

Business Process Change, Second Edition: A Guide For Business Managers And BPM And Six Sigma Professionals (The MK/OMG Press) 2nd (second) Edition By Harmon, Paul, Business Process Trends Published By Morgan Kaufmann (2007)

During the last 60 years the discipline of human factors (HF) has evolved alongside progress in engineering, technology, and business. Contemporary HF is clearly shifting towards addressing the human-centered design paradigm for much larger and complex societal systems, the effectiveness of which is affected by recent advances in engineering, science, and education. Human Factors of a Global Society: A System of Systems Perspective explores the future challenges and potential contributions of the human factors discipline in the Conceptual Age of human creativity and social responsibility. Written by a team of experts and pioneers, this book examines the human aspects related to contemporary societal developments in science, engineering, and higher education in the context of unprecedented progress in those areas. It also discusses new paradigms for higher education, including education delivery, and administration from a systems of systems perspective. It then examines the future challenges and potential contributions of the human factors discipline. While there are other books that focus on systems engineering or on a specific area of human factors, this book unifies these different perspectives into a holistic point of view. It gives you an understanding of human factors as it relates to the global enterprise system and its newly emerging characteristics such as quality, system complexity, evolving management system and its role in social and behavioral changes. By exploring the human aspects related to actual societal developments in science, the book opens a new horizon for the HF community.

Lauded for its easy-to-understand, conversational discussion of the fundamentals of mediation, moderation, and conditional process analysis, this book has been fully revised with 50% new content, including sections on working with multicategorical antecedent variables, the use of PROCESS version 3 for SPSS and SAS for model estimation, and annotated PROCESS v3 outputs. Using the principles of ordinary least squares regression, Andrew F. Hayes carefully explains procedures for testing hypotheses about the conditions under and the mechanisms by which causal effects operate, as well as the moderation of such mechanisms. Hayes shows how to estimate and interpret direct, indirect, and conditional effects; probe and visualize interactions; test

questions about moderated mediation; and report different types of analyses. Data for all the examples are available on the companion website (www.afhayes.com), along with links to download PROCESS. New to This Edition *Chapters on using each type of analysis with multicategorical antecedent variables. *Example analyses using PROCESS v3, with annotated outputs throughout the book. *More tips and advice, including new or revised discussions of formally testing moderation of a mechanism using the index of moderated mediation; effect size in mediation analysis; comparing conditional effects in models with more than one moderator; using R code for visualizing interactions; distinguishing between testing interaction and probing it; and more. *Rewritten Appendix A, which provides the only documentation of PROCESS v3, including 13 new preprogrammed models that combine moderation with serial mediation or parallel and serial mediation. *Appendix B, describing how to create customized models in PROCESS v3 or edit preprogrammed models.

Business Process Management (BPM) has become one of the most widely used approaches for the design of modern organizational and information systems. The conscious treatment of business processes as significant corporate assets has facilitated substantial improvements in organizational performance but is also used to ensure the conformance of corporate activities. This Handbook presents in two volumes the contemporary body of knowledge as articulated by the world's leading BPM thought leaders. This first volume focuses on arriving at a sound definition of BPM approaches and examines BPM methods and process-aware information systems. As such, it provides guidance for the integration of BPM into corporate methodologies and information systems. Each chapter has been contributed by leading international experts. Selected case studies complement their views and lead to a summary of BPM expertise that is unique in its coverage of the most critical success factors of BPM. The second edition of this handbook has been significantly revised and extended. Each chapter has been updated to reflect the most current developments. This includes in particular new technologies such as in-memory data and process management, social media and networks. A further focus of this revised and extended edition is on the actual deployment of the proposed theoretical concepts. This volume includes a number of entire new chapters from some of the world's leading experts in the domain of BPM. "The practice of Business Process Management has progressed significantly since Michael Hammer and I wrote the Reengineering book. This "handbook" presents the most complete description of the competencies required for BPM and exhaustively describes what we have learned about process

management in the last 20 years." Jim Champy (Co-Author of the Best-Seller ?Business Process Reengineering ? by Michael Hammer and Jim Champy).

