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Discusses the experiences of

Page 1/270

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sixty-five successful people in India whose business strategies have inspired the author, highlighting their dominant secret to success and describing their journeys using such behaviors.

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Saša Baškarada presents a capability maturity model for information quality management process assessment and improvement. The author employed six exploratory case studies and a four round Delphi study to

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gain a better understanding of the research problem and to build the preliminary model, which he then applied in seven international case studies for further enhancement and external validation.

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The integration of technological innovations, such as In-Memory Analytics, Cloud Computing, Mobile Connectivity, and Social Media, with business practice can enable significant competitive

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advantage. In order to embrace recent challenges and changes in the governance of IT strategies, SAP and its think tank - the Business Transformation Academy (BTA) - have jointly developed the Digital

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Capability Framework (DCF) .
Digital Enterprise
Transformation: A Business-
Driven Approach to
Leveraging Innovative IT by
Axel Uhl and Lars Alexander
Gollenia outlines the DCF
which comprises six specific

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capabilities: Innovation
Management, Transformation
Management, IT Excellence,
Customer Centricity,
Effective Knowledge Worker,
and Operational Excellence.
In cooperation with the
University of Applied

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Sciences and Arts

Northwestern Switzerland,

University of St. Gallen

(Switzerland), Queensland

University of Technology

(Australia), University of

Liechtenstein (Principality

of Liechtenstein), and

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Karlsruhe Institute of
Technology (Germany), SAP
and the BTA have been
validating each capability
and the corresponding
maturity models based on
analyzing several
'lighthouse' case studies

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comprising: SAMSUNG, IBM,
Finanz Informatik, The Walt
Disney Company, Google Inc.,
HILTI AG. Digital Enterprise
Transformation presents how
these companies take
advantage of innovative IT
and how they develop their

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digital capabilities. On top
the authors also develop and
present a range of novel yet
hands-on Digital Use Cases
for a number of different
industries which have
emerged from innovative
technological trends such

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as: Big Data, Cloud
Computing, 3D Printing and
Internet of Things.
The Comprehensive, Proven
Approach to IT
Scalability-Updated with New
Strategies, Technologies,
and Case Studies In The Art

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of Scalability, Second Edition, leading scalability consultants Martin L. Abbott and Michael T. Fisher cover everything you need to know to smoothly scale products and services for any requirement. This

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extensively revised edition reflects new technologies, strategies, and lessons, as well as new case studies from the authors' pioneering consulting practice, AKF Partners. Writing for technical and nontechnical

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decision-makers, Abbott and Fisher cover everything that impacts scalability, including architecture, process, people, organization, and technology. Their insights and recommendations reflect

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more than thirty years of experience at companies ranging from eBay to Visa, and Salesforce.com to Apple. You'll find updated strategies for structuring organizations to maximize agility and scalability, as

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well as new insights into the cloud (IaaS/PaaS) transition, NoSQL, DevOps, business metrics, and more. Using this guide's tools and advice, you can systematically clear away obstacles to scalability-and

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achieve unprecedented IT and business performance.

Coverage includes • Why scalability problems start with organizations and people, not technology, and what to do about it •

Actionable lessons from real

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successes and failures •
Staffing, structuring, and
leading the agile, scalable
organization • Scaling
processes for hyper-growth
environments • Architecting
scalability: proprietary
models for clarifying needs

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and making choices—including
15 key success principles •
Emerging technologies and
challenges: data cost,
datacenter planning, cloud
evolution, and customer-
aligned monitoring •
Measuring availability,

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capacity, load, and
performance

Computing Handbook, Third
Edition

The Handbook of Service
Innovation

People CMM

7th International

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Conference, EGOV 2008,
Torino, Italy, August 31 -
September 5, 2008,
Proceedings
First International
Conference, LESS 2010,
Helsinki, finland, October
17-20, 2010, Proceedings

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Electronic Government

Practical Aspects of Design
Science

Bringing together some of
the world's leading
thinkers, academics and
professionals to provide

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practitioners, students
and academicians with
comprehensive insights
into implementing
effective service
innovation. This book
presents service

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innovation holistically
and systemically across
various service areas,
including health,
education, tourism,
hospitality,
telecommunications, and

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retail. It addresses contemporary issues through conceptual and applied contributions across industry, academia, and government, providing insights for improved

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practice and policy making. Featuring cutting-edge research contributions, practical examples, implementations and a select number of case studies across

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several growth service industries, this book also includes examples of failed service innovation attempts in order to demonstrate a balanced view of the topic and to

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make clear the pitfalls to be avoided. Culminating in a suggested step-by-step guide to enable service organization's managers to understand and implement the concepts of service

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innovation and manage its evolutionary processes effectively, this book will prove a valuable resource to a wide reaching audience including researchers,

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practitioners, managers,
and students who aspire to
create a deeper scientific
foundation for service
design and engineering,
service experience and
marketing, and service

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management and innovation.
Includes endorsements from
professionals in the field
of service innovation.
Enterprise servers play a
mission-critical role in
modern computing

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environments, especially from a business continuity perspective. Several models of IT capability have been introduced over the last two decades. Enhancing Business

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Continuity and IT
Capability: System
Administration and Server
Operating Platforms
proposes a new model of IT
capability. It presents a
framework that establishes

