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KEY=IT - FLORES FREDERICK

Servicing ITSM

Trafford Publishing **What services does the IT organization really deliver? Rather than discuss the theory around what a service catalog or service portfolio is, this book gives you the actual IT service descriptions for running, operating, and managing an entire IT infrastructure. It's all here-- complete service descriptions, catalog and portfolio templates, service implementation plans, service governance processes, and much more all packed into this one handbook! Just about every IT support service is described in this book. Take the service descriptions you need, mix, match and customize them to quickly create the content needed for your own service catalogs and portfolios. "Many books talk about how to build a service catalog--this book is a service catalog!" "We really struggled to identify and pull our IT services together until we saw this material--it saved us months!" "With this material, we can finally tell the business what IT actually delivers to them!" "A valuable reference resource for ITSM practitioners, service managers, CIOs, procurement managers, and anyone else sourcing the services needed to run an entire IT infrastructure operation!" "One can put together an entire IT service management**

operation just from the service descriptions in this book!"

The ITSM Process Design Guide

Developing, Reengineering, and Improving IT Service Management

J. Ross Publishing **The ITSM Process Design Guide: Developing, Rengineering and Improving IT Service Management closes the knowledge gap by providing detailed guidance on assessing, designing, measuring, and integrating ITSM processes. The advice and techniques in this book apply unilaterally to every IT service provider and ITSM framework, standard, and maturity model.**

The Practical Guide To World-Class IT Service Management

Outskirts Press **This guide contains 6 Core and 12 World-Class processes each of which is described in chapters that provide a logical view of the element itself and why it is important to the organization, along with a flexible process model that can be adapted to most businesses and how the process works in practice—plus proven and practical models and Tips for Success from high-performing organizations on implementing the process. The technical content takes a mid-level view to be useful to a broader group of readers and is complemented by other relevant chapters, including: •A Brief History of IT Service Management •Understanding ITIL, COBIT, and ISO •The Consumerization of IT •Making Sense of Cloud and On-Premise •Enterprise Service Management •A Culture of Excellence •An Approach to Leverage Technology •The Exploration of Service Automation The Practical Guide to World-Class IT Service Management also examines the future of IT service management and where this exciting journey is likely to lead.**

ITIL®4

A Pocket Guide

Van Haren **The ITIL pocket guides of Van Haren Publishing are since long recognized as the industry classic guide on the topic of ITIL, in many languages. Over the years this authoritative guide has earned its place on the bookshelves and in the briefcases of industry experts as they implement best practices within their organizations. This pocket guide will**

provide readers with an understanding of the ITIL 4 service management framework, by: * understanding the key concepts of service management * understanding how the seven ITIL guiding principles can help an organization adopt and adapt service management * understanding the four dimensions of service management * understanding the purpose and components of the ITIL service value system * understanding the six activities of the service value chain, and how they interconnect * knowing the purpose and key terms of 15 of the 34 ITIL practices * understanding seven of these 15 ITIL practices in detail All exam requirements for the ITIL 4 Foundation exam are covered in this pocket guide. It also provides support for everyone who has knowledge of previous ITIL editions and is looking for a bridge to the new edition. ITIL 4 took a big leap into the modern world of IT service management, covering the latest principles and practices in a customer-focused, service-centric way, enabling Agile principles for maximum support of any business. Bron: Flaptekst, uitgeversinformatie.

Communicating in Small Groups Principles and Practices

Pearson **REVEL™ for Communicating in Small Groups: Principles and Practices balances the principles of small group communication with real-world applications. With an emphasis on practical examples, technology, and ethical collaboration, REVEL for Communicating in Small Groups helps readers enhance their performance in groups and teams, while giving them insight into why group and team members communicate as they do. REVEL is Pearson's newest way of delivering our respected content. Fully digital and highly engaging, REVEL offers an immersive learning experience designed for the way today's students read, think, and learn. Enlivening course content with media interactives and assessments, REVEL empowers educators to increase engagement with the course, and to better connect with students. NOTE: REVEL is a fully digital delivery of Pearson content. This ISBN is for the standalone REVEL access card. In addition to this access card, you will need a course invite link, provided by your instructor, to register for and use REVEL.**

