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COBIT Process Assessment Model (PAM): Using COBIT 4.1

ISACA

Virtual Collaborative Writing in the Workplace: Computer-Mediated Communication Technologies and Processes

Computer-Mediated Communication Technologies and Processes

IGI Global "This book investigates the use of computer-mediated communication technologies and collaborative processes to facilitate effective interdependent collaboration in writing projects, especially in virtual workplace settings"--Provided by publisher.

Evaluating Mental Workload for Improved Workplace Performance

IGI Global Employees of different labor sectors are involved in different projects and pressed to deliver results in a specific period of time, which increases their mental workload. This increase can lead to a high mental workload, which in turn leads to a decline in job performance. Therefore, strategies for managing mental workload and promoting mental health have become necessary for corporate success. Evaluating Mental Workload for Improved Workplace Performance is a critical scholarly book that provides comprehensive research on mental workload and the effects, both adverse and positive, that it can have on employee populations as well as strategies for decreasing or deleting it from the labor sector. Highlighting an array of topics such as psychosocial factors, critical success factors (CSF), and technostress, this book is ideal for academicians, researchers, managers, ergonomists, engineers, industrial designers, industry practitioners, and students.

Social Work Research Using Arts-Based Methods

Policy Press This book explores the rationale, methodologies, and results of arts-based approaches in social work research today. It is the first dedicated analysis of its kind, providing practical examples of when to choose arts-based research, how the arts are used by social work researchers and integrated with additional methods, and ways to evaluate its efficacy. The multiple examples of arts-based research in social work in this book reveal how arts methods are inherently connected to the resilience and creativity of research participants, social workers, and social work researchers. With international contributions from experts in their fields, this is a welcome overview of the arts in social work for anyone connected to the field.

Software Process Automation

The Technology and Its Adoption

Springer Science & Business Media Process automation provides a means to integrate people in a software development organization with the development process and the tools supporting that development. This new technology may significantly improve software quality and development productivity. However, as yet there is little practical experience in its day-to-day use. This book is for those who wish to explore the technology or are considering its adoption. The monograph discusses the underlying concepts, reviews in some detail two of the major process automation products, relates process automation to process improvement, and provides adoption guidelines. Special emphasis is on the process modeling language ProNet which is commercially available. The book is enriched by numerous examples, tables, and technical appendices.

Successful Implementation of Concurrent Engineering Products and Processes

John Wiley & Sons This working guide shows how to put concurrent engineering principles into action, using actual case examples from large and small companies. The case study approach is augmented with detailed advice and techniques for measuring and analyzing product and process development data. A must-have reference for every designer and firm that plans or contemplates this efficient and profitable method.

Business Communication

Process and Product

Cengage Learning Business Communication: Process and Product, brief edition takes students through a well developed, consistently applied approach to communication that is combined with integrated application of current and emerging business technologies. Students learn a process for solving future communication problems, and how to use the Internet and electronic media to deliver their messages, resulting in a tangible communication strategy they can use throughout their careers.NETA TestbankThe Nelson Education Teaching Advantage (NETA) program delivers research-based resources that promote student engagement and higher-order thinking and enable the success of Canadian students and educators. This book's premium testbank is designed to ensure top quality multiple-choice testing by avoiding common errors in question and test construction. If you want your students to achieve "beyond remembering", ask your Nelson Sales Representative how today!

Communication and Capitalism

A Critical Theory

University of Westminster Press 'An authoritative analysis of the role of communication in contemporary capitalism and an important contribution to debates about the forms of domination and potentials for liberation in today's capitalist society.' — Professor Michael Hardt, Duke University, co-author of the tetralogy Empire, Commonwealth, Multitude, and Assembly 'A comprehensive approach to understanding and transcending the deepening crisis of communicative capitalism. It is a major work of synthesis and essential reading for anyone wanting to know what critical analysis is and why we need it now more than ever.' — Professor Graham Murdock, Emeritus Professor, University of Loughborough and co-editor of The Handbook of Political Economy of Communications Communication and Capitalism outlines foundations of a critical theory of communication. Going beyond Jürgen Habermas' theory of communicative action, Christian Fuchs outlines a communicative materialism that is a critical, dialectical, humanist approach to theorising communication in society and in capitalism. The book renews Marxist Humanism as a critical theory perspective on communication and society. The author theorises communication and society by engaging with the dialectic, materialism, society, work, labour, technology, the means of communication as means of production, capitalism, class, the public sphere, alienation, ideology, nationalism, racism, authoritarianism, fascism, patriarchy, globalisation, the new imperialism, the commons, love, death, metaphysics, religion, critique, social and class struggles, praxis, and socialism. Fuchs renews the engagement with the questions of what it means to be a human and a humanist today and what dangers humanity faces today.