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the relationship between
downtime on one side and
business continuity and IT
capability on the other
side, as well as how
system administration and
modern server operating

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platforms can help in improving business continuity and IT capability. This book begins by defining business continuity and IT capability and their

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importance in modern
business, as well as by
giving an overview of
business continuity,
disaster recovery
planning, contingency
planning, and business

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continuity maturity
models. It then explores
modern server environments
and the role of system
administration in ensuring
higher levels of system
availability, system

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scalability, and business continuity. Techniques for enhancing availability and business continuity also include Business impact analysis Assessing the downtime impact Designing

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an optimal business
continuity solution IT
auditing as a process of
gathering data and
evidence to evaluate
whether the company's
information systems

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infrastructure is
efficient and effective
and whether it meets
business goals The book
concludes with frameworks
and guidelines on how to
measure and assess IT

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capability and how IT capability affects a firm's performances. Cases and white papers describe real-world scenarios illustrating the concepts and techniques presented

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The Clinger-Cohen Act of 1996 was enacted to address many of the problems related to Fed. information technology mgmt. In 1997 GAO

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developed guidance that provides a method for evaluating & assessing how well a Fed. agency is selecting & managing its information technology resources & identifies

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specific areas where
improve. can be made. The
Info. Technology
Investment Mgmt. (ITIM)
framework enhances this
guidance by identifying
critical processes for

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successful information
technology invest. &
organizing these processes
into a framework of
increasingly mature
stages. Chapters:
overview, components, &

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uses of ITIM; uses of
ITIM; & critical process
for the ITIM stages.

Charts & tables.

CMMI® (Capability Maturity
Model® Integration) is an
integrated, extensible

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framework for improving process capability and quality across an organization. It has become a cornerstone in the implementation of continuous improvement for

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both industry and governments around the world. Rich in both detail and guidance for a wide set of organizational domains, the CMMI Product Suite continues to evolve

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and expand. Updated for CMMI Version 1.2, this third edition of CMMI® Distilled again provides a concise and readable introduction to the model, as well as

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straightforward, no-nonsense information on integrated, continuous process improvement. The book now also includes practical advice on how to use CMMI in tandem with

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other approaches,
including Six Sigma and
Lean, as well as new and
expanded guidance on
preparing for, managing,
and using appraisals.
Written so that readers

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unfamiliar with model-based process improvement will understand how to get started with CMMI, the book offers insights for those more experienced as well. It can help battle-

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scarred process

improvement veterans, and
experienced suppliers and
acquirers of both systems
and services, perform more
effectively. CMMI®

Distilled is especially

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appropriate for executives and managers who need to understand why continuous improvement is valuable, why CMMI is a tool of choice, and how to maximize the return on

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their efforts and investments. Engineers of all kinds (systems, hardware, software, and quality, as well as acquisition personnel and service providers) will

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find ideas on how to perform better. The three authors, all involved with CMMI since its inception, bring a wealth of experience and knowledge to this book. They

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highlight the pitfalls and shortcuts that are all too often learned by costly experience, and they provide a context for understanding why the use of CMMI continues to grow

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around the world.

Lean Enterprise Software
and Systems

Information Systems and
Information Technology

9th International

Conference, ICEIS 2007,

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Funchal, Madeira, June
12-16, 2007, Revised
Selected Papers
Guidelines for Improving
the Acquisition of
Products and Services
A Guide for Government

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Professionals

Frameworks and Adaptations

IT-CMF - A Management

Guide - Based on the IT

Capability Maturity

Framework™ (IT-CMFTM) 2nd

edition

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The LNCS series reports state-of-the-art results in computer science research, development, and education, at a high level and in both printed and electronic form. Enjoying tight cooperation with the R&D community, with numerous individuals, as well as with prestigious organizations and

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The type of material published traditionally includes -proceedings (published in time for the respective conference) -post-proceedings (consisting of thoroughly revised final full papers) -research monographs (which may be based on outstanding PhD work, research projects, technical

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reports, etc.) More recently, several color-cover sublines have been added featuring, beyond a collection of papers, various added-value components; these sublines include -tutorials (textbook-like monographs or collections of lectures given at advanced courses) -state-of-the-art

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surveys (offering complete and mediated coverage of a topic) -hot topics (introducing emergent topics to the broader community)

These proceedings represent the work of presenters at the 3rd European Conference on Intellectual Capital (ECIC 2011). The Conference is

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hosted this year by the University of Nicosia in Cyprus. The Conference Chair is Geoff Turner from the University of Nicosia and the Programme Chair is Clemente Minonne from the School of Management and Law, Zurich University of Applied Sciences,

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Winterthur, Switzerland. The opening keynote address is given by John Girard from Minot State University in the USA. John will address the question Social Knowledge: Are we ready for the future? The second day of the conference will be opened by Ludo Pyis from AREOPA in Belgium

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who will consider Intellectual Capital Accounting: how to measure the unmeasurable. We also look forward to a Knowledge Cafe on the topic of What intellectual capital ideas and developments do you expect to live and see? facilitated by Helen Paige from The Paige Group, South

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Australia.