Sports and Entertainment Marketing

Cengage Learning **SPORTS AND ENTERTAINMENT MARKETING. 3E incorporates feedback from instructors across the country and has expanded by three chapters. The popular sports and entertainment topics continue to be the foundation for teaching marketing concepts. Each**

marketing function is incorporated throughout the text and is highlighted with an icon to indicate how it is used in the marketing process. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

Principles of Marketing

Ingram

The Service Desk Handbook – A guide to service desk implementation, management and support

IT Governance Ltd **The Service Desk Handbook - A guide to service desk implementation, management and support provides operational guidance for implementing, managing and supporting service desks in the enterprise. It will help service desk teams in adopting ITIL® to accomplish their tasks while making the necessary adaptations as per their organisation's needs.**

High Velocity Itsm

Agile It Service Management for Rapid Change in a World of Devops, Lean It and Cloud Computing

Trafford Publishing **If you read through this book and still dont believe there is a critical need for IT Service Management then good luck seeing if you can survive in IT for the next 5 years. Agile, DevOps, Lean IT, Virtualization, Application Lifecycle Management, Cloud Computing and many other technologies are rapidly pulling IT in many directions. These modern ways of operating IT to cope with a world of rapid change will not go away. Somehow they need to be pulled together to avoid the chaos. Service Management is the glue needed to hold these all together. There is no IT value for the business until the point a service is received. For this reason, this book is written for IT leaders, managers and practitioners from a Service Management perspective. Having the best development practices, be it Agile, DevOps or others means little if a service is not**

delivered to the business. When they need it. High Velocity ITSM is about transitioning the IT Organization from traditional waterfall slower service development and support to a service delivery organization operating at high velocity. This book provides practical guidance for: ? Transitioning IT towards high velocity ITSM ? Using Agile and DevOps for rapid service build ? Using Lean IT to operate at high velocity ? Streamlining your ITSM management processes ? Building a Lean IT CSI Program ? Learning and applying modern IT methods and much more!

Pre-Incident Indicators of Terrorist Incidents

The Identification of Behavioral, Geographic and Temporal Patterns of Preparatory Conduct

DIANE Publishing **This is a print on demand edition of a hard to find publication. Explores whether sufficient data exists to examine the temporal and spatial relationships that existed in terrorist group planning, and if so, could patterns of preparatory conduct be identified? About one-half of the terrorists resided, planned, and prepared for terrorism relatively close to their eventual target. The terrorist groups existed for 1,205 days from the first planning meeting to the date of the actual/planned terrorist incident. The planning process for specific acts began 2-3 months prior to the terrorist incident. This study examined selected terrorist groups/incidents in the U.S. from 1980-2002. It provides for the potential to identify patterns of conduct that might lead to intervention prior to the commission of the actual terrorist incidents. Illustrations.**

Teaching Children to Care

Classroom Management for Ethical and Academic Growth, K-8

Northeast Foundation for Ch **"Ruth Charney gives teachers help on things that really matter. She wants children to learn how to care for themselves, their fellow students, their environment, and their work. Her book is loaded with practical wisdom. Using Charney's positive approach to classroom**

management will make the whole school day go better." - Nel Noddings, Professor Emeritus, Stanford University, and author of Caring This definitive work about classroom management will show teachers how to turn their vision of respectful, friendly, academically rigorous classrooms into reality. The new edition includes: More information on teaching middle-school students Additional strategies for helping children with challenging behavior Updated stories and examples from real classrooms. "Teaching Children to Care offers educators a practical guide to one of the most effective social and emotional learning programs I know of. The Responsive Classroom approach creates an ideal environment for learning—a pioneering program every teacher should know about." - Daniel Goleman, Author of Emotional Intelligence "I spent one whole summer reading Teaching Children to Care. It was like a rebirth for me. This book helped direct my professional development. After reading it, I had a path to follow. I now look forward to rereading this book each August to refresh and reinforce my ability to effectively manage a social curriculum in my classroom." - Gail Zimmerman, second-grade teacher, Jackson Mann Elementary School, Boston, MA

Autonomous Horizons

The Way Forward

Independently Published **Dr. Greg Zacharias, former Chief Scientist of the United States Air Force (2015-18), explores next steps in autonomous systems (AS) development, fielding, and training. Rapid advances in AS development and artificial intelligence (AI) research will change how we think about machines, whether they are individual vehicle platforms or networked enterprises. The payoff will be considerable, affording the US military significant protection for aviators, greater effectiveness in employment, and unlimited opportunities for novel and disruptive concepts of operations. Autonomous Horizons: The Way Forward identifies issues and makes recommendations for the Air Force to take full advantage of this transformational technology.**