Design Process Communication Methodology

Stanford University Building project design teams struggle to (1) collaborate around processes within projects, (2) share processes between projects, and (3) understand opportunities for investment in improving processes across projects. Overcoming each challenge requires effective and efficient communication of design processes. Yet, methods

for communicating design processes from the design process communication research field are too cumbersome to be useful during design, and methods from the project information management research field focus only on information exchange and not process communication. To address these limitations, I aggregate findings from organizational science, human computer interaction, and process modeling fields to develop the characteristics of the Design Process Communication Methodology (DPCM). DPCM is Computable, Embedded, Modular, Personalized, Scalable, Shared, Social, and Transparent. Enabling these characteristics, DPCM consists of elements which represent and contextualize processes and methods that enable designers to capture and retrieve processes. To test DPCM, I map the elements and method s to the Process Integration Platform (PIP). PIP is a web tool that enables project teams to organize and share files as nodes in an information dependency map that emerges as the team works. Results from the use of PIP in student design charrettes and class projects provide evidence for the power of DPCM to effectively and efficiently communicate building design processes within project teams, between project teams, and across project teams. I claim DPCM as a contribution to the fields of design process management and project information management. DPCM lays the foundation for commercial software that shifts focus away from incremental and fragmented process improvement toward a platform that nurtures emergence of (1) improved multi-disciplinary collaboration, (2) process knowledge sharing, and (3) innovation-enabling understanding of existing processes.

Communicating the Value of Transportation Research Guidebook

National Academies Press This overview summarizes the guidebook published as NCHRP Report 610. The guidebook and overview were created, and the research behind the guidebook was conducted, under NCHRP Project 20-78 by NuStats LLC in association with Texas Transportation Institute, Northwestern University, and Public Information Associates.

Understanding the Communication Process in the Workplace

Routledge Super series are a set of workbooks to accompany the flexible learning programme specifically designed and developed by the Institute of Leadership & Management (ILM) to support their Level 3 Certificate in First Line Management. The learning content is also closely aligned to the Level 3 S/NVQ in Management. The series consists of 35 workbooks. Each book will map on to a course unit (35 books/units).

Product Focused Software Process Improvement

Third International Conference, PROFES 2001, Kaiserslautern, Germany, September 10-13, 2001. Proceedings

Springer The Third International Conference on Product Focused Software Process Improvement (PROFES 2001) continlued the success of the PROFES'99 and PROFES 2000 conferences. PROFES 2001 was organized in Kaiserslautern, Germany, September 10 13, 2001. The PROFES conference has its roots in the PROFES Esprit project (http://www.ele.vtt.fi/profes/), but it quickly evolved into a full fledged general purpose conference in 1999 and since then it has gained wide spread international popularity. As in previous years, the main theme of PROFES 2001 was professional software process improvement (SPI) motivated by product and service quality needs. SPI is facilitated by software process assessment, software measurement, process modeling, and technology transfer and has become a practical tool for quality software engineering and management. The conference addresses both the solutions found in practice as well as relevant research results from academia. The purpose of the conference is to bring to light the most recent findings and results in the area and to stimulate discussion between the researchers, experienced professionals, and technology providers for SPI.

Business Communication

Process and Product with Style Guide

Business Communication: Process and Product offers the most up-to-date and best researched text on the market. The 5th brief edition includes new, interactive student resources and comprehensive coverage of workplace technology. This innovative coverage enhances the hallmark features of this textbook: the 3-x-3 writing process, three-part case studies, abundant use of model documents, and complete coverage in a 16-chapter textbook while retaining

unparalleled teaching resources to help instructors plan and manage their courses. The fifth edition is available with MindTap which offers a clear online path to success for business communication students, so whether your course is in-person, hybrid, or fully online Business Communication: Process & Product has a solution for you.

