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Holding Onto Joy Through Abandonment & Divorce Constance Monroe 2021-09-25 A collection of real-life stories of survival after abandonment by a father and divorce . How author was able to find everlasting happiness in her life despite the challenges thrown her way..

Entrepreneurship, Innovation and Regional Development David Smallbone 2016-07-29 Entrepreneurship and innovation are arguably the main drivers of economic development today. This book explores the two in depth, at both the national and regional levels, using a variety of methodologies. The expert contributors discuss the subject from a policy perspective, with case studies from a host of countries including new member states of the EU as well as established EU member states. Split into three parts, the book focuses on: innovation, entrepreneurial activity and regional development, and entrepreneurship and SME policy.

User Story Mapping Jeff Patton 2014-09-05 User story mapping is a valuable tool for software development, once you understand why and how to use it. This insightful book examines how this often misunderstood technique can help your team stay focused on users and their needs without getting lost in the enthusiasm for individual product features. Author Jeff Patton shows you how changeable story maps enable your team to hold better conversations about the project throughout the development process. Your team will learn to come away with a shared understanding of what you're attempting to build and why. Get a high-level view of story mapping, with an exercise to learn key concepts quickly Understand how stories really work, and how they come to life in Agile and Lean projects Dive into a story's lifecycle, starting with opportunities and moving deeper into discovery Prepare your stories, pay attention while they're built, and learn from those you convert to working software

The Power of Standards Jean-Christophe Graz 2019-07-31 Examines a new form of power in contemporary global political economy, focusing on the hybrid authority of standards in the globalisation of services. This book is also available as Open Access.

Practical Ship Design D.G.M. Watson 2002-03-08 The ever-growing demand for commercial activities at sea has meant that ships are rapidly developing and that the rules governing their construction and operation are changing. Practical Ship Design records these changes, their outcomes and the reasoning behind them. It deals with every aspect of ship design and handles a wide range of both merchant ships and naval ships with authority. It provides coverage of cargo ships and passenger ships, tugs, dredgers and other service craft. It also includes concept design, detail design, structural design, hydrodynamics design, the effect of regulations, the preparation of specifications and matters of costs and economics. Drawing on the author's extensive practical experience, Practical Ship Design is likely to interest everybody involved in the design, construction, repair and operation of ships. Students and the most experienced professionals will all benefit from the book's vast store of design data and its conclusions and recommendations.

Sustainable Surface Water Management Susanne M. Charlesworth 2016-11-14 Sustainable Surface Water Management: a handbook for SUDS addresses issues as diverse as flooding, water quality, amenity and biodiversity but also mitigation of, and adaptation to, global climate change, human health benefits and reduction in energy use. Chapters are included to cover issues from around the world, but they also address particular designs associated with the implementation of SUDS in tropical areas, problems with retrofitting SUDS devices, SUDS modelling, water harvesting in drought-stricken countries using SUDS and the inclusion of SUDS in the climate change strategies of such cities as Tokyo, New York and Strasbourg.

Toward Sustainable Agricultural Systems in the 21st Century National Research Council 2010-07-25 In the last 20 years, there has been a remarkable emergence of innovations and technological advances that are generating promising changes and opportunities for sustainable agriculture, yet at the same time the agricultural sector worldwide faces numerous daunting challenges. Not only is the agricultural sector expected to produce adequate food, fiber, and feed, and contribute to biofuels to meet the needs of a rising global population, it is expected to do so under increasingly scarce natural resources and climate change. Growing awareness of the unintended impacts associated with some agricultural production practices has led to heightened societal expectations for improved environmental, community, labor, and animal welfare standards in agriculture. Toward Sustainable Agricultural Systems in the 21st Century assesses the scientific evidence for the strengths and weaknesses of different production, marketing, and policy approaches for improving and reducing the costs and unintended consequences of agricultural production. It discusses the principles underlying farming systems and practices that could improve the sustainability. It also explores how those lessons learned could be applied to agriculture in different regional and international settings, with an emphasis on sub-Saharan Africa. By focusing on a systems approach to improving the sustainability of U.S. agriculture, this book can have a profound impact on the development and implementation of sustainable farming systems. Toward Sustainable Agricultural Systems in the 21st Century serves as a valuable resource for policy makers, farmers, experts in food production and agribusiness, and federal regulatory agencies.