Superusers

Design Technology Specialists and the Future of Practice

Routledge **Design technology is changing both architectural practice and the role of the architect and related design professionals. With new technologies and work processes appearing every week, how can**

practitioners be expected to stay on top and thrive? In a word, Superusers. Superusers: Design Technology Specialists and the Future of Practice will help you identify who they are, the value they provide, and how you can attract and retain them, and become one; what career opportunities they have, what obstacles they face, and how to lead them. Written by Randy Deutsch, a well-known expert in the field, this is the first-ever guide to help current and future design professionals to succeed in the accelerating new world of work and technology. Providing proven, practical advice, the book features: Unique, actionable insights from design technology leaders in practice worldwide The impacts of emerging technology trends such as generative design, automation, AI, and machine learning on practice Profiles of those who provide 20% of the effort but achieve 80% of the results, and how they do it What will help firms get from where they are today to where they need to be, to survive and thrive in the new world of design and construction. Revealing the dramatic impact of technology on current and future practice, Superusers shows what it means to be an architect in the 21st century. Essential reading for students and professionals, the book helps you plan for and navigate a fast-moving, uncertain future with confidence.

Sleep in the Military

Promoting Healthy Sleep Among U.S. Servicemembers

Rand Corporation **"Rand National Defense Research Institute."**

Guidelines for the Care and Use of Mammals in Neuroscience and Behavioral Research

National Academies Press **Expanding on the National Research Councilâ€™s Guide for the Care and Use of Laboratory Animals, this book deals specifically with mammals in neuroscience and behavioral research laboratories. It offers flexible guidelines for the care of these animals, and guidance on adapting these guidelines to various situations without hindering the research process. Guidelines for the Care and Use of Mammals in Neuroscience and Behavioral Research offers a more in-depth treatment of concerns specific to these disciplines than any previous guide on animal care and use. It treats on such important subjects as: The important role that the researcher and veterinarian play in developing**

animal protocols. Methods for assessing and ensuring an animalâ€™s well-being. General animal-care elements as they apply to neuroscience and behavioral research, and common animal welfare challenges this research can pose. The use of professional judgment and careful interpretation of regulations and guidelines to develop performance standards ensuring animal well-being and high-quality research. Guidelines for the Care and Use of Mammals in Neuroscience and Behavioral Research treats the development and evaluation of animal-use protocols as a decision-making process, not just a decision. To this end, it presents the most current, in-depth information about the best practices for animal care and use, as they pertain to the intricacies of neuroscience and behavioral research.

Predictive Analytics

The Power to Predict Who Will Click, Buy, Lie, or Die

John Wiley & Sons **"Mesmerizing & fascinating..." —The Seattle Post-Intelligencer "The Freakonomics of big data." —Stein Kretsinger, founding executive of Advertising.com Award-winning | Used by over 30 universities | Translated into 9 languages An introduction for everyone. In this rich, fascinating — surprisingly accessible — introduction, leading expert Eric Siegel reveals how predictive analytics (aka machine learning) works, and how it affects everyone every day. Rather than a "how to" for hands-on techies, the book serves lay readers and experts alike by covering new case studies and the latest state-of-the-art techniques. Prediction is booming. It reinvents industries and runs the world. Companies, governments, law enforcement, hospitals, and universities are seizing upon the power. These institutions predict whether you're going to click, buy, lie, or die. Why? For good reason: predicting human behavior combats risk, boosts sales, fortifies healthcare, streamlines manufacturing, conquers spam, optimizes social networks, toughens crime fighting, and wins elections. How? Prediction is powered by the world's most potent, flourishing unnatural resource: data. Accumulated in large part as the by-product of routine tasks, data is the unsalted, flavorless residue deposited en masse as organizations churn away. Surprise! This heap of refuse is a gold mine. Big data embodies an extraordinary wealth of experience from which to learn. Predictive analytics (aka machine learning) unleashes the power of data. With this technology, the computer literally learns from data how to predict the future behavior of individuals. Perfect prediction is not possible, but putting odds on the future drives millions of decisions more effectively, determining whom to call, mail, investigate, incarcerate, set up on a date, or medicate. In this lucid, captivating introduction — now in its Revised and Updated edition — former Columbia University professor**

