Benchmark Study Template

The ideal on-the-job reference guide for project managers who use Microsoft Project 2010 This must-have guide to using Microsoft Project 2010 is written from a real project manager's perspective and is packed with information you can use on the job. The book explores using Project 2010 during phases of project management, reveals best practices, and walks you through project flow from planning through tracking to closure. This valuable book follows the processes defined in the PMBOK® Guide, Fourth Edition, and also provides exam prep for Microsoft's MCTS: Project 2010 certification. Explains Microsoft Project 2010, the leading software tool for project managers Shows working project managers practical ways to use Project 2010 on the job Delves into project planning, tracking, reporting, and project closure, and explores best practices for all phases of planning Reveals new software features, including tools that show what factors are affecting the schedule, a "what-if" scenario builder, and how slippages affect other aspects of the project Follows processes and procedures from The Guide to Project Management Body of Knowledge (PMBOK®), Fourth Edition Covers the skill set required for the MCTS: Microsoft Project 2010, Managing Projects certification, so you can use this book for exam prep This valuable book follows the processes defined in the PMBOK Guide, Fourth Edition, and also provides exam prep for Microsoft's MCTS: Project 2010, Managing Projects certification. Note: CD-ROM/DVD and other supplementary materials are not included as part of eBook file. (PMBOK is a registered mark of the Project Management Institute, Inc.)

Cisco has announced big changes to its certification program. As of February 24, 2020, all current certifications will be retired, and Cisco will begin offering new certification programs. The good news is if you're working toward any current CCNA certification, keep going. You have until February 24, 2020 to complete your current CCNA. If you already have CCENT/ICND1 certification and would like to earn CCNA, you have until February 23, 2020 to complete your CCNA certification in the current program. Likewise, if you're thinking of completing the current CCENT/ICND1, ICND2, or CCNA Routing and Switching certification, you can still complete them between now and February 23, 2020. Increase the value of your organization's cloud network—and invest in your education The Cisco Cloud certification validates the skill set of individuals on industry-leading cloud solutions and best practices, as well as offering job role-based curricula for all levels of an IT staff. CCNA Cloud Complete Study Guide prepares you to take two required exams: 210-451, Understanding Cisco Cloud Fundamentals, and 210-455, Introducing Cisco Cloud Administration. It covers everything you can expect to encounter on the exams and also gives you a year of FREE access to Sybex's superior online interactive learning environment and test bank, including chapter tests, practice exams, a glossary of key terms, and

electronic flashcards. Cisco's CCNA Cloud certification covers cloud characteristics and models, cloud deployment, and basic knowledge of cloud compute, cloud networking, and cloud storage. It also covers cloud infrastructure administration and reporting, chargeback and billing reports, cloud provisioning, cloud systems management and monitoring, and cloud remediation. With thorough coverage, practical instruction, and expert insight, this book provides an ideal resource for Exam 210-451 and Exam 210-455 preparation. • Includes an opening list of exam topics • Provides valuable hands-on exercises • Offers practical real-world examples • Distills in-depth perspective from cloud computing experts This book is the perfect resource for anyone seeking to earn the challenging, but rewarding CCNA Cloud certification.

The first international workshop on Intelligent Agents for Telecommunications Applications (IATA'96) was held in July 1996 in Budapest during the XII European Conference on Artificial Intelligence ECAI'96. The workshop program consisted of technical presentations addressing agent based solutions in areas such as network architecture, network management, and telematic services. Presentations gave rise to a lively debate on the advantages and difficulties of incorporating agent technology in telecommunications. The proceedings were published by IOS Press providing introductory papers on agent technology as well as telecom applications and services and also papers about appropriate languages and development tools. The second International Workshop, IATA'98, was held in Paris, in the framework of Agents' World which brought together the principal scientific and technical events on agent technology such as the International Conference on Multi Agent Systems (ICMAS'98), RoboCup'98 devoted to an international competition between soccer playing robot teams, and six international workshops. Each workshop focused on specific aspects of agent technology such as databases and information discovery on the Internet (CIA'98), Collective Robotics (CRW'98), Simulation (MABS'98), Agent Theories, Architectures and Languages (ATAL'98), Communityware (ACW'98), and Telecommunications Applications (IATA'98). The proceedings of IATA'98 were published by Springer Verlag.

