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Software Psychology Systems Management for Information Technology and Software Engineering Introduction to Computer Information Systems Computer Systems and Software Engineering: Concepts, Methodologies, Tools, and Applications Software Development Techniques for Constructive Information Systems Design The Economics of Information Systems and Software Information Systems for Business and Beyond Software Design and Development: Concepts, Methodologies, Tools, and Applications The Making of Information Systems Information Technology Essentials Volume 1 New Perspectives in Information Systems and Technologies, Volume 1 Software Architecture for Big Data and the Cloud Fundamentals of Information Technology Trends and Applications in Information Systems and Technologies Information Systems Today Industrial Arts Index Global Trends in Information Systems and Software Applications The New Software Engineering Introduction to Computer Information Systems Process-Aware Information Systems Quality Assurance for Information Systems Research Methodologies, Innovations and Philosophies in Software Systems Engineering and Information Systems Essentials of Business Information Systems Managing the Software Enterprise Trends and Applications in Information Systems and Technologies Design of Industrial Information Systems Software Engineering in IoT, Big Data, Cloud and Mobile Computing Trends and Applications in Information Systems and Technologies The Art and Science of Analyzing Software Data Information and Software Technology Developing Windows-Based and Web-Enabled Information Systems The Architecture of Computer Hardware, Systems Software, and Networking Implementing and Integrating Product Data Management and Software Configuration Management Design Science Methodology for Information Systems and Software Engineering Model-Driven Engineering of Information Systems Information Technology Essentials Impirical Foundations of Information and Software Science Process-Aware Information Systems Development of Component-based Information Systems Guide to the Software Engineering Body of Knowledge (Swebok(r))

The Architecture of Computer Hardware, Systems Software and Networking is designed help students majoring in information technology (IT) and information systems (IS) understand the structure and operation of computers and computer-based devices. Requiring only basic computer skills, this accessible textbook introduces the basic principles of system architecture and explores current technological practices and trends using clear, easy-to-understand language. Throughout the text, numerous relatable examples, subject-specific illustrations, and in-depth case studies reinforce key learning points and show students how important concepts are applied in the real world. This fully-updated sixth edition features a wealth of new and revised content that reflects today’s technological landscape. Organized into five parts, the book first explains the role of the computer in information systems and provides an overview of its components. Subsequent sections discuss the representation of data in the computer, hardware architecture and operational concepts, the basics of computer networking, system software and operating systems, and various interconnected systems and components. Students are introduced to the material using ideas already familiar to them, allowing them to gradually build upon what they have learned without being overwhelmed and develop a deeper knowledge of computer architecture. Professionals in the interdisciplinary field of computer science focus on the design, operation, and maintenance of computational systems and software. Methodologies and tools of engineering are utilized alongside computer applications to develop efficient and precise information databases. Computer Systems and Software Engineering: Concepts, Methodologies, Tools, and Applications is a comprehensive reference source for the latest scholarly material on trends, techniques, and uses of various technology applications and examines the benefits and challenges of these computational developments. Highlighting a range of pertinent topics such as utility computing, computer security, and information systems applications, this multi-volume book is ideally designed for academicians, researchers, students, web designers, software developers, and practitioners interested in computer systems and software engineering. Innovative tools and techniques for the development and design of software systems are essential to the problem solving and planning of software solutions. Software Design and Development: Concepts, Methodologies, Tools, and Applications brings together the best practices of theory and implementation in the development of software systems. This reference source is essential for researchers, engineers, practitioners, and scholars seeking the latest knowledge on the techniques, applications, and methodologies for the design and development of software systems. Many professionals and students in engineering, science, business, and other application fields need to develop Windows-based and web-enabled information systems to store and use data for decision support, without help from professional programmers. However, few books are available to train professionals and students who are not professional programmers to develop these information systems. Developing Windows-Based and Web-Enabled Information Systems fills this gap, providing a self-contained, easy-to-understand, and well-illustrated text that explores current concepts, methods, and software tools for developing Windows-based and web-enabled information systems. Written in an easily accessible style, the book details current concepts, methods, and software tools for Windows-based and web-enabled information systems that store and use data. It is self-contained with easy-to-understand small examples to walk through concepts and implementation details along with large-scale case studies. The book describes data modeling methods including entity–relationship modeling, relational modeling and normalization, and object-oriented data modeling, to develop data