and Predictive Analytics World founder Eric Siegel reveals the power and perils of prediction: What type of mortgage risk Chase Bank predicted before the recession. Predicting which people will drop out of school, cancel a subscription, or get divorced before they even know it themselves. Why early retirement predicts a shorter life expectancy and vegetarians miss fewer flights. Five reasons why organizations predict death — including one health insurance company. How U.S. Bank and Obama for America calculated the way to most strongly persuade each individual. Why the NSA wants all your data: machine learning supercomputers to fight terrorism. How IBM's Watson computer used predictive modeling to answer questions and beat the human champs on TV's Jeopardy! How companies ascertain untold, private truths — how Target figures out you're pregnant and Hewlett-Packard deduces you're about to quit your job. How judges and parole boards rely on crime-predicting computers to decide how long convicts remain in prison. 182 examples from Airbnb, the BBC, Citibank, ConEd, Facebook, Ford, Google, the IRS, LinkedIn, Match.com, MTV, Netflix, PayPal, Pfizer, Spotify, Uber, UPS, Wikipedia, and more. How does predictive analytics work? This jam-packed book satisfies by demystifying the intriguing science under the hood. For future hands-on practitioners pursuing a career in the field, it sets a strong foundation, delivers the prerequisite knowledge, and whets your appetite for more. A truly omnipresent science, predictive analytics constantly affects our daily lives. Whether you are a consumer of it — or consumed by it — get a handle on the power of Predictive Analytics.

Incident Management for I.T. Departments

CreateSpace **An in depth look at Incident Management for I.T. departments. 10 simple steps to design and deploy your Incident Management program based on ITIL's best practices. Topics include: Incident Detection Incident Prioritization Response Plans Managing an Incident Escalation Matrix Communications Plans Vendor Management Documentation Bonus Templates The author has over 30 years of leading I.T. departments for some of the world's largest companies. This book goes beyond ITIL's theory with real world experience and recommendations**

Think Like An Architect

How to develop critical, creative

and collaborative problem-solving skills

Routledge **Do you know how to think like an architect? Do you know why you should? How do you make sure that you have the critical thinking tools necessary to prosper in your academic and professional career? This book gives you the answers. Architects have a valuable and critical set of multiple thinking types that they develop throughout the design process. In this book, Randy Deutsch shows readers how to access those thinking types and use them outside pure design thinking – showing how they can both solve problems but also identify the problems that need solving. To think the way the best architects do. With a clear, driving narrative, peppered with anecdote, stories and real-life scenarios, this book will future-proof the architectural student. Change is coming in the architecture profession, and this is a much-needed exploration of the critical thinking skills that architects have in abundance, but that are not taught well enough within architecture schools. These skills are crucial in being able to respond agilely to a future that nobody is quite sure of.**

Psychology

The images in this textbook are in grayscale. There is a color version available - search for ISBN 9781680922370. Psychology is designed to meet scope and sequence requirements for the single-semester introduction to psychology course. The book offers a comprehensive treatment of core concepts, grounded in both classic studies and current and emerging research. The text also includes coverage of the DSM-5 in examinations of psychological disorders. Psychology incorporates discussions that reflect the diversity within the discipline, as well as the diversity of cultures and communities across the globe.

Family Life, Delinquency and Crime

A Policymaker's Guide : Research Summary

Architecting Itsm

A Reference of Configuration Items and Building Blocks for a Comprehensive It Service Management Infrastructure

Trafford Publishing **Up until now, no one has attempted to lay out the entire blueprint for architecting a complete IT service management supporting infrastructureuntil this book. What are the supporting toolsets and technologies that need to support an IT service management infrastructure? What databases need to be put into place? What are all the IT service management roles and responsibilities to effectively operate this infrastructure? What kinds of IT support services does almost any IT organization deliver? Get it all here. This book lists the CI types, toolset descriptions, detailed roles and activities, and much more. Get a firm handle on the data, functions, services, processes, organization, and technologies all needed to effectively build and operate a complete IT service management infrastructure. Explore approaches for reviewing and assessing your current toolsets, data, processes, and services. See where gaps might exist. Find areas that might be missing tools or have too many tools doing similar functions. Validate IT service management roles and activities. One can put together an entire IT service management operation just from the descriptions in this book! If I had to build a large IT infrastructure or data center from scratch, this book becomes my most critical reference!**