The Measurement and Analysis of Housing Preference and Choice Sylvia J.T. Jansen 2011-05-12 What are the current trends in housing? Is my planned project commercially viable? What should be my marketing and advertisement strategies? These are just some of the questions real estate agents, landlords and developers ask researchers to answer. But to find the answers, researchers are faced with a wide variety of methods that measure housing preferences and choices. To select and value a valid research method, one needs a well-structured overview of the methods that are used in housing preference and housing choice research. This comprehensive introduction to this field offers just such an overview. It discusses and compares numerous methods, detailing the potential limitation of each one, and it reaches beyond methodology, illustrating how thoughtful consideration of methods and techniques in research can help researchers and other professionals to deliver products and services that are more in line with residents' needs.

Supply Chain Management for Sustainable Food Networks Eleftherios Iakovou 2016-01-19 An interdisciplinary framework for managing sustainable agrifood supply chains Supply Chain Management for Sustainable Food Networks provides an up-to-date and interdisciplinary framework for designing and operating sustainable supply chains for agri-food products. Focus is given to decision-making procedures and methodologies enabling policy-makers, managers and practitioners to design and manage effectively sustainable agrifood supply chain networks. Authored by high profile researchers with global expertise in designing and operating sustainable supply chains in the agri-food industry, this book: Features the entire hierarchical decision-making process for managing sustainable agrifood supply chains. Covers knowledge-based farming, management of agricultural wastes, sustainability, green supply chain network design, safety, security and traceability, IT in agrifood supply chains, carbon footprint management, quality management, risk management and policy-making. Explores green supply chain management, sustainable knowledge-based farming, corporate social responsibility, environmental management and emerging trends in agri-food retail supply chain operations. Examines sustainable practices that are unique for agriculture as well as practices that already have been implemented in other industrial sectors such as green logistics and Corporate Social Responsibility (CSR). Supply Chain Management for Sustainable Food Networks provides a useful resource for researchers, practitioners, policy-makers, regulators and C-level executives that deal with strategic decision-making. Post-graduate students in the field of agriculture sciences, engineering, operations management, logistics and supply chain management will also benefit from this book.

Time, Talent, Energy Michael C. Mankins 2017-02-14 Managing Your Scarcest Resources Business leaders know that the key to competitive success is smart management of scarce resources. That's why companies allocate their financial capital so carefully. But capital today is cheap and abundant, no longer a source of advantage. The truly scarce resources now are the time, the talent, and the energy of the people in your organization--resources that are too often squandered. There's plenty of advice about how to manage them, but most of it focuses on individual actions. What's really needed are organizational solutions that can unleash a company's full productive power and enable it to outpace competitors. Building off of the popular Harvard Business Review article "Your Scarcest Resource," Michael Mankins and Eric Garton, Bain & Company experts in organizational design and effectiveness, present new research into how you can liberate people's time, talent, and energy and unleash your organization's productive power. They identify the specific causes of organizational drag--the collection of institutional factors that slow things down, decrease output, and drain people's energy--and then offer a pragmatic framework for how managers can overcome it. With practical advice for using the framework and in-depth examples of how the best companies manage their people's time, talent, and energy with as much discipline as they do their financial capital, this book shows managers how to create a virtuous circle of high performance.

Acronyms Abbreviations & Terms - A Capability Assurance Job Aid 2005 The FAAT List is not designed to be an authoritative source, merely a handy reference. Inclusion recognizes terminology existence, not legitimacy. Entries known to be obsolete are included because they may still appear in extant publications and correspondence.

Spatial Regression Models Michael D. Ward 2018-04-10 Spatial Regression Models illustrates the use of spatial analysis in the social sciences within a regression framework and is accessible to readers with no prior background in spatial analysis. The text covers different modeling-related topics for continuous dependent variables, including mapping data on spatial units, creating data from maps, analyzing exploratory spatial data, working with regression models that have spatially dependent regressors, and estimating regression models with spatially correlated error structures. Using social science examples based on real data, the authors illustrate the concepts discussed, and show how to obtain and interpret relevant results. The examples are presented along with the relevant code to replicate all the analysis using the R package for statistical computing. Users can download both the data and computer code to work through all the examples found in the text. New to the Second Edition is a chapter on mapping as data exploration and its role in the research process, updates to all chapters based on substantive and methodological work, as well as software updates, and information on estimation of time-series, cross-sectional spatial models. Available with Perusall--an eBook that makes it easier to prepare for class Perusall is an award-winning eBook platform featuring social annotation tools that allow students and instructors to collaboratively mark up and discuss their SAGE textbook. Backed by research and supported by technological innovations developed at Harvard University, this process of learning through collaborative annotation keeps your students engaged and makes teaching easier and more effective. Learn more.