models of a database. The author covers how to use software tools in the Microsoft application development environment, including Microsoft Access, MySQL, SQL, Visual Studio, Visual Basic, VBA, HTML, and XML, to implement databases and develop Windows-based and web-enabled applications with the database, graphical user interface, and program components. The book takes you through the entire process of developing a computer and network application for an information system, highlighting concepts and operation details. In each chapter, small data examples are used to manually walk through concepts and operational details. These features and more give you the conceptual understanding and practical skill required, even if you don’t have a computer science background, to develop Windows-based or web-enabled applications for your specialized information system. This book is composed of a selection of articles from The 2021 World Conference on Information Systems and Technologies (WorldCIST’21), held online between 30 and 31 of March and 1 and 2 of April 2021 at Hangra de Heroismo, Terceira Island, Azores, Portugal. WorldCIST is a global forum for researchers and practitioners to present and discuss recent results and innovations, current trends, professional experiences and challenges of modern information systems and technologies research, together with their technological development and applications. The main topics covered are: A) Information and Knowledge Management; B) Organizational Models and Information Systems; C) Software and Systems Modeling; D) Software Systems, Architectures, Applications and Tools; E) Multimedia Systems and Applications; F) Computer Networks, Mobility and Pervasive Systems; G) Intelligent and Decision Support Systems; H) Big Data Analytics and Applications; I) Human–Computer Interaction; J) Ethics, Computers & Security; K) Health Informatics; L) Information Technologies in Education; M) Information Technologies in Radiocommunications; N) Technologies for Biomedical Applications. Design of Industrial Information Systems presents a body of knowledge applicable to many aspects of industrial and manufacturing systems. New software systems, such as Enterprise Resource Planning, and new hardware technologies, such as RFID, have made it possible to integrate what were separate IT databases and operations into one system to realize the greatest possible operational efficiencies. This text provides a background in, and an introduction to, the relevant information technologies and shows how they are used to model and implement integrated IT systems. With the growth of courses in information technology offered in industrial engineering and engineering management programs, the authors have written this book to show how such computer-based knowledge systems are designed and used in modern manufacturing and industrial companies. ·Introduces Data Modeling and Functional Architecture Design, with a focus on integration for overall system design ·Encompasses hands-on approach, employing many in-chapter exercises and end-of-chapter problem sets with case studies in manufacturing and service industries ·Shows the reader how Information Systems can be integrated into a wider E-business/Web-Enabled Database business model ·Offers applications in Enterprise Resource Planning (ERP) and Manufacturing Execution Systems (MES), with an accompanying website containing usable sample databases The purpose of the Second Symposium on Empirical Foundations of Informa tion and Software Science (EFISS) was, in essence, the same as that of the First Symposium in this series, i. e. to explore subjects and methods of sci entific inquiry which are of fundamental and common interest to information and software sciences, and to map directions of research that will benefit from the mutual interaction of these two fields. In fact, one of the most important results of the First EFISS Symposium was the conclusion that the commonality of these two sciences is much more than just the commonality of their objects of study, namely, the study of informative and prescriptive properties of texts in all kinds of sign sys tems (such as natural or artificial languages). Rather, the most challeng ing problems appear to be in the areas in which both these sciences overlap, such as, for instance, the problem of trade-offs between informative and prescriptive uses of texts. This problem can be formulated in generic terms as follows: given a certain kind of action or activity which has been pre scribed to some agent, i. e. which is required to be implemented or carried out, what kind of information should be provided to the agent, in what form, and how should it be distributed over the contextual structure of the pre scriptive text to enable the agent to carry out the action or activity most effectively and efficiently. The student book provides a clear project development focus in line with the spirit of the syllabus. It presents a precise coverage of the Core topics to provide a ready reference as the Options are studied. The Economics of Information Systems and Software focuses on the economic aspects of information systems and software, including advertising, evaluation of information systems, and software maintenance. The book first elaborates on value and values, software business, and scientific information as an economic category. Discussions focus on information products and information services, special economic properties of information, culture and convergence, hardware and software products, materiality and consumption, technological progress, and software flexibility. The text then takes a look at advertising to finance software, perspectives on East-West relations in economics and information, and evaluation of information systems. Topics include research on information systems, knowledge on Eastern European information services, GDR information institutes, local databases, GDR databases, CMEA directions, and theoretical propositions. The manuscript reviews software reuse, software methodology in the harsh light of economics, quantitative aspects of software maintenance management, and calibrating a software cost-estimation model. Concerns cover the