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Agency for Healthcare Research and Quality/AHRQ

IT Service Management Best Practices Using IBM SmartCloud Control Desk Axel Buecker,Bo Batty,Jason Brown,Alex Chung,Samuel Hokama,Aurelien Jarry,Leonardo Matos,Daniel Wiegand,IBM Redbooks,2013-12-12

SmartCloud Control Desk is a comprehensive IT Asset and Service Management solution that helps reduce cost and minimize service disruptions. It does so through automated service request handling, efficient change management, and optimized asset lifecycle management across IT and enterprise domains. SmartCloud Control Desk helps to reduce total cost of ownership by using one unified solution to license, install, and manage multiple ITIL processes under one price point. It can also help reduce business risk by using advanced impact analysis and defining automated change procedures that ensure integrity of existing infrastructure while supporting business agility. SmartCloud Control Desk improves efficiency and quality of service by unifying asset, change, and problem management. It lowers cost and mitigates license compliance risk by performing end to end software asset management. It also delivers an adaptive, role-based simplified UI that can be more intuitive for novice users, which reduces training costs, while allowing access from anywhere at anytime through mobile device support that includes BlackBerry, iOS, and Android. In addition, SmartCloud Control Desk supports both a profit center business model for internal IT organizations, and an external Service Provider model. It allows organizations to manage customers and customer agreements and bills for managed assets, usage, and work activities while improving utilization rates and reducing unnecessary purchases by managing the IT asset lifecycle. You can deploy SmartCloud Control Desk in a variety of ways; traditional on-premise, SaaS, VM image. This approach can make it more affordable to meet your current business needs, and seamlessly move between delivery models while keeping the same functionality. This IBM® Redbooks® publication covers IBM SmartCloud® Control Desk product configuration, customization, and implementation best practices.

IBM CloudBurst on System x Byron Braswell,Armando Lemos,Rafael Moleiro,Paolo Ottaviano,Ferenc Rada,Maciej Widomski,IBM Redbooks,2012-05-04 This IBM® Redbooks® publication gives an overview of Cloud solutions, followed by detailed information and usage scenarios for IBM CloudBurst® in a System x® environment. Cloud computing can be defined as a style of computing in which dynamically scalable resources, such as CPU, storage, or bandwidth, are provided as a service over the Internet. Cloud computing represents a massively scalable, self-service delivery model where processing, storage, networking, and applications can be accessed as services over the Internet. Enterprises can adopt cloud models to improve employee productivity, deploy new products and services faster and reduce operating costs—starting with workloads, such as development and test, virtual desktop, collaboration, and analytics. IBM provides a scalable variety of cloud solutions to meet these needs. This IBM Redbooks publication helps you to tailor an IBM CloudBurst installation on System x to meet virtualized computing requirements in a private cloud environment. This book is intended for IT support personnel who are responsible for customizing IBM CloudBurst to meet business cloud computing objectives.

Registries for Evaluating Patient Outcomes Agency for Healthcare Research and Quality/AHRQ,2014-04-01 This User's Guide is intended to support the design, implementation, analysis, interpretation, and quality evaluation of registries created to increase understanding of patient outcomes. For the purposes of this guide, a patient registry is an organized system that uses observational study methods to collect uniform data (clinical and other) to evaluate specified outcomes for a population defined by a particular disease, condition, or exposure, and that serves one or more predetermined scientific, clinical, or policy purposes. A registry database is a file (or files) derived from the registry. Although registries can serve many purposes, this guide focuses on registries created for one or more of the following purposes: to describe the natural history of disease, to determine clinical effectiveness or cost-effectiveness of health care products and services, to measure or monitor safety and harm, and/or to measure quality of care. Registries are classified according to how their populations are defined. For example, product registries include patients who have been exposed to biopharmaceutical products or medical devices. Health services registries consist of patients who have had a common procedure, clinical encounter, or hospitalization. Disease or condition registries are defined by patients having the same diagnosis, such as cystic fibrosis or heart failure. The User's Guide was created by researchers affiliated with AHRQ's Effective Health Care Program, particularly those who participated in AHRQ's DEcIDE (Developing Evidence to Inform Decisions About Effectiveness) program. Chapters were subject to multiple internal and external independent reviews.