Perfectly intelligent programmers often struggle when forced to work with SQL. Why? Joe Celko believes the problem lies with their procedural programming mindset, which keeps them from taking full advantage of the power of declarative languages. The result is overly complex and inefficient code, not to mention lost productivity. This book will change the way you think about the problems you solve with SQL programs.. Focusing on three key table-based techniques, Celko reveals their power through detailed examples and clear explanations. As you master these techniques, you'll find you are able to conceptualize problems as rooted in sets and solvable through declarative programming. Before long, you'll be coding more quickly, writing more efficient code, and applying the full power of SQL • Filled with the insights of one of the world's leading SQL authorities - noted for his knowledge and his ability to teach what he knows. • Focuses on auxiliary tables (for computing functions and other values by joins), temporal tables (for temporal queries, historical data, and audit information), and virtual tables (for improved performance). • Presents clear guidance for selecting and correctly applying the right table technique.

Information Modeling and Relational Databases

30 surprising ways a business analyst can add value to your Agile development team

Introduction, Methods, and Information Systems

Business Process Execution Language for Web Services

Handbook on Business Process Management 1

Principles of Transaction Processing

Do it Right the Second Time

Principles of Transaction Processing is a comprehensive guide to developing applications, designing systems, and evaluating engineering products. The book provides detailed discussions of the internal workings of transaction processing systems, and it discusses how these systems work and how best to utilize them. It covers the architecture of Web Application Servers and transactional communication paradigms. The book is divided into 11 chapters, which cover the following: Overview of transaction processing application and system structure Software abstractions found in transaction processing systems Architecture of multitier applications and the functions of transactional middleware and database servers Queued transaction processing

and its internals, with IBM's Websphere MQ and Oracle's Stream AQ as examples Business process management and its mechanisms Description of the two-phase locking function, B-tree locking and multigranularity locking used in SQL database systems and nested transaction locking System recovery and its failures Two-phase commit protocol Comparison between the tradeoffs of replicating servers versus replication resources Transactional middleware products and standards Future trends, such as cloud computing platforms, composing scalable systems using distributed computing components, the use of flash storage to replace disks and data streams from sensor devices as a source of transaction requests. The text meets the needs of systems professionals, such as IT application programmers who construct TP applications, application analysts, and product developers. The book will also be invaluable to students and novices in application programming. Complete revision of the classic "non mathematical" transaction processing reference for systems professionals. Updated to focus on the needs of transaction processing via the Internet-- the main focus of business data processing investments, via web application servers, SOA, and important new TP standards. Retains the practical, non-mathematical, but thorough conceptual basis of the first edition.

Good requirements do not come from a tool, or from a customer interview. They come from a repeatable set of processes that take a project from the early idea stage through to the creation of an agreed-upon project and product scope between the customer and the developer. From enterprise analysis and planning requirements gathering to documentation, Determining Project Requirements, Second Edition: Mastering the BABOK® and the CBAP® Exam covers the entire business analysis cycle as well as modeling techniques. Aligned with the International Institute of Business Analysis' (IIBA) Business Analysis Body of Knowledge 2.0® (BABOK® Guide 2.0), the second edition of this popular reference provides readers with a complete and up-to-date resource for preparing to take the Certified Business Analysis Professional (CBAP®) examination. It also: Presents helpful techniques, tools, best practices, and templates to help readers improve the requirements gathering processes within their organization Contains exercises, sample solutions, and a case study that illustrate how to deal with the various situations that might be encountered in the requirements gathering process Supplies a broad overview of a multitude of business analysis issues Includes two sample business requirements documents—one is a comprehensive template, provided courtesy of ESI International, the second is a simpler template suitable for smaller projects The book covers all of the BABOK® knowledge

areas and features new preparatory sections for the CBAP® exam that include 300 questions. It examines data modeling, requirements modeling techniques, process modeling, and hybrid techniques. With its many examples, use cases, and business requirements document templates, this book is the ideal self-study guide for practitioners. The combination of theory, activities, exercises, solutions, case study, and exam questions also makes it suitable for business analysis students.

DW 2.0: The Architecture for the Next Generation of Data Warehousing is the first book on the new generation of data warehouse architecture, DW 2.0, by the father of the data warehouse. The book describes the future of data warehousing that is technologically possible today, at both an architectural level and technology level. The perspective of the book is from the top down: looking at the overall architecture and then delving into the issues underlying the components. This allows people who are building or using a data warehouse to see what lies ahead and determine what new technology to buy, how to plan extensions to the data warehouse, what can be salvaged from the current system, and how to justify the expense at the most practical level. This book gives experienced data warehouse professionals everything they need in order to implement the new generation DW 2.0. It is designed for professionals in the IT organization, including data architects, DBAs, systems design and development professionals, as well as data warehouse and knowledge management professionals. * First book on the new generation of data warehouse architecture, DW 2.0. * Written by the "father of the data warehouse", Bill Inmon, a columnist and newsletter editor of The Bill Inmon Channel on the Business Intelligence Network. * Long overdue comprehensive coverage of the implementation of technology and tools that enable the new generation of the DW: metadata, temporal data, ETL, unstructured data, and data quality control.