The call for science curriculum reform has been made over and over again for much of the twentieth century. Arguments have been made that the content of the curriculum is not appropriate for meeting the individual and social needs of people living in the modern world; that the curriculum has become overstuffed with topics and does not serve students especially well; and above all, that the curriculum does not generate the student learning it is expected to produce. The latest volume in a continuing series of publications from the AAAS designed to reform science education, Designs for Science Literacy presupposes that curriculum reform must be considerably more extensive and fundamental than the tinkering with individual courses and subjects that has been going on for decades. Designs deals with the critical issues involved in assembling sound instructional materials into a new, coherent K-12 whole. The book pays special attention to the need to link science-oriented studies to the arts and humanities, and also proposes how to align the curriculum with

an established set of learning goals while preserving the American tradition of local responsibility for the curriculum itself. If fundamental curriculum reform is ever to occur, a new process for creating alternatives will have to be developed. Designs for Science Literacy provides the groundwork for such a process.

A guide to database benchmarking covers such topics as predictive analysis, benchmark components, testing an architecture, and maintaining SLAs.

Praise for Investment Manager Analysis "This is a book that should have been written years ago. It provides a practical, thorough, and completely objective method to analyze and select an investment manager. It takes the mystery (and the consultants) out of the equation. Without question, this book belongs on every Plan Sponsor's desk." —Dave Davenport, Assistant Treasurer, Lord Corporation, author of The Equity Manager Search "An insightful compendium of the issues that challenge those responsible for hiring and firing investment managers. Frank Travers does a good job of taking complicated analytical tools and methodologies and explaining them in a simple, yet practical manner. Anyone responsible for conducting investment manager due diligence should have a copy on their bookshelf." —Leon G. Cooperman, Chairman and CEO, Omega Advisors, Inc. "Investment Manager Analysis provides a good overview of the important areas that purchasers of institutional investment management services need to consider. It is a good instructional guide, from which search policies and procedures can be developed, as well as a handy reference guide." —David Spaulding, President, The Spaulding Group, Inc. "This book is the definitive work on the investment manager selection process. It is comprehensive in scope and well organized for both the layman and the professional. It should be required reading for any organization or individual seeking talent to manage their assets." —Scott Johnston, Chairman and Chief Investment Officer, Sterling Johnston Capital Management, LP "Investment Manager Analysis is a much-needed, comprehensive review of the manager selection process. While the industry is riddled with information about selecting individual stocks, comparatively little has been written on the important subject of manager selection for fund sponsors. This is a particularly useful guide for the less experienced practitioner and offers considerable value to the veteran decisionmaker as well." —Dennis J. Trittin, CFA, Portfolio Manager, Russell Investment Group

The parties of the United Nations Framework Convention on Climate Change (UNFCCC) attained the Paris Agreement to tackle climate change and to strengthen the actions required for a sustainable transition towards an environmentally friendly future. This transition will involve holistic approaches and multifaceted societal shifts, requiring answers and collaboration between private, public, and academic sectors. This book gathers together contributions which study the transition towards a more sustainable future, involving and identifying the development and implications of more sustainable alternatives, in collaboration with all relevant stakeholders (e.g. communities, firms, policy makers,

researchers, etc.), to achieve this transition. The approaches proposed are all concerned with a common perspective: imaging our globe with a greener picture, built upon a transversal sustainable revolution to clean up the Earth.

