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Running an Effective Help Desk Barbara Czegel,1998-03-27 Helpdesk Management in Ihrer Firma - im Zeitalter der Intranets noch telefonbasiert? Wie Sie auf dem Gebiet der technischen Unterstützung der Angestellten auf die enormen Ressourcen des Web zurückgreifen können, zeigt Ihnen die Autorin dieses jetzt umfassend aktualisierten Klassikers. Mit vielen anwendungsbereiten Wordund HTML-Templates. (04/98)

Microsoft Sourcebook for the Help Desk Microsoft Corporation,1995 The Microsoft Sourcebook for the Help Desk is a compilation of best help desk practices from Microsoft, designed for help support professionals who need to deliver quality technical support to end users. It contains information about a wide variety of support-related topics. The CD contains templates, checklists, and lists of decision-making criteria that users can customize.

A Guide to Computer User Support for Help Desk & Support Specialists Fred Beisse, 2004 A standard for help desk professionals and those considering becoming support professionals, this text focuses on key information for user support professionals, including decision making, communicating successfully with a client, determining the client's specific needs, and writing for the end user. This text has been updated to reflect the latest in support industry trends, especially the use of Web and email-based support. For those considering entering the field, alternate career paths for user-support workers are described. This edition has retained and updated the CloseUp feature, which details real-life scenarios of working professionals and issues in the workplace. With balanced coverage of both people skills and technical skills, this book is an excellent resource for those in the technical-support field.

A Guide to Computer User Support for Help Desk and Support Specialists Fred Beisse, 2014-09-01 Equip current and future user-support professionals with the critical people skills and exceptional technical knowledge necessary to provide outstanding support with Beisse's A GUIDE TO COMPUTER USER SUPPORT FOR HELP DESK AND SUPPORT SPECIALISTS, 6E. This useful guide focuses on the informational resources and technical tools students need most to function effectively in a support position. Readers develop the skills to handle troubleshooting and problem solving, successfully communicate with clients, determine a client's specific needs, and train end-users, as well as handle budgeting and other management priorities. Clear, balanced coverage in this edition highlights the latest trends and developments, from Web and e-mail-based support to assistance with Windows 7 and cloud computing. Engaging special features, such as Tips and On the Web Pointers, provide important insights, while new Discussion Questions and Case Projects encourage active participation in the learning process. Leading professional software HelpSTAR and Microsoft Office Project Professional 2010 accompany Beisse's A GUIDE TO COMPUTER USER SUPPORT FOR HELP DESK AND SUPPORT SPECIALISTS, 6E to reinforce the knowledge and skills your students need for success in today's user-support positions. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

The Practice of Programming Brian W. Kernighan, Rob Pike, 1999-02-09 With the same insight and authority that made their book The Unix Programming Environment a classic, Brian Kernighan and Rob Pike have written The Practice of Programming to help make individual programmers more effective and productive. The practice of programming is more than just writing code. Programmers must also assess tradeoffs, choose among design alternatives, debug and test, improve performance, and maintain software written by themselves and others. At the same time, they must be concerned with issues like compatibility, robustness, and reliability, while meeting specifications. The Practice of Programming covers all these topics, and more. This book is full of practical advice and real-world examples in C, C++, Java, and a variety of special-purpose languages. It includes chapters on: debugging: finding bugs quickly and methodically testing: guaranteeing that software works correctly and reliably performance: making programs faster and more compact portability: ensuring that programs run everywhere without change design: balancing goals and constraints to decide which algorithms and data structures are best interfaces: using abstraction and information hiding to control the interactions between components style: writing code that works well and is a pleasure to read notation: choosing languages and tools that let the machine do more of the work Kernighan and Pike have distilled years of experience writing programs, teaching, and working with other programmers to create this book. Anyone who writes software will profit from the principles and guidance in The Practice of Programming.

Microsoft SharePoint Online for Office 365 Bill English,2015-06-11 Deliver world-class collaboration capabilities through the cloud Use SharePoint Online to provide today's most advanced collaboration capabilities--without managing your own infrastructure! This concise reference will help you configure and manage SharePoint Online to meet your requirements for functionality, performance, and compliance. Bill English covers user profiles, security, search, records management, App Catalogs, metrics, and more--to derive maximum value from SharePoint Online. Master the specific skills you need to deploy and run SharePoint Online Choose the version of SharePoint Online that is best for you Manage profiles, properties, audiences, permissions, policies, and MySite settings Use Business Connectivity Services to make SharePoint Online your central hub for all business information Make the most of SharePoint search, indexing, and records and document management Create and manage security and App Catalogs Solve the core issues of governance, risk, compliance, taxonomies, and training

SAP CRM Chandrakant Agarwal,2015 Master the business processes and configuration for SAP Customer Relationship Management! This guide offers the details you need about key SAP CRM functionality and customization. Understand the key SAP CRM business processes and then configure the system for marketing, sales, and service. From master data to middleware to the web UI, get the answers you need to tailor SAP CRM for your own requirements.