Are you baffled by how your department can keep making the same mistakes? Do you feel you have been climbing an unending, uphill battle trying to focus your employees' limited time on more valuable work? You're not alone! In fact, these obstacles are so common in business that the solution to getting past them even has a name--business process improvement (BPI). Thankfully, though, you don't have to be a BPI expert in order to resolve these situations and find the results your business needs to find success again. Written by an experienced process analyst, The Power of Business Process Improvement is the resource you need to find a simple, bottom-line approach to process improvement work. By implementing its proven 10-step method, you will

be able to:• Eliminate duplication and bureaucracy• Control costs• Establish internal controls to reduce human error• Test and rework the process before introducing it• Implement the changesWhether you are new to BPI or a seasoned pro, this user-friendly how-to guide--complete with software suggestions, quizzes, a comparison of industry improvement methods, and examples to help you apply the ideas--is your solution to turning your business into the well-oiled machine you know it can be.

An Architect and Developer's Guide to Orchestrating Web Services Using BPEL4WS

Case Studies

Model-Driven Software Engineering in Practice

First World Summit on the Knowledge Society, WSKS 2008, Athens, Greece, September 24-26, 2008.

Proceedings

Business Process Mapping

The World Is Flat [Further Updated and Expanded; Release 3.0]

Business Process Management

Describes a method of negotiation that isolates problems, focuses on interests, creates new options, and uses objective criteria to help two parties reach an agreement

Every company wants to improve the way it does business, to produce goods and services more efficiently, and to increase profits. Nonprofit organizations are also concerned with efficiency, productivity, and with achieving the goals they set for themselves. Every manager understands that achieving these goals is part of his or her job. BUSINESS PROCESS MANAGEMENT (or BPM) is what they call these activities that companies perform in order to improve and adapt processes that will help improve the way they do business. In this balanced treatment of the field of business process change, Paul Harmon offers concepts, methods, and cases for all aspects and phases of successful business process improvement.

Updated and added for this edition are coverage of business process management systems, business rules, enterprise architectures and frameworks (SCOR), and more content on Six Sigma and Lean--in addition to new coverage of performance metrics. * Extensive revision and update to the successful BPM book, addressing the growing interest in Business Process Management Systems, and the integration of process redesign and Six Sigma concerns. * The best first book on business process, the most up-to-date book to read to learn how all the different process elements fit together. * Presents a methodology based on the best practices available that can be tailored for specific needs and that maintains a focus on the human aspects of process redesign. * Offers all new detailed case studies showing how these methods are implemented.

A revitalized version of the popular classic, the Encyclopedia of Library and Information Science, Second Edition targets new and dynamic movements in the distribution, acquisition, and development of print and online media—compiling articles from more than 450 information specialists on topics including program planning in the digital era, recruitment, information management, advances in digital technology and encoding, intellectual property, and hardware, software, database selection and design, competitive intelligence, electronic records preservation, decision support systems, ethical issues in information, online library instruction, telecommuting, and digital library projects.

This textbook provides organisational leadership with an understanding of business process management and its benefits to an organisation. It provides a practical framework, complete with a set of tools and techniques, to successfully implement business process management projects.

A System of Systems Perspective

How Work Gets Done

Getting to Yes

Emerging Technologies and Information Systems for the Knowledge Society

Introduction to Mediation, Moderation, and Conditional Process Analysis, Second Edition

10 Simple Steps to Increase Effectiveness, Efficiency, and Adaptability

Fundamentals of Business Process Management

Structuring, or, as it is referred to in the title of this book, the art of structuring, is one of the core elements in the discipline of Information Systems. While the world is becoming increasingly complex, and a growing number of disciplines are evolving to help make it a better place, structure is what is needed in order to understand and combine the various perspectives and approaches involved. Structure is the essential component that allows us to bridge the gaps between these different worlds, and offers a medium for communication and exchange. The contributions in this book build these bridges, which are vital in order to communicate between different worlds of thought and methodology – be it between Information Systems (IS) research and practice, or between IS research and other research disciplines. They describe how structuring can be and should be done so as to foster communication and collaboration. The topics covered reflect various layers of structure that can serve as bridges: models, processes, data, organizations, and technologies. In turn, these aspects are complemented by visionary outlooks on how structure influences the field.