Cost of Capital Estimation and Applications

John Wiley & Sons

Measuring ITSM

Trafford Publishing **How do you measure and report your IT services and processes? Which metrics matter the most to senior executives? Finally, here is a book that shows you how! Not theory, but a practical guide that shows you the operational metrics to use and how these can be calculated into key performance indicators (KPIs) and critical success factors (CSFs) that resonate with senior management. In this book, you will learn about the following: Defining and building a comprehensive metrics program**

Metrics that are the most important and how to calculate them How to measure your IT services Tips and suggestions for what to do if inadequate tools and reporting exist Suggested approach for how to build your metrics program step-by-step In addition, this book directs you to free sources for IT service management process and service metrics and reporting dashboards that you can use yourself. Simply enter your key operational metrics and the KPIs and CSFs get automatically calculated! "A comprehensive guide for building any service management metrics program with all the information you need in one place!" "No theory here . . . this gives us real metrics we can easily go after." "A fantastic addition to our IT service management solution set!""

Implementing ITSM

Trafford Publishing **The traditional IT operating model of delivering IT to the business in the form of bundled capabilities and assets is now wearing thin in an age of cloud computing, on-demand services, virtualization, mobile devices, outsourcing and rapidly changing business delivery strategies. The role of IT is rapidly changing from a primary focus on engineering to a primary focus on service integration. How might an IT organization effect this transformation? Finally, there is a book that shows you how! This is not a theoretical treatise but a practical guide that shows you the activities and steps to show results quickly. Learn how to define and build a comprehensive IT service management solution that incorporates process, technology, organization, and governance activities. Discover practical tips and step-by-step approaches for defining your IT Service Management Vision, building your processes, developing a communications strategy, analyzing stakeholders, identifying technology requirements, and building your transformation program. Organizations that have already undertaken a transformation to IT service management are finding game-changing results positively received by both business executives and customers of their IT services. Using this book, start your transformation today!**

Considering Marijuana Legalization Insights for Vermont and Other Jurisdictions

Rand Corporation **Marijuana legalization is a controversial and multifaceted issue that is now the subject of serious debate. In May 2014, Vermont Governor Peter Shumlin signed a bill requiring the Secretary of Administration to produce a report about various consequences of legalizing marijuana. This resulting report provides a foundation for thinking about the various consequences of different policy options while**

being explicit about the uncertainties involved.

I Hate You--Don't Leave Me: Third Edition

Understanding the Borderline Personality

Penguin **The revised and expanded third edition of the bestselling guide to understanding borderline personality disorder—with advice for communicating with and helping the borderline individuals in your life. After more than three decades as the essential guide to borderline personality disorder (BPD), the third edition of I Hate You—Don't Leave Me now reflects the most up-to-date research that has opened doors to the neurobiological, genetic, and developmental roots of the disorder, as well as connections between BPD and substance abuse, sexual abuse, post-traumatic stress syndrome, ADHD, and eating disorders. Both pharmacological and psychotherapeutic advancements point to real hope for success in the treatment and understanding of BPD. This expanded and revised edition is an invaluable resource for those diagnosed with BPD and their family, friends, and colleagues, as well as professionals and students in the field, and the practical tools and advice are easy to understand and use in your day-to-day interactions with the borderline individuals in your life.**

Psychology 2e

Organizing Itsm

Transitioning the It Organization from Silos to Services with Practical Organizational Change

Trafford Publishing **Organizational change for IT people! The first book of its kind written specifically for IT service management practitioners and executives. Most IT organizational structures are falling out of date with the shifts created by the introduction of new technologies, expanding services, pace of business change, and the overall trend of lifting IT up and**

out of the traditional data center and into the cloud. This is about transitioning the IT organization from engineering silos providing capabilities to valued IT services that deliver business value. IT organizations embarking on IT service management must address both cultural and structural barriers in a way that involves the whole enterprise if they are going to be successful. Readers of this book will find practical guidance for transitioning to the people and culture side of IT service management. It identifies pros and cons of different IT organizational models, how to deal with resistance, building a communications plan step-by-step, training considerations, and much more.

