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Unsure of how or where to get started with Azure API Management, Microsoft's managed service for securing, maintaining, and monitoring APIs? Then this guide is for you. Azure API Management integrates services like Azure Kubernetes Services (AKS), Function Apps, Logic Apps, and many others with the cloud and provides users with a single, unified, and well-structured façade in the cloud. Mastering Azure API Management is designed to help API developers and cloud engineers learn all aspects of Azure API Management, including security and compliance. It provides a pathway for getting started and learning valuable manage-

ment and administration skills. You will learn what tools you need to publish a unified API façade towards backend services, independent of where and what they run on. You will begin with an overview of web APIs. You will learn about today's challenges and how a unified API management approach can help you address them. From there you'll dive into the key concepts of Azure API Management and be given a practical view and approach of API development in the context of Azure API Management. You'll then review different ways of integrating Azure API Management into your enterprise architecture. From there, you will learn how to optimally maintain and

administer Azure API Management to secure your APIs, and learn from them, gaining valuable insights through logging and monitoring. What You Will Learn Discover the benefits of an enterprise API platform Understand the basic concepts of API management in the Microsoft cloud Develop and publish your APIs in the context of Azure API Management Onboard users through the developer portal Help your team or other developers to publish their APIs more efficiently Integrate Azure API Management securely into your enterprise architecture Manage and maintain to secure your APIs and gain insights Who This Book Is For API developers, cloud engineers, and Microsoft Azure enthusiasts who want to deep dive into managing an API-centric enterprise architecture with Azure API Management. To get the most out of the book, the reader should have a good understanding of micro services and APIs. Basic coding skills, including some experience with PowerShell and Azure, are also beneficial.

Cisco Unified Contact Center Enterprise (UCCE) The complete guide to managing UCCE environments: tips, tricks, best practices, and lessons learned Cisco Unified Contact Center Enterprise (UCCE) integrates multiple components and can serve a wide spectrum of business requirements. In this book, Gary Ford, an experienced Cisco UCCE consultant brings together all the guidance you need to optimally configure and manage UCCE in any environment. The author shares in-depth insights covering both the enterprise and hosted versions of UCCE. He presents an administrator's view of how to perform key UCCE tasks and why they work as they do. He thoroughly addresses application configuration, agents, scripting, IVR, dial plans, UCM, error handling, reporting, metrics,

and many other key topics. You'll find proven, standardized configuration examples that help eliminate errors and reduce downtime, step-by-step walkthroughs of several actual configurations, and thorough coverage of monitoring and troubleshooting UCCE systems. Cisco Unified Contact Center Enterprise (UCCE) is an indispensable resource to help you deploy and operate UCCE systems reliably and efficiently. · Understand the Cisco Unified Contact Center product portfolio and platform architecture · Choose the right single-site, multi-site, or clustered deployment model for your environment · Take a lifecycle services approach to UCCE deployment and application configuration—including preparation, planning, design, and implementation · Implement traditional, current-generation, and next-generation call routing · Master the latest best practices for call flow scripting · Understand UCCE's nodes and distributed processes and build a clean system startup sequence · Design, implement, and deliver unified CM/IP IVR solutions · Set up and efficiently manage UCCE databases · Make the most of UCCE's reporting tools · Create advanced applications with Data-Driven Routing · Effectively maintain any UCCE deployment, including older versions · Use a best-practice methodology for troubleshooting, and master valuable, little-known Cisco diagnostic tools This IP communications book is part of the Cisco Press® Networking Technology Series. IP communications titles from Cisco Press help networking professionals understand voice and IP telephony technologies, plan and design converged networks, and implement network solutions for increased productivity.

Managing Data in Motion describes techniques that have been developed for significantly reducing the complexity of ma-

Managing system interfaces and enabling scalable architectures. Author April Reeve brings over two decades of experience to present a vendor-neutral approach to moving data between computing environments and systems. Readers will learn the techniques, technologies, and best practices for managing the passage of data between computer systems and integrating disparate data together in an enterprise environment. The average enterprise's computing environment is comprised of hundreds to thousands of computer systems that have been built, purchased, and acquired over time. The data from these various systems needs to be integrated for reporting and analysis, shared for business transaction processing, and converted from one format to another when old systems are replaced and new systems are acquired. The management of the "data in motion" in organizations is rapidly becoming one of the biggest concerns for business and IT management. Data warehousing and conversion, real-time data integration, and cloud and "big data" applications are just a few of the challenges facing organizations and businesses today. Managing Data in Motion tackles these and other topics in a style easily understood by business and IT managers as well as programmers and architects. Presents a vendor-neutral overview of the different technologies and techniques for moving data between computer systems including the emerging solutions for unstructured as well as structured data types Explains, in non-technical terms, the architecture and components required to perform data integration Describes how to reduce the complexity of managing system interfaces and enable a scalable data architecture that can handle the dimensions of "Big Data" Principles of Management