Business Process Management (BPM) has become one of the most widely used approaches for the design of modern organizational and information systems. The conscious treatment of business processes as

significant corporate assets has facilitated substantial improvements in organizational performance but is also used to ensure the conformance of corporate activities. This Handbook presents in two volumes the contemporary body of knowledge as articulated by the world's leading BPM thought leaders. This first volume focuses on arriving at a sound definition of BPM approaches and examines BPM methods and process-aware information systems. As such, it provides guidance for the integration of BPM into corporate methodologies and information systems. Each chapter has been contributed by leading international experts. Selected case studies complement their views and lead to a summary of BPM expertise that is unique in its coverage of the most critical success factors of BPM. The second edition of this handbook has been significantly revised and extended. Each chapter has been updated to reflect the most current developments. This includes in particular new technologies such as in-memory data and process management, social media and networks. A further focus of this revised and extended edition is on the actual deployment of the proposed theoretical concepts. This volume includes a number of entire new chapters from some of the world's leading experts in the domain of BPM.

This book constitutes the post-conference proceedings of the CAiSE Forum from the 22nd International Conference on Advanced Information Systems Engineering (CAiSE 2010), held in Hammamet, Tunisia, June 9, 2010. While the CAiSE conference itself focuses on papers that report on matured research, the CAiSE forum was created specifically as a platform to present fresh ideas, new concepts, and new and innovative systems, tools, and applications. The 22 papers presented in this volume were carefully reviewed and selected from 32 submissions. The reworked and extended versions of the original presentations cover topics such as business process management, enterprise architecture and modeling, service-oriented architectures, and requirements engineering.

Whether you are looking for a way to create efficiencies, analyze the work that is being done, or provide better customer service or innovation, you are ultimately looking for a tool to better understand processes. This book discusses the complete cycle of business process mapping and links business objectives, risks and measures of success to the processes being mapped.

Business Process Management, Basics & Beyond

The Process Improvement Handbook: A Blueprint for Managing Change and Increasing Organizational Performance

Business Process Outsourcing

Business Process Modeling, Simulation and Design

Successful with BPMN 2. 0 and OCEB 2 Fundamental

A Regression-Based Approach

CAiSE Forum 2010, Hammamet, Tunisia, June 7-9, 2010, Selected Extended Papers

The Definitive Guide to Process Improvement & Operational Excellence. This complete body of knowledge for process improvement professionals provides an easy-to-understand foundation for process maturity capability in any company. Gold Medal Winner of the 2015 Axiom Book Award for best business theory book! **The Process Improvement Handbook: A Blueprint for Managing Change and Increasing Organizational Performance** introduces an all-encompassing body of knowledge for anyone looking to improve their operating environment. It presents a practical way to build and improve processes, and can assist professionals whether they are learning the basics of Process Improvement, planning their first improvement project, or evangelizing process oriented thinking throughout their organization. All of the concepts explained in this book encapsulate everything needed to enable process excellence from start to finish, saving time, conserving resources, and accomplishing more in a competitive timeframe. These practical insights will make you more effective in any Process Improvement role: from contributor, stakeholder, executive, team member, department, business division, supplier, and customer. Highlights include: A comprehensive framework that outlines the methods, tools, and competencies used to create sustainable Process Improvement efforts An industry-leading architecture approach for building organizational processes - Process-Oriented Architecture (POA) Demonstrating the importance of end-to-end process improvement, and the pitfalls of individual and isolated improvement methods Capitalizing on practical agility principles to deliver faster results Sample learning materials such as instructions for getting started, practical guides, real-world case studies, and templates available in the book and on an affiliated website A self-sufficient reference guide that all employees can easily use or self-train with A common vocabulary within the Process Improvement profession for discussing, writing, and applying Process Improvement concepts A robust tool for educating or training organizations and professionals Includes a Foreword from Dr. H. James Harrington, prolific author of over 35 Process Improvement books and winner of numerous quality awards including ASQ's Distinguished Service Medal.