Project Management Capability Assessment

Performing ISO 33000-Based Capability Assessments of Project Management

CRC Press Learn how to perform project management according to international standards of compliance using capability assessment processes. This book compares and contrasts the approach to project management using ISO 21500 against the more direct ISO 33000 Capability Assessment. It shows how to assess projects adequately for process improvement or how well an organization performs against a standard, measurable framework. Using ISO 21500 as the project management reference point and ISO 15504/33000 as the capability assessment reference, the book shows you how to assess whether your projects are being run according to a specific capability level or support them to reach higher levels of capability.

Proven Solutions for Improving Supply Chain Performance

IAP Proven Solutions for Improving Supply Chain Performance is a collection of about 175 descriptions of scientific management studies in the management of supply chains. Each one of the descriptions of the scientific studies is presented in readable and understandable form for individuals who probably have not had the statistical and scientific education and training to fully understand the underlying studies. The book is significantly different from the popular management literature, which is generally based on "armchair" theories that have little basis on fact, and seldom have been scientifically verified. Although the book is targeted for the supply chain manager/administrator, it can also be used as a supplementary reader in such courses as Operations Management, Service Systems Management, Manufacturing Management, Purchasing Management, and, of course, in Supply Chain Management courses.

Human Factors in Product Design

Current Practice and Future Trends

CRC Press Manufacturers are becoming more aware of human factors in product design as a major competitive issue. In many product areas, manufacturers have reached a technology ceiling, which simply means that it is increasingly difficult to get ahead of the competition in terms of, for example, functionality, technical reliability or manufacturing costs. As a consequence, design has become a major battleground for manufacturers, and usability is recognized as being a central tenet of good design. This book provides a unique snapshot of current practice in human factors, identifying methods and techniques that work well under tight constraints and providing case study evidence of their effectiveness. The commercial implications of usability are discussed, and special attention is paid to two key trends: inclusive design and smart products. Inclusive design is about meeting the needs of all users with one design, which includes the elderly and the disabled. Smart products are multi-functional products with electronic interfaces containing a vast array of "helpful" functions. Industrial designers and manufacturing executives will find this text enlightening.

Computer Supported Cooperative Work in Design IV

11th International Conference, CSCWD 2007, Melbourne, Australia, April 26-28, 2007. Revised Selected Papers

Springer Design of complex artifacts and systems requires the cooperation of multidisciplinary design teams using multiple sophisticated commercial and non-commercial engine- ing tools such as CAD tools, modeling, simulation and optimization software, en- neering databases, and knowledge-based systems. Individuals or individual groups of multidisciplinary design teams usually work in parallel and independently with various engineering tools, which are located on different sites, often for quite a long period of time. At any moment, individual members may be working on different versions of a design or viewing the design from various perspectives, at different levels of details. In order to meet these requirements, it is necessary to have efficient comput- supported collaborative design systems. These systems should not only automate in- vidual tasks, in the manner of traditional computer-aided engineering tools, but also enable individual members to share information, collaborate, and coordinate their activities within the context of

a design project. Based on close international collaboration between the University of Technology of Compiègne in France and the Institute of Computing Technology of the Chinese Ac- emy of Sciences in the early 1990s, a series of international workshops on CSCW in Design started in 1996. In order to facilitate the organization of these workshops, an International Working Group on CSCW in Design (CSCWD) was established and an International Steering Committee was formed in 1998. The series was converted to int- national conferences in 2000 building on the success of the four previous workshops.

Ad Critique

How to Deconstruct Ads in Order to Build Better Advertising

SAGE Ad Critique teaches advertising, marketing, and management students--both the "suits" and the "creatives"--how to effectively judge and critique creativity in advertising. This textbook is an instruction manual; a facilitator of dialogue; a companion piece to classroom content. Its lessons result in actual skills that enable students to look at the creative product and embolden them to say something constructive and worthwhile.