Winner of the 2017 Most Promising
New Textbook Award by Textbook &
Academic Authors Association (TAA)!
Practical guide to implementing
Enterprise Risk Management
processes and procedures in
government organizations Enterprise

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Risk Management: A Guide for Government Professionals is a practical guide to all aspects of risk management in government organizations at the federal, state, and local levels. Written by Dr. Karen Hardy, one of the leading ERM practitioners in the Federal

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government, the book features a no-nonsense approach to establishing and sustaining a formalized risk management approach, aligned with the ISO 31000 risk management framework. International Organization for Standardization guidelines are explored and clarified, and case

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studies illustrate their real-world application and implementation in US government agencies. Tools, including a sample 90-day action plan, sample risk management policy, and a comprehensive implementation checklist allow readers to immediately begin applying the information

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presented. The book also includes results of Hardy's ERM Core Competency Survey for the Public Sector; which offers an original in-depth analysis of the Core Competency Skills recommended by federal, state and local government risk professionals. It also provides a

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side-by-side comparison of how federal government risk professionals view ERM versus their state and local government counterparts. Enterprise Risk Management provides actionable guidance toward creating a solid risk management plan for agencies at any risk level. The book begins with a

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basic overview of risk management,
and then delves into government-
specific topics including: U.S. Federal
Government Policy on Risk
Management Federal Manager's
Financial Integrity Act GAO Standards
for internal control Government
Performance Results Modernization

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Act The book also provides a comparative analysis of ERM frameworks and standards, and applies rank-specific advice to employees including Budget Analysts, Program Analysts, Management Analysts, and more. The demand for effective risk management specialists

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is growing as quickly as the risk potential. Government employees looking to implement a formalized risk management approach or in need of increasing their general understanding of this subject matter will find Enterprise Risk Management a strategically advantageous starting

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The TOGAF® Standard, a standard of The Open Group, is a proven Enterprise Architecture methodology and framework used by the world ' s leading organizations to improve business efficiency. It is the most prominent and reliable Enterprise

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Architecture standard, ensuring consistent standards, methods, and communication among Enterprise Architecture professionals. Those professionals fluent in the TOGAF approach enjoy greater industry credibility, job effectiveness, and career opportunities. The TOGAF

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approach helps practitioners avoid being locked into proprietary methods, utilize resources more efficiently and effectively, and realize a greater return on investment.

20th International Conference,
BPMDS 2019, 24th International
Conference, EMMSAD 2019, Held at

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CAiSE 2019, Rome, Italy, June 3–4,
2019, Proceedings

IT Capability Maturity Framework™
(IT-CMF™) 2nd edition

18th International Conference, BPM
2020, Seville, Spain, September
13–18, 2020, Proceedings

Design Science: Perspectives from

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Europe

CMMI for Acquisition

Capability Maturity Model for
Software, Version 1.1

Digital Enterprise Transformation

Identity and Access

Management: Business

Performance Through Connected

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Intelligence provides you with a practical, in-depth walkthrough of how to plan, assess, design, and deploy IAM solutions. This book breaks down IAM into manageable components to ease systemwide implementation. The

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hands-on, end-to-end approach includes a proven step-by-step method for deploying IAM that has been used successfully in over 200 deployments. The book also provides reusable templates and source code examples in

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***Java, XML, and SPML. Focuses
on real-world implementations
Provides end-to-end coverage of
IAM from business drivers,
requirements, design, and
development to implementation
Presents a proven, step-by-step***

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***method for deploying IAM that
has been successfully used in
over 200 cases Includes
companion website with source
code examples in Java, XML, and
SPML as well as reusable
templates***

Business organizations, both public and private, are constantly challenged to innovate and generate real value. CIOs are uniquely well-positioned to seize this opportunity and adopt the role of business transformation

partner, helping their organizations to grow and prosper with innovative, IT-enabled products, services and processes. To succeed in this, however, the IT function needs to manage an array of inter-related

and inter-dependent disciplines focused on the generation of business value. In response to this need, the Innovation Value Institute, a cross-industry international consortium, developed the IT Capability

Maturity Framework™ (IT-CMFTM). This second edition of the IT Capability Maturity Framework™ (IT-CMFTM) is a comprehensive suite of tried and tested practices, organizational assessment approaches, and

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improvement roadmaps covering key IT capabilities needed to optimize value and innovation in the IT function and the wider organization. It enables organizations to devise more robust strategies, make better-

informed decisions, and perform more effectively, efficiently and consistently. IT-CMF is:

- ***An integrated management toolkit covering 36 key capability management disciplines, with organizational maturity profiles,***

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***assessment methods, and
improvement roadmaps for each.
• A coherent set of concepts and
principles, expressed in
business language, that can be
used to guide discussions on
setting goals and evaluating***

performance. • A unifying (or umbrella) framework that complements other, domain-specific frameworks already in use in the organization, helping to resolve conflicts between them, and filling gaps in their

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coverage. • Industry/sector and vendor independent. IT-CMF can be used in any organizational context to guide performance improvement. • A rigorously developed approach, underpinned by the principles of

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***Open Innovation and guided by
the Design Science Research
methodology, synthesizing
leading academic research with
industry practitioner expertise 'IT-
CMF provides us with a
structured and systematic***

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approach to identify the capabilities we need, a way to assess our strengths and weaknesses, and clear pathways to improve our performance.'