The Quality Toolbox Nancy Tague,2004-07-14 The Quality Toolbox is a comprehensive reference to a variety of methods and techniques: those most commonly used for quality improvement, many less commonly used, and some created by the author and not available elsewhere. The reader will find the widely used seven basic quality control tools (for example, fishbone diagram, and Pareto chart) as well as the newer management and planning tools. Tools are included for generating and organizing ideas, evaluating ideas, analyzing processes, determining root causes, planning, and basic data-handling and statistics. The book is written and organized to be as simple as possible to use so that anyone can find and learn new tools without a teacher. Above all, this is an instruction book. The reader can learn new tools or, for familiar tools, discover new variations or applications. It also is a reference book, organized so that a half-remembered tool can be found and reviewed easily, and the right tool to solve a particular problem or achieve a specific goal can be quickly identified. With this book close at hand, a quality improvement team becomes capable of more efficient and effective work with less assistance from a trained quality consultant. Quality and training professionals also will find it a handy reference and quick way to expand their repertoire of tools, techniques, applications, and tricks. For this second edition, Tague added 34 tools and 18 variations. The Quality Improvement Stories chapter has been expanded to include detailed case studies from three Baldrige Award winners. An entirely new chapter, Mega-Tools: Quality Management Systems, puts the tools into two contexts: the historical evolution of quality improvement and the quality management systems within which the tools are used. This edition liberally uses icons with each tool description to reinforce for the reader what kind of tool it is and where it is used within the improvement process.

Agile Processes, in Software Engineering, and Extreme Programming Helen Sharp,Tracy Hall,2016-05-14 This book contains the refereed proceedings of the 17th International Conference on Agile Software Development, XP 2016, held in Edinburgh, UK, in May 2016. While agile development has already become mainstream in industry, this field is still constantly evolving and continues to spur an enormous interest both in industry and academia. To this end, the XP conference attracts a large number of software practitioners and researchers, providing a rare opportunity for interaction between the two communities. The 14 full papers accepted for XP 2016 were selected from 42 submissions. Additionally, 11 experience reports (from 25 submissions) 5 empirical studies (out of 12 submitted) and 5 doctoral papers (from 6 papers submitted) were selected, and in each case the authors were shepherded by an experienced researcher. Generally, all of the submitted papers went through a rigorous peer-review process.

Introduction to E-commerce Zheng Qin,2010-06-30 Introduction to E-commerce discusses the foundations and key aspects of E-commerce while focusing on the latest developments in the E-commerce industry. Practical case studies offer a useful reference for dealing with various issues in E-commerce such as latest applications, management techniques, or psychological methods. Dr. Zheng Qin is currently Director of the E-Commerce Institute of Xi'an Jiaotong University.

Customer Relationship Management Francis Buttle,2009 This title presents an holistic view of CRM, arguing that its essence concerns basic business strategy - developing and maintaining long-term, mutually beneficial

relationships with strategically significant customers - rather than the operational tools which achieve these aims.

Managing Next Generation Networks and Services Shingo Ata, Choong Seon Hong, 2007-09-20 This book constitutes the refereed proceedings of the 9th Asia-Pacific Network Operations and Management Symposium, APNOMS 2007, held in Sapporo, Japan, October 2007. The 48 revised full papers and 30 revised short papers cover management of distributed networks, network configuration and planning, network security management, sensor and ad-hoc networks, network monitoring, routing and traffic engineering, management of wireless networks and security on wireless networks.

Integration and Innovation Orient to E-Society Volume 1 Weijun Wang, Yanhui Li, Zhao Duan, Li Yan, Hongxiu Li, Xiaoxi Yang, 2007-12-31 The IFIP series publishes state-of-the-art results in the sciences and technologies of information and communication. Proceedings and post-proceedings of referred international conferences in computer science and interdisciplinary fields are featured. These results often precede journal publication and represent the most current research. The principal aim of the IFIP series is to encourage education and the dissemination and exchange of information about all aspects of computing.