Stable Isotope Ecology Brian Fry,2007-01-15 A solid introduction to stable isotopes that can also be used as an instructive review for more experienced researchers and professionals. The book approaches the use of isotopes from the perspective of ecological and biological research, but its concepts can be applied within other disciplines. A novel, step-by-step spreadsheet modeling approach is also presented for circulating tracers in any ecological system, including any favorite system an ecologist might dream up while sitting at a computer. The author's humorous and lighthearted style painlessly imparts the principles of isotope ecology. The online material contains color illustrations, spreadsheet models, technical appendices, and problems and answers.

Burns Emily S. McLaughlin,2012 This book presents topical research in the study of the prevention, causes and treatment of burns. Topics discussed in this compilation include emergency burn care; nanotechnology and nanomedicine advancements in burn therapy; post-burn hand deformities; the role of apoptosis in burn injury; burns during arthroscopy due to the use of electrosurgical devices; the body's local and consecutive, systemic pathophysiological reaction to thermal lesions; the burn reconstructive units on the face and neck; use of modern day technology for pain management during burn injury rehabilitation; carbon monoxide intoxication in burns; the clinical application of Versajet Hydrosurgery System in burn debridement and escharotomy techniques in burn injuries.

Get Certified and Get Ahead Anne Martinez,1999 Incorporating 30 new certifications, as well as updating existing listings, this millennium edition contains a table of 200-plus certifications with columns for acronyms, name of certification, cost range, vendor/non-vendor, and ranking columns, and more.

Managing People in Sport Organizations Tracy Taylor, Alison Doherty, Peter McGraw, 2015-01-09 Managing People in Sport Organizations provides a comprehensive overview of the theory and practice of managing people within a strategic framework. This revised and updated second edition examines a range of strategic human resource management approaches that can be used by sport organizations to respond to contemporary challenges and to develop a sustainable performance culture. Drawing on well-established

conceptual frameworks and current empirical research, the book systematically covers every key area of HRM theory and practice, including: recruitment training and development performance management and appraisal motivation and reward organizational culture employee relations diversity managing change This new edition also includes expanded coverage of social media, volunteers, and individuals within organizations, and is supported with a new companion website carrying additional resources for students and instructors, including PowerPoint slides, exam questions and useful web links. No other book offers such an up-to-date introduction to core concepts and key professional skills in HRM in sport, and therefore Managing People in Sport Organizations is essential reading for any sport management student or any HR professional working in sport.

<u>Directory of Graduates of the FBI National Academy and Officers of the FBI National Academy Associates</u> FBI National Academy, 1992

Personalized Machine Learning Julian McAuley,2022-01-31 Every day we interact with machine learning systems offering individualized predictions for our entertainment, social connections, purchases, or health. These involve several modalities of data, from sequences of clicks to text, images, and social interactions. This book introduces common principles and methods that underpin the design of personalized predictive models for a variety of settings and modalities. The book begins by revising 'traditional' machine learning models, focusing on adapting them to settings involving user data, then presents techniques based on advanced principles such as matrix factorization, deep learning, and generative modeling, and concludes with a detailed study of the consequences and risks of deploying personalized predictive systems. A series of case studies in domains ranging from e-commerce to health plus hands-on projects and code examples will give readers understanding and experience with large-scale real-world datasets and the ability to design models and systems for a wide range of applications.

<u>Authorship Attribution</u> Patrick Juola, 2008 Authorship Attribution surveys the history and present state of the discipline, presenting some comparative results where available. It also provides a theoretical and empirically-tested basis for further work. Many modern techniques are described and evaluated, along with some insights for application for novices and experts alike.