Suresh Kumar, Senior Executive Vice President and Chief

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***Information Officer, BNY
Mellon 'To successfully respond
to competitive forces,
organizations need to continually
review and evolve their existing
IT practices, processes, and
cultural norms across the entire***

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organization. IT-CMF provides a structured framework for them to do that.' Christian Morales, Corporate Vice President and General Manager EMEA, Intel Corporation 'We have successfully applied IT-CMF in

over 200 assignments for clients. It just works. Or, as our clients confirm, it helps them create more value from IT.’ Ralf Dreischmeier, Senior Partner and Managing Director, The Boston Consulting Group‘By using IT-

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CMF, business leaders can make sure that the tremendous potential of information technology is realized in their organizations.' Professor Philip Nolan, President, Maynooth University 'I believe IT-CMF to be

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***comprehensive and credible.
Using the framework helps
organizations to objectively
identify and confirm priorities as
the basis for driving
improvements.'*** ***Dr Colin Ashurst,
Senior Lecturer and Director of***

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***Innovation, Newcastle University
Business School***

***This management guide offers
an introduction to the IT***

Capability Maturity

***Framework™ (IT-CMFTM), 2nd
edition. The IT-CMF offers a***

comprehensive suite of tried and tested practices, organizational assessment approaches, and improvement roadmaps covering key IT capabilities needed to optimize value and innovation in the IT function and the wider

organization. It enables organizations to devise more robust strategies, make better-informed decisions, and perform more effectively, efficiently, and consistently.IT-CMF is:• An integrated management toolkit

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***covering 36 key capability
management disciplines, with
organizational maturity profiles,
assessment methods, and
improvement roadmaps for each.***
***• A coherent set of concepts and
principles, expressed in***

business language, that can be used to guide discussions on setting goals and evaluating performance. • A unifying (or umbrella) framework that complements other, domain-specific frameworks already in

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use in the organization, helping to resolve conflicts between them, and filling gaps in their coverage. • Industry/sector and vendor independent. IT-CMF can be used in any organizational context to guide performance

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***improvement. • A rigorously
developed approach,
underpinned by the principles of
Open Innovation and guided by
the Design Science Research
methodology, synthesizing
leading academic research with***

industry practitioner expertise 'IT-CMF provides us with a structured and systematic approach to identify the capabilities we need, a way to assess our strengths and weaknesses, and clear pathways

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***to improve our performance.’
Suresh Kumar, Senior Executive
Vice President and Chief
Information Officer, BNY
Mellon ‘To successfully respond
to competitive forces,
organizations need to continually***

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review and evolve their existing IT practices, processes, and cultural norms across the entire organization. IT-CMF provides a structured framework for them to do that.' Christian Morales, Corporate Vice President and

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General Manager EMEA, Intel Corporation 'We have successfully applied IT-CMF in over 200 assignments for clients. It just works. Or, as our clients confirm, it helps them create more value from IT.' ***Ralf***

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***Dreischmeier, Senior Partner and
Managing Director, The Boston
Consulting Group 'By using IT-
CMF, business leaders can make
sure that the tremendous
potential of information
technology is realized in their***

organizations.’ Professor Philip Nolan, President, Maynooth University ‘I believe IT-CMF to be comprehensive and credible. Using the framework helps organizations to objectively identify and confirm priorities as

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***the basis for driving
improvements.'Dr Colin Ashurst,
Senior Lecturer and Director of
Innovation, Newcastle University
Business School
This book constitutes the
proceedings of two events held***

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***at the CAiSE conference and
relating to the areas of
enterprise, business process and
information systems modeling:
The 20th International
Conference on Business Process
Modeling, Development and***

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***Support, BPMDS 2019, and the
24th International Conference on
Evaluation and Modeling
Methods for Systems Analysis
and Development, EMMSAD
2019. The conferences took
place in Rome, Italy, in June***

2019. The 7 full and 2 short papers accepted for BPMDS were carefully reviewed and selected from a total of 20 submissions; for EMMSAD 15 full papers were accepted from 38 submissions. The papers

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were organized in topical sections named as follows: BPMDS: large and complex business process modeling and development; execution and understandability of declarative process models; novel

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***approaches in enterprise
modeling; transformative
business process modeling,
development, and support.
EMMSAD: foundations of
modeling and method
engineering; enterprise process***

***and capability modeling;
information systems and
requirements modeling; domain-
specific and ontology modeling;
and evaluation of modeling
approaches.***

Scalable Web Architecture,

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***Processes, and Organizations for
the Modern Enterprise***

***Guidelines for Improving the
Software Process***

CMMII Distilled

***The TOGAF® Standard, Version
9.2***

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***Business Performance Through
Connected Intelligence
European Design Science
Symposium, EDSS 2011, Leixlip,
Ireland, October 14, 2011,
Revised Selected Papers
Technology In Government, 1/e***

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Business organizations, both public and private, are constantly challenged to innovate and generate real value. CIOs are uniquely well-positioned to seize this opportunity and adopt the

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role of business

transformation partner,
helping their organizations to
grow and prosper with
innovative, IT-enabled
products, services and
processes. To succeed in

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this, however, the IT function needs to manage an array of inter-related and inter-dependent disciplines focused on the generation of business value. In response to this need, the Innovation Value

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Introduction To It Cmf

Institute, a cross-industry international consortium, developed the IT Capability Maturity Framework™ (IT-CMF™). This second edition of the IT Capability Maturity Framework™ (IT-CMF™) is

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a comprehensive suite of
tried and tested practices,
organizational assessment
approaches, and improvement
roadmaps covering key IT
capabilities needed to
optimize value and innovation

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in the IT function and the wider organization. It enables organizations to devise more robust strategies, make better-informed decisions, and perform more effectively, efficiently and consistently.