Business Process Change, 3rd Edition provides a balanced view of the field of business process change. Bestselling author Paul Harmon offers concepts, methods, cases for all aspects and phases of successful

business process improvement. Updated and added for this edition is new material on the development of business models and business process architecture development, on integrating decision management models and business rules, on service processes and on dynamic case management, and on integrating various approaches in a broad business process management approach. New to this edition: How to develop business models and business process architecture How to integrate decision management models and business rules New material on service processes and on dynamic case management Learn to integrate various approaches in a broad business process management approach Extensive revision and update addresses Business Process Management Systems, and the integration of process redesign and Six Sigma Learn how all the different process elements fit together in this best first book on business process, now completely updated Tailor the presented methodology, which is based on best practices, to your organization's specific needs Understand the human aspects of process redesign Benefit from all new detailed case studies showing how these methods are implemented

Information Modeling and Relational Databases, Second Edition, provides an introduction to ORM (Object-Role Modeling) and much more. In fact, it is the only book to go beyond introductory coverage and provide all of the in-depth instruction you need to transform knowledge from domain experts into a sound database design. This book is intended for anyone with a stake in the accuracy and efficacy of databases: systems analysts, information modelers, database designers and administrators, and programmers. Terry Halpin, a pioneer in the development of ORM, blends conceptual information with practical instruction that will let you begin using ORM effectively as soon as possible. Supported by examples, exercises, and useful background information, his step-by-step approach teaches you to develop a natural-language-based ORM model, and then, where needed, abstract ER and UML models from it. This book will quickly make you proficient in the modeling technique that is proving vital to the development of accurate and efficient databases that best meet real business objectives. Presents the most indepth coverage of Object-Role Modeling available anywhere, including a thorough update of the book for ORM2, as well as UML2 and E-R (Entity-Relationship) modeling. Includes clear coverage of relational database concepts, and the latest developments in SQL and XML, including a new chapter on the impact of XML on information modeling, exchange and transformation. New and improved case studies and exercises are provided for many topics.

Rediscover how your organization works and where it can be improved by using simple, yet powerful

techniques! How Work Gets Done will provide the business or IT professional with a practical working knowledge of Business Process Management (BPM). This book is written in a conversational style that encourages you to read it from start to finish and master these objectives:

- Learn how to identify the goals and drivers important to your organization and how to align these with key performance measures
- Understand how business strategies, business policies, and operational procedures need to be connected within a Business Process Architecture
- Know the basic building blocks of any business process - Inputs, Outputs, Guides, and Enablers
- Learn how to create a BPM Center of Excellence in your organization
- Acquire the skills to establish a BPM methodology addressing Enterprise-level, Process-Level, and Implementation-Level priorities
- Learn how to build a Process Competency Framework encompassing all BPM stakeholders
- Obtain the knowledge to improve a process step-by-step with easy to use techniques and templates such as swimlanes and flowcharts

How Work Gets Done is a clear, concise, and well-navigated journey into the world of Business Processes and Business Process Management. From a practical introduction through advanced topics around methodology and competencies, it is suitable for business process newcomers and seasoned practitioners alike. It should be required reading at all levels of every organization. Eugene Fucetola — Global Application Messaging and Integration, Operations Manager, Mars Information Services If you've always wished you had a very practical friend who could sit down and talk you through just what's involved improving how work gets done at your organization, this is the book! Paul Harmon — Executive Editor, Business Process Trends and Chief Methodologist, BPTrends Associates Artie Mahal has done something that was thought to be impossible - produce an easily readable book about business process management. He paints pictures with words, offers many easy-to-grasp analogies, and stimulates with simplifying charts of complex concepts. Leon Fraser — Lecturer, Rutgers Business School

Second Edition

Human Factors of a Global Society

Business Process Change

Holistic Business Process Management

A Guide for Business Managers and BPM and Six Sigma Professionals

A Brief History of the Twenty-first Century

Integrated Business Processes with ERP Systems

Most textbooks on business process management focus on either the nuts and bolts of computer simulation or the managerial aspects of business processes. Covering both technical and managerial aspects of business process management, *Business Process Modeling, Simulation and Design, Second Edition* presents the tools to design effective business processes and the management techniques to operate them efficiently. New to the Second Edition Three completely revised chapters that incorporate ExtendSim 8 An introduction to simulation A chapter on business process analytics Developed from the authors' many years of teaching process design and simulation courses, the text provides students with a thorough understanding of numerous analytical tools that can be used to model, analyze, design, manage, and improve business processes. It covers a wide range of approaches, including discrete event simulation, graphical flowcharting tools, deterministic models for cycle time analysis and capacity decisions, analytical queuing methods, and data mining. Unlike other operations management books, this one emphasizes user-friendly simulation software as well as business processes, rather than only manufacturing processes or general operations management problems. Taking an analytical modeling approach to process design, this book illustrates the power of simulation modeling as a vehicle for analyzing and designing business processes. It teaches how to apply process simulation and discusses the managerial implications of redesigning processes. The ExtendSim software is available online and ancillaries are available for instructors.