Foreign Aid Carol Lancaster,2008-09-15 A twentieth-century innovation, foreign aid has become a familiar and even expected element in international relations. But scholars and government officials continue to debate why countries provide it: some claim that it is primarily a tool of diplomacy, some argue that it is largely intended to support development in poor countries, and still others point out its myriad newer uses. Carol Lancaster effectively puts this dispute to rest here by providing the most comprehensive answer yet to the question of why governments give foreign aid. She argues that because of domestic politics in aid-giving countries, it has always been—and will continue to be—used to achieve a mixture of different goals. Drawing on her expertise in both comparative politics and international relations and on her experience as a former public official, Lancaster provides five in-depth case studies—the United States, Japan, France, Germany, and Denmark—that demonstrate how domestic politics and international pressures combine to shape how and why donor governments give aid. In doing so, she explores the impact on foreign aid of political institutions, interest groups, and the ways governments organize their giving. Her findings provide essential insight for scholars of international relations and comparative politics, as well as anyone involved with foreign aid or foreign policy.

Building Brand Authenticity M. Beverland, 2009-10-22 The projection of authenticity is one of the key pillars of marketing. Research reveals that consumers seek authenticity through the brands they choose. Based on extensive research with consumers and brand managers this book offers seven guiding principles for building brand authenticity.

Mathematical Models for Suspension Bridges Filippo Gazzola,2015-05-29 This work provides a detailed and up-to-the-minute survey of the various stability problems that can affect suspension bridges. In order to deduce some experimental data and rules on the behavior of suspension bridges, a number of historical events are first described, in the course of which several questions concerning their stability naturally arise. The book then surveys conventional mathematical models for suspension bridges and suggests new nonlinear alternatives, which can potentially supply answers to some stability questions. New explanations are also provided, based on the nonlinear structural behavior of bridges. All the models and responses presented in the book employ the theory of differential equations and dynamical systems in the broader sense, demonstrating that methods from nonlinear analysis can allow us to determine the thresholds of instability.

New Perspectives on Virtual and Augmented Reality Linda Daniela,2020-05-31 New Perspectives on Virtual and Augmented Reality discusses the possibilities of using virtual and augmented reality in the role of innovative pedagogy, where there is an urgent need to find ways to teach and support learning in a transformed learning environment. Technology creates opportunities to learn differently and presents challenges for education. Virtual reality solutions can be exciting, create interest in learning, make learning more accessible and make learning faster. This book analyses the capabilities of virtual, augmented and mixed reality by providing ideas on how to make learning more effective, how existing VR/AR solutions can be used as learning tools and how a learning process can be structured. The virtual reality (VR) solutions can be used successfully for educational purposes as their use can contribute to the construction of knowledge and the development of metacognitive processes. They also contribute to inclusive education by providing access to knowledge that would not otherwise be available. This book will be of great interest to academics, researchers and post-graduate students in the field of educational technology.

ICRRM 2019 - System Reliability, Quality Control, Safety, Maintenance and Management Vinit Kumar Gunjan, Sri Niwas Singh, Tran Duc-Tan, Gloria Jeanette Rincon Aponte, Amit Kumar, 2019-06-13 Content of this proceedings discusses emerging trends in structural reliability, safety and disaster management, covering topics like total quality management, risk maintenance and design for reliability. Some papers also address chemical process reliability, reliability analysis and engineering applications in chemical process equipment systems and includes a chapter on reliability evaluation models of chemical systems. Accepted papers from 2019 International Conference on Reliability, Risk Maintenance and Engineering Management (ICRRM 2019) are part of this conference proceeding. It offers useful insights to road safety engineers, disaster management professionals involved in product design and probabilistic methods in manufacturing systems.

Social Sensing and Big Data Computing for Disaster Management Zhenlong Li, Qunying Huang, Christopher T. Emrich, 2020-12-17 Social Sensing and Big Data Computing for Disaster Management captures recent advancements in leveraging social sensing and big data computing for supporting disaster management. Specifically, analysed within this book are some of the promises and pitfalls of social sensing data for disaster relevant information extraction, impact area assessment, population mapping, occurrence patterns, geographical disparities in social media use, and inclusion in larger decision support systems. Traditional data collection methods such as remote sensing and field surveying often fail to offer timely information during or immediately following disaster events. Social sensing enables all citizens to become part of a large sensor network which is low cost, more comprehensive, and always broadcasting situational awareness information. However, data collected with social sensing is often massive, heterogeneous, noisy, and unreliable in some aspects. It comes in continuous streams, and often lacks geospatial reference information. Together, these issues represent a grand challenge toward fully leveraging social sensing for emergency management decision making under extreme duress. Meanwhile, big data computing methods and technologies such as high-performance computing, deep learning, and multisource data fusion become critical components of using social sensing to understand the impact of and response to the disaster events in a timely fashion. This book was originally published as a special issue of the International Journal of Digital Earth.

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