Software Quality Assurance Claude Y. Laporte, Alain April, 2018-01-04 This book introduces Software Quality Assurance (SQA) and provides an overview of standards used to implement SQA. It defines ways to assess the effectiveness of how one approaches software quality across key industry sectors such as telecommunications, transport, defense, and aerospace. Includes supplementary website with an instructor's guide and solutions Applies IEEE software standards as well as the Capability Maturity Model Integration for Development (CMMI) Illustrates the application of software quality assurance practices through the use of practical examples, quotes from experts, and tips from the authors

Medicare Institute of Medicine, Committee to Design a Strategy for Quality Review and Assurance in Medicare, 1990-02-01 Health care for the elderly American is among our nation's more pressing social issues. Our society wishes to ensure quality health care for all older people, but there is growing concern about our ability to maintain and improve quality in the face of efforts to contain health care costs. Medicare: A Strategy for Quality Assurance answers the U.S. Congress' call for the Institute of Medicine to design a strategic plan for assessing and assuring the quality of medical care for the elderly. This book presents a proposed strategic plan for improving quality assurance in the Medicare program, along with steps and timetables for implementing the plan by the year 2000 and the 10 recommendations for action by Congress. The book explores quality of care—how it is defined, measured, and improved—and reviews different types of quality problems. Major issues that affect approaches to assessing and assuring quality are examined. Medicare: A Strategy for Quality Assurance will be immediately useful to a wide audience, including policymakers, health administrators, individual providers, specialists in issues of the older American, researchers, educators, and students.

The Six Sigma Handbook, Revised and Expanded Thomas Pyzdek, 2003-03-20 The most comprehensive Six Sigma reference available, now revised and expanded Completely rewritten and reorganized, this second edition of The Six Sigma Handbook covers all the basic statistics and quality improvement tools of the Six Sigma quality management system. This new edition reflects the developments in Six Sigma over the past few years and will help maintain the book's position as the leading comprehensive guide to Six Sigma. Key changes to this edition include: New chapters on DFSS (Design for Six Sigma); Minitab, the most popular statistical software for Six Sigma; Six Sigma philosophy and values; flowcharting; and SIPOC Coverage of the core problem-solving technique DMAIC (Define, Measure, Analyze, Improve, Control) Dozens of downloadable, customizable Six Sigma work sheets New material on important advanced Six Sigma tools such as FMEA (Failure Mode and Effects Analysis)

Benchmarking for Best Practice Mohamed Zairi, 2010-02-17 Benchmarking for Best Practice uses up-to-the-minute case-studies of individual companies and industry-wide quality schemes to show how and why implementation has succeeded. For any practitioner wanting to establish best practice in a wide variety of business areas, this book makes essential reading. It is also an ideal textbook on the applications of TQM since it describes concepts, covers definitions and illustrates the applications with first-hand examples. Professor Mohamed Zairi is an international expert and leading figure in the field of benchmarking. His pioneering work in this area led to the implementation of sixty comprehensive benchmarking projects in companies worldwide. He has written several books on this subject including 'Practical Benchmarking' in 1992.