need for calibration, measuring maintainability, prognosis of maintenance effort, object-oriented programming, metaprogramming, and software quality and reuse. The text is a dependable reference for computer science experts and researchers wanting to explore further the economics of information systems and software. The third edition of Fundamentals of Information Technology is a 'must have' book not only for BCA and MBA students, but also for all those who want to strengthen their knowledge of computers. The additional chapter on MS Office is a comprehensive study on MS Word, MS Excel and other components of the package. This book is packed with expert advice from eminent IT professionals, in-depth analyses and practical examples. It presents a detailed functioning of hardware components besides covering the software concepts. A broad overview of Computer architecture, Data representation in the computer, Operating systems, Database management systems, Programming languages, etc., has also been included. An additional chapter on Mobile Computing and other state-of-the-art innovations in the IT world have been incorporated. Not only that, the latest Internet technologies have also been covered in detail. One should use this book to acquire computer literacy in terms of how data is represented in a computer, how hardware devices are integrated to get the desired results, how the computer can be networked for interchanging data and establishing communication. Each chapter is followed by a number of review questions. This edited book presents scientific results of the International Semi-Virtual Workshop on Software Engineering in IoT, Big data, Cloud and Mobile Computing (SE-ICBM 2020) which was held on October 15, 2020, at Soongsil University, Seoul, Korea. The aim of this workshop was to bring together researchers and scientists, businessmen and entrepreneurs, teachers, engineers, computer users, and students to discuss the numerous fields of computer science and to share their experiences and exchange new ideas and information in a meaningful way. Research results about all aspects (theory, applications and tools) of computer and information science, and to discuss the practical challenges encountered along the way and the solutions adopted to solve them. The workshop organizers selected the best papers from those papers accepted for presentation at the workshop. The papers were chosen based on review scores submitted by members of the program committee and underwent further rigorous rounds of review. From this second round of review, 17 of the conference’s most promising papers are then published in this Springer (SCI) book and not the conference proceedings. We impatiently await the important contributions that we know these authors will bring to the field of computer and information science. This title includes a number of Open Access chapters. Model-driven engineering (MDE) is the automatic production of software from simplified models of structure and functionality. It mainly involves the automation of the routine and technologically complex programming tasks, thus allowing developers to focus on the true value-adding functionality th This book provides guidelines for practicing design science in the fields of information systems and software engineering research. A design process usually iterates over two activities: first designing an artifact that improves something for stakeholders and subsequently empirically investigating the performance of that artifact in its context. This “validation in context” is a key feature of the book - since an artifact is designed for a context, it should also be validated in this context. The book is divided into five parts. Part I discusses the fundamental nature of design science and its artifacts, as well as related design research questions and goals. Part II deals with the design cycle, i.e. the creation, design and validation of artifacts based on requirements and stakeholder goals. To elaborate this further, Part III presents the role of conceptual frameworks and theories in design science. Part IV continues with the empirical cycle to investigate artifacts in context, and presents the different elements of research problem analysis, research setup and data analysis. Finally, Part V deals with the practical application of the empirical cycle by presenting in detail various research methods, including observational case studies, case-based and sample-based experiments and technical action research. These main sections are complemented by two generic checklists, one for the design cycle and one for the empirical cycle. The book is written for students as well as academic and industrial researchers in software engineering or information systems. It provides guidelines on how to effectively structure research goals, how to analyze research problems concerning design goals and knowledge questions, how to validate artifact designs and how to empirically investigate artifacts in context – and finally how to present the results of the design cycle as a whole. The Art and Science of Analyzing Software Data provides valuable information on analysis techniques often used to derive insight from software data. This book shares best practices in the field generated by leading data scientists, collected from their experience training software engineering students and practitioners to master data science. The book covers topics such as the analysis of security data, code reviews, app stores, log files, and user telemetry, among others. It covers a wide variety of techniques such as co-change analysis, text analysis, topic analysis, and concept analysis, as well as advanced topics such as release planning and generation of source code comments. It includes stories from the trenches from expert data scientists illustrating how to apply data analysis in industry and open source, present results to stakeholders, and drive decisions. Presents best practices, hints, and tips to analyze data and apply tools in data science projects Presents research methods and case studies that have emerged over the past few years to further understanding of software data Shares stories from the trenches of successful data