This practical guide teaches you how to get the most out of Microsoft® Excel 2007. After a description of the new environment, which has been improved from the previous versions, and learning how to manage files, templates and datasheets, you will quickly become familiar with entering and editing data (numbers, dates, calculation formulas, data series). You will then learn how to use the tools for formatting data (fonts, colours, borders, AutoFormats, styles, etc), create outlines, use worksheet auditing, and print your tables replete with various graphics and charts. The guide also explains the different ways you can use Excel to create tables and pivot charts by using datasheets. As a portion of this guide focuses on working with multiple users, it includes all you need to know about sharing and protecting your data. The latter chapters discuss techniques for improving data entry (creating custom data series or drop-down lists), and how to insert hyperlinks, import and export data, use macro commands, and create Web pages.

Looking for an A-Z, one-stop, comprehensive book on museums? Wish you were able to have one of the world's leading museum consultants spend a couple of days with you, talking you through how to start a museum, how museums work, how to set up an exhibit, and more? If so, Museums 101 is the answer to your wishes. In one short volume, Mark Walhimer covers: • Essential Background, such as what is a museum, a quick history of museums, and 10 steps to starting a museum • Operational Basics, such as branding, marketing, strategic planning, governance, accessibility, and day-to-day operations • What goes on behind the scenes in a museum, ranging from finances to fundraising to art handling, exhibit management, and research • The Visitor Experience, planning a museum, designing exhibits for visitors, programming, and exhibit evaluation. Features that even the most experienced museum professionals will find useful include a community outreach checklist, a fundraising checklist, a questionnaire for people considering starting a new museum, and an exhaustive, well-organized list of online resources for museum operations. The book's contents were overseen by a six-member international advisory board. Valuable appendixes you'll use every day include a museum toolbox full of useful forms, checklists, and worksheets, and a glossary of essential museum-related terms. In addition to the printed book, Museums 101 also features a companion website exclusively for readers of the book. The website— museums101.com—features: • links to essential online resources in the museum world, • downloadable sample documents, • a glossary, • a bibliography of sources for further reading, and • photographs of more than 75 museums of all types. Museums 101 Advisory Board • Jim DeMersman, Executive Director, Museum on Main, Pleasanton, California, United States of America • David L. Godfrey, C.P.A., Allison & Godfrey, Certified Public Accountants, Norwalk, Connecticut, United States of America • Van A. Romans, President, Fort Worth Museum of Science and History, Fort

Worth, Texas, and Board of Trustees, American Alliance of Museums, United States of America • Sergey Solovyev, Ph.D., Department of Greek & Roman Antiquities, The State Hermitage Museum, Russia • Alison Spence, Exhibitions and Loans Registrar, National Museum of Australia, Canberra ACT, Australia • Audrey Vermette, Director of Programs and Public Affairs, Canadian Museums Association, Ontario, Canada

An accessible, climate-diverse guide that transforms readers from sustainable design novices to whole-solution problem solvers. Sustainable Design Basics is a student-friendly introduction to a holistic and integral view of sustainable design. Comprehensive in scope, this textbook presents basic technical information, sustainability strategies, and a practical, step-by-step approach for sustainable building projects. Clear and relatable chapters illustrate how to identify the factors that reduce energy use, solve specific sustainable design problems, develop holistic design solutions, and address the social and cultural aspects of sustainable design. Requiring no prior knowledge of the subject, the text's easy-to-follow methodology leads readers through the fundamental sustainable design principles for the built environment. Sustainably-constructed and maintained buildings protect the health and improve the productivity of their occupants, as well as help to restore the global ecosystem. The authors, leading practitioners and educators in sustainable design, have created a resource that provides a solid introduction to broad level sustainability thinking that students can take forward into their professional practice. Topics include space planning for sustainable design, integrative and collaborative design, standards and rating systems, real-world strategies to conserve energy and resources through leveraging renewable natural resources and innovative construction techniques and their impact on our environment. Usable and useful both in and beyond the classroom, this book: Covers building location strategies, building envelopes and structures, integration of passive and active systems, green materials, and project presentation Examines cultural factors, social equity, ecological systems, and aesthetics Provides diverse student exercises that vary by climate, geography, setting, perspective, and typology Features a companion website containing videos for each sustainable strategy, matrices, templates, Sketch-Up and AutoCAD files, PowerPoint slides, and extensive instructor resources Sustainable Design Basics is an important resource aimed at undergraduate architecture and interior design students, or first-year graduate students, as well as design professionals wishing to integrate sustainable design knowledge and techniques into their practice.

