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MSF, Pocket Guide Microsoft Operations Framework 4.0 - A Pocket Guide PT Clinical Notes Scrum - A Pocket Guide VeriSM™ - A Pocket Guide Praxis® - A Pocket Guide Scrum - A Pocket Guide - 2nd edition PRINCE2™ 2009 Edition - A Pocket Guide Scrum - A Pocket Guide - 3rd edition PRINCE2™ 2017 Edition - A Pocket Guide PRINCE2 2009 Edition - A Pocket Guide Implementing IT Governance - A Pocket Guide ASL® 2 - A Pocket Guide SqEME Process Management - A Pocket Guide Wound Care Pocket Guide Agile for responsive organizations - A Pocket Guide ITIL® 2011 Edition - A Pocket Guide ITIL® 2011 Edition - A Pocket Guide ISO/IEC 20000-1:2011 - A Pocket Guide ISO/IEC 20000:2011 - A Pocket Guide Six Sigma for IT Management - A Pocket Guide IT Business Management: Solutions from SAP - A Pocket Guide Patient Safety Pocket Guide Pocket Guide to Prostate Cancer Rehab Clinical Pocket Guide Defining IT Success Through The Service Catalog The Motorcycle Safety Foundation's Guide to Motorcycling Excellence ABC of ICT Process Management Based on SqEME® ASL BiSL®: Business Information Services Library - Management Guide Jems EMS Pocket Guide Pocket Guide to Intravenous Therapy MedSurg Notes Nurse's Clinical Pocket Guide The EFQM excellence model for Assessing Organizational Performance Rehab Clinical Pocket Guide Pocket Pediatrics ISO 9001:2000 Home Health Pocket Guide to Oasis-C1 TOGAF™, The Open Group Architecture Framework

The EFQM Excellence Model was introduced at the beginning of 1992 as the framework for assessing organizations for the annual European Excellence Award . It is now the most widely used organizational assessment framework in Europe. Most users have no intention of applying to win awards; they use the framework and analysis techniques within the model as diagnostic tools that will help them to: assess the health of their organization, identify its strengths and areas for improvement and periodically measure progress and share good management practices, both internally and externally anticipate and target their desired results in tangible, measurable ways Whether you are a newcomer to the Excellence Model, or an experienced user (whose techniques of performance assessment maybe rigorous but have possibly evolved to become overly complex), this Management Guide provides you with practical techniques to undertake timely and effective assessments. It explains the history, basis and evolution of the EFQM Excellence Model, the nature of EFQM and its networks today, and, most importantly, provides step-by-step guidance, together with a series of analysis pro-formas, to enable readers to facilitate an assessment of an organization against each of the 32 elements (criterion parts) of the EFQM Excellence Model. A guide to enhance your safety on motorcycle riding. This pocket guide to Scrum is the one book for everyone who wants to learn or re-learn about Scrum. The book describes the framework as it was designed and intended, with a strong focus on the purpose to the rules and adding an historical perspective to Scrum and the Agile movement. As the balance of society keeps shifting from industrial labor to digital work, complexity and unpredictability keep increasing. The need for agility through Scrum increases equally, in and beyond software and product development. This 3rd