Transition Management for Sustainable Development Kazuhiro Ueta 2014 "The idea of sustainable development is often referred to in the public forum, however this does not necessarily mean that it is also widely accepted as a living philosophy, nor that it has come to be embodied in public policy. Consequently, there is a need to precisely examine the problems brought about by the economic mechanisms standing in the way of this goal---in particular globalization---and to draw up plans to counteract these influences. In the meantime, sustainability transitions do require a series of system innovations and transitions, and it is important to foster robust environmental governance for sustainable development. This book aims firstly to examine the implications of the idea of sustainable development for institutional and policy designs. Secondly, it aims to clarify the political, social and economic conditions for successful sustainability transitions, by means of the detailed empirical analysis of a host of challenging social experiments for sustainable development. Finally, it searches for, and formulates, a viable theory of transition management for sustainable development."--Publisher's description.

Flood and Coastal Erosion Risk Management Edmund Penning-Rowsell 2014-01-03 A new 'Multi-Coloured Manual' This book is a successor to and replacement for the highly respected manual and handbook on the benefits of flood and coastal risk management, produced by the Flood Hazard Research Centre at Middlesex University, UK, with support from Defra and the Environment Agency. It builds upon a previous book known as the "Multi-coloured manual." (2005), which itself was a synthesis of the blue (1977), red (1987) and yellow manuals (1992). As such it expands and updates this work, to provide a manual of assessment techniques of flood risk management benefits, indirect benefits, and coastal erosion risk management benefits. It has three key aims. First it provides methods and data which can be used for the practical assessment of schemes and policies. Secondly it describes new research to update the data and improve techniques. Thirdly it explains the limitations and complications of Benefit-Cost Analysis, to guide decision-making on investment in river and coastal risk management schemes.

SAFE 5.0 Distilled Richard Knaster 2020

Work and Organizational Psychology Christine E. Doyle 2003 In this unique text, Christine Doyle provides the student with a cutting-edge introduction to the field of work and organizational psychology. The main focus is on recent changes that have occurred in the world of work, incorporating their causes, consequences, proposed solutions to the associated problems, and above all, the challenges they pose for work and organizational psychology. Among the topics covered are motivation at work, the concept of stress, and the causes of individual accidents and organizational disasters. Solutions to such problems might include lifelong learning and training, performance management, career development, and employee assistance programmes. This lively, provocative, and highly readable book will be an essential resource for advanced undergraduate and postgraduate students of work and organizational psychology, as well as business management students, managers and anyone with an interest in human resources management.

International Who's Who of Professional Management Joseph A. Parker 1999-11

Customer Experience Management Bernd H. Schmitt 2010-07-09 In Customer Experience Management, renowned consultant and marketing thinker Bernd Schmitt follows up on his groundbreaking book *Experiential Marketing* by introducing a new and visionary approach to marketing called customer experience management (CEM). In this book, Schmitt demonstrates how to put his CEM framework to work in any organization to spur growth, increase revenues, and transform the image of your company and its brands. From retail buying to telephone orders, from marketing communications to online shopping, every customer touch-point offers companies an opportunity to maximize the customer experience and establish a bond that will never be broken. Customer Experience Management introduces the five-step CEM process, a comprehensive tool for connecting with customers at every touch-point. This revolutionary marketing guide provides cases of successful CEM implementations in a wide variety of consumer and B2B industries, including pharmaceuticals, electronics, beauty and cosmetics, telecommunications, beverages, financial services, and even the nonprofit sector. A must-read for senior executives, marketing managers, and anyone who wants to drive growth, increase income, and spur organizational change, Customer Experience Management demonstrates the power of collecting truly relevant customer information, developing and implementing winning strategies, and measuring their results.

Balanced Scorecard Paul R. Niven 2011-01-04 This book provides an easy-to-follow roadmap for successfully implementing the Balanced Scorecard methodology in small- and medium-sized companies. Building on the success of the first edition, the Second Edition includes new cases based on the author's experience implementing the balanced

scorecard at government and nonprofit agencies. It is a must-read for any organization interested in achieving breakthrough results.