In this step by step guide, former Management Consultant and change management expert Theodore Panagacos walks you through the entire discipline of Business Process Management. Learn how to fast track your organization's strategy to govern processes, create a process culture, and measure business performance. Best of all, this crystal-clear, convenient sized book can be put to work in your organization immediately!

This book is aimed at architects and developers in the design, implementation, and integration phases of advanced information systems and e-business solutions, developing business processes and dealing with the issues of composition, orchestration, transactions, coordination, and security. The book presumes knowledge of XML and web services, web services development (either on J2EE or .NET), and multi-tier architecture.

For graduate level courses in Operations Management or Business Processes. A structured, data-driven approach to understanding core operations management concepts. Anupindi shows how managers can design and manage process structure and process drivers to improve the performance of any business process. The third edition retains the general process view paradigm while providing a sharper, more streamlined presentation of the development of ideas in each chapter-all of which are illustrated with contemporary examples from practice.

Business Process Improvement Toolbox
Negotiating Agreement Without Giving in
Project Management

Business Process Modeling, Simulation and Design, Second Edition

The Ultimate Guide to Business Process Management

A Guide to Building Information Modeling for Owners, Designers, Engineers, Contractors, and Facility Managers

Managing Business Process Flows

Many corporations are currently restructuring their business processes in order to become more competitive and cost effective. Once the decision has been made to outsource, a corporation must structure the deal. This book will show them how to request proposals and negotiate and close the agreement--creating the outsourcing strategy.

Discover BIM: A better way to build better buildings Building Information Modeling (BIM) offers a novel approach to design, construction, and facility management in which a digital representation of the building product and process is used to facilitate the exchange and interoperability of information in digital format. BIM is beginning to change the way buildings look, the way they function, and the ways in which they are designed and built. The BIM Handbook, Third Edition provides an in-depth understanding of BIM technologies, the business and organizational issues associated with its implementation, and the profound advantages that effective use of BIM can provide to all members of a project team. Updates to this edition include: Information on the ways in which professionals should use BIM to gain maximum value New topics such as collaborative working, national and major construction clients, BIM standards and guides A discussion on how various professional roles have expanded through the widespread use and the new avenues of BIM practices and services A wealth of new case studies that clearly illustrate exactly how BIM is applied in a wide variety of conditions Painting a colorful and thorough picture of the state of the art in building information modeling, the BIM Handbook, Third Edition guides readers to successful implementations, helping them to avoid needless frustration and costs and take full advantage of this paradigm-shifting approach to construct better buildings that consume fewer materials and require less time, labor, and capital resources.

This new edition of Friedman's landmark book explains the flattening of the world better than ever- and takes a new measure of the effects of this change on each of us.

A new edition of the most popular book of project management case studies, expanded to include more than 100 cases plus a "super case" on the Iridium Project Case studies are an important part of project management education and training. This Fourth Edition of Harold Kerzner's Project Management Case Studies features a number of new cases covering value measurement in project management. Also included is the well-received "super case," which covers all aspects of project management and may be used as a capstone for a course. This new edition: Contains 100-plus case studies drawn from real companies to illustrate both successful and poor implementation of project management Represents a wide range of

industries, including medical and pharmaceutical, aerospace, manufacturing, automotive, finance and banking, and telecommunications Covers cutting-edge areas of construction and international project management plus a "super case" on the Iridium Project, covering all aspects of project management Follows and supports preparation for the Project Management Professional (PMP®) Certification Exam Project Management Case Studies, Fourth Edition is a valuable resource for students, as well as practicing engineers and managers, and can be used on its own or with the new Eleventh Edition of Harold Kerzner's landmark reference, Project Management: A Systems Approach to Planning, Scheduling, and Controlling. (PMP and Project Management Professional are registered marks of the Project Management Institute, Inc.)

Handbook on Business Process Management 1 & 2

Determining Project Requirements, Second Edition

Improving Customer Satisfaction

Strategic Alignment, Governance, People and Culture

The Art of Structuring

The Power of Business Process Improvement

Encyclopedia of Library and Information Science, Second Edition -

This extensively revised second edition of the acclaimed and bestselling book, Workflow Modeling serves as a complete guide to discovering, scoping, assessing, modeling, and redesigning business processes. Providing proven techniques for identifying, modeling, and redesigning business processes, and explaining how to implement workflow improvement, this book helps you define requirements for systems development or systems acquisition.