Ubiquitous Computing Fundamentals John Krumm, 2018-10-08 ...a must-read text that provides a historical lens to see how ubicomp has matured into a multidisciplinary endeavor. It will be an essential reference to researchers and those who want to learn more about this evolving field. -From the Foreword, Professor Gregory D. Abowd, Georgia Institute of Technology First introduced two decades ago, the term ubiquitous computing is now part of the common vernacular. Ubicomp, as it is commonly called, has grown not just quickly but broadly so as to encompass a wealth of concepts and technology that serves any number of purposes across all of human endeavor. While such growth is positive, the newest generation of ubicomp practitioners and researchers, isolated to specific tasks, are in danger of losing their sense of history and the broader perspective that has been so essential to the field's creativity and brilliance. Under the guidance of John Krumm, an original ubicomp pioneer, Ubiquitous Computing Fundamentals brings together eleven ubiquitous computing trailblazers who each report on his or her area of expertise. Starting with a historical introduction, the book moves on to summarize a number of self-contained topics. Taking a decidedly human perspective, the book includes discussion on how to observe people in their natural environments and evaluate the critical points where ubiquitous computing technologies can improve their lives. Among a range of topics this book examines: How to build an infrastructure that supports ubiquitous computing applications Privacy protection in systems that connect personal devices and personal information Moving from the graphical to the ubiquitous computing user interface Techniques that are revolutionizing the way we determine a person's location and understand other sensor measurements While we needn't become expert in every sub-discipline of ubicomp, it is necessary that we appreciate all the perspectives that make up the field and understand how our work can influence and be influenced by those perspectives. This is important, if we are to encourage future generations to be as successfully innovative as the field's originators.

Resource Manual for Airport In-terminal Concessions, 2011 'TRB's Airport Cooperative Research Program (ACRP) Report 54: Resource Manual for Airport In-Terminal Concessions provides guidance on the development and implementation of airport concession programs. The report includes information on the airport concession process; concession goals; potential customers; developing a concession space plan and concession mix; the Airport Concessions Disadvantaged Business Enterprise (ACDBE) program; and concession procurement, contracting, and management practices--Publisher's description.

Enterprise Network Testing Andy Sholomon, Tom Kunath, 2011-04-14 Enterprise Network Testing Testing Throughout the Network Lifecycle to Maximize Availability and Performance Andy Sholomon, CCIE® No. 15179 Tom Kunath, CCIE No. 1679 The complete guide to using testing to reduce risk and downtime in advanced enterprise networks Testing has become crucial to meeting enterprise expectations of near-zero network downtime. Enterprise Network Testing is the first comprehensive guide to all facets of enterprise network testing. Cisco enterprise consultants Andy Sholomon and Tom Kunath offer a complete blueprint and best-practice methodologies for testing any new network system, product, solution, or advanced technology. Sholomon and Kunath begin by explaining why it is important to test and how network professionals can leverage structured system testing to meet specific business

goals. Then, drawing on their extensive experience with enterprise clients, they present several detailed case studies. Through real-world examples, you learn how to test architectural “proofs of concept,” specific network features, network readiness for use, migration processes, security, and more. Enterprise Network Testing contains easy-to-adapt reference test plans for branches, WANs/MANs, data centers, and campuses. The authors also offer specific guidance on testing many key network technologies, including MPLS/VPN, QoS, VoIP, video, IPsec VPNs, advanced routing (OSPF, EIGRP, BGP), and Data Center Fabrics. § Understand why, when, and how you should test your network § Use testing to discover critical network design flaws § Incorporate structured systems testing into enterprise architecture strategy § Utilize testing to improve decision-making throughout the network lifecycle § Develop an effective testing organization and lab facility § Choose and use test services providers § Scope, plan, and manage network test assignments § nLeverage the best commercial, free, and IOS test tools § Successfully execute test plans, including crucial low-level details § Minimize the equipment required to test large-scale networks § Identify gaps in network readiness § Validate and refine device configurations § Certify new hardware, operating systems, and software features § Test data center performance and scalability § Leverage test labs for hands-on technology training This book is part of the Networking Technology Series from Cisco Press®, which offers networking professionals valuable information for constructing efficient networks, understanding new technologies, and building successful careers.

International Dictionary of Hospitality Management Abraham Pizam,Judy Holcomb,2010-05-14 The International Dictionary of Hospitality Management is the must have companion for all those working or studying in the field of hospitality management. With over 728 entries, it covers everything you need to know, from a concise definition of back office systems, to management accounting and yield management. It covers all of the relevant issues in the field of hospitality management from both a sectoral level: * Lodging * Restaurants and Food service * Time-share * Clubs * Events As well as a functional one: * Accounting and Finance * Marketing * Strategic Management * Human Resources * Information Technology * Facilities Management An abridged version of the successful International Encyclopedia of Hospitality Management, its user friendly layout provides readers with quick and concise answers across this diverse area of industry.