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IT-CMF is: An integrated management toolkit covering 36 key capability management disciplines, with organizational maturity profiles, assessment methods, and improvement roadmaps

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for each. A coherent set of concepts and principles, expressed in business language, that can be used to guide discussions on setting goals and evaluating performance. A unifying (or

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umbrella) framework that complements other, domain-specific frameworks already in use in the organization, helping to resolve conflicts between them, and filling gaps in their coverage.

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Industry/sector and vendor independent. IT-CMF can be used in any organizational context to guide performance improvement. A rigorously developed approach, underpinned by the principles

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of Open Innovation and
guided by the Design Science
Research methodology,
synthesizing leading academic
research with industry
practitioner expertise
This book contains the best

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papers of the 9th
International Conference on
Enterprise Information
Systems (ICEIS 2007), held
in the city of Funchal,
Madeira (Portugal), organized
by the Institute for Systems

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and Technologies of
Information, Control and
Communication (INSTICC)
and the University of
Madeira, in collaboration with
ACM/SIGMIS and AAAI.
Furthermore, the conference

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was sponsored by the Portuguese Foundation for Science and Technology (FCT). ICEIS has become a major point of contact between research scientists, engineers and practitioners in the area of

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business applications of information systems. This year, five simultaneous tracks were held, covering different aspects related to enterprise computing, including:

“ Databases and Information

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Systems Integration, ” “ Arti-
cial Intelligence and Decision
Support Systems, ”
“ Information Systems
Analysis and Specification, ”
“ Software Agents and
Internet Computing ” and

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“ Human – Computer
Interaction ” . All tracks
focused on real-world
applications and highlighted
benefits of information
systems and technology for
industry and services, thus

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making a bridge between
academia and enterprise.
Following the success of
2006, ICEIS 2007 received
644 paper submissions from
more than 40 countries. In all,
72 papers were published and

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presented as full papers, i.e., completed work (8 pages in proceedings / 30-min oral presentations), 198 papers, reflecting work-in-progress or position papers, were accepted for short

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presentation and another 131
for poster presentation.

Organizations are now
competing in two markets,
one for their products and
services and one for the
talent required to produce or

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perform them. Success in the former is determined by success in the latter. The ability to compete is directly related to the ability to attract, develop, motivate, organize, and retain the

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talented people needed to accomplish strategic business objectives. The People CMM, as documented in this authoritative book, is a framework for human capital management. Broadly adopted

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by small and large organizations worldwide, it provides proven tools for addressing strategic workforce and critical people issues. It helps organizations:
Establish workforce practices

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aligned with current and
future business objectives
Characterize the maturity of
workforce practices Guide a
program of continuous
workforce development
Integrate workforce

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development with continual
process improvement People
CMM®[®], Second Edition,
documents Version 2 of the
People CMM and Describes
practices for each maturity
level, with guidance on how to

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interpret and apply them

Explains capabilities for
workforce development at
each maturity level Shows
how to apply the framework
as a workforce assessment
standard and a guide in

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planning and implementing
improvement Presents case
studies to illustrate how the
People CMM has lead
organizations to effective,
repeatable, and lasting
success in workforce

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development The book is aimed at people responsible for developing and implementing human capital strategies and plans in their organizations, managing or developing the workforce,

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implementing advanced workforce practices, nurturing teams, and transforming organizational culture. It is especially useful for businesses undergoing critical organizational

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changes.

Contributed articles.

IFIP WG 8.6 International
Conference on Transfer and
Diffusion of IT, TDIT 2020,
Tiruchirappalli, India,
December 18 – 19, 2020,

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Proceedings, Part I

Re-imagining Diffusion and
Adoption of Information
Technology and Systems: A
Continuing Conversation
A Framework For Assessing
And Improving Process

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Maturity

Global Perspectives on

Design Science Research

Enterprise Information

Systems

Information Technology

Investment Management

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Business Process

Management

This book highlights recent research results in Bio-Inspired Computing and Applications. It presents 33 selected papers from the

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***8th International
Conference on Innovations
in Bio-Inspired Computing
and Applications (IBICA
2017), which was held in
Marrakesh, Morocco from
December 11 to 13, 2017. A***

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premier conference in the nature-inspired computing field, IBICA is intended to bring together the world's leading researchers and practitioners interested in advancing the state of the

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art in biologically inspired computing, allowing them to exchange notes on a broad range of disciplines. The book offers a valuable reference guide for all researchers, students and

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***practitioners in the fields of
Computer Science and
Engineering.***

***This management guide
offers an introduction to
the IT Capability Maturity
Framework(TM) (IT-***

***CMF(TM)), 2nd edition. The
IT-CMF offers a
comprehensive suite of
tried and tested practices,
organizational assessment
approaches, and
improvement roadmaps***

covering key IT capabilities needed to optimize value and innovation in the IT function and the wider organization. It enables organizations to devise more robust strategies,