"The first half of the book presents an overall business process improvement model, with the ensuing chapters dealing with topics of understanding and modeling your current business processes, using performance measurement in improvement work, creating a business process improvement road map, and organizing for improvement work. The second half of the book presents the overall toolbox, followed by one chapter for each phase of the overall improvement model. For each of these phases, a selection of suitable tools is presented with background, steps for how to use them, and an example of their use. The final two chapters contain two more extensive case studies illustrating the use of the full methodology.

It is a great pleasure to share with you the Springer LNCS proceedings of the First World Summit on the Knowledge Society - WSKS 2008 that was organized by the Open Research Society, NGO, <http://www.open-knowledge-society.org>, and took place in the American College of Greece,

<http://www.acg.gr>, during September 24-27, 2008, in Athens, Greece. The World Summit on the Knowledge Society Series is an international attempt to promote a dialogue on the main aspects of a knowledge society toward a better world for all based on knowledge and learning. The WSKS Series brings together academics, people from industry, policy makers, politicians, government officers and active citizens to look at the impact of information technology, and the knowledge-based era it is creating, on key facets of today's world: the state, business, society and culture. Six general pillars provide the constitutional elements of the WSKS series: • Social and Humanistic Computing for the Knowledge Society--Emerging Technologies and Systems for the Society and Humanity • Knowledge, Learning, Education, Learning Technologies and E-learning for the Knowledge Society • Information Technologies--Knowledge Management Systems--E-business and Enterprise Information Systems for the Knowledge Society • Culture and Cultural Heritage--Technology for Culture Management--Management of Tourism and Entertainment--Tourism Networks in the Knowledge Society • Government and Democracy for the Knowledge Society • Research and Sustainable Development in the Knowledge Society The summit provides a distinct, unique forum for cross-disciplinary fertilization of research, favoring the dissemination of research that is relevant to international re-

Now in its second edition, *The Power of the Agile Business Analyst* has expanded to include new Agile methods that have emerged or gained prominence since the first edition. Buy this book to learn how to revolutionise your Agile development and increase the value and relevancy of your project outcomes. Learn 30 realistic, achievable ways that an Agile business analyst can increase project efficiency, add value and improve quality. Find out how an Agile business analyst bridges the gap between the needs of the business and the resources of the development team. Now updated with current Agile methods, to support emerging and established business analysts to adapt to new trends. 30 ways an Agile business analyst can help Drawing on her extensive experience, Jamie proposes a new role for Agile projects: The Agile business analyst. She details 30 achievable ways that such a role will increase relevance, quality and overall business value, and provide business users with crucial support. The Agile business analyst is also a boon to the development team, being a ready source of business knowledge and ensuring that project outcomes align with requirements. This book has been updated to: Incorporate behaviour-driven development into the work that the business analyst does to support interface design; Align the programme management strategies of the Scaled Agile Framework (SAFe) to encourage cross-organisational communication and participation; Include full updates

throughout the Qualifications section in 'Getting the Right Agile Business Analyst for Your Team'; and Provide Agile updates, bringing the book back into line with current methods. Support your Agile business user for better project outcomes.

Information Systems Evolution

DW 2.0: The Architecture for the Next Generation of Data Warehousing

BIM Handbook

Mastering the BABOK® and the CBAP® Exam

Handbook on Business Process Management 2

Joe Celko's Thinking in Sets: Auxiliary, Temporal, and Virtual Tables in SQL

Process, Strategies, and Contracts

This book discusses how model-based approaches can improve the daily practice of software professionals. This is known as Model-Driven Software Engineering (MDSE) or, simply, Model-Driven Engineering (MDE). MDSE practices have proved to increase efficiency and effectiveness in software development, as demonstrated by various quantitative and qualitative studies. MDSE adoption in the software industry is foreseen to grow exponentially in the near future, e.g., due to the convergence of software development and business analysis. The aim of this book is to provide you with an agile and flexible tool to introduce you to the MDSE world, thus allowing you to quickly understand its basic principles and techniques and to choose the right set of MDSE instruments for your needs so that you can start to benefit from MDSE right away. The book is organized into two main parts. The first part discusses the foundations of MDSE in terms of basic concepts (i.e., models and transformations), driving principles, application scenarios, and current standards, like the well-known MDA initiative proposed by OMG (Object Management Group) as well as the practices on how to integrate MDSE in existing development processes. The second part deals with the technical aspects of MDSE, spanning from the basics on when and how to build a domain-specific modeling language, to the description of Model-to-Text and Model-to-Model transformations, and the tools that support the management of MDSE projects. The second edition of the book features: a set of completely new topics, including: full example of the creation of a new modeling language (IFML), discussion of modeling issues and approaches in specific domains, like business process modeling, user interaction modeling, and enterprise architecture complete revision of examples, figures, and text, for improving readability, understandability, and coherence better formulation of definitions, dependencies between concepts and ideas addition of a complete index of book content In addition to the contents of the book, more resources are provided on the book's website <http://www.mdse-book.com>, including the examples presented in the book.