Managing Trade-offs in Adaptable Software Architectures Ivan Mistrik,Nour Ali,Rick Kazman,John Grundy,Bradley Schmerl,2016-08-12 Managing Trade-Offs in Adaptable Software Architectures explores the latest research on adapting large complex systems to changing requirements. To be able to adapt a system, engineers must evaluate different quality attributes, including trade-offs to balance functional and quality requirements to maintain a well-functioning system throughout the lifetime of the system. This comprehensive resource brings together research focusing on how to manage trade-offs and architect adaptive systems in different business contexts. It presents state-of-the-art techniques, methodologies, tools, best practices, and guidelines for developing adaptive systems, and offers guidance for future software engineering research and practice. Each contributed chapter considers the practical application of the topic through case studies, experiments, empirical validation, or systematic comparisons with other approaches already in practice. Topics of interest include, but are not limited to, how to architect a system for adaptability, software architecture for self-adaptive systems, understanding and balancing the trade-offs involved, architectural patterns for self-adaptive systems, how quality attributes are exhibited by the architecture of the system, how to connect the quality of a software architecture to system architecture or other system considerations, and more. Explains software architectural processes and metrics supporting highly adaptive and complex engineering Covers validation, verification, security, and quality assurance in system design Discusses domain-specific software engineering issues for cloud-based, mobile, context-sensitive, cyber-physical, ultra-large-scale/internet-scale systems, mash-up, and autonomic systems Includes practical case studies of complex, adaptive, and context-critical systems

The Site Reliability Workbook Betsy Beyer,Niall Richard Murphy,David K. Rensin,Kent Kawahara,Stephen Thorne,2018-07-25 In 2016, Google’s Site Reliability Engineering book ignited an industry discussion on what it means to run production services today—and why reliability considerations are fundamental to service design. Now, Google engineers who worked on that bestseller introduce The Site Reliability Workbook, a hands-on companion that uses concrete examples to show you how to put SRE principles and practices to work in your environment. This new workbook not only combines practical examples from Google’s experiences, but also provides case studies from Google’s Cloud Platform customers who underwent this journey. Evernote, The Home Depot, The New York Times, and other companies outline hard-won experiences of what worked for them and what didn’t. Dive into this workbook and learn how to flesh out your own SRE practice, no matter what size your company is. You’ll learn: How to run reliable services in environments you don’t completely control—like cloud Practical applications of how to create, monitor, and run your services via Service Level Objectives How to convert existing ops teams to SRE—including how to dig out of operational overload Methods for starting SRE from either greenfield or brownfield

Administering Data Centers Kailash Jayaswal,2005-10-28 This book covers a wide spectrum of topics relevant to implementing and managing a modern data center. The chapters are comprehensive and the flow of concepts is easy to understand. -Cisco reviewer Gain a practical knowledge of data center concepts To create a well-designed data center (including storage and network architecture, VoIP implementation, and server consolidation) you must understand a variety of key concepts and technologies. This book explains those factors in a way that smoothes the path to implementation and management. Whether you need an introduction to the technologies, a refresher course for IT managers and data center personnel, or an additional resource for advanced study, you'll find these guidelines and solutions provide a solid foundation for building reliable designs and secure data center policies. * Understand the common causes and high costs of service outages * Learn how to measure high availability and achieve maximum levels * Design a data center using optimum physical, environmental, and technological elements * Explore a modular design for cabling, Points of Distribution, and WAN connections from ISPs * See what must be considered when consolidating data center resources * Expand your knowledge of best practices and security * Create a data center environment that is user- and manager-friendly * Learn how high availability, clustering, and disaster recovery solutions can be deployed to protect critical information * Find out how to use a single network infrastructure for IP data, voice, and storage

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

















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