The book gives a comprehensive review of the most advanced multiscale methods for protein structure prediction, computational studies of protein dynamics, folding mechanisms and macromolecular interactions. It approaches span a wide range of the levels of coarse-grained representations, various sampling techniques and variety of applications to biomedical and biophysical problems. This book is intended to be used as a reference book for those who are just

beginning their adventure with biomacromolecular modeling but also as a valuable source of detailed information for those who are already experts in the field of biomacromolecular modeling and in related areas of computational biology or biophysics.

In 1997, Congress, in the conference report, H.R. 105-271, to the FY1998 Energy and Water Development Appropriation Bill, directed the National Research Council (NRC) to carry out a series of assessments of project management at the Department of Energy (DOE). The final report in that series noted that DOE lacked an objective set of measures for assessing project management quality. The department set up a committee to develop performance measures and benchmarking procedures and asked the NRC for assistance in this effort. This report presents information and guidance for use as a first step toward development of a viable methodology to suit DOE's needs. It provides a number of possible performance measures, an analysis of the benchmarking process, and a description ways to implement the measures and benchmarking process.

A vice-president of Xerox Corporation shows how companies can benefit from the practice of benchmarking, the art of businesses learning lessons from each other, and improve their own performances.

"You see, I have a lot of special knowledge which I apply to the problem, and which facilitates matters wonderfully," says Sherlock Holmes to Dr. Watson in A Study in Scarlet by Arthur Conan Doyle. The knowledge exploited to tackle di?cult problems is probably the main theme of the papers selectedfor this ?fth editionofthe InternationalWorkshoponHybridMetaheuristics. Indeed,inmost of the papers a speci?c combination of metaheuristics and other solving te- niques is presented for tackling a particular relevant constrained optimization problem, such as ?ber optic networks, timetabling and freight train scheduling problems. The quest for solvers which can successfully and e?ciently handle relevant problems is the main motivation for research in metaheuristics: it is important to keep this in mind so as to clearly state our research goals and methodology. The question arises as to what is the de?nition of relevant pr- lems and a possible answer is that any useful and even just interesting or funny problem can be considered as scienti?cally relevant. The research goal of solving relevant problems does not require practitioners to assemble some software code and, with a little faith in alchemy, hope that the outcome is a reasonably good solution. On the contrary, this research must be grounded on a scienti?c method and on technological skills. That is why it is so important to support the assessment of an algorithm's performance with a sound methodology.

This book discusses online engineering and virtual instrumentation, typical working areas for today's engineers and inseparably connected with areas such as Internet of Things, cyber-physical systems, collaborative networks and grids, cyber cloud technologies, and service architectures, to name just a few. It presents the outcomes of the 14th International

Conference on Remote Engineering and Virtual Instrumentation (REV2017), held at Columbia University in New York from 15 to 17 March 2017. The conference addressed fundamentals, applications and experiences in the field of online engineering and virtual instrumentation in the light of growing interest in and need for teleworking, remote services and collaborative working environments as a result of the globalization of education. The book also discusses guidelines for education in university-level courses for these topics.

This Technical Assistance Report discusses the main findings and recommendations made by the IMF Mission regarding the development of risk-based supervision (RBS) in the Lao People's Democratic Republic. Over the past few months, the Bank of Lao has made great strides in preparing for implementation of risk-based supervision of banks. A new supervisory manual reflecting key principles of risk-based approach to supervision has been drafted. The new draft template of the Report of Onsite Examination is broadly in line with the past technical assistance recommendations. Some improvements could support the analysis of trends over longer periods of time, and emphasize exceptions to prudential and/or regulatory norms. Planning an onsite examination using new RBS methods is a logical next step.

