of their project management disciplines. Yet, when you move beyond the project to the program, portfolio, PMO and even organizational level, that same level of risk command and control rarely exists. With this in mind, well-known subject matter expert and author Andy Jordan starts where most leave off. He explores risk management in detail at the portfolio, program, and PMO levels. Using an engaging and easy-to-read writing style, Mr. Jordan takes readers from concepts to a process model, and then to the application of that customizable model in the user's unique environment, helping dramatically improve their risk command and control at the organizational level. He also provides a detailed discussion of some of the challenges involved in this process. Risk Management for Project Driven Organizations is designed to aid strategic C-level decision makers and those involved in the project, program,*

portfolio, and PMO levels of an organization. J. Ross Publishing offers an add-on for a nominal fee -- Downloadable tools and templates for easy customization and implementation.

Content Management Bible

John Wiley & Sons *Written by one of the leading experts in content managementsystems (CMS), this newly revised bestseller guides readers through the confusing and often intimidating task of building, implementing, running, and managing a CMS Updated to cover recent developments in online delivery systems, as well as XML and related technologies Reflects valuable input from CMS users who attended the author's workshops, conferences, and courses An essential reference showing anyone involved in information delivery systems how to plan and implement a system that can handle large amounts of information and help achieve an organization's overall goals*

E-business

Key Issues, Applications and Technologies

IOS Press *How can the Internet and world wide web improve my long-term competitive advantage? This book helps answer this question by providing a better understanding of the technologies, their potential applications and the ways they can be used to add value for customers, support new strategies, and improve existing operations. It is not just about e-commerce but the broader theme of e-business which affects products, business processes, strategies, and relationships with customers, suppliers, distributors and competitors. To cover future trends, the editors have collected papers from authors operating at the frontiers of the developments so the reader can more appreciate the directions in which these technologies are heading. The resulting 165 essays have been collated into ten sections, which have been grouped in three parts: key issues, applications areas and applications, tools and technologies. A business rarely makes radical changes but is constantly making adjustments to circumstances. Businesses must now adapt to the global implications of the Internet and world wide web. This book hopes to aid awareness of the implications so that the changes are managed wisely.*

Information Systems and Healthcare Enterprises

IGI Global *Examines the special issues related to the collection, disbursement, and integration of various data within the healthcare system. Documents the conceptual foundation of healthcare information systems, its history and current status.*

Language Documentation

Practice and values

John Benjamins Publishing *Language documentation, also often called documentary linguistics, is a relatively new subfield in linguistics which has emerged in part as a response to the pressing need for collecting, describing, and archiving material on the increasing number of endangered languages. The present book details the most recent developments in this rapidly developing field with papers written by linguists primarily based in academic institutions in North America, although many conduct their fieldwork elsewhere. The articles in this volume — position papers and case studies — focus on some of the most critical issues in the field. These include (1) the nature of contributions to linguistic theory and method provided by documentary linguistics, including the content appropriate for documentation; (2) the impact and demands of technology in documentation; (3) matters of practice in collaborations among linguists and communities, and in the necessary training of students and community members to conduct documentation activities; and (4) the ethical issues involved in documentary linguistics.*

The Innovation Manager's Playbook - Distribution Version

Lulu.com *Sports teams have playbooks to organize and orient team members to the strategies and techniques that have been proven to be effective, more often than not, in winning the game. A business or organization is not that much different from a sports team. They have strategies, techniques and tools that help to generate sales, profit and competitive separation. In most business schools, that is the definition of 'winning.' Sometimes the 'plays' are geared toward reaching a particular goal. Other times, the 'plays' are designed to stay ahead of the competition. In all cases, an organization holds their collection of strategies, tactics, goals, tools and trade secrets (their 'playbook') very close to the vest. The strategic and growth-focused concept of innovation management is also highly effective when using the playbook approach. There are numerous processes, tools, techniques, exercises, models and strategies that have been proven to be effective, more often than not, in winning the game.*

Managing Information Technology in a Global Economy

IGI Global *Today, opportunities and challenges of available technology can be utilized as strategic and tactical resources for your organization. Conversely, failure to be current on the latest trends and issues of IT can lead to ineffective and*

inefficient management of IT resources. Managing Information Technology in a Global Economy is a valuable collection of papers that presents IT management perspectives from professionals around the world. The papers introduce new ideas, refine old ones and possess interesting scenarios to help the reader develop company-sensitive management strategies.

