Handbook Of Metrics For Research In Operations Management Multi Item Measurement Scales And Objective Items

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note this book is available in several languages russian chinese english the ability to organise and measure performance is a key part of the implementation of it service management processes this publication contains practical information on the provision of useful and meaningful metrics as well as how best to use them within an organisation including generic principles such as smart and kiss specific examples and templates for the use of each metricall metrics discussed are directly related to process objectives in order to help create a service focused management system this publication complements the itil cobit and iso20000 service management principles if you need to develop metrics for an it environment buy this

book or hire a consultant who has read it g kieliszek healthcare cio amazon this is more than a book it s a practical useable a to z of it service management metrics peter brooks author has given us all a crystal clear view of a neglected blurred piece of the it service management puzzle as a principal itsm consultant working for foster melliar in south africa i am continuously disappointed by the many itsm books produced that generally regurgitate what is already known by many in the industry metrics for it service organisations provides a vast array of possible audiences something that many itsm volumes do not and this is a practical useable view of how to plan for design manage and improve the critical measures it service organisations require from both a strategic tactical and operational perspective i don t carry many books around with me this one i most certainly will ian clark principal itsm consultant foster melliar with all the focus on it governance and it business process management it is easy to see why metric are becoming hugely important for the management of organisations in reality however getting the right set of metrics in place is by no means a simple exercise metrics for it service organisations can be a great help using itil as the basis the book lists many useful examples of metrics but what is more important is that it gives us insight into to creation of good metrics and the dangers of bad metrics emma speakman it bpm consultant sa nl uk looking for a comprehensive in depth exploration and explanation of what metrics to use in your itsm journey then metrics for it service organizations by peter brooks may be exactly what you re looking for this new book not only covers what metrics need to be seriously considered but explains the why and how behind selecting and defining them pointing out along the way many of the dangers and pitfalls of selecting the wrong ones or too many if you tend to agree that what gets measured gets done then applying the ideas in peter s book will assist you in getting the right things done ken wendle fism previous president of the itsmf usa works as a senior solution architect for hewlett packard s openview software division given that itsmf is the source readers of this book will naturally expect a best practices view on metrics and a highly practical reference text more particularly though the special merit of the text is its carefulness in stressing that metrics must be both useful and meaningful and that the meaning comes from the business perspective on it management processes a perspective always represented by a stated business objective by encouraging readers to seriously commit to defining clear business objectives the text aims the reader at measurement that avoids excess or irrelevance malcolm ryder ca architect

by the end of 2009 more than 60 percent of the global chemical weapons stockpile declared by signatories to the chemical weapons convention will have been destroyed and of the 184 signatories only three countries will possess chemical weapons the united states russia and libya in the united states destruction of the chemical weapons stockpile began in 1990 when congress mandated that the army and its contractors destroy the stockpile while ensuring maximum safety for workers the public and the environment the destruction program has proceeded without serious exposure of any worker or member of the public to chemical agents and risk to the public from a storage incident involving the aging stockpile has been reduced by more than 90 percent from what it was at the time destruction began on johnston island and in the continental united states at this time safety at chemical agent disposal facilities is far better than the national average for all industries even so the army and its contractors are desirous of further improvement to this end the chemical materials agency cma asked the nrc to assist by reviewing cma s existing safety and environmental metrics and making recommendations on which

additional metrics might be developed to further improve its safety and environmental programs

part of any software development is to regularly inform management about the progress and any problems of the project this book presents various test parameters and metrics that can be used to vividly illustrate the progress of a software test and easily identify any need for action the key parameters and index values that are essential for successful reporting are explained in detail starting with the historical development of test reporting the author explains the fundamental benefits of metrics and provides an overview of the different types of metrics and how they can be used effectively in software testing he shows how a particular metric can be individually adapted to the software to be tested starting with the test specification and test execution through to the development of test coverage and how this can lead to test automation he also presents the advantages and disadvantages of those test metrics that are based on defects i e that measure the number of defects the defect density and the development of defects over time with this detailed examination of test reporting the author provides an optimal basis for evaluation which not only allows the assessment of which test metric should be used for which purpose or which individual project situation but also what the particular problems of an individual metric for test reporting may be and how these problems can best be solved this practical guide is therefore primarily aimed at employees in it projects such as project managers software testers and developers but business and technology consultants as well as lecturers at colleges and universities will also find an exciting insight into various software testing methods