***make better-informed
decisions, and perform
more effectively, efficiently,
and consistently. IT-CMF is:
- An integrated
management toolkit
covering 36 key capability***

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***management disciplines,
with organizational
maturity profiles,
assessment methods, and
improvement roadmaps for
each. - A coherent set of
concepts and principles,***

expressed in business language, that can be used to guide discussions on setting goals and evaluating performance. - A unifying (or umbrella) framework that complements other,

***domain-specific frameworks
already in use in the
organization, helping to
resolve conflicts between
them, and filling gaps in
their coverage. -
Industry/sector and vendor***

***independent. IT-CMF can
be used in any
organizational context to
guide performance
improvement. - A rigorously
developed approach,
underpinned by the***

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***principles of Open
Innovation and guided by
the Design Science
Research methodology,
synthesizing leading
academic research with
industry practitioner***

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expertise.

The EGOV series of annual international conferences is dedicated to the numerous aspects of electronic government in both research and practice.

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EGOV showcases completed research, ongoing research, practitioner projects, and general-interest papers. For the fourth year in a row, the conference was - teceded by a doctoral colloquium. Like

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***its six predecessor
conferences, EGOV 2008
brought together scholars
and practitioners from
across the globe. This year,
?ve continents and 36
countries were represented.***

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***Along with the
eGovernment Track at the
Hawaii International
Conference on System
Sciences (HICSS), and the
International Conference
on Digital G- overnment Resea***

***rch(dg.o)inthe USA, the EG
OVconferencehasestablishe
ditsel f asaleadingannualcon
ferenceoneGovernment,ePa
rticipationandeGovernance
in Europe with a global
reach. In the “Call for***

Papers” this year, a number of topical threads were highlighted, which attracted 119 submissions. Among these submissions, which - cluded full research papers, work-in progress papers on

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***ongoing research as well as
project and case
descriptions, 32 full
research papers (empirical
and conceptual) were accepted
for the LNCS proceedings of
EGOV2008. These papers have***

have been clustered under the following headings: -

Strategies and Frameworks

- Transforming Government

- Assessment and

Evaluation - User Centricity

and Inclusion - Service

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Architecture,

**Interoperability and
Application of Semantic
Technologies. The ongoing
research and innovative
contributions, case and
project - scriptions as well**

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***as workshop and panel
abstracts, which were also
accepted, are published in a
complementary proceedings
volume in Trauner Druck,
Linz, Austria.
Computing Handbook,***

Third Edition: Information Systems and Information Technology demonstrates the richness and breadth of the IS and IT disciplines. The second volume of this popular handbook explores

***their close links to the
practice of using,
managing, and developing
IT-based solutions to
advance the goals of
modern organizational
environments. Established***

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***leading experts and
influential young
researchers present
introductions to the current
status and future directions
of research and give in-
depth perspectives on the***

contributions of academic research to the practice of IS and IT development, use, and management Like the first volume, this second volume describes what occurs in research

laboratories, educational institutions, and public and private organizations to advance the effective development and use of computers and computing in today's world. Research-

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level survey articles provide deep insights into the computing discipline, enabling readers to understand the principles and practices that drive computing education,

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***research, and development
in the twenty-first century.***

ECIC

IQM-CMM: Information

Quality Management

Capability Maturity Model

Identity and Access

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***ECIC2011-Proceedings of
the 3rd European
Conference on on
Intellectual Capital
Proceedings of the 8th
International Conference***

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***on Innovations in Bio-
Inspired Computing and
Applications (IBICA 2017)
held in Marrakech,
Morocco, December 11-13,
2017
System Administration and***

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Server Operating Platforms

Introduction to the Team

Software Process(sm)

Principal Contributors

and Editors: Mark C.

Paulk, Charles V. Weber,

Bill Curtis, Mary Beth

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**Chrissis "In every sense,
the CMM represents the
best thinking in the field
today... this book is
targeted at anyone
involved in improving the
software process,**

Page 192/270

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**including members of
assessment or evaluation
teams, members of
software engineering
process groups, software
managers, and software
practitioners..." From the**

Page 193/270

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**Foreword by Watts
Humphrey The Capability
Maturity Model for
Software (CMM) is a
framework that
demonstrates the key
elements of an effective**

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software process. The CMM describes an evolutionary improvement path for software development from an ad hoc, immature process to a mature,

disciplined process, in a path laid out in five levels. When using the CMM, software professionals in government and industry can develop and improve

**their ability to identify,
adopt, and use sound
management and
technical practices for
delivering quality
software on schedule and
at a reasonable cost. This**

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**book provides a
description and technical
overview of the CMM,
along with guidelines for
improving software
process management
overall. It is a sequel to**

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**Watts Humphrey's
important work,
Managing the Software
Process, in that it
structures the maturity
framework presented in
that book more formally.**

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**Features: Compares the
CMM with ISO 9001
Provides an overview of
ISO's SPICE project,
which is developing
international standards
for software process**

Page 200/270

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**improvement and
capability determination
Presents a case study of
IBM Houston's Space
Shuttle project, which is
frequently referred to as
being at Level 5**