Conceptual Models

Core to Good Design

Springer Nature *People make use of software applications in their activities, applying them as tools in carrying out tasks. That this use should be good for people--easy, effective, efficient, and enjoyable--is a principal goal of design. In this book, we present the notion of Conceptual Models, and argue that Conceptual Models are core to achieving good design. From years of helping companies create software applications, we have come to believe that building applications without Conceptual Models is just asking for designs that will be confusing and difficult to learn, remember, and use. We show how Conceptual Models are the central link between the elements involved in application use: people's tasks (task domains), the use of tools to perform the tasks, the conceptual structure of those tools, the presentation of the conceptual model (i.e., the user interface), the language used to describe it, its implementation, and the learning that people must do to use the application. We further show that putting a Conceptual Model at the center of the design and development process can pay rich dividends: designs that are simpler and mesh better with users' tasks, avoidance of unnecessary features, easier documentation, faster development, improved customer uptake, and decreased need for training and customer support. Table of Contents: Using Tools / Start with the Conceptual Model / Definition / Structure / Example / Essential Modeling / Optional Modeling / Process / Value / Epilogue*

Physical Therapy Documentation

From Examination to Outcome

SLACK Incorporated *Complete & accurate documentation is one of the essential skills for a physical therapist. This book covers all the fundamentals & includes practice exercises & case studies throughout.*

Effective Documentation for Physical Therapy Professionals

McGraw Hill Professional *A comprehensive textbook for the documentation course required in all Physical Therapy programs. The textbook incorporates current*

American Physical Therapy Association (APTA) terminology and covers every aspect of documentation including reimbursement and billing, coding, legal issues, PT and PTA communication, as well as utilization review and quality assurance. An accompanying pocket book provides a handy, portable quick-reference guide to the materials. Includes sample documentation content, forms, cases, exercises, questions, flowsheets, and checklists

Documentation Basics

A Guide for the Physical Therapist Assistant

SLACK Incorporated *Complete and accurate documentation is one of the most important skills for a physical therapist assistant to develop and use effectively. Necessary for both students and clinicians, Documentation Basics: A Guide for the Physical Therapist Assistant will teach and explain physical therapy documentation from A to Z. Documentation Basics: A Guide for the Physical Therapist Assistant covers all of the fundamentals for prospective physical therapist assistants preparing to work in the clinic or clinicians looking to refine and update their skills. Mia Erickson and Becky McKnight have also integrated throughout the text the APTA's Guide to PT Practice to provide up-to-date information on the topics integral for proper documentation. What's Inside: Overview of documentation Types of documentation Guidelines for documenting Overview of the PTA's role in patient/client management, from the patient's point of entry to discharge How to write progress notes How to use the PT's initial examinations, evaluations, and plan of care when writing progress notes Legal matters related to documentation Reimbursement basics and documentation requirements The text also contains a section titled "SOAP Notes Across the Curriculum," or SNAC. This section provides sample scenarios and practice opportunities for PTA students that can be used in a variety of courses throughout a PTA program. These include: Goniometry Range of motion exercises Wound care Stroke Spinal cord injury Amputation Enter the physical therapy profession confidently with Documentation Basics: A Guide for the Physical Therapist Assistant by your side.*

The Project Management Answer Book

Berrett-Koehler Publishers *If it's essential to project management... it's in here! The first edition of The Project Management Answer Book addressed all the key principles of project management that every project manager needs to know. With a new chapter on scrum agile, updates throughout, and many new PMP® test tips, this new edition builds on that solid foundation. The structure of this update maps closely to the PMBOK® Guide, Fifth Edition, and is designed to assist anyone studying for*

the PMP® and other certification exams. Helpful sections cover: • Networking and social media tips for PMs, including the best professional organizations, virtual groups, and podcast resources • The formulas PMs need to know, plus a template to help certification candidates prepare and self-test for their exams • Quick study sheet for the processes covered on the PMP® exam • Key changes in PMBOK® Guide, Fifth Edition, for readers familiar with earlier versions who want “the skinny” on the new version. PMs at every level will find real gold in the information nuggets provided in this new edition. Those new to project management will find the comprehensive coverage and the depth of the answers especially valuable, and will like the easy-to-read style and Q&A format. For experienced managers looking for new tools and skills to help them pass their PMP® or other certification exams, this is a must-have resource.