Balancing the Future of Europe's Coasts Andrus Meiner 2013 This report has three elements. Firstly, it gives a snapshot of the current state of Europe's coastal regions. Secondly, it assesses the policies used to manage coastal regions, and discusses the proposal for a new European directive to improve the management of coastal regions. Thirdly, it highlights the need for better information and better monitoring tools to help inform this management process.

Renewable Energy Integration Jahangir Hossain 2014-01-29 This book presents different aspects of renewable energy integration, from the latest developments in renewable energy technologies to the currently growing smart grids. The importance of different renewable energy sources is discussed, in order to identify the advantages and challenges for each technology. The rules of connecting the renewable energy sources have also been covered along with practical examples. Since solar and wind energy are the most popular forms of renewable energy sources, this book provides the challenges of integrating these renewable generators along with some innovative solutions. As the complexity of power system operation has been raised due to the renewable energy integration, this book also includes some analysis to investigate the characteristics of power systems in a smarter way. This book is intended for those working in the area of renewable energy integration in distribution networks.

Future Telco Peter Krüssel 2018-07-23 This book examines the extensive changes in markets, technologies and value chains that telecommunication companies are currently confronted with. It analyzes the crossroads they have reached and the choices that now need to be made - to be a bit pipe or a trendsetter of digitalization. Based on an analysis of the key challenges for telcos, the book derives future market scenarios and puts forward recommendations for how they can successfully position themselves. It proposes a framework based on seven "levers," which addresses concrete measures in each step of the value chain, ranging from technology, IT and processes, to innovation, marketing and sales issues. The book discusses the current challenges and provides both general recommendations and concrete solutions. Respected experts illustrate innovative strategic and technical trends and provide insights gained in real-life transformation projects. Recent developments in the areas of regulation, product development, competition between over-the-top (OTT) providers and telcos, as well as technical innovations like 5G, SDN/NFV, LEO satellites and MEC are discussed. Accordingly, practitioners, managers and researchers alike will benefit from the book's wealth of examples and up-to-date insights.

The Customer Experience Book Alan Pennington 2016-09-15 Customer Experience (CE) is becoming seen as a key component of business strategy, yet knowing the practical steps of what to do can be tricky. The Customer Experience Book helps you understand where you are now, what to do, and how to improve for your business. From Customer Journey Mapping to using Big Data, this is the ultimate Customer Experience manual for businesses, whatever the size of your company. Split into two parts, you'll discover: . Why customer experience is so important in business - and how it applies to you . How to use customer experience tools in your business - step by step guides on how to use CX metrics and how to learn from them Alongside the theory and practical how-to guidance, there will be a range of examples of 'thinking differently' about everyday situations to engage the reader. Plus, with case studies from International Companies, readers will discover not only what works well but also the hard lessons they have learned. The Customer Experience Book shows you how to understand, measure and improve customer experience in your business, whatever your level.

The Stanford Alumni Directory 2004

Principles of Marketing Gary M. Armstrong 2018 An introduction to marketing concepts, strategies and practices with a balance of depth of coverage and ease of learning. Principles of Marketing keeps pace with a rapidly changing field, focussing on the ways brands create and capture consumer value. Practical content and linkage are at the heart of this edition. Real local and international examples bring ideas to life and new feature 'linking the concepts' helps students test and consolidate understanding as they go. The latest edition enhances understanding with a unique learning design including revised, integrative concept maps at the start of each chapter, end-of-chapter features summarising ideas and themes, a mix of mini and major case studies to illuminate concepts, and critical thinking exercises for applying skills.

Banking Information Index 2002

Procurement Systems Steve Rowlinson 2005-10-09 Procurement Systems details the whole spectrum of procurement issues in the construction industry, starting with the client /customer and running through managerial, cultural and IT-based issues. The book commences with an overview of previous work and a section on selection criteria is provided to enable practitioners to make their choices of procurement form. Importantly, performance comparisons of different procurement forms are discussed and the main emphasis of the book is to highlight best practice based on the most up-to-date research. One chapter deals specifically with developmentally orientated procurement issues in NICs (newly industrialised countries), where best practice is assessed from a different set of perspectives. The authors contributing to this book are among the most highly respected and eminent in the field.