science initiatives in industry In the Guide to the Software Engineering Body of Knowledge (SWEBOK(R) Guide), the IEEE Computer Society establishes a baseline for the body of knowledge for the field of software engineering, and the work supports the Society's responsibility to promote the advancement of both theory and practice in this field. It should be noted that the Guide does not purport to define the body of knowledge but rather to serve as a compendium and guide to the knowledge that has been developing and evolving over the past four decades. Now in Version 3.0, the Guide's 15 knowledge areas summarize generally accepted topics and list references for detailed information. The editors for Version 3.0 of the SWEBOK(R) Guide are Pierre Bourque (Ecole de technologie superieure (ETS), Universite du Quebec) and Richard E. (Dick) Fairley (Software and Systems Engineering Associates (S2EA)). Information systems (IS) are the backbone of any organization today, supporting all major business processes. This book deals with the question: how do these systems come into existence? It gives a comprehensive coverage of managerial, methodological and technological aspects including: Management decisions before and during IS development, acquisition and implementation Project management Requirements engineering and design using UML Implementation, testing and customization Software architecture and platforms Tool support (CASE tools, IDEs, collaboration tools) The book takes into account that for most organizations today, inhouse development is only one of several options to obtain an IS. A good deal of IS development has moved to software vendors – be it domestic, offshore or multinational software firms. Since an increasing share of this work is done in Asia, Eastern Europe, Latin America and Africa, the making of information systems is discussed within a global context. Software development and information systems design have a unique relationship, but are often discussed and studied independently. However, meticulous software development is vital for the success of an information system. Software Development Techniques for Constructive Information Systems Design focuses the aspects of information systems and software development as a merging process. This reference source pays special attention to the emerging research, trends, and experiences in this area which is bound to enhance the reader's understanding of the growing and ever-adapting field. Academics, researchers, students, and working professionals in this field will benefit from this publication's unique perspective. This book is composed of a selection of articles from The 2021 World Conference on Information Systems and Technologies (WorldCIST’21), held online between 30 and 31 of March and 1 and 2 of April 2021 at Hangra de Heroismo, Terceira Island, Azores, Portugal. WorldCIST is a global forum for researchers and practitioners to present and discuss recent results and innovations, current trends, professional experiences and challenges of modern information systems and technologies research, together with their technological development and applications. The main topics covered are: A) Information and Knowledge Management; B) Organizational Models and Information Systems; C) Software and Systems Modeling; D) Software Systems, Architectures, Applications and Tools; E) Multimedia Systems and Applications; F) Computer Networks, Mobility and Pervasive Systems; G) Intelligent and Decision Support Systems; H) Big Data Analytics and Applications; I) Human–Computer Interaction; J) Ethics, Computers & Security; K) Health Informatics; L) Information Technologies in Education; M) Information Technologies in Radiocommunications; N) Technologies for Biomedical Applications. The use of computers for the purpose of storage, retrieval, transmission and manipulation of data is known as information technology. It is a sub-discipline of information and communication technology which is concerned with the commercial use of computers. Some of the important innovations of information technology are television and radio equipment, performance management software, and video conferencing equipment. The software studied under this domain can be categorized into system software and application software. System software can be broadly classified into operating systems, basic input/output systems, boot programs, assemblers and device drivers. Information technology is an upcoming field of science that has undergone rapid development over the past few decades. The topics included in this book on information technology are of

utmost significance and bound to provide incredible insights to readers. It will serve as a valuable source of information for those interested in this field. Motivation for a psychological approach; Research methods; Programming as human performance; Programming style; Software quality evaluation; Team organizations and group processes; Database systems and data models; Database query and manipulation languages; Natural language; Interactive interface issues; Designing interactive systems. Software Architecture for Big Data and the Cloud is designed to be a single resource that brings together research on how software architectures can solve the challenges imposed by building big data software systems. The challenges of big data on the software architecture can relate to scale, security, integrity, performance, concurrency, parallelism, and dependability, amongst others. Big data handling requires rethinking architectural solutions to meet functional and non-functional requirements related to volume, variety and velocity. The book's editors have varied and complementary backgrounds in requirements and architecture, specifically in software architectures for cloud and big data, as well as expertise in software engineering for cloud and big data. This book brings together work across different disciplines in software engineering, including work expanded from conference tracks and workshops led by the editors. Discusses systematic and disciplined approaches to building software architectures for cloud and big data with state-of-the-art methods and techniques Presents case studies