Skull Base Surgery of the Posterior Fossa

Springer **This text provides a comprehensive and contemporary overview of surgical approaches to lesions of the posterior fossa. It will serve as a resource for neurosurgeons and otologists who treat patients with tumors and vascular diseases of the posterior fossa. It provides a concise review of surgical strategies that address the most important pathologies affecting the posterior fossa. It is richly illustrated with photographs and illustrations of the surgical strategies covered. All chapters are written by experts with world-wide recognition for their contributions in their respective subspecialty. Skull Base Surgery of the Posterior Fossa will be of great utility to Neurosurgeons, Otolaryngologists, and Radiation Therapists with an interest in diseases that affect the posterior fossa, as well as Senior Residents in Neurosurgery and Otolaryngology, and Fellows of Skull Base Surgery and Otology.**

Launch! Advertising and Promotion in Real Time

Flat World Knowledge

Handbook of Research on Student Engagement

Springer Science & Business Media **For more than two decades, the concept of student engagement has grown from simple attention in class to a construct comprised of cognitive, emotional, and behavioral components that embody and further develop motivation for learning. Similarly, the goals of student engagement have evolved from dropout prevention to improved outcomes for lifelong learning. This robust expansion has led to**

numerous lines of research across disciplines and are brought together clearly and comprehensively in the Handbook of Research on Student Engagement. The Handbook guides readers through the field's rich history, sorts out its component constructs, and identifies knowledge gaps to be filled by future research. Grounding data in real-world learning situations, contributors analyze indicators and facilitators of student engagement, link engagement to motivation, and gauge the impact of family, peers, and teachers on engagement in elementary and secondary grades. Findings on the effectiveness of classroom interventions are discussed in detail. And because assessing engagement is still a relatively new endeavor, chapters on measurement methods and issues round out this important resource. Topical areas addressed in the Handbook include: Engagement across developmental stages. Self-efficacy in the engaged learner. Parental and social influences on engagement and achievement motivation. The engaging nature of teaching for competency development. The relationship between engagement and high-risk behavior in adolescents. Comparing methods for measuring student engagement. An essential guide to the expanding knowledge base, the Handbook of Research on Student Engagement serves as a valuable resource for researchers, scientist-practitioners, and graduate students in such varied fields as clinical child and school psychology, educational psychology, public health, teaching and teacher education, social work, and educational policy.

Encyclopedia of Management

Gale / Cengage Learning **This updated fifth edition of Encyclopedia of Management covers more than 300 topics in management theories and applications, written by academics and business professionals. All information has been reviewed and edited by the esteemed Dr. Marilyn M. Helms, sesquicentennial endowed chair and professor of management at Dalton State College.**

Family Business on the Couch

A Psychological Perspective

John Wiley & Sons **The challenge faced by family businesses and their stakeholders, is to recognise the issues that they face, understand how to develop strategies to address them and more importantly, to create narratives, or family stories that explain the emotional dimension of the issues to the family. The most intractable family business issues are not the business problems the organisation faces, but the emotional issues that compound them. Applying psychodynamic concepts will help to explain behaviour and will enable the family to prepare for life cycle transitions and other issues that may arise. Here is a new understanding**

and a broader perspective on the human dynamics of family firms with two complementary frameworks, psychodynamic and family systematic, to help make sense of family-run organisations. Although this book includes a conceptual section, it is first and foremost a practical book about the real world issues faced by business families. The book begins by demonstrating that many years of achievement through generations can be destroyed by the next, if the family fails to address the psychological issues they face. By exploring cases from famous and less well known family businesses across the world, the authors discuss entrepreneurs, the entrepreneurial family and the lifecycles of the individual and the organisation. They go on to show how companies going through change and transition can avoid the pitfalls that endanger both family and company. The authors then apply tools that will help family businesses in transition and offer their analyses and conclusions. Readers should draw their own conclusions from careful examination of the cases, identifying the problems or dilemmas faced and the options for improved business performance and family relationships. They should ask what they might have done in the given situation and what new insight into individual or family behaviour each case offers. The goal is to avoid a bitter ending.