"This book informs researchers and practitioners of novel and emerging research in information science and technology, allowing for the discussion and dissemination of critical concepts that will promote further study and innovation"--Provided by publisher.

This book gathers papers presented at the 22nd International Conference on Interactive Collaborative Learning (ICL2019), which was held in Bangkok, Thailand, from 25 to 27 September 2019. Covering various fields of e-learning and distance learning, course and curriculum development, knowledge management and learning, real-world learning experiences, evaluation and outcomes assessment, computer-aided language learning, vocational education development and technical teacher training, the contributions focus on innovative ways in which higher education can respond to the real-world challenges related to the current transformation in the development of education. Since it was established, in 1998, the ICL conference has been devoted to new approaches in learning with a focus on collaborative learning. Today, it is a forum for sharing trends and research findings as well as presenting practical experiences in learning and engineering pedagogy. The book appeals to policymakers, academics, educators, researchers in pedagogy and learning theory, school teachers, and other professionals in the learning industry, and further and continuing education.

Explores new applications emerging from our latestunderstanding of proteins in solution and at interfaces Proteins in solution and at interfaces increasingly serve as thestarting point for exciting new applications, from biomimeticmaterials to nanoparticle patterning. This book surveys the stateof the science in the field, offering investigators a currentunderstanding of the characteristics of proteins in solution and atinterfaces as well as the techniques used to study thesecharacteristics. Moreover, the authors explore many of the new andemerging applications that have resulted from the most recentstudies. Topics include protein and protein aggregate structure;computational and experimental techniques to study proteinstructure, aggregation, and

adsorption; proteins in non-standardconditions; and applications in biotechnology. Proteins in Solution and at Interfaces is divided intotwo parts: Part One introduces concepts as well as theoretical andexperimental techniques that are used to study protein systems,including X-ray crystallography, nuclear magnetic resonance, smallangle scattering, and spectroscopic methods Part Two examines current and emerging applications,including nanomaterials, natural fibrous proteins, and biomolecularthermodynamics The book's twenty-three chapters have been contributed byleading experts in the field. These contributions are based on athorough review of the latest peer-reviewed findings as well as theauthors' own research experience. Chapters begin with a discussionof core concepts and then gradually build in complexity, concludingwith a forecast of future developments. Readers will not only gain a current understanding of proteinsin solution and at interfaces, but also will discover howtheoretical and technical developments in the field can betranslated into new applications in material design, geneticengineering, personalized medicine, drug delivery, biosensors, andbiotechnology.

This book explains how to use R software to teach econometrics by providing interesting examples, using actual data applied to important policy issues. It helps readers choose the best method from a wide array of tools and packages available. The data used in the examples along with R program snippets, illustrate the economic theory and sophisticated statistical methods extending the usual regression. The R program snippets are not merely given as black boxes, but include detailed comments which help the reader better understand the software steps and use them as templates for possible extension and modification.

This book presents new software engineering approaches and methods, discussing real-world problems and exploratory research that describes novel approaches, modern design techniques, hybrid algorithms and empirical methods. This book constitutes part of the refereed proceedings of the Software Engineering and Algorithms in Intelligent Systems Section of the 7th Computer Science On-line Conference 2018 (CSOC 2018), held in April 2018.

The report, based on research carried out by RAND Europe and commissioned by the National Audit Office, presents the results of a benchmarking exercise investigating the issue of fraud and error in the social security systems of eight European and non-European countries (covering Australia, Canada, France, Ireland, Netherlands, New Zealand, Sweden and the United States). The study describes the different systems studied, assesses the scale and prominence of the problem in a national context, outlines approaches taken to measure and to reduce fraud and error, and draws out the principal themes emerging from the comparisons of relevance for the Department for Work and Pensions (DWP). Findings include that the availability of data and methodologies for measuring fraud and error at national level vary considerably, but the DWP is at the forefront in developing estimates of losses arising from fraud and error in social security expenditure. The high levels of estimated fraud and error in expenditure on benefits, £2.6 billion in 2004-05, have led to the NAO qualifying the DWP's accounts and those of the former Department of Social Security for 16 years in a row. The rates of fraud at the DWP appear comparable to those of other countries, such as USA, Ireland, Canada and New Zealand, and it compares favourably in terms of awareness of the problem and activities to combat the problem.