The Collaborative Enterprise Antonio Tencati 2010 Competitive economics produces an enormous abundance of goods and services but at an intolerable environmental and social cost. Competition has become an end in itself, which leads to detrimental effects on nature, society and future generations. A change of paradigm is needed. Business should respect the ecological and social limits in which it operates and embed its activities in the natural and social systems. This book promotes a collaborative attitude of doing business based on a positive view of the self and others. Theoretical contributions, reflections, cases, examples, and initiatives collected in the book show that a collaborative enterprise is not only possible but also a feasible and desirable alternative to the current, self-defeating, managerial models. Innovative firms seeking to build long-term, mutually beneficial relationships with all of their stakeholders while producing values for their business ecosystems represent well-grounded hopes for a really sustainable future.

Countering the Problem of Falsified and Substandard Drugs Institute of Medicine 2013-06-20 The adulteration and fraudulent manufacture of medicines is an old problem, vastly aggravated by modern manufacturing and trade. In the last decade, impotent antimicrobial drugs have compromised the treatment of many deadly diseases in poor countries. More recently, negligent production at a Massachusetts compounding pharmacy sickened hundreds of Americans. While the national drugs regulatory authority (hereafter, the regulatory authority) is responsible for the safety of a country's drug supply, no single country can entirely guarantee this today. The once common use of the term counterfeit to describe any drug that is not what it claims to be is at the heart of the argument. In a narrow, legal sense a counterfeit drug is one that infringes on a registered trademark. The lay meaning is much broader, including any drug made with intentional deceit. Some generic drug companies and civil society groups object to calling bad medicines counterfeit, seeing it as the deliberate conflation of public health and intellectual property concerns. Countering the Problem of Falsified and Substandard Drugs accepts the narrow meaning of counterfeit, and, because the nuances of trademark infringement must be dealt with by courts, case by case, the report does not discuss the problem of counterfeit medicines.

Goods and Services of Marine Bivalves Aad C. Smaal 2018-11-26 The aim of this open access book is to review and analyse the goods and services of bivalve shellfish. How they are defined, what determines the ecological functions that are the basis for the goods and services, what controversies in the use of goods and services exist, and what is needed for sustainable exploitation of bivalves from the perspective of the various stakeholders. The book is focused on the goods and services, and not on impacts of shellfish aquaculture on the benthic environment, or on threats like biotoxins; neither is it a shellfish culture handbook although it can be used in evaluating shellfish culture. The reviews and analysis are based on case studies that exemplify the concept, and show the strengths and weaknesses of the current applications. The multi-authored reviews cover ecological, economic and social aspects of bivalve goods and services. The book provides new insights for scientists, students, shellfish producers, policy advisors, nature conservationists and decision makers. This book is open access under the CC BY license.

Chesley's Hypertensive Disorders in Pregnancy Robert N. Taylor 2014-08-28 Chesley's Hypertensive Disorders in Pregnancy continues its tradition as one of the beacons to guide the field of preeclampsia research, recognized for its uniqueness and utility. Hypertensive disorders remain one the major causes of maternal and fetal morbidity and death. It is also a leading cause of preterm birth now known to be a risk factor in remote cardiovascular disease. Despite this the hypertensive disorders remain marginally studied and management is often controversial. The fourth edition of Chesley's Hypertensive Disorders in Pregnancy focuses on prediction, prevention, and management for clinicians, and is an essential reference text for clinical and basic investigators alike. Differing from other texts devoted to preeclampsia, it covers the whole gamut of high blood pressure, and not just preeclampsia. Features new chapters focusing on recent discoveries in areas such as fetal programming, genomics/proteomics, and angiogenesis Includes extensive updates to chapters on epidemiology, etiological considerations, pathophysiology, prediction, prevention, and management Discusses the emerging roles of metabolic syndrome and obesity and the increasing incidence of preeclampsia Each section overseen by one of the editors; each chapter co-authored by one of the editors, ensuring coherence throughout book