IBM® FileNet® Platform is a next-generation, unified enterprise foundation for the integrated IBM FileNet P8 products. It combines the enterprise content management with comprehensive business process management and compliance capabilities. IBM FileNet P8 addresses the most demanding compliance, content, and process management needs for your entire organization. It is a key element in creating an agile, adaptable enterprise content management (ECM) environment necessary to support a dynamic organization that must respond quickly to change. In this IBM Redbooks® publication, we provide an overview of IBM FileNet P8 and describe the core component architecture. We also introduce major expansion products that extend IBM FileNet P8 functionality in the areas of content ingestion, content accessing through connectors and federation, the application framework, and discovery and compliance. In this book, we discuss the anatomy of an ECM infrastructure, content event processing, content life cycle, and business processes. This book gives IT architects, IT specialists, and IT Technical Sales a solid understanding of IBM FileNet P8 Platform, its architecture, its functions and extensibility, and its unlimited capabilities.

Today, everything is marketing. All of the content we produce affects the customer experience. Therefore, all content is marketing and all content producers are marketers. Intelligent Content: A Primer introduces intelligent content: how it works, the benefits, the objectives, the challenges, and how to get started. Anyone who wants to understand intelligent content will get a clear introduction along with case studies and all the reference information you could ask for to make the case for intelligent content with your management. Intelli-

gent Content: A Primer is written by three leaders in content strategy and content marketing. Ann Rockley is widely recognized as the mother of content strategy. Charles Cooper, co-author with Ann Rockley of *Managing Enterprise Content*, has been involved in creating and testing digital content for more than 20 years. And Scott Abel, known as The Content Wrangler, is an internationally recognized global content strategist. Together, they have created the definitive introduction to intelligent content.

"This book provides guidance on how to employ enterprise architecture (EA) in deploying and managing information technology (IT) solutions from the perspectives of pragmatic strategies. It uses sociotechnical theories such as actor-network theory (ANT) and structuration theory (ST) as lenses to examine challenges and complexities of EA"--

Manage all the mobile devices your workforce relies on Learn how to use Microsoft's breakthrough Enterprise Mobility Suite to help securely manage all your BYOD and company-owned mobile devices: Windows, iOS, and Android. Two of the leading mobile device management experts at Microsoft show you how to systematically help protect employee privacy and corporate assets without compromising productivity. You'll find best practices, step-by-step guidance, and real-world scenarios for every stage of planning, design, deployment, and administration. Empower your mobile users while improving security and controlling costs Master proven best practices for centrally managing smartphones and tablets Plan mobile strategies that encompass users, devices, apps, and data Overcome BYOD's unique challenges, constraints, and compliance issues Provide common "hybrid" user identities and a seamless experience across all resources: on-

premises, datacenter, and cloud Simplify and improve device enrollment, monitoring, and troubleshooting Help safeguard both corporate and personal information

IBM® Content Navigator provides a unified user interface for your Enterprise Content Management (ECM) solutions. It also provides a robust development platform so you can build customized user interface and applications to deliver value and an intelligent, business-centric experience. This IBM Redbooks® publication guides you through the Content Navigator platform, its architecture, and the available programming interfaces. It describes how you can configure and customize the user interface with the administration tools provided, and how you can customize and extend Content Navigator using available development options with sample code. Specifically, the book shows how to set up a development environment, and develop plug-ins that add an action, service, and feature to the user interface. Customization topics include implementing request and response filters, external data services (EDS), creating custom step processors, and using Content Navigator widgets in other applications. This book also covers mobile development, viewer customization, component deployment, and debugging and troubleshooting. This book is intended for IT architects, application designers and developers working with IBM Content Navigator and IBM ECM products. It offers a high-level description of how to extend and customize IBM Content Navigator and also more technical details of how to do implementations with sample code.

Topics covered include: content reuse, performing a content audit, designing workflow, workflow systems, and collaborative authoring.