Praise for Case Studies in Performance Management "With this book, Tony Adkins has made an important contribution tothe body

of knowledge of managerial accounting." --From the Foreword by Gary Cokins, lead strategist, BusinessPerformance Management Solutions group with SAS Institute andinternationally recognized expert in advanced cost management andperformance improvement systems "If you want to achieve direction, traction, and speed in business,Case Studies in Performance Management: A Guide from the Experts isa must-read . . . jam-packed with golden nuggets you can put towork immediately." --Jason Jennings, bestselling author of Think Big, Act Small, LessIs More and It's Not the Big That Eat the Small . . . It's the FastThat Eat the Slow "Tony has the insight found only from actual implementations ofABC/PM.Using this as lens, he has brought the collective experienceof experts into focus." --Mohan Nair, author of Essentials of Balanced Scorecard andActivity-Based Information Systems "Tony Adkins has lived the life of a true ABC/PM road warrior. Hiscollection of case studies reaches beyond the theory to capture theharsh reality of what it takes to successfully implementperformance management. A must-read for anyone wise enough to learnfrom those who have gone before." --Chris M. Pieper, CEO, FormRouter, Inc. (former founder and CEO ofABC Technologies) "Everyone who reads this book will gain a solid appreciation of thesubstance and value of performance management in varied industrysettings and applications." --Dr. Peter B. B. Turney, President and Chief Executive Officer ofCost Technology, Inc. and author of Common Cents If you're looking for a way to dramatically improve your company'sperformance and get back its competitive edge, Case Studies inPerformance Management: A Guide from the Experts will show you howother businesses, driven to remain competitive by changes in theirindustries, learned to work smarter using ABC/PM in today's toughbusiness environment. Noteworthy commentary from experts in the field including AshokVadgama and Alan Stratton helps you understand ABC/PM and how toexecute its sound strategies in your own business.

This book is a practical guide to the application of control benchmarking to real, complex, industrial processes. The variety of industrial case studies gives the benchmarking ideas presented a robust real-world attitude. The book deals with control engineering principles and economic and management aspects of benchmarking. It shows the reader how to avoid common problems in benchmarking and details the benefits of effective benchmarking.

"This book covers a wide range of topics involved in the outsourcing of information technology through state-of-the-art collaborations of international field experts"--Provided by publisher.

Reveal your inner business artist with Visio Turn your ideas into diagrams and drawings with Visio's stencils and templates If you have an idea you want to get down on electronic paper, Visio 2007 is for you, and so is this book! They're both flexible and user-friendly. Here's how to use Visio to capture ideas from simple to intricate, update data in a drawing with a single click, add and manipulate text, work with connectors, and more. Discover how to Create business, engineering, software, or network diagrams Format an entire drawing using themes Analyze "what-if" scenarios with PivotDiagrams Produce layered multipage drawings Save drawings to publish on the Web

This book constitutes the refereed proceedings of the 10th International Andrei Ershov Informatics Conference, PSI

2015, held in Kazan and Innopolis, Russia, in August 2015. The 2 invited and 23 full papers presented in this volume were carefully reviewed and selected from 56 submissions. The papers cover various topics related to the foundations of program and system development and analysis, programming methodology and software engineering and information technologies.