this is the single best book on software quality engineering and metrics that i ve encountered capers jones from the foreword metrics and models in software quality engineering second edition is the definitive book on this essential topic of software development comprehensive in scope with extensive industry examples it shows how to measure software quality and use measurements to improve the software development process four major categories of quality metrics and models are addressed quality management software reliability and projection complexity and customer view in addition the book discusses the fundamentals of measurement theory specific quality metrics and tools and methods for applying metrics to the software development process new chapters bring coverage of critical topics including in process metrics for software testingmetrics for object oriented software developmentavailability metricsmethods for conducting in process quality assessments and software project assessmentsdos and don ts of software process improvement by patrick o tooleusing function point metrics to measure software process improvement by capers jones in addition to the excellent balance of theory techniques and examples this book is highly instructive and practical covering one of the most important topics in software development quality engineering 0201729156b08282002

concentrates on four specialized research directions as well as applications to different problems of probability theory these include description of the basic structure of p metrics analysis of the topologies in the space of probability measures generated by different types of p metrics characterization of the ideal metrics for the given problem and investigations of the main relationships between different types of p metrics the presentation here is given in a general form although specific cases are considered as they arise in the process of finding supplementary bounds or in applications to important special cases

features a useful collection of important and practical papers on applying software metrics and measurement the book details the importance of planning a successful measurement program with a complete discussion of why what where when and how to measure and who should be involved each chapter addresses these significant questions and provides the essential answers in building an effective measurement program the book differs from others on the market by focusing on the application of the metrics rather than the metrics themselves the author s provide information based on actual experience with successful metrics programs each chapter includes a case study focusing on technology transfer and a set of recommended references the book serves as a guide on the use and application of software metrics in industrial environments it is specially designed for managers product supervisors and quality assurance personnel who want to know how to implement a metrics program

learning six sigma can be a painless process six sigma is among the most effective process methods used today and it s also among the most baffling topics to those new to the subject the good news is six sigma demystified second edition explains it all in a language you ll understand this easy to understand reference teaches the methods of six sigma explains their applications and tests expertise without confusing statistics and formulas in notime you ll develop the skills you need to solve problems anticipate customer needs and meet the demands of the most challenging markets filled with practical hands on advice and essentialorganizational tips six sigma demystified providesa complete blueprint for developing strategies plotting growth and performing at peak efficiency for maximum profits this fast and easy guide offers proven techniques for building a solid six sigma infrastructure tips for deploying projects using dmaic methodology clear advice on when and how to use specific problem solving tools essential calculations and assumptions case studies quizzes and a final exam that reinforce what you ve learned simple enough for a beginner but challenging enough for a more advanced student six sigma demystified is your shortcut to a solid foundation in this powerful improvement methodology

metrics and case studies for evaluating engineering designs considers four principal metrics for system design design difficulty some projects do not immediately reveal their complexity taking some time to assess the true intricacy of each situation at the outset allows you to plan appropriately from the beginning required resources an accurate understanding of the materials and personnel needed to fulfill your goals is another keystone of good planning systems engineering efficacy as projects get more sophisticated the impact of systems structure becomes more and more important for success developmental environment both technology and organizational politics affect the progress of any project knowing your environment allows you to identify risks before they endanger your project metrics and case studies for evaluating engineering designs applies these metrics to 30 real life case studies drawn from the authors experience in industry and teaching each case illustrates one or more of the essentials in action moving from simple to complex systems the book shows how readers can apply these theories to develop individual metrics tailored to their own organizations this common sense approach does not require readers to understand complicated mathematics or statistical models the authors straightforward style makes this book ideal reading for executives in business and government who need to evaluate complex programs without having a heavy technical background students in all engineering disciplines can also benefit from this practical inventive guide

selected peer reviewed papers from the third international conference on measuring technology and mechatronics automation icmtma held in shanghai china jan 6 7 2011

security smarts for the self guided it professional an extraordinarily thorough and sophisticated explanation of why you need to measure the effectiveness of your security program and how to do it a must have for any quality security program dave cullinane cissp ciso vp global fraud risk security ebay learn how to communicate the value of an information security program enable investment planning and decision making and drive necessary change to improve the security of your organization security metrics a beginner s guide explains step by step how to develop and implement a successful security metrics program this practical resource covers project management communication analytics tools identifying targets defining objectives obtaining stakeholder buy in metrics automation data quality and resourcing you ll also get details on cloud based security metrics and process improvement templates checklists and examples give you the hands on help you need to get started right away security metrics a beginner s guide features lingo common security terms defined so that you re in the know on the job imho frank and relevant opinions based on the author s years of industry experience budget note tips for getting security technologies and processes into your organization s budget in actual practice exceptions to the rules of security explained in real world contexts your plan customizable checklists you can use on the job now into action tips on how why and when to apply new skills and techniques at work caroline wong cissp was formerly the chief of staff for the global information security team at ebay where she built the security metrics program from the ground up she has been a featured speaker at rsa itsummit metricon the executive women s forum isc2 and the information security forum

mathematics of computing parallelism

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