Page 201/270

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0201546647B04062001

**This book introduces the
SEIs People Capability
Maturity Model (P-CMM),
a comprehensive, five-
level framework for
improving workforce**

Page 202/270

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**practices which draws
upon today's best human
resources and
organizational
development processes.
The P-CMMs creators
show how to characterize**

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**the maturity of any
organizations workforce
practices, guide a
program of continuous
workforce development,
set priorities for
immediate action,**

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**integrate workforce
development with
process improvement,
and establish a culture of
software engineering
excellence.**

This book constitutes the

Page 205/270

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**refereed proceedings of
the European Design
Science Symposium,
EDSS 2013 held in Dublin,
Ireland, in November
2013. The 9 papers
presented together with**

**two invited papers were
carefully reviewed and
selected from 18
submissions. The papers
deal with various topics
in the design science
research.**

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**Linking various
disciplines and
management functions,
Integrated Performance
Management provides
the reader with a
concrete framework to**

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**manage organizations
successfully. The authors
do not isolate a single
strategy to manage
performance. Instead, the
book focuses on a range
of strategies providing**

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**the reader with an
introduction to each one.
The concepts under
analysis were developed
through intense dialogue
with business managers.
While maintaining**

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**academic rigour,
Integrated Performance
Management presents
ideas that students will
find relevant outside of
the classroom.
Postgraduate and MBA**

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**students in a range of
areas including strategy,
accounting, finance,
operations management,
marketing, leadership
and human resource
management will find this**

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book useful.

**Strategic E-Commerce
Systems and Tools for
Competing in the Digital
Marketplace
The Art of Scalability
5th International**

Page 213/270

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**Conference, DESRIST
2010, St. Gallen,
Switzerland, June 4-5,
2010. Proceedings
A Guide to Strategy
Implementation
Integrated Performance**

Page 214/270

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**The People Capability
Maturity Model:
Guidelines For Improving
The Workforce**

As financial systems migrate to a

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pervasive, online environment, business leaders and layman investors alike must adapt to changes in the market brought about by this new age of business. Strategic E-Commerce Systems and Tools for Competing in the Digital Marketplace

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advances the body of knowledge on electronic business and commerce with an in-depth look at the opportunities and concerns surrounding online business and finance. This cutting-edge reference aids business leaders, financial managers, investors,

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and consumers looking to build their portfolios and thrive in modern digital business environments.

The LESS 2010 conference was the first scientific conference dedicated to advancing the “lean enterprise software and systems”

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body of knowledge. It fostered interactions by joining the lean product development community with the agile community coupled with innovative ideas nurtured by the beyond budgeting school of thinking. The conference was organized in collaboration with

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the Lean Software and Systems Consortium (LSSC). The conference is established as a conference series. The idea of the conference was to offer a unique platform for advancing the state of the art in research and practice by bringing the leading

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researchers and practitioners to the same table. Indeed, LESS 2010 attracted a unique mix of participants including academics, researchers, leading consultants and industry practitioners. The aim of the conference was to use this diverse community to

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advance research and practical knowledge concerning lean thinking within the field of software business and development. LESS 2010 had more than 60% of its speakers come from the industry and the remaining from academia. LESS is

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poised to grow as we advance into future iterations of the conference and become the conference for lean thinking in systems and software development. Its growth and credibility will be advanced by the communities and knowledge

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exchange platform it provides. LESS offers several avenues for knowledge exchange to create a highly collaborative environment. Each year, we aim to bring novelty to a program that fosters collaboration, letting new ideas thrive during and after the

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conference.

This book constitutes the refereed proceedings of the European Design Science Symposium, EDSS 2011, held in Leixlip, Ireland, in October 2011 held in conjunction with the Intel European Research and Innovation Conference, ERIC

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2011. The 15 revised full papers presented were carefully reviewed and selected from various submissions. The papers are organized in topical sections on design science and processes; evaluation and utility; and applying design science.

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Increasingly, information technology governance is being considered an integral part of corporate governance. There has been a rapid increase in awareness and adoption of IT governance as well as the desire to conform to national

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governance requirements to ensure that IT is aligned with the objectives of the organization.

Information Technology

Governance and Service

Management: Frameworks and

Adaptations provides an in-depth view into the critical contribution

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of IT service management to IT governance, and the strategic and tactical value provided by effective service management. A must-have resource for academics, students, and practitioners in fields affected by IT in organizations, this work

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gathers authoritative perspectives on the state of research on organizational challenges and benefits in current IT governance frameworks, adoption, and incorporation. Unusual People Do Things Differently

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IT Capability Maturity
Framework™ (IT-CMFTM) 2nd
edition

The Capability Maturity Model
European Design Science
Symposium EDSS 2013, Dublin,
Ireland, November 21-22, 2013.
Revised Selected Papers

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Enterprise Risk Management

A Framework for Human Capital
Management

Preventing Crises at Your
University

**This document is an
introduction to the
CMMI(Registered) (Capability**

**Maturity Model(Registered
Integration) Framework
architecture, which guides
how CMMI products are
developed and integrated. The
architecture describes the
structure, terminology, and**

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**required content of every
CMMI model.**

**Watts Humphrey is the
visionary behind the Capability
Maturity Model (CMM)(R) and
the Personal Software Process
(PSP) (sm). The CMM contains**

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**a framework for software
process improvement at the
organizational level. The PSP
builds the self-discipline
needed for individual
programmers to work
efficiently and effectively. The**

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**author's new Team Software
Process (TSP) (sm) details
methods to guide the
formation of software
development teams, to
motivate their work, and to
enhance their productivity.**

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This book describes an introductory version of TSP, ideal for smaller projects but also useful for learning basic techniques and procedures that apply to other development projects.

