

# Openproj The Opensource Solution For Managing Your Projects

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these proceedings represent the work of contributors to the 24th european conference on knowledge management eckm 2023 hosted by iscte instituto universitário de lisboa portugal on 7 8 september 2023 the conference chair is prof florinda matos and the programme chair is prof Álvaro rosa both from iscte business school iscte instituto universitário de lisboa portugal eckm is now a well established event on the academic research calendar and now in its 24th year the key aim remains the opportunity for participants to share ideas and meet the people who hold them the scope of papers will ensure an interesting two days the subjects covered illustrate the wide range of topics that fall into this important and ever growing area of research the opening keynote presentation is given by professor leif edvinsson on the topic of intellectual capital as a missed value the second day of the conference will open with an address by professor noboru konno from tama graduate school and keio university japan who will talk about society 5 0 knowledge and conceptual capability and professor jay liebowitz who will talk about digital transformation for the university of the future with an initial submission of 350 abstracts after the double blind peer review process there are 184 academic research papers 11 phd research papers 1 masters research paper 4 non academic papers and 11 work in progress papers published in these conference proceedings these papers represent research from australia austria brazil bulgaria canada chile china colombia cyprus czech republic denmark finland france germany greece hungary india iran iraq ireland israel italy japan jordan kazakhstan kuwait latvia lithuania malaysia méxico morocco netherlands norway palestine peru philippines poland portugal romania south africa spain sweden switzerland taiwan thailand tunisia uk united arab emirates and the usa

organizations increasingly need to deal with unstructured processes that traditional business process management bpm suites are not designed to deal with high risk yet high value loan origination or credit approvals police investigations and healthcare

patient treatment are just a few examples of areas where a level of uncertainty makes outc

understand consumer psychology to drive profits and growth want to know exactly what s driving your customer s behavior now you can the customer service solution explains how consumers perceive services and shows you how to enhance the customer experience every time in this economic climate the customer service experience is more critical than ever most leading service firms advocate the tlc mantra think like a customer that s a good practice but first you have to understand what your customer is thinking and feeling today s business leaders cannot afford to neglect the psychological principles that govern customer satisfaction and long term loyalty what are the factors that really determine customer satisfaction two of the nation s leading authorities on service psychology sriram dasu and richard chase have written this groundbreaking guide that identifies and demystifies the psychological triggers behind customer behavior you ll go where customer satisfaction surveys mystery shoppers and focus groups can t and learn exactly why customers respond and behave the way they do with findings drawn from behavioral science research this book provides all the tools you need to evaluate your current service platforms and design future strategies to enhance customer perceptions positively and drive your sales the customer service solution illustrates why even companies with high levels of satisfaction are missing tremendous opportunities by neglecting the emotional elements that govern consumer interactions this book will show you how to shape and manage customer perceptions understand implicit versus explicit outcomes develop the roles of control and choice among buyers design emotionally intelligent processes build trust among customers whatever your business may be healthcare hospitality financial services e commerce and more this book is an essential tool to help you increase profits by leveraging your company s customer experience praise for the customer service solution harnessing the power of emotions will help to drive an exceptional customer experience creating customers for life to help your business thrive finally a guide to help us better understand how to do this james merlino md chief experience officer cleveland clinic required reading for anyone designing a service encounter james heskett professor emeritus harvard business school coauthor of the service profit chain and service future i have always known that our customers shop with us because they want to not because they have to how to make them want to is the secret that this great book unlocks kevin davis president and ceo bristol farms dasu and chase share easy to understand ideas and guidance to operations managers who typically do not think about the psychology of customers in designing their services mary jo bitner phd professor and executive director center for services

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this ibm redbooks publication reviews the overall tivoli enterprise security architecture it focuses on the integration of audit and compliance access control identity management and federation throughout extensive e business enterprise implementations the available security product diversity in the marketplace challenges everyone in charge of designing single secure solutions or an overall enterprise security architecture with access manager identity manager federated identity manager security compliance manager security operations manager directory server and directory integrator tivoli offers a complete set of products designed to address these challenges this book describes the major logical and physical components of each of the tivoli products it also depicts several e business scenarios with different security challenges and requirements by matching the desired tivoli security product criteria this publication describes the appropriate security implementations that meet the targeted requirements this book is a valuable resource for security officers administrators and architects who want to understand and implement enterprise security following architectural guidelines