Includes more than 30 percent revised material and five new chapters, covering the new 2.1 features such as EJB Timer Service and JMS as well as the latest open source Java solutions. The book was developed as part of TheServerSide.com online EJB community, ensuring a built-in audience. Demonstrates how to build an EJB system, program with EJB, adopt best practices, and harness advanced EJB concepts and techniques, including transactions, persistence, clustering, integration, and performance optimization. Offers practical guidance on when not to use EJB and how to use simpler, less costly open source technologies in place of or in conjunction with EJB.

This book collects ECM research from the academic discipline of Information Systems and related fields to support academics and practitioners who are interested in understanding the design, use and impact of ECM systems. It also provides a valuable resource for students and lecturers in the field. "Enterprise content management in Information Systems research - Foundations, methods and cases" consolidates our current knowledge on how today's organizations can manage their digital information assets. The business challenges related to organizational information management include reducing search times, maintaining information quality, and complying with reporting obligations and standards. Many of these challenges are well-known in information management, but because of the vast quantities of information being generated today, they are more difficult to deal with than ever. Many companies use the term "enterprise content management" (ECM) to refer to the management of all forms of information, especially unstructured information. While ECM systems promise to increase and maintain information quality,

to streamline content-related business processes, and to track the lifecycle of information, their implementation poses several questions and challenges: Which content objects should be put under the control of the ECM system? Which processes are affected by the implementation? How should outdated technology be replaced? Research is challenged to support practitioners in answering these questions.

The software development ecosystem is constantly changing, providing a constant stream of new tools, frameworks, techniques, and paradigms. Over the past few years, incremental developments in core engineering practices for software development have created the foundations for rethinking how architecture changes over time, along with ways to protect important architectural characteristics as it evolves. This practical guide ties those parts together with a new way to think about architecture and time.

This book highlights interdisciplinary insights, latest research results, and technological trends in Business Intelligence and Modelling in fields such as: Business Intelligence, Business Transformation, Knowledge Dissemination & Implementation, Modeling for Logistics, Business Informatics, Business Model Innovation, Simulation Modelling, E-Business, Enterprise & Conceptual Modelling, etc. The book is divided into eight sections, grouping emerging marketing technologies together in a close examination of practices, problems and trends. The chapters have been written by researchers and practitioners that demonstrate a special orientation in Strategic Marketing and Business Intelligence. This volume shares their recent contributions to the field and showcases their exchange of in-

sights.

The change management profession is no longer in its infancy. Readily identifiable in organizations and in business literature it is no longer reliant on parent disciplines such as organizational development or project management. Change management is itself in a state of change and growth - the number of jobs is increasing and organizations are actively seeking to build their change management capability. The Effective Change Manager's Handbook, the official guide to the CMI Body of Knowledge, is explicitly designed to help practitioners, employers and academics define and practice change management successfully and to develop change management maturity within their organization. A single-volume learning resource covering the range of underpinning knowledge required, it includes chapters from esteemed and established thought leaders on topics ranging from benefits management, stakeholder strategy, facilitation, change readiness, project management and education and learning support. Covering the whole process from planning to implementation, it offers practical tools, techniques and models to effectively support any change initiative.

Translates technical jargon into practical business communications solutions This book takes readers from traditional voice, fax, video, and data services delivered via separate platforms to a single, unified platform delivering all of these services seamlessly via the Internet. With its clear, jargon-free explanations, the author enables all readers to better understand and assess the growing number of voice over Internet protocol (VoIP) and unified communications (UC) products and services that are available for businesses. VoIP and Unified Communications is based on the author's careful

view and synthesis of more than 7,000 pages of published standards as well as a broad range of datasheets, websites, whitepapers, and webinars. It begins with an introduction to IP technology and then covers such topics as: Packet transmission and switching VoIP signaling and call processing How VoIP and UC are defining the future Interconnections with global services Network management for VoIP and UC This book features a complete chapter dedicated to cost analysis and payback calculations, enabling readers to accurately determine the short- and long-term financial impact of migrating to various VoIP and UC products and services. There's also a chapter detailing major IP systems hardware and software. Throughout the book, diagrams illustrate how various VoIP and UC components and systems work. In addition, the author highlights potential problems and threats to UC services, steering readers away from common pitfalls. Concise and to the point, this text enables readers—from novices to experienced engineers and technical managers—to understand how VoIP and UC really work so that everyone can confidently deal with network engineers, data center gurus, and top management.