Templates For Managing Training Projects

American Society for Training and Development Are you reinventing the wheel each time you create a training project? Organize your way to efficiency with project management templates and tools specifically designed for training professionals. This book is at its core a bank of training knowledge. Each customizable template is practical to use on training-related projects or ongoing operations. In this book you will find: forms to help you manage all aspects of your training project helpful information to guide you as you institute an information system for your training department templates that help you deliver business results and business success. Using good forms correctly can greatly increase productivity and consistency within a distributed network of project team members. Whether you are a project manager who has training responsibilities, or a trainer responsible for managing projects, this guide offers tools you need to maximize efficiency.

IT Quality Management

Springer In a comprehensive approach this book covers the end-to-end process from request management to change management, error management and migration management to acceptance testing and final data clean up. It is based upon nearly twenty years of experience in tests, acceptance and certification, when introducing medium to large IT systems including complex software for administrations and industry in many countries. There exist a variety of methodologies with different characteristics having emanated from various schools and consultancies to support such activities. However, it is obvious that because of the diversity in organisational levels in companies the rigor of application of such methodologies quite often suffers with regard to more pragmatic approaches. In view of economic considerations this may be unavoidable. For this reason no new or consolidated methodology shall be presented but an approach oriented on practical criteria coming closer to reality and offering methods, which can provide assistance

on a case-by-case basis.

Clinical Guide to Skin and Wound Care

Lippincott Williams & Wilkins *This useful resource will help both clinicians and institutions deliver wound care that's both appropriate for patient needs and cost-effective for the institution. Featuring important new information on documentation regulations, including helpful checklists, and offering take-away highlights in every chapter, this useful resource also provides new content on lymphedema management guidelines, negative pressure wound therapy, and capturing data using today's media capabilities. Part 1 covers the fundamentals of skin and wound care, including assessment, treatment, prevention, nutrition, and documentation. Part 2 offers profiles and photos of hundreds of skin and wound care products, all categorized and alphabetized for easy reference. The book also includes a full-color wound photo section, wound checklists, and much more.*

Documentation for Rehabilitation

A Guide to Clinical Decision Making in Physical Therapy

Elsevier Health Sciences *Better patient management starts with better documentation! Documentation for Rehabilitation: A Guide to Clinical Decision Making in Physical Therapy, 3rd Edition shows how to accurately document treatment progress and patient outcomes. Designed for use by rehabilitation professionals, documentation guidelines are easily adaptable to different practice settings and patient populations. Realistic examples and practice exercises reinforce concepts and encourage you to apply what you've learned. Written by expert physical therapy educators Lori Quinn and James Gordon, this book will improve your skills in both documentation and clinical reasoning. A practical framework shows how to organize and structure PT records, making it easier to document functional outcomes in many practice settings, and is based on the International Classification for Functioning, Disability, and Health (ICF) model - the one adopted by the APTA. Coverage of practice settings includes documentation examples in acute care, rehabilitation, outpatient, home care, and nursing homes, as well as a separate chapter on documentation in pediatric settings. Guidelines to systematic documentation describe how to identify, record, measure, and evaluate treatment and therapies - especially important when insurance companies require evidence of functional progress in order to provide reimbursement. Workbook/textbook format uses examples and exercises in each chapter to reinforce your understanding of concepts. NEW Standardized Outcome Measures chapter leads to better care and patient management by helping you select the right outcome measures for use in*

evaluations, re-evaluations, and discharge summaries. UPDATED content is based on data from current research, federal policies and APTA guidelines, including incorporation of new terminology from the Guide to Physical Therapist 3.0 and ICD-10 coding. EXPANDED number of case examples covers an even broader range of clinical practice areas.

Creating a Reusable Learning Objects Strategy

Leveraging Information and Learning in a Knowledge Economy

John Wiley & Sons *Step-by-step, Creating a Reusable Learning Objects Strategy shows how to create and implement a reusable learning objects (RLO) strategy that is flexible enough to accommodate your individual needs or use across a global organization. Creating a Reusable Learning Objects Strategy outlines the benefits and challenges of RLO and shows how to compare your current development process with one based on reusable learning objects. The book also helps evaluate the level of changes you will need to account for during the transition to RLO.*

Problem Prevention Through Design for Supportability: Gaining Competitive Advantage from Customer Support

Customer Service Press

The Peeragogy Handbook

Lulu.com *A resource for self-organizing self-learners*

Supervisors' and Counsellors' Guide to the APC

Help Your Candidate to Succeed

RICS Books *As an APC supervisor or counsellor you must ensure you have up-to-date knowledge of its requirements and concepts. This guide is essential for those steering APC candidates into the surveying profession provides support for all who carry out these roles, through all stages of the APC.*