The International Human Reliability Analysis (HRA) Empirical Study is a comparative benchmark of the prediction of HRA methods to the performance of nuclear power plant crews in a control room simulator. There are a number of unique aspects to the present study that distinguish it from previous HRA benchmarks, most notably the emphasis on a method-to-data comparison instead of a method-to-method comparison. This paper reviews seven lessons learned about HRA benchmarking from conducting the study: (1) the dual purposes of the study afforded by joining another HRA study; (2) the importance of comparing not only quantitative but also qualitative aspects of HRA; (3) consideration of both negative and positive drivers on crew performance; (4) a relatively large sample size of crews; (5) the use of multiple methods and scenarios to provide a well-rounded view of HRA performance; (6) the importance of clearly defined human failure events; and (7) the use of a common comparison language to "translate" the results of different HRA methods. These seven lessons learned highlight how the present study can serve as a useful template for future benchmarking studies.

This book constitutes the refereed proceedings of the 20th European Symposium on Programming, ESOP 2011, held in Saarbrücken, Germany, March 30—April 1, 2011, as part of ETAPS 2011, the European Joint Conferences on Theory and Practice of Software. The 24 revised full papers presented together with one full length invited talk were carefully reviewed and selected from 93 full paper submissions. Papers were invited on all aspects of programming language research including: programming paradigms and styles, methods and tools to write and specify programs and languages, methods and tools for reasoning about programs, methods and tools for implementation, and concurrency and distribution.

The International Security Programs Benchmark Report presents and analyzes the findings of a broad survey conducted by the Security Executive Council of corporate international security programs. The report identifies the types of international security baseline programs in place for a range of company sizes, and describes the organizational perception of security's role and capability. The data suggest that international security programs are greatly affected by the company size and the location of the security department within the organization, whether as part of the executive, legal, or human resources function. Security leaders can gain valuable insights from this report regarding the scope of international security programs at key corporations with contextualized comparison points for evaluating their own programs. The International Security Programs Benchmark Report is a part of Elsevier's Security Executive Council Risk

Management Portfolio, a collection of real world solutions and "how-to" guidelines that equip executives, practitioners, and educators with proven information for successful security and risk management programs. Summarizes the key points of a broad survey on international security programs conducted by the Security Executive Council Breaks down survey responses by company size and functional location of security within the organization Provides insight into other organizations' existing international security programs and services

Creativity in Product Innovation describes a remarkable technique for improving the creativity process in product design. Certain 'regularities' in product development are identifiable, objectively verifiable and consistent for almost any kind of product. These regularities are described by the authors as Creativity Templates. This book describes the theory and implementation of these templates, showing how they can be used to enhance the creative process and thus enable people to be more productive and focused. Representing the culmination of years of research on the topic of creativity in marketing, the Creativity Templates approach has been recognised as a breakthrough in such journals as Science, Journal of Marketing Research, Management Science, and Technological Forecasting and Social Change. It has been successfully implemented through workshops in international companies including Philips Consumer Electronics, Ford Motor Co., Ogilvy & Mather Worldwide, Kodak, Coca-Cola and many others.

A revolutionary new resource that brings documentation product management ideas up to date The 1994 bestselling classic Managing Your Documentation Projects set the industry standard for technical documentation. However, since then, much has changed in the world of information development. With this new title, JoAnn Hackos looks beyond the structured project of the 1980s and 1990s. Instead, she focuses on the rapidly changing projects of the 21st century and addresses how to introduce agile information development without neglecting the central focus of planning information design and development around the needs of information users. As an information-development manager, you are expected to reduce costs and project time, do more work with fewer resources and less money, and increase the value of the information you deliver. Recognizing this, Hackos has carefully designed this book to help you do precisely that. She helps you make strategic decisions about information development and directs the discussion of project management toward smarter decision-making. An update of the original 1994 Information Process Maturity Model (IPMM) presents you with a method by which you can compare the state of your organization to others, evaluate your current status, and then consider what is necessary in order to move to the next level. Information Development offers a completely new look at best practices for all phases of the document development lifecycle, including: Managing a corporate information portfolio Evaluating process maturity Partnering with customers and developing user scenarios Developing team effectiveness and collaboration Planning and monitoring information projects Managing translation and production Evaluating project

performance Managing for quality, efficiency, and cost-effectiveness The companion Web site includes electronic versions of the templates and checklists featured in the book. Wiley Technology Publishing Timely. Practical. Reliable. Visit our Web site at www.wiley.com/compbooks/