Towards Intelligent Engineering and Information Technology

Springer Science & Business Media This book presents the state of the art of computational intelligence ion engineering. It offers challenging problems for efficient modeling of intelligent systems and details different methodologies of computational intelligence with real life applications.

Agile Processes, in Software Engineering, and Extreme Programming

17th International Conference, XP 2016, Edinburgh, UK, May 24-27, 2016, Proceedings

Springer This book contains the refereed proceedings of the 17th International Conference on Agile Software Development, XP 2016, held in Edinburgh, UK, in May 2016. While agile development has already become mainstream in industry, this field is still constantly evolving and continues to spur an enormous interest both in industry and academia. To this end, the XP conference attracts a large number of software practitioners and researchers, providing a rare opportunity for interaction between the two communities. The 14 full papers accepted for XP 2016 were selected from 42 submissions. Additionally, 11 experience reports (from 25 submissions) 5 empirical studies (out of 12 submitted) and 5 doctoral papers (from 6 papers submitted) were selected, and in each case the authors were shepherded by an experienced researcher. Generally, all of the submitted papers went through a rigorous peer-review process.

Technical Writing

Process and Product

Prentice Hall Technical Writing: Process and Product, Fifth Edition, offers numerous tools to create effective written communication in the workplace. A step-by-step process, complete with process logs and student-written samples, will help you learn how to craft correspondence, documents, and presentations that will get the job done. Book jacket.

Advances in Production Management Systems

International IFIP TC 5, WG 5.7 Conference on Advances in Production Management Systems (APMS 2007),

September 17-19, Linköping, Sweden

Springer This book brings together some of the latest thinking by leading experts from around the world on integrating systems and strategies in production management and related issues that are relevant for making production into a competitive resource for the firm. This book is composed of five parts, each focused on a specific theme: Linking systems and strategies; Strategic operations management; IS/IT applications in the value chain; Modelling and simulation; Improving operations.

Design Applications in Industry and Education

John Wiley & Sons Expanding the field's reach with new approaches to application Design Applications in Industry and Education is a collection of papers presented at the 13th International Conference on Engineering Design in Glasgow, Scotland. Founded in 1981 by Workshop Design-Konstruktion, this conference has grown to become one of the field's major exchanges; one of four volumes, this book provides current insight based on the ongoing work of the field's leading engineers. Novel applications are explored with emphasis on solving barrier challenges, suggesting new avenues for implementation and expansion of engineering design's utility.

New Product Development For Dummies

John Wiley & Sons The global consumer product market is exploding. In 2006 alone, 150,000 new products were brought to market. Now for the bad news: of those, fewer than 5% were hits, and fewer than 15% will even exist five years from now. Written for small business owners and entrepreneurs looking for an inside track on new product development, New Product Development for Dummies offers you a unique opportunity to learn from two consummate insiders the secrets of successfully developing, marketing and making a bundle from a new product or service. You learn proven techniques for sizing up market potential and divining customer needs. You get tested-in-the-trenches strategies for launching a new product or service. And you get a frank, in-depth appraisal of the most challenging issues facing new product developers today, including the need to collaborate with global partners, optimizing technology development for a 21st century marketplace, getting start-up capital in an increasingly competitive environment, and much more. Key topics covered include: Developing a winning NPD strategy Generating bold new ideas for products and services Understanding what your customers really want Keeping projects on track, on budget, and on-time Building effective cross-functional teams Planning and executing a blockbuster launch Collaborating with global partners Maximizing your chances for success No matter what size or type of business you're in, this book provides you with an unbeatable competitive advantage in the booming global marketplace for new products and services.

Human-Centered Software Engineering

4th International Conference, HCSE 2012, Toulouse, France, October 29-31, 2012, Proceedings

Springer This book constitutes the refereed proceedings of the 4th International Conference on Human-Centered Software Engineering, HCSE 2012, held in Toulouse, France, in October 2012. The twelve full papers and fourteen short papers presented were carefully reviewed and selected from various submissions. The papers cover the following topics: user interface design, examining the relationship between software engineering and human-computer interaction and on how to strengthen user-centered design as an essential part of software engineering process.