Research Methods in Human Development

WCB/McGraw-Hill **For undergradute social science majors. A textbook on the interpretation and use of research. Annotation copyright Book News, Inc. Portland, Or.**

Aboriginal Food Security in Northern Canada: An Assessment of the State of Knowledge

The Expert Panel on the State of Knowledge of Food Security in Northern Canada

Council of CanadianAcademies **Food insecurity presents a serious and growing challenge in Canada's northern and remote Aboriginal communities. In 2011, off-reserve Aboriginal households in Canada were about twice as**

likely as other Canadian households to be food insecure. Finding lasting solutions will require the involvement not just of policy-makers but of those most affected by food insecurity: people living in the North. In recognition of this problem, the Minister of Health, on behalf of Health Canada, asked the Council of Canadian Academies to appoint an expert panel to assess the knowledge of the factors influencing food security in the Canadian North and of the health implications of food insecurity for northern Aboriginal populations. The Expert Panel on the State of Knowledge of Food Security in Northern Canada found that food insecurity among northern Aboriginal peoples requires urgent attention in order to mitigate impacts on health and well-being. Aboriginal Food Security in Northern Canada: An Assessment of the State of Knowledge offers policy-makers a holistic starting-point for discussion and problem-solving. It also provides evidence and options to researchers and communities engaging in local responses.

Cytokine Storm Syndrome

Springer Nature **Cytokine Storm Syndromes, including HLH and MAS, are frequently fatal disorders, particularly if not recognized early and treated during presentation. The genetics of Cytokine Storm Syndromes are being defined with many of the risk alleles giving rise to mutations in the perforin-mediated cytolytic pathway used by CD8 cytotoxic T cells and natural killer cells. These are being studied using murine models. Up to 10% of the general population may carry risk alleles for developing Cytokine Storm Syndromes, and Cytokine Storm Syndromes are being increasingly recognized around the world in pediatric and adult hospitals. A variety of infectious, rheumatic, and oncologic triggers are commonly associated with Cytokine Storm Syndromes, but understanding this disorder is critical for all researchers and physicians to ensure timely and appropriate therapy. This textbook, the first of its kind, addresses all aspects of the disorder – from genetics, pathophysiology, and ongoing research, to clinical presentations, risk factors, and treatment.**

Convergence

Illicit Networks and National Security in the Age of Globalization

National Defense University (NDU) **The Center for Complex Operations (CCO) has produced this edited volume, Convergence: Illicit Networks and National Security in the Age of Globalization, that delves deeply into everything mentioned above and more. In a time when the threat is growing, this is a timely effort. CCO has gathered an impressive cadre of**

authors to illuminate the important aspects of transnational crime and other illicit networks. They describe the clear and present danger and the magnitude of the challenge of converging and connecting illicit networks; the ways and means used by transnational criminal networks and how illicit networks actually operate and interact; how the proliferation, convergence, and horizontal diversification of illicit networks challenge state sovereignty; and how different national and international organizations are fighting back. A deeper understanding of the problem will allow us to then develop a more comprehensive, more effective, and more enduring solution.

Getting the Word Out

Academic Libraries As Scholarly Publishers

Measuring ITIL

Measuring, Reporting and Modeling the IT Service Management Metrics that Matter Most to IT Senior Executives

<u>Trafford on Demand Pub</u> **How do you measure and report your ITIL processes? Which ITIL metrics matter the most to Senior Executives? Finally, there is a book that shows you how! This is not a theoretical treatise, but a practical guide that shows you the operational metrics to use and how these can be calculated into Key Performance Indicators (KPIs) and Critical Success factors (CSFs) that resonate with Senior Management. In this book you will learn about: Defining and building a comprehensive ITIL metrics program; Which metrics are the most important and how to calculate them; Dealing with staff resistance to a metrics program; Tips and suggestions for what to do if inadequate tools and reporting exist; Suggested work plan for how to build your metrics program step-by-step. In addition, this book contains a helpful CD with a helpful IT Service Management modeling tool that covers all 10 ITIL processes. Simply enter your key operational metrics and the KPIs and CSFs get automatically calculated! This is a comprehensive guide for building any ITIL metrics program with all the information you**

need in one place. "Finally, someone tackled the mystery of ITIL metrics and put it all in one place!" "No theory here...this gives us the real metrics we can easily go after..." "A fantastic addition to our ITIL reference library and our IT Service Management solution set!"

Police Recruitment and Retention for the New Millennium

The State of Knowledge

Rand Corporation **Many police departments report difficulties in creating a workforce that represents community demographics, is committed to providing its employees the opportunity for long-term police careers, and effectively implements community policing. This book summarizes lessons on recruiting and retaining effective workforces.**