Aspect-oriented-programming is a relatively new technique that has evolved on top of the already well-established approach of object-oriented programming. When it is used correctly, it promises to remove many redundant parts of a code that appear repeatedly in an application, essentially untangling the original code. Thus, it can lead to a cleaner, more separated software design, to greater modularity and maintainability. Time-savings in software engineering can also be huge cost-savings, and anything that increases software quality is a welcome sight in an industry that in parts, still suffers from a bad reputation concerning the quality of its products. But, used in the wrong way or with insufficient knowledge, aspect-oriented programming can result in the opposite. Unintended side effects may introduce new bugs into an application, and therefore, it may be just one of the many negative consequences. In any case, there is a huge lack of empirical research on the subject, and in software engineering in general. Due to that fact, the question arises in how far hard facts can be drawn. This book deals with part of that problem by evaluating the aspect-oriented approach in a carefully designed and controlled experiment. On the basis of different tasks that were solved by participants of this study, the aspect-oriented approach (represented by AspectJ) is compared with a plain object-oriented approach (represented by Java). The book starts with an introduction to the topic, and further, it provides on the one hand, the survey's motivation and on the other hand, some background information. A short chapter on aspect-oriented programming and empirical research may help readers who are unfamiliar with any of the subjects. Then, the survey itself is described in detail, i.e. its design, its implementation, and its evaluation, followed by a thorough discussion of the results. And the answer to the question 'Can aspect-orientated programming keep its promise in productivity?' is given. This book provides a molecular view of membrane transport by means of numerous biochemical and biophysical techniques. The rapidly growing numbers of atomic structures of transporters in different conformations and the constant progress in bioinformatics have recently added deeper insights. The unifying mechanism of energized solute transport across membranes is assumed to consist of the conformational cycling of a carrier protein to provide access to substrate binding sites from either side of a cellular membrane. Due to the central role of active membrane transport there is considerable interest in deciphering the principles of one of the most fundamental processes in nature: the alternating access mechanism. This book brings together particularly significant structure-function studies on a variety of carrier systems from different transporter families: Glutamate symporters, LeuT-like fold transporters, MFS transporters and SMR (RND) exporters, as well as ABC-type importers. The selected examples impressively demonstrate how the

combination of functional analysis, crystallography, investigation of dynamics and computational studies has made it possible to create a conclusive picture or more precisely, "a molecular movie". Although we are still far from a complete molecular description of the alternating access mechanism, remarkable progress has been made from static snapshots towards membrane transport dynamics.

Aimed at introducing the subject of benchmarking to the process industries, this book is based on practical experience of over 2000 process plants. It provides guidance on how to benchmark, where to find the benchmarks, how to quantify the gaps intended and suggests the impact of improving manufacturing in the process industries. This book provides the framework, measures and industry world-class targets to allow organizations to maximise its potential.

To remain relevant in today's world, practitioners should presume that they have two jobs: first, to do their work effectively so that they provide value to the organization; second, to improve how the work is done so that their organization remains competitive. This book offers clear guidance to excel at this ubiquitous second job. Informed by an appreciation that most personnel that work in any firm, even firms that are manufacturing-oriented, routinely provide services as a key element of their jobs, this book explains how to provide and improve internal customer service, regardless of industry or role. It illustrates the common features, or service process "DNA," while providing a diverse set of examples to enhance understanding. Written by a pioneer in the development of principles and methodologies that address services in a structured and distinctive manner, this book stresses that service processes are distinctly different from manufacturing processes. Rigorous and practical, this book will appeal to students and professionals alike, in business, hospitality, industrial management, public health, and other fields. Online resources include Excel files that act as templates to help with quantitative analysis routines.

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