Forest Products Research and Development Organizations in a Worldwide Setting

A Review of Structure, Governance, and Measures of Performance

Measuring Workplace Performance

CRC Press Most Fortune 1000 companies still struggle with workspace planning and design issues. They invest millions of dollars each year with the expectation that new buildings and major renovations will help transform their culture, support innovation, strengthen desired behaviors and increase organizational effectiveness. And let's not forget reducing cos

Establishment of a Design Council in the Department of Commerce

Hearing Before the Subcommittee on Technology, Environment, and Aviation of the Committee on Science, Space, and Technology, U.S. House of Representatives, One Hundred Third Congress, Second Session, June 21, 1994

Communication

A Critical/Cultural Introduction

SAGE Publications Communication: A Critical/Cultural Introduction, Second Edition introduces communication, from intimate and interpersonal to the public and mediated, as cultural. Using contemporary critical theory, authors John T. Warren and Deanna L. Fassett focus on communication as advocacy—inherently influenced by culture, history and power. By situating communication concepts and theories within contemporary and engaging cultural scenes, the book is much more than a survey of ideas—it demonstrates the power of communication in our everyday lives.

Finnish Innovations and Technologies in Schools

A Guide towards New Ecosystems of Learning

Springer This book combines several perspectives on the steps the Finnish educational system has taken to provide students with the skills and competences needed for living in today's society and in the future. The ecosystem is used as a metaphor for the educational system. The Finnish system aims to achieve sustainable education by ensuring that the system is simultaneously interconnected and open to transformations. The book describes how a flexible curriculum system is succeeding without the pressures of high-stake testing. It also illustrates how the ongoing curriculum reform of the basic education is working. The book brings together knowledge gained in schools through the cooperation of researchers, teachers, school principals, the public sector, and private companies. The book presents case studies of technology integration aimed at crossing boundaries in formal and informal learning settings, locally and globally. The contributors address 21st-century needs and requirements through learner-driven knowledge creation, collaboration, networking, and digital literacies. It opens new scenarios of how to apply digital storytelling and games connecting fun, motivation, and learning. The strong message is that, through collaboration and networking, we can create an educational ecosystem that supports different learners.

Teams and Work Groups

Pathways to Higher Education

Software Product-Family Engineering

5th International Workshop, PFE 2003, Siena, Italy, November 4-6, 2003, Revised Papers

Springer This book contains the proceedings of the 5th International Workshop on Product Family Engineering, PFE-5. This workshop was held in Siena, Italy, November 4–6, 2003. This workshop was the fifth in the series, with the same subject, software product family engineering. These workshops have been held initially irregularly about every 18 months since 1996. Since 1999 the workshop has been held every second year in the fall. The proceedings of the second, third and fourth workshops were published as Springer LNCS volumes 1429, 1951 and 2290. The workshops were organized within co-operation projects of European industry. The first two were organized by ARES (Esprit IV 20.477) 1995–1999; this project had 3 industrial and 3 academic partners, and studied software architectures for product families. Some of the partners continued in the ITEA project if99005 ESAPS (1999–2001). ITEA is the software

development programme (?! 2023) within the European Eureka initiative. ITEA projects last for 2 years, and ESAPS was succeeded by CAFÉ (ITEA if00004) for 2001–2003 and FAMILIES (ITEA if02009). This fifth workshop was initially prepared within CAFÉ and the preparation continued in FAMILIES. As usual Henk Obbink was the workshop chair, and Linda Northrop and Sergio Bandinelli were the co-chairs.

Proceedings of the National Communications Forum

The Value-Added Employee

Routledge A handy guide offering a practical plan for targeting skills any employee wants to develop and employers most desire. It's hard to tell if today's competitive job market is more unsettling for employees seeking job security or companies trying to retain loyal workers. The Value-Added Employee provides fresh insights on what makes employees valuable to the organization and how companies can keep productive employees on the job. Employees will understand how to increase their personal marketability by developing specific skills, knowledge, and attitudes. Managers and coaches will find the tools and resources to make employees more valuable to the organization. Even policymakers and human resource professionals can drive change and business improvement through the application of competency modeling processes. The Value-Added Employee is a step-by-step plan for targeting the competencies an employee wants to develop and employers most desire. It discusses 31 core competencies, including interpersonal competencies, business competencies, and self-management competencies. Designed as a handbook, The Value-Added Employee is a toolkit of ideas and a workbook to be written in and referred to on a regular basis. Through its use, employees and their companies will discover a firm foundation for meeting future goals.