Essential Software Architecture

Springer Science & Business Media *Job titles like “Technical Architect” and “Chief Architect” nowadays abound in software industry, yet many people suspect that “architecture” is one of the most overused and least understood terms in professional software development. Gorton’s book tries to resolve this dilemma. It concisely describes the essential elements of knowledge and key skills required to be a software architect. The explanations encompass the essentials of architecture thinking, practices, and supporting technologies. They range from a general understanding of structure and quality attributes through technical issues like middleware components and service-oriented architectures to recent technologies like model-driven architecture, software product lines, aspect-oriented design, and the Semantic Web, which will presumably influence future software systems. This second edition contains new material covering enterprise architecture, agile development, enterprise service bus technologies, RESTful Web services, and a case study on how to use the MeDICi integration framework. All approaches are illustrated by an ongoing real-world example. So if you work as an architect or senior designer (or want to someday), or if you are a student in software engineering, here is a valuable and yet approachable knowledge source for you.*

Examining ICD-10 Implementation

Hearing Before the Subcommittee
on Health of the Committee on
Energy and Commerce, House of
Representatives, One Hundred
Fourteenth Congress, First Session,

February 11, 2015

Dissemination and Implementation of Evidence-Based Psychological Interventions

OUP USA *Despite the existence of effective and economical psychological interventions for many mental disorders, the adoption of these treatments in service provision settings worldwide has lagged. A major gap persists between the development and identification of such interventions and their availability to the general public. Building upon the multidisciplinary literature on the science of dissemination and implementation, *Dissemination and Implementation of Evidence-Based Psychological Interventions* examines state-of-the-art programs to improve access to psychological interventions. Renowned experts describe leading efforts to facilitate the transport of evidence-based treatments, alongside innovative strategies for achieving the goals presented. Analyzing dissemination and implementation programs that range in aims and scope and include both national and local efforts, this book is divided into two parts. Chapters in Part I provide discussion of the history of evidence-based psychological interventions and the need for dissemination and implementation, an overview of the science of dissemination and implementation, and a review of the effectiveness of methods for clinician training. Chapters in Part II describe leading dissemination and implementation programs internationally, including the procedures and practices utilized and data on outcomes. The book concludes with a chapter by the volume's editors that proposes and discusses ten of the most important future directions for the science and practice of dissemination and implementation in mental health care. A crucial challenge in the field today is to translate the successes of treatment development research into the reduction of the public health burden of mental illness on individuals, families, and societies. This pioneering volume will be central to that effort and an essential resource for mental health practitioners and researchers, as well as decision-makers throughout the mental health care system.*

Developing Applications with Microsoft Office Strategies for Designing,

Developing, and Delivering Custom Business Solutions Using Microsoft Office

The complete handbook for PC support professionals developing and implementing business applications using Microsoft Office and Visual Basic. With a special focus on using DDE and OLE to create integrated applications for a wide variety of business uses, this book provides unique insight into the process of designing, maintaining, and supporting applications built using Microsoft Office Professional.

Implementing Effective It Governance and It Management

Van Haren *In all enterprises around the world, the issues, opportunities and challenges of aligning IT more closely with the organization and effectively governing an organizations IT investments, resources, major initiatives and superior uninterrupted service is becoming a major concern of the Board and executive management. An integrated and comprehensive approach to the alignment, planning, execution and governance of IT and its resources has become critical to more effectively align, integrate, invest, measure, deploy, service and sustain the strategic and tactical direction and value proposition of IT in support of organizations. Much has been written and documented about the individual components of IT Governance such as strategic planning, demand management, program and project management, IT service management, strategic sourcing and outsourcing, performance management, metrics, compliance and others. Much less has been written about a comprehensive and integrated approach*

ERP: The Implementation Cycle

Routledge *The ERP Implementation cycle is characterized by complexity, uncertainty and a long timescale. It is about people and issues that affect the business it is a multi-disciplinary effort. This book will provide you with the practical information you will need in relation to the many issues and events within the implementation cycle. After reading this book you will be fully equipped and alerted to what is involved in an ERP implementation. ERP (Enterprise Resource Planning) can be described as an integrated enterprise-wide information system. As well as handling many of the transactions found within a business it has the potential for meeting many of the information requirements of busy personnel. If used in the right hands, it may provide the business with a competitive edge. Much can go wrong during the implementation since there are many issues to deal with. From the content of this book you will gain an understanding of what can go wrong you will be*

prepared in advance, and will be equipped to take preventative steps to smooth the progress of implementation. This book: Covers the multidisciplinary subject of ERP implementation Looks at a range of relevant topics including ERP market-place development, vendor selection, project management, process design and post GoLive improvements Reveals a range of issues which an implementer should be alert to right at the outset before the go-ahead is given to proceed with an implementation Features material on vendor selection, project management, training, business process re-engineering (BPR) and continuous improvement