Business Model Generation Alexander Osterwalder 2013-02-01 Business Model Generation is a handbook for visionaries, game changers, and challengers striving to defy outmoded business models and design tomorrow's enterprises. If your organization needs to adapt to harsh new realities, but you don't yet have a strategy that will get you out in front of your competitors, you need Business Model Generation. Co-created by 470 "Business Model Canvas" practitioners from 45 countries, the book features a beautiful, highly visual, 4-color design that takes powerful strategic ideas and tools, and makes them easy to implement in your organization. It explains the most common Business Model patterns, based on concepts from leading business thinkers, and helps you reinterpret them for your own context. You will learn how to systematically understand, design, and implement a game-changing business model--or analyze and renovate an old one. Along the way, you'll understand at a much deeper level your customers, distribution channels, partners, revenue streams, costs, and your core value proposition. Business Model Generation features practical innovation techniques used today by leading consultants and companies worldwide, including 3M, Ericsson, Capgemini, Deloitte, and others. Designed for doers, it is for those ready to abandon outmoded thinking and embrace new models of value creation: for executives, consultants, entrepreneurs, and leaders of all organizations. If you're ready to change the rules, you belong to "the business model generation!"

Globalizing Human Resource Management Paul Sparrow 2004-07-31 Establishing the agenda for global HR, this book looks through the eyes of HR professionals themselves. It gives a broad, coherent overview of the field of IHRM and a detailed, practical analysis of what is needed to be successful in this crucial area of modern management. A number of key questions are addressed: Does IHRM drive the business agenda more than domestic HRM? What is the impact of IHRM on organizational effectiveness? What are the keys to success in IHRM? Drawing upon current research conducted as part of the Chartered Institute of Personnel and Development's Globalization Research Project the text includes data from surveys of HR professionals and company practice as well as longitudinal case studies.

Crimes Committed by Terrorist Groups Mark S. Hamm 2011-01 This is a print on demand edition of a hard to find publication. Examines terrorists; involvement in a variety of crimes ranging from motor vehicle violations, immigration fraud, and mfg. illegal firearms to counterfeiting, armed bank robbery, and smuggling weapons of mass destruction. There are 3 parts: (1) Compares the criminality of internat. jihad groups with domestic right-wing groups. (2) Six case studies of crimes includes trial transcripts, official reports, previous scholarship, and interviews with law enforcement, officials and former terrorists are used to explore skills that made crimes possible; or events and lack of skill that the prevented crimes. Includes brief bio. of the terrorists along with descriptions of their org., strategies, and plots. (3) Analysis of the themes in closing arguments of the transcripts in Part 2. Illus.

Jobs to Be Done Anthony W. Ulwick 2016-10-25 Why do some innovation projects succeed where others fail? The book reveals the business implications of Jobs Theory and explains how to put Jobs Theory into practice using Outcome-Driven Innovation.

Designing Interfaces Jenifer Tidwell 2005-11-21 Provides information on designing easy-to-use interfaces.

In Search of Common Ground Mariteuw Chimère Diaw 2009-01-01

Mapping Experiences James Kalbach 2016-04-25 If you want to create products and services that provide real value, you should first identify touchpoints--areas where business and customer needs intersect. This practical book shows you how. Using various mapping techniques from UX design, you'll learn how to turn customer observations into actionable insight for product design. Author Jim Kalbach, Principal UX Designer with Citrix, introduces you to the principles behind alignment diagrams--a class of deliverable also known as experience mapping--using several examples. You'll learn how to visually map your existing customer experience, based on user research, and demonstrate how and where customer perspectives intersect with business goals. Using alignment diagrams, you'll not only be able to orchestrate business-customer touchpoints, but also gain stakeholder support for a product or service that provides value to both your business and your customers. This book is ideal for product managers, marketers, customer experience professionals, and designers.

Systems Design for Remote Healthcare Koushik Maharatna 2013-11-13 This book provides a multidisciplinary overview of the design and implementation of systems for remote patient monitoring and healthcare. Readers are guided step-by-step through the components of such a system and shown how they could be integrated in a coherent framework for deployment in practice. The authors explain planning from subsystem design to complete integration and deployment, given particular application constraints. Readers will benefit from descriptions of the clinical requirements underpinning the entire application scenario, physiological parameter sensing techniques, information processing approaches and overall, application dependent system integration. Each chapter ends with a discussion of practical design challenges and two case studies are included to provide practical examples and design methods for two remote healthcare systems with different needs.

Service Science, Management and Engineering Bill Hefley 2008-01-08 Papers in this unique volume were developed from the 2006 conference hosted by IBM, Service Science, Management, and Engineering (SSME) - Education for the 21st Century. The book incorporates a variety of perspectives, informed by an international background in SSME experience and education, including management, business, social science, computer science and engineering. Readers will derive an understanding of education needs and program offerings in SSME.