Advanced Information Systems Engineering Workshops

CAiSE 2012 International Workshops, Gdańsk, Poland, June 25-26, 2012, Proceedings

Springer This book constitutes the thoroughly refereed proceedings of eight international workshops held in Gdańsk, Poland, in conjunction with the 24th International Conference on Advanced Information Systems Engineering, CAiSE 2012, in June 2012. The 35 full and 17 short revised papers were carefully selected from 104 submissions. The eight workshops were Agility of Enterprise Systems (AgilES), Business/IT Alignment and Interoperability (BUSITAL), Enterprise and Organizational Modeling and Simulation (EOMAS), Governance, Risk and Compliance (GRCIS), Human-Centric Process-Aware Information Systems (HC-PAIS), System and Software Architectures (IWSSA), Ontology, Models, Conceptualization and Epistemology in Social, Artificial and Natural Systems (ONTOSE), and Information Systems Security Engineering (WISSE).

E-Business and Distributed Systems Handbook

Overview Module

nge solutions, inc This module of the handbook explains the mobile computing and EC/EB platforms, and application servers. Topics include M-commerce, middleware platforms for mobility (WAP, I-Mode, Wireless Java, BREW), C2B Ecommerce Platforms, B2B Platforms, Rosettanet, ebXML, multimedia servers, and Application Servers.

Third Generation Distributed Computing Environments

nge solutions, inc Umar provides a collection of powerful services to support the e-business andm-business initiatives of today and tomorrow. (Computer Books)

Views on Evolvability of Embedded Systems

Springer Science & Business Media Evolvability, the ability to respond effectively to change, represents a major challenge to today's high-end embedded systems, such as those developed in the medical domain by Philips Healthcare. These systems are typically developed by multi-disciplinary teams, located around the world, and are in constant need of upgrading to provide new advanced features, to deal with obsolescence, and to exploit emerging enabling technologies. Despite the importance of evolvability for these types of systems, the field has received scant attention from the scientific and engineering communities. Views on Evolvability of Embedded Systems focuses on the topic of evolvability of embedded systems from an applied scientific perspective. In particular, the book describes results from the Darwin project that researched evolvability in the context of Magnetic Resonance Imaging (MRI) systems. This project applied the Industry-as-Laboratory paradigm, in which industry and academia join forces to ensure continuous knowledge and technology transfer during the project's lifetime. The Darwin project was a collaboration between the Embedded Systems Institute, the MRI business unit of Philips Healthcare, Philips Research,

and five Dutch universities. Evolvability was addressed from a system engineering perspective by a number of researchers from different disciplines such as software-, electrical- and mechanical engineering, with a clear focus on economic decision making. The research focused on four areas: data mining, reference architectures, mechanisms and patterns for evolvability, in particular visualization & modelling, and economic decision making. Views on Evolvability of Embedded Systems is targeted at both researchers and practitioners; they will not only find a state-of-the-art overview on evolvability research, but also guidelines to make systems more evolvable and new industrially-validated techniques to improve the evolvability of embedded systems.

Process Control Engineering

John Wiley & Sons This book surveys methods, problems, and tools used in process control engineering. Its scope has been purposely made broad in order to permit an overall view of this subject. This book is intended both for interested nonspecialists who wish to become acquainted with the discipline of process control engineering and for process control engineers, who should find it helpful in identifying individual tasks and organizing them into a coherent whole. A central concern of this treatment is to arrive at a consistent and comprehensive way of thinking about process control engineering and to show how the several specialities can be organically fitted into this total view.

Occupational Ergonomics

Design and Management of Work Systems

CRC Press Occupational Ergonomics: Design and Management of Work Systems comprises chapters carefully selected from CRC's bestselling Occupational Ergonomics Handbook, logically organized for optimum convenience and thoughtfully priced to fit every budget. This book presents 34 chapters addressing selected issues in the area of occupational macroergonomics,