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**Methods presented include:
how to establish roles; how to
conceive, design, and plan a
project; how to track and
report on progress. The book
walks readers through a
complete development cycle,**

**illustrating: how best to use
the talents at hand; how to
formulate well-defined goals;
how to coordinate activities
for maximum progress; how to
promote effective
communication; how to**

alleviate many of the conflicts that undermine teamwork. Team members should not have to expend valuable time and energy reinventing ways to organize and run their team. By following a proven

process, the team will more quickly be able to focus on the successful completion of the project itself. To help a team course apply these methods, the book provides two project exercises, with prescribed

development goals and team roles.

CMMI® for Acquisition (CMMI-ACQ) describes best practices for the successful acquisition of products and services. Providing a practical

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**framework for improving
acquisition processes, CMMI-
ACQ addresses the growing
trend in business and
government for organizations
to purchase or outsource
required products and services**

as an alternative to in-house development or resource allocation. Changes in CMMI-ACQ Version 1.3 include improvements to high maturity process areas, improvements to the model architecture to

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simplify use of multiple models, and added guidance about using preferred suppliers. CMMI® for Acquisition, Second Edition, is the definitive reference for CMMI-ACQ Version 1.3. In

addition to the entire revised CMMI-ACQ model, the book includes updated tips, hints, cross-references, and other author notes to help you understand, apply, and quickly find information about the

content of the acquisition process areas. The book now includes more than a dozen contributed essays to help guide the adoption and use of CMMI-ACQ in industry and government. Whether you are

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new to CMMI models or are already familiar with one or more of them, you will find this book an essential resource for managing your acquisition processes and improving your overall performance. The book

**is divided into three parts.
Part One introduces CMMI-ACQ
in the broad context of CMMI
models, including essential
concepts and useful
background. It then describes
and shows the relationships**

among all the components of the CMMI-ACQ process areas, and explains paths to the adoption and use of the model for process improvement and benchmarking. Several original essays share insights and real

experiences with CMMI-ACQ in both industry and government environments. Part Two first describes generic goals and generic practices, and then details the twenty-two CMMI-ACQ process areas, including

specific goals, specific practices, and examples.

These process areas are organized alphabetically and are tabbed by process area acronym to facilitate quick reference. Part Three provides

**several useful resources,
including sources of further
information about CMMI and
CMMI-ACQ, acronym
definitions, a glossary of
terms, and an index.
This two-volume set of IFIP**

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**AICT 617 and 618 constitutes
the refereed proceedings of
the IFIP WG 8.6 International
Working Conference "Re-
imagining Diffusion and
Adoption of Information
Technology and Systems: A**

**Continuing Conversation" on
Transfer and Diffusion of IT,
TDIT 2020, held in
Tiruchirappalli, India, in
December 2020. The 86
revised full papers and 36
short papers presented were**

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**carefully reviewed and
selected from 224
submissions. The papers focus
on the re-imagination of
diffusion and adoption of
emerging technologies. They
are organized in the following**

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parts: Part I: artificial intelligence and autonomous systems; big data and analytics; blockchain; diffusion and adoption technology; emerging technologies in e-Governance; emerging

**technologies in consumer
decision making and choice;
fin-tech applications;
healthcare information
technology; and Internet of
Things Part II: information
technology and disaster**

**management; adoption of
mobile and platform-based
applications; smart cities and
digital government; social
media; and diffusion of
information technology and
systems**

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**Enhancing Business Continuity
and IT Capability
Enterprise, Business-Process
and Information Systems
Modeling
It-cmf
A Framework for Assessing**

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**and Improving Process
Maturity : Exposure Draft
The Playbook for Protecting
Your Institution's Reputation
Information Technology
Governance and Service
Management: Frameworks and**

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Adaptations

Introduction to the Architecture of the CMMI Framework

This book constitutes the
proceedings of the 18th International
Conference on Business Process

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Management, BPM 2020, held in Seville, Spain, in September 2020. The conference was held virtually due to the COVID-19 pandemic. The 27 full papers included in this volume were carefully reviewed and selected from 125 submissions. Two

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full keynote papers are also included. The papers are organized in topical sections named: foundations; engineering; and management.

If managed wisely, investments in information technology (IT) can

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enrich people's lives and improve organizational performance. For example, during the last decade the Internet has matured from being a technical novelty to a national resource where citizens can visit the Library of Congress or file their tax

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returns. Some organizations have realized substantial improvements in processing data and information by switching from centralized mainframe computing to decentralized personal computers linked by local area networks. The

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ability of software applications to locate and correlate relevant data in a data warehouse permits organizations to discover unknown fiscal or physical resource relationships and thus provide appropriate assistance where there

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had been none. The Clinger-Cohen Act of 1996' was enacted to address many of the problems related to federal IT management.

Ultimately, Preventing Crises at Your University serves as a wake-up call for all higher education leaders

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