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through the journey of solution architecture design by providing detailed knowledge of design pillars advanced design patterns anti patterns and the cloud native aspects of modern software design by the end of this handbook you ll have learned the techniques needed to create efficient architecture designs that meet your business requirements what you will learn explore the various roles of a solutions architect in the enterprise landscape implement key design principles and patterns to build high performance cost effective solutions choose the best strategies to secure your architectures and increase their availability modernize legacy applications with the help of cloud integration understand how big data processing machine learning and iot fit into modern architecture integrate a devops mindset to promote collaboration increase operational efficiency and streamline production who this book is for this book is for software developers system engineers devops engineers architects and team leaders who already work in the it industry and aspire to become solutions architect professionals existing solutions architects who want to expand their skillset or get a better understanding of new technologies will also learn valuable new skills to get started you ll need a good understanding of the real world software development process and general programming experience in any language

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create a more robust service management system using the best of itil iso 20000 1 cobit and cmmi svc although itil s popularity as a framework for it service management itsm continues to increase a number of organisations have realised that its approach is sometimes not quite enough on its own many are already working towards compliance with iso 20000 1 the international standard for itsm but with the likes of cobit 5 and cmmi svc to consider as well it can be difficult to determine the best route to take until now there has been little guidance on how to merge these frameworks in order to produce a robust enterprise philosophy for service delivery pragmatic application of service management the five anchor approach provides that guidance product overview completely updated by service management gurus suzanne d van hove and mark thomas the second edition of pragmatic application of service management the five anchor approach provides comprehensive guidance on creating an integrated system based on cobit 5 iso 20000 itil and cmmi svc this practical book enables service managers to immediately adapt and deploy the guidance and quickly improve their itsm function it now features a short chapter on applying the five anchors approach to integrating service management frameworks in very small enterprises vses and contains four new caselets short case studies packed with instructive illustrations helpful tables and the authors very own five anchor approach this book is ideal for anyone considering adopting adapting or merging cobit5 iso iec 20000 itil and cmmi svc better itsm through integrated best practice written by service management gurus suzanne d van hove and mark thomas pragmatic application of service management the five anchors approach presents a holistic view of service management and provides a unique mapping to assist service management practitioners in their information gathering contents 1 why this book 2 cobit iso iec 20000 itil and cmmi svc 3 addressing vses 4 the five anchors 5 caselet 1 governance 6 caselet 2 resource optimization 7 caselet 3 risk management 8 caselet 4 achieve business outcomes 9 caselet 5 compliance improvement 10 caselet 6 strategic alignment 11 caselet 7 security compliance risk 12 caselet 8 value based portfolio 13

caselet 9 strategy choice market conditions 14 caselet 10 plan use resources appendix a the map about the authors dr suzanne d van hove owns and manages sed it a small service management consulting and training company she has worked in multiple professional verticals leading or coaching service management initiatives she has also written and delivered accredited courseware for itil and iso iec 20000 as well as multiple workshops and seminars both nationally and internationally she is the current chair for incits git1 the us national mirror of jtc1 sc40 the special committee for service management she also leads the us mirror for jtc1 sc7 wg24 dr van hove is an adjunct professor at indiana university kelley school of business and has served on the board of directors of itsmf usa as the knowledge management director in recognition of her contributions to the service management community dr van hove was the 2013 recipient of the itsmf usa lifetime achievement award an opera aficionado and avid rosebush gardener dr van hove resides in louisville ky usa mark thomas is the founder and president of escoute consulting an it governance consultancy focusing on helping enterprises realise benefits through risk and resource optimisation as a nationally known itil and cobit expert with more than 20 years of professional experience mark s background spans leadership roles from data centre chief information officer cio to management and it consulting mark has led large teams in outsourced it arrangements conducted project management office pmo service management and governance activities for major project teams and managed enterprise applications implementations across multiple industries mark has an array of industry experience in the healthcare finance manufacturing services high technology and government verticals when he s not travelling mark lives with his family in the kansas city mo area and claims to be a certified barbeque judge in his spare time

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