involving enterprise, business, and government service deployment of big data applications Shares guidance on theory, frameworks, methodologies, and architecture for cloud and big data Philosophical paradigms, theoretical frameworks, and methodologies make up the answering and problem solving systems that define current research approaches. While there are multiple research method books, the subject lacks an update and integrated source of reference for graduate courses. Research Methodologies, Innovations and Philosophies in Software Systems Engineering and Information Systems aims to advance scientific knowledge on research approaches used in systems engineering, software engineering, and information systems and to update and integrate disperse and valuable knowledge on research approaches. This aims to be a collection of knowledge for PhD students, research-oriented faculty, and instructors of graduate courses. This 2-Volume-Set, CCIS 0269-CCIS 0270, constitutes the refereed proceedings of the International Conference on Global Trends in Computing and Communication (CCIS 0269) and the International Conference on Global Trends in Information Systems and Software Applications (CCIS 0270), ObCom 2011, held in Vellore, India, in December 2011. The 173 full papers presented together with a keynote paper and invited papers were carefully reviewed and selected from 842 submissions. The conference addresses issues associated with computing, communication and information. Its aim is to increase exponentially the participants' awareness of the current and future direction in the domains and to create a platform between researchers, leading industry developers and end users to interrelate. This text is written with a business school orientation, stressing the how to and heavily employing CASE technology throughout. The courses for which this text is appropriate include software engineering, advanced systems analysis, advanced topics in information systems, and IS project development. Software engineer should be familiar with alternatives, trade-offs and pitfalls of methodologies, technologies, domains, project life cycles, techniques, tools CASE environments, methods for user involvement in application development, software, design, trade-offs for the public domain and project personnel skills. This book discusses much of what should be the ideal software engineer's project related knowledge in order to facilitate and speed the process of novices becoming experts. The goal of this book is to discuss project planning, project life cycles, methodologies, technologies, techniques, tools, languages, testing, ancillary technologies (e.g. database) and CASE. For each topic, alternatives, benefits and disadvantages are discussed. ?This book is composed of a selection of articles from The 2021 World Conference on Information Systems and Technologies (WorldCIST'21), held online between 30 and 31 of March and 1 and 2 of April 2021 at Hangra de Heroismo, Terceira Island, Azores, Portugal. WorldCIST is a global forum for researchers and practitioners to present and discuss recent results and innovations, current trends, professional experiences and challenges of modern information systems and technologies research, together with their technological development and applications. The main topics covered are: A) Information and Knowledge Management; B) Organizational Models and Information Systems; C) Software and Systems Modeling; D) Software Systems, Architectures, Applications and Tools; E) Multimedia Systems and Applications; F) Computer Networks, Mobility and Pervasive Systems; G) Intelligent and Decision Support Systems; H) Big Data Analytics and Applications; I) Human-Computer Interaction; J) Ethics, Computers & Security; K) Health Informatics; L) Information Technologies in Education; M) Information Technologies in Radiocommunications; N) Technologies for Biomedical Applications. This book is designed to be a survey of the essential topics of Information Systems. The material covers important topics that drive computing and information technology today. The book is broken down into sections that cover a survey of essential areas of information systems. These topics include:- An introduction and overview of computer hardware- How software is built by industry today using the software development lifecycle.- Cloud computing and the services that are offered by the leading vendors on the market today- Computer security and more.This book is designed for anyone who wants to have more information about the information technology field and is ideal for someone just getting started. The course will give you a solid understanding of many of the concepts that drive one of the most important industries in today's world. Contemporary and student-focused, this text provides the essentials of information systems that every business student needs to know. Because today's products rely on tightly integrated hardware and software components, system and software engineers, and project and product managers need to have an understanding of both product data management (PDM) and software configuration management (SCM). This groundbreaking book offers you that essential knowledge, pointing out the similarities and differences of these two processes, and showing you how they can be combined to ensure effective and efficient product and system development, production and maintenance. This book contains a selection of articles from The 2014 World Conference on Information Systems and Technologies (WorldCIST'14), held between the 15th and 18th of April in Funchal, Madeira, Portugal, a global forum for researchers and practitioners to present and discuss recent results and innovations, current trends, professional experiences and challenges of modern Information Systems and Technologies research, technological development and applications. The main topics covered are: Information and Knowledge Management; Organizational Models and Information Systems; Intelligent and Decision Support Systems; Software Systems, Architectures, Applications and Tools; Computer Networks, Mobility and Pervasive Systems; Radar Technologies; Human-Computer Interaction; Health Informatics and Information Technologies in Education. "Information Systems for Business and Beyond introduces the concept of information systems, their use in business, and the larger impact they are having on our world."