Currently, we see a variety of tools and techniques for specifying and implementing business processes. The problem is that there are still gaps and tensions between the different disciplines needed to improve business process execution and improvement in enterprises. Business process modeling, workflow execution and application programming are examples of disciplines that are hosted by different communities and that emerged separately from each other. In particular, concepts have not yet been fully elaborated at the system analysis level. There-

fore, practitioners are faced again and again with similar questions in concrete business process projects: Which decomposition mechanism to use? How to find the correct granularity for business process activities? Which implementing technology is the optimal one in a given situation? This work offers an approach to the systematization of the field. The methodology used is explicitly not a comparative analysis of existing tools and techniques – although a review of existing tools is an essential basis for the considerations in the book. Rather, the book tries to provide a landscape of rationales and concepts in business processes with a discussion of alternatives.

Are you satisfied with the way your company responds to IT incidents? How prepared is your response team to handle critical, time-sensitive events such as service disruptions and security breaches? IT professionals looking for effective response models have successfully adopted the Incident Management System (IMS) used by firefighters throughout the US. This practical book shows you how to apply the same response methodology to your own IT operation. You'll learn how IMS best practices for leading people and managing time apply directly to IT incidents where the stakes are high and outcomes are uncertain.

As data management and integration continue to evolve rapidly, storing all your data in one place, such as a data warehouse, is no longer scalable. In the very near future, data will need to be distributed and available for several technological solutions. With this practical book, you'll learn how to migrate your enterprise from a complex and tightly coupled data landscape to a more flexible architecture ready for the modern world of data consumption. Executives, data architects, analytics teams, and com-

pliance and governance staff will learn how to build a modern scalable data landscape using the Scaled Architecture, which you can introduce incrementally without a large upfront investment. Author Piethein Strengholt provides blueprints, principles, observations, best practices, and patterns to get you up to speed. Examine data management trends, including technological developments, regulatory requirements, and privacy concerns Go deep into the Scaled Architecture and learn how the pieces fit together Explore data governance and data security, master data management, self-service data marketplaces, and the importance of metadata

“We need better approaches to understanding and managing software requirements, and Dean provides them in this book. He draws ideas from three very useful intellectual pools: classical management practices, Agile methods, and lean product development. By combining the strengths of these three approaches, he has produced something that works better than any one in isolation.” –From the Foreword by Don Reinertsen, President of Reinertsen & Associates; author of *Managing the Design Factory*; and leading expert on rapid product development Effective requirements discovery and analysis is a critical best practice for serious application development. Until now, however, requirements and Agile methods have rarely coexisted peacefully. For many enterprises considering Agile approaches, the absence of effective and scalable Agile requirements processes has been a showstopper for Agile adoption. In *Agile Software Requirements*, Dean Leffingwell shows exactly how to create effective requirements in Agile environments. Part I presents the “big picture” of Agile requirements in the enterprise, and describes an overall pro-

cess model for Agile requirements at the project team, program, and portfolio levels Part II describes a simple and lightweight, yet comprehensive model that Agile project teams can use to manage requirements Part III shows how to develop Agile requirements for complex systems that require the cooperation of multiple teams Part IV guides enterprises in developing Agile requirements for ever-larger “systems of systems,” application suites, and product portfolios This book will help you leverage the benefits of Agile without sacrificing the value of effective requirements discovery and analysis. You’ll find proven solutions you can apply right now—whether you’re a software developer or tester, executive, project/program manager, architect, or team leader.

According to Infosys, 86% of consumers surveyed indicated that personalized content has some impact on what they purchase and 25% said that personalization plays a large role in their purchases. And yet, looking at the data, two things stand out: Most companies say that personalizing the customer experience is a critical “must have,” and they have the statistics to back it up. Very few companies believe they are delivering enough personalized content, or deliver it well. What’s holding these companies back from their personalization goals? And how can you avoid the pitfalls and make personalization possible with your own enterprise content? In this book, global content strategy expert Val Swisher and senior content strategist Regina Lynn Preciado show you exactly what it takes to deliver personalized experiences at scale. You’ll learn: Why personalized content is imperative to the enterprise Why so many companies fail to deliver - and how to avoid the pitfalls The five dimen-

sions of content standardization How to bring people, technology, and process together The impact of big data and artificial intelligence The only way to deliver personalized content at scale is to automate the process at the point of delivery. And for that to work, you’ve got to change how you “do” content. The Personalization Paradox: Why Companies Fail (and How to Succeed) at Delivering Personalized Experiences at Scale shows you how.