Quality Medical Editing for the Healthcare Documentation Specialist

Cengage Learning *Ideal for classroom use, individual study, or professional training, QUALITY MEDICAL EDITING FOR THE HEALTHCARE DOCUMENTATION SPECIALIST, First Edition, is a timely, unique text designed to teach and reinforce essential skills for medical editors. Comprehensive in scope, this practical guide explains the differences between medical editing and traditional transcription; how to use technology, word expander programs, and computer accessories effectively; and ways to improve accuracy--including developing excellent listening skills and the ability to correctly decipher accents, identify medications, and distinguish soundalikes. The authors have also provided a variety of sample reports--including more than 200 medical reports and their corresponding dictation audio files. Reports span numerous specialties and document types, creating extensive opportunities to learn the medical editing process, practice formatting and editing, and become familiar with common errors produced by speech recognition. The text also features extensive information on professional development, continuing education, and earning credentials, as well as useful tips on gaining experience, finding employment, and advancing one's career. Abundant teaching and learning features--such as material on grammar and punctuation, review activities, critical-thinking exercises, and several appendices with key references and resources--make this text even more valuable for current and aspiring medical editors seeking career success. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.*

To Review the Progress of the Department of Veterans Affairs

Regarding the Collection of Its Medical Care Collection Fund (MCCF)

Hearing Before the Subcommittee
[on] Oversight and Investigations of
the Committee on Veterans' Affairs,
House of Representatives, One
Hundred Eighth Congress, First
Session, May 7, 2003

Online and Distance Learning:
Concepts, Methodologies, Tools,
and Applications

Concepts, Methodologies, Tools,
and Applications

IGI Global *"This comprehensive, six-volume collection addresses all aspects of online and distance learning, including information communication technologies applied to education, virtual classrooms, pedagogical systems, Web-based learning, library information systems, virtual universities, and more. It enables libraries to provide a foundational reference to meet the information needs of researchers, educators, practitioners, administrators, and other stakeholders in online and distance learning"--Provided by publisher.*

SAP and BW Data Warehousing

How to Plan and Implement

iUniverse *An introductory guide for professionals and end-users of SAP and the Business Information Warehouse (BW) data warehouse, this book outlines SAP and BW features and functions, then discusses how to plan and implement a project. Complete information on ERP systems and the characteristics of SAP R/3 software are provided, as well as tips for avoiding common mistakes. The modular format allows users to move easily among chapters that cover SAP R/3 and BW topics.*

Implementing IT Governance - A Practical Guide to Global Best Practices in IT Management

Van Haren *The issues, opportunities and challenges of aligning information technology more closely with an organization and effectively governing an organization's Information Technology (IT) investments, resources, major initiatives and superior uninterrupted service is becoming a major concern of the Board and executive management in enterprises on a global basis. An integrated and comprehensive approach to the alignment, planning, execution and governance of IT and its resources has become critical to more effectively align, integrate, invest, measure, deploy, service and sustain the strategic and tactical direction and value proposition of IT in support of organizations. Much has been written and documented about the individual components of IT Governance such as strategic planning, demand (portfolio investment) management, program and project management, IT service management and delivery, strategic sourcing and outsourcing, performance management and metrics, like the balanced scorecard, compliance and others. Much less has been written about a comprehensive and integrated IT/Business Alignment, Planning, Execution and Governance approach. This new title fills that need in the marketplace and gives readers a structured and practical solutions using the best of the best principles available today. The book is divided into nine chapters, which cover the three critical pillars necessary to develop, execute and sustain a robust and effective IT governance environment - leadership and proactive people and change agents, flexible and scalable processes and enabling technology. Each of the chapters also covers one or more of the following action oriented topics: demand management and alignment (the why and what of IT strategic planning, portfolio investment management, decision authority, etc.); execution management (includes the how - Program/Project Management, IT Service Management with IT Infrastructure Library (ITIL) and Strategic Sourcing and outsourcing); performance, risk and contingency management (e.g. includes COBIT, the balanced scorecard and other metrics and controls); and leadership, teams and people skills.*

Tips from the Enviro Manager's Corner

Business & Legal Reports, Inc.

Critical Care Update 2019

Jaypee Brothers Medical Publishers