--BC Campus website. Annotation This work provides a comprehensive overview of research and practical issues relating to component-based information systems (CBIS). Spanning the organizational, developmental, and technical aspects of the subject, the original research included here provides fresh insights into successful CBIS technology and application, including the selection and trading of commercial off-the shelf products (COTS). This new book on systems management discusses important concerns for the development of systems from the perspective of information technology, information systems, and software systems engineering. It focuses on the systems management process for information technology and software development organizations. A unifying foundation to design and implement process-aware information systems This publication takes on the formidable task of establishing a unifying foundation and set of common underlying principles to effectively model, design, and implement process-aware information systems. Authored by leading authorities and pioneers in the field, Process-Aware Information Systems helps readers gain a thorough understanding of major concepts, languages, and techniques for building process-aware applications, including: * UML and EPCs: two of the most widely used notations for business process modeling * Concrete techniques for process design and analysis * Process execution standards: WfMC and BPEL * Representative commercial tools: ARIS, TIBCO Staffware, and FLOWer Each chapter begins with a description of the problem domain and then progressively unveils relevant concepts and techniques. Examples and illustrations are used extensively to clarify and simplify complex material. Each chapter ends with a set of exercises, ranging from simple questions to thought-provoking assignments. Sample solutions for many of the exercises are available on the companion Web site. Armed with a new and deeper understanding, readers are better positioned to make their own contributions to the field and evaluate various approaches to a particular task or problem. This publication is recommended as a textbook for graduate and advanced undergraduate students in computer science and information systems, as well as for professionals involved in workflow and business process management, groupware and teamwork, enterprise application integration, and business-to-business integration. A Solution's Manual is available online. An Instructor Support FTP site is also available. Here's the latest information on developing defect-free software. Perry shows you how to staff, organize and operate a Q&A function. You'll learn how to evaluate systems throughout the project life cycle so that you design, document, and formally test programs before they go on line. Introduction to Computer Information Systems gives an introduction to computer information systems and discusses about the computer hardware and software in addition to the subject of remote access and data communication. It talks about the various programing languages in the computer information systems and elaborates on the databases and database management system. Also discussed in the book are the networks, internet, and communication devices, computer information systems for business, the ethical and legal implications of a computer information system and the future of computer information systems, which provide basic insights on the various aspects of computer information systems. For introductory undergraduate courses in Information Systems taught in MIS, IS, CIS, Business and Management departments.This brief text is ideal for courses on quarter systems and those that combine a MIS text with hands-on software, projects, or case studies. These authoritative authors continue to define the MIS course by emphasizinghowbusiness objectives shape the application of new information systems and technologies and integrating a career orientation that demonstrates the relevance of information systems to all business students regardless of their major. A unifying foundation to design and implement process-aware information systems This publication takes on the formidable task of establishing a unifying foundation and set of common underlying principles to effectively model, design, and implement process-aware information systems. Authored by leading authorities and pioneers in the field, Process-Aware Information Systems helps readers gain a thorough understanding of major concepts, languages, and techniques for building process-aware applications, including: * UML and EPCs: two of the most widely used notations for business process modeling * Concrete techniques for process design and analysis * Process execution standards: WfMC and BPEL * Representative commercial tools: ARIS, TIBCO Staffware, and FLOWer Each chapter begins with a description of the problem domain and then progressively unveils relevant concepts and techniques. Examples and illustrations are used extensively to clarify and simplify complex material. Each chapter ends with a set of exercises, ranging from simple questions to thought-provoking assignments. Sample solutions for many of the exercises are available on the companion Web site. Armed with a new and deeper understanding, readers are better positioned to make their own contributions to the field and evaluate various approaches to a particular task or problem. This publication is recommended as a textbook for graduate and advanced undergraduate students in computer science and information systems, as well as for professionals involved in workflow and business process management, groupware and teamwork, enterprise application integration, and business-to-business integration. A Solution's Manual is available online. An Instructor Support FTP site is also available.

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- [Industrial Arts Index](#)
- [Global Trends In Information Systems And Software Applications](#)
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