Records management helps users address evolving governance mandates to meet regulatory, legal, and fiduciary requirements. Proactive adherence to information retention policies and procedures is a critical facet of any compliance strategy. IBM® Enterprise Records helps organizations enforce centralized policy management for file plans, retention schedules, legal preservation holds, and auditing. IBM Enterprise Records enables your organization to securely capture, declare, classify, store, and dispose of electronic and physical records. In this IBM Redbooks® publication, we introduce the records management concept and provide an overview of IBM Enterprise Records. We address records management topics, including the retention schedule, file plan, records ingestion and declaration, records disposition, records hold, and Enterprise Records application programming interfaces (APIs). We also use a case study to describe step-by-step instructions to implement a sample records management solution using Enterprise Records. We provide concrete examples of how to perform tasks, such as file plan creation, records ingestion and declaration, records disposition, and records hold. This book helps you to understand the records management concept, the IBM Enterprise Records features and capabilities, and its use.

The practice of enterprise application development has benefited from the emergence of many new enabling technologies. Multi-tiered object-oriented platforms, such as Java and .NET, have become commonplace. These new tools and technologies are capable of building powerful applications, but they are not easily implemented. Common failures in enterprise applications often occur because their developers do not understand the architectural lessons that experienced object developers have learned. *Patterns of Enterprise Application Architecture* is written in direct response to the stiff challenges that face enterprise application developers. The author, noted object-oriented designer Martin Fowler, noticed that despite changes in technology--from Smalltalk to CORBA to Java to .NET--the same basic design ideas can be adapted and applied to solve common problems. With the help of an expert group of contributors, Martin distills over forty recurring solutions into patterns. The result is an indispensable handbook of solutions that are applicable to any enterprise application platform. This book is actually two books in one. The first section is a short tutorial on developing enterprise applications, which you can read from start to finish to understand the scope of the book's lessons. The next section, the bulk of the book, is a detailed reference to the patterns themselves. Each pattern provides usage and implementation information, as well as detailed code examples in Java or C#. The entire book is also richly illustrated with UML diagrams to further explain the concepts. Armed with this book, you will have the knowledge necessary to make important architectural decisions about building an enterprise application and the proven patterns for use when building them. The topics covered

include · Dividing an enterprise application into layers · The major approaches to organizing business logic · An in-depth treatment of mapping between objects and relational databases · Using Model-View-Controller to organize a Web presentation · Handling concurrency for data that spans multiple transactions · Designing distributed object interfaces

Provides modern enterprises with the tools to create a robust digital platform utilizing proven best practices, practical models, and time-tested techniques

Contemporary business organizations can either embrace the digital revolution—or be left behind. *Enterprise Content and Search Management for Building Digital Platforms* provides modern enterprises with the necessary tools to create a robust digital platform utilizing proven best practices, practical models, and time-tested techniques to compete in the today's digital world. Features include comprehensive discussions on content strategy, content key performance indicators (KPIs), mobile-first strategy, content assessment models, various practical techniques and methodologies successfully used in real-world digital programs, relevant case studies, and more. Initial chapters cover core concepts of a content management system (CMS), including content strategy; CMS architecture, templates, and workflow; reference architectures, information architecture, taxonomy, and content metadata. Advanced CMS topics are then covered, with chapters on integration, content standards, digital asset management (DAM), document management, and content migration, evaluation, validation, maintenance, analytics, SEO, security, infrastructure, and performance. The basics of enterprise search technologies are explored next, and address enterprise search architecture, advanced search,

operations, and governance. Final chapters then focus on enterprise program management and feature coverage of various concepts of digital program management and best practices—along with an illuminating end-to-end digital program case study. Offers a comprehensive guide to the understanding and learning of new methodologies, techniques, and models for the creation of an end-to-end digital system Addresses a wide variety of proven best practices and deployed techniques in content management and enterprise search space which can be readily used for digital programs Covers the latest digital trends such as mobile-first strategy, responsive design, adaptive content design, micro services architecture, semantic search and such and also utilizes sample reference architecture for implementing solutions Features numerous case studies to enhance comprehension, including a complete end-to-end digital program case study Provides readily usable content management checklists and templates for defining content strategy, CMS evaluation, search evaluation and DAM evaluation Comprehensive and cutting-edge, Enterprise Content and Search Management for Building Digital Platforms is an invaluable reference resource for creating an optimal enterprise digital eco-system to meet the challenges of today's hyper-connected world.

This text provides an architectural overview of the Enterprise Service Bus, showing how it can bring the task of integration of enterprise application and services built on J2EE, .NET, C/C++, and other legacy environments into the reach of everyday IT professionals.