It is often not recognized to what extent design and control of business processes are of central importance the success of an

organization. The author defends the position that business processes are the common denominator of the different management disciplines. This is where shared interests emerge and the potential for synergy is enormous. This holistic approach is reflected in the OCEB certifications of the Object Management Group and is optimally supported with BPMN 2.0. At the end of each chapter, you will find a knowledge quiz in the style of the certification exam, so that you can prepare for the exam in an ideal way.

Business Process Management (BPM) has become one of the most widely used approaches for the design of modern organizational and information systems. The conscious treatment of business processes as significant corporate assets has facilitated substantial improvements in organizational performance but is also used to ensure the conformance of corporate activities. This Handbook presents in two volumes the contemporary body of knowledge as articulated by the world's leading BPM thought leaders. This second volume focuses on the managerial and organizational challenges of BPM such as strategic and cultural alignment, governance and the education of BPM stakeholders. As such, this book provides concepts and methodologies for the integration of BPM. Each chapter has been contributed by leading international experts. Selected case studies complement their views and lead to a summary of BPM expertise that is unique in its coverage of the most critical success factors of BPM. The second edition of this handbook has been significantly revised and extended. Each chapter has been updated to reflect the most current developments. This includes in particular new technologies such as in-memory data and process management, social media and networks. A further focus of this revised and extended edition is on the actual deployment of the proposed theoretical concepts. This volume includes a number of entire new chapters from some of the world's leading experts in the domain of BPM.

*Baffled by repeated mistakes in your department? Want to focus your employees' limited time on more valuable work? The answer to these challenges and more is business process improvement (BPI). Every process in every organization can be made more effective, cost-efficient, and adaptable to changing business needs. The good news is you don't need to be a BPM expert to get great results. Written by an experienced process analyst, this how-to guide presents a simple, bottom-line approach to process improvement work. With its proven 10-step method you can: Identify and prioritize the processes that need fixing * Eliminate duplication and bureaucracy * Control costs * Establish internal controls to reduce human error * Test and rework the process before introducing it * Implement the changes Now in its second edition, The Power of Business Process Improvement is even more user-friendly with new software suggestions, quizzes, a comparison of industry improvement methods, and examples to help you apply the ideas. Whether you are new to BPI or a seasoned pro, you will have business running better in no time.*

Workflow Modeling

Bridging the Gap Between Information Systems Research and Practice

The Power of the Agile Business Analyst, second edition

Everything You Need to Know and How to Apply It to Your Organization

Benchmarking Best Practices in the Quality Change Process

Tools for Process Improvement and Applications Development

This textbook covers the entire Business Process Management (BPM) lifecycle, from process identification to process monitoring, covering along the way process modelling, analysis, redesign and automation. Concepts, methods and tools from business management, computer science and industrial engineering are blended into one comprehensive and inter-disciplinary approach. The presentation is illustrated using the BPMN industry standard defined by the Object Management Group and widely endorsed by practitioners and vendors worldwide. In addition to explaining the relevant conceptual background, the book provides dozens of examples, more than 230 exercises - many with solutions - and numerous suggestions for further reading. This second edition includes extended and completely revised chapters on process identification, process discovery, qualitative process analysis, process redesign, process automation and process monitoring. A new chapter on BPM as an enterprise capability has been added, which expands the scope of the book to encompass topics such as the strategic alignment and governance of BPM initiatives. The textbook is the result of many years of combined teaching experience of the authors, both at the undergraduate and graduate levels as well as in the context of professional training. Students and professionals from both business management and computer science will benefit from the step-by-step style of the textbook and its focus on fundamental concepts and proven methods. Lecturers will appreciate the class-tested format and the additional teaching material available on the accompanying website. Integrated Business Processes with ERP Systems, 1st Edition, provides a comprehensive introduction to business processes and ERP concepts. The authors have based this textbook on the official SAP ERP training curriculum so that readers will be very well prepared to take and pass the entry-level consultant certification exam from SAP. This certification is the ticket to the highest paying jobs and is extremely sought after by SAP customers and partners. The authors have the full support of the SAP University Alliance program to promote this book as the gold standard for SAP courses.