The Anarchist Cookbook will shock, it will disturb, it will provoke. It places in histori-

cal perspective an era when "Turn on, Burn down, Blow up" are revolutionary slogans of the day. Says the author "This book... is not written for the members of fringe political groups, such as the Weatherman, or The Minutemen. Those radical groups don't need this book. They already know everything that's in here. If the real people of America, the silent majority, are going to survive, they must educate themselves. That is the purpose of this book." In what the author considers a survival guide, there is explicit information on the uses and effects of drugs, ranging from pot to heroin to peanuts. There i detailed advice concerning electronics, sabotage, and surveillance, with data on everything from bugs to scramblers. There is a comprehensive chapter on natural, non-lethal, and lethal weapons, running the gamut from cattle prods to sub-machine guns to bows and arrows.

Despite the buzz surrounding the cloud computing, only a small percentage of organizations have actually deployed this new style of IT—so far. If you're planning your long-term cloud strategy, this practical book provides insider knowledge and actionable real-world lessons regarding planning, design, operations, security, and application transformation. This book teaches business and technology managers how to transition their organization's traditional IT to cloud computing. Rather than yet another book trying to sell or convince readers on the benefits of clouds, this book provides guidance, lessons learned, and best practices on how to design, deploy, operate, and secure an enterprise cloud based on real-world experience. Author James Bond provides useful guidance and best-practice checklists based on his field experience with real customers and cloud providers. You'll view cloud services from

the perspective of a consumer and as an owner/operator of an enterprise private or hybrid cloud, and learn valuable lessons from successful and less-than-successful organization use-case scenarios. This is the information every CIO needs in order to make the business and technical decisions to finally execute on their journey to cloud computing. Get updated trends and definitions in cloud computing, deployment models, and for building or buying cloud services Discover challenges in cloud operations and management not foreseen by early adopters Use real-world lessons to plan and build an enterprise private or hybrid cloud Learn how to assess, port, and migrate legacy applications to the cloud Identify security threats and vulnerabilities unique to the cloud Employ a cloud management system for your enterprise (private or multi-provider hybrid) cloud ecosystem Understand the challenges for becoming an IT service broker leveraging the power of the cloud

Winner of a Shingo Research and Professional Publication Award Information Technology is supposed to enable business performance and innovation, improve service levels, manage change, and maintain quality and stability, all while steadily reducing operating costs. Yet when an enterprise begins a Lean transformation, too often the IT department is either left out or viewed as an obstacle. What is to be done? Winner of a 2011 Shingo Research and Professional Publication Award, this book shares practical tips, examples, and case studies to help you establish a culture of continuous improvement to deliver IT operational excellence and business value to your organization. Praise for: ...will have a permanent place in my bookshelf. —Gene Kim, Chief Technology Officer, Tripwire, Inc. ... provides an unprecedented look

at the role that Lean IT will play in making this revolutionary shift and the critical steps for sustained success. —Steve Castellanos, Lean Enterprise Director, Nike, Inc. Twenty years from now the firms which dominate their industries will have fully embraced Lean strategies throughout their IT organizations. —Scott W. Ambler, Chief Methodologist for Agile and Lean, IBM Rational ... a great survival manual for those needing nimble and adaptive systems. —Dr. David Labby, MD, PhD, Medical Director and Director of Clinical Support and Innovation, CareOregon ... makes a major contribution in an often-ignored but much-needed area. —John Bicheno, Program Director MS in Lean Operations, Cardiff University ... a comprehensive view into the world of Lean IT, a must read! —Dave Wilson, Quality Management, Oregon Health & Science University

The Integrated Enterprise Excellence (IEE) system is a set of management techniques that innovatively builds on practices derived from the strengths of past systems--applying structured metrics and a no-nonsense roadmap to initiate process improvement and achieve predictable and sustainable bottom-line benefits.

Agile development processes foster better collaboration, innovation, and results. So why limit their use to software projects—when you can transform your entire business? Written by agile-mentoring expert Jochen Krebs, this book illuminates the opportunities—and rewards—of applying agile processes to your overall IT portfolio. Whether project manager, business analyst, or executive—you'll understand the business drivers behind agile portfolio management. And learn best practices for optimizing results. Use agile processes to align IT and business strate-

gy Adapt and extend core agile processes Orchestrate the collaboration between IT and business vision Eliminate wish-list driven requirements, and manage expectations instead Optimize the balance of projects, resources, and assets in your portfolio Use metrics to communicate project status, quality, even team morale Create a portfolio strategy consistent with the goals of the organization Achieve organizational and process transparency Manage your business with agility—and help maximize the returns! Working effectively with Apple platforms at a corporate or business level includes not only infrastructure, but a mode of thinking that administrators have to adopt to find success. A mode of thinking that forces you to leave 30 years of IT dogma at the door. This book is a guide through how to integrate Apple products in your environment with a minimum of friction. Because the Apple ecosystem is not going away. You'll start by understanding where Apple, third-party software vendors, and the IT community is taking us. What is Mobile Device Management and how does it work under the hood. By understanding how MDM works, you will understand what needs to happen on your networks in order to allow for MDM, as well as the best way to give the least amount of access to the servers or services that's necessary. You'll then look at management agents that do not include MDM, as well as when you will need to use an agent as opposed to when to use other options. Once you can install a management solution, you can deploy profiles on a device or you can deploy profiles on Macs using scripts. With Apple Device Management as your guide, you'll customize and package software for deployment and lock down devices so they're completely secure. You'll also work on getting stan-

dard QA environments built out, so you can test more effectively with less effort. Apple is forging their own path in IT. They trade spots with Amazon, Google, and Microsoft as the wealthiest company to ever exist. And they will not be constrained by 30 or more years of dogma in the IT industry. You can try to shoehorn Apple devices into outdated modes of device management, or you can embrace Apple's stance on management with the help of this book. What You'll Learn Deploy profiles across devices effectively and securely Install apps remotely both from the app store and through custom solutions Work natively with Apple environments rather than retrofitting older IT solutions Who This Book Is For Mac administrators within organizations that want to integrate with the current Apple ecosystem, including Windows administrators learning how to use/manage Macs, mobile administrators working with iPhones and iPads, and mobile developers tasked with creating custom apps for internal, corporate distribution. Content is king... and the new kingmaker... and your message needs to align with your model and metrics and other mumbo jumbo, right? Whether you're slogging through theory or buzzwords, there's no denying content strategy is coming of age. But what's in it for you? And if you're not a content strategist, why should you care? Because even if content strategy isn't your job, content's probably your problem—and probably more than you think. You or your business has a message you want to deliver, right? You can deliver that message through various channels and content types, from Tweets to testimonials and photo galleries galore, and your audience has just as many ways of engaging with it. So many ways, so much content... so where's the problem? That is the

problem. And you can measure it in time, creativity, money, lost opportunity, and the sobs you hear equally from creative directors, project managers, and search engine marketing specialists. The solution is content strategy, and this book offers real-world examples and approaches you can adopt, no matter your role on the team. Put content strategy to work for you by gathering this book into your little hands and gobbling up never-before seen case studies from teams at Johns Hopkins Medicine, MINI, Icebreaker, and more. *Content Strategy at Work* is a book for designers, information architects, copywriters, project managers, and anyone who works with visual or verbal content. It discusses how you can communicate and forge a plan that will enable you, your company, or your client get that message across and foster better user experiences. Presents a content strategy framework and ways to implement in both in-house marketing departments and consultancies Includes case studies, interviews, and lessons learned from retail, apparel, network television, business-to-business, automotive, non-profit, and higher ed brands Details practical sales techniques to sell content strategy and use content strategy processes to sell other services and larger projects

The first-ever book on Microsoft Endpoint Manager (MEM), written by Microsoft Program Manager Scott Duffey! Did you just land an IT job only to learn your new employer is using Microsoft Endpoint Manager (MEM) for device management? Perhaps you stretched the truth on your resume and suggested you knew it already? Maybe you are an old-hat, know-your-stuff device management pro for another MDM or PC management product but your company is now migrating?

Whatever the case, this book will be your zero-to-hero ramp-up guide. Microsoft Endpoint Manager has rapidly become the tool of choice for IT professionals around the world for managing corporate and personal devices but the learning curve can be steep. This book can be used to fast-track your understanding of MEM by laying out the concepts, including examples and tips for the real world, along with guided lab exercises. Topics include:

- Microsoft Endpoint Manager – What it is and how to use it
- How to set up a MEM learning environment
- Mobile Device Management (MDM) for iOS, macOS, Android, and Windows 10 devices with Microsoft Intune
- Device enrollment concepts for Personal and Corporate devices including Windows Autopilot, Apple Automated Device Enrollment (ADE), and Google ZeroTouch
- Endpoint Security configuration in MEM including device Compliance and Azure AD Conditional Access across Microsoft Intune, Configuration Manager, Azure AD, Microsoft Defender for Endpoint, and Office 365.
- Deploying, protecting, and configuring mobile and desktop applications with Microsoft Intune.

Smartphones, eBook readers, and tablet computers like the Apple iPad have forever changed the way people access and interact with content. Your customers expect the content you provide them to be adaptive --responding to the device, their location, their situation, and their personalized needs. Authors Ann Rockley and Charles Cooper provide insights and guidelines that will help you develop a unified content strategy—a repeatable, systematic plan that can help you reach your customers, anytime, anywhere, on any device. This up-to-date new edition of *Managing Enterprise Content* helps you: Determine business requirements Build your vision Design content that

adapts to any device Develop content models, metadata, and workflow Put content governance in place Adapt to new and changed roles Identify tools requirements With this book you'll learn to design adaptable content that frees you from the tyranny of an ever increasing array of devices.

Anyone considering a data governance program within their organization will find an invaluable step-by-step methodology using IBM tools and best practices in this structured how-to. While many in the IT industry hold separate definitions in their minds, this authoritative manual defines data governance as the discipline of treating data as an enterprise asset. The intricate process of data governance involves the exercise of decision rights to optimize, secure, and leverage data. Providing a rigorous explanation of the 14 steps and almost 100 substeps to enact unified data governance, this extensive handbook also shows that the core issues to be tackled are not about technology but rather about people and process.

Managing for Results: Economic Tasks and Risk-taking Decisions is a guidebook for those in management position. The book is comprised of 14 chapters that are organized into three parts. The first part talks about understanding the business; this part covers business realities, revenues, resources, and prospects. Part II discusses the opportunities and needs in economic dimensions of a business. Part III covers the key decision, business strategies, and building up economic performance. The book will be useful to managers, entrepreneurs, and individuals who are exposed to a decision-making situation that has an economic implication.

"This book outlines best practices for con-

ducting and executing content strategy projects. It is a step-by-step guide to building an enterprise content strategy for your organization"--Publisher's description.

Solve your content management problems efficiently with Microsoft SharePoint Meet the challenges of Enterprise Content Management (ECM) head on, using rich ECM features in SharePoint 2013. Led by two ECM experts, you'll learn how to build a solid information architecture (IA) for managing documents, knowledge, web content, digital assets, records, and user-generated content throughout your organization. With examples and case studies based on the authors' real-world experience, this practical book is ideal for CIOs, marketing executives, project managers, and enterprise architects. Discover how to: Design a scalable, easy-to-use content management repository Build an ECM team with specific project governance roles Gain stakeholder support for project and change management Foster user adoption by clarifying general IA concepts Organize content using SharePoint records management tools Configure content types, managed metadata, and site settings Examine processes for managing paper-driven vs. digital content Apply best practices for deploying SharePoint ECM features Support risk management and compliance regulations

This book identifies key factors necessary for a well-functioning information infrastructure and explores how information culture impacts the management of public information, stressing the need for a proactive and holistic information management approach amidst e-Government development. In an effort to deal with an organization's scattered information resources, Enterprise Content Management, Records Management and In-

formation Culture Amidst E-Government Development investigates the key differences between Enterprise Content Management (ECM) and Records Management (RM), the impact of e-Government development on information management and the role of information in enhancing accountability and transparency of government institutions. The book hence identifies factors that contribute to a well-functioning information infrastructure and further explores how information culture impacts the management of public information. It highlights the Records Continuum Model (RCM) thinking as a more progressive way of managing digital information in an era of pluralization of government information. It also emphasizes the need for information/records management skills amidst e-Government development. Ideas about records, information, and content management have fundamentally changed and developed because of increasing digitalization. Though not fully harmonized, these new ideas commonly stress and un-

derpin the need for a proactive and holistic information management approach. The proactive approach entails planning for the management of the entire information continuum before the information is created. For private enterprises and government institutions endeavoring to meet new information demands from customers, citizens and the society at large, such an approach is a prerequisite for accomplishing their missions. It could be argued that information is and has always been essential to all human activities and we are witnessing a transformation of the information landscape. Presents research with broad application based on archives and information science, but relevant for information systems, records management, information culture, and e-government Examines the differences between Enterprise Content Management and Records Management Bridges a gap between the proponents of Enterprise Content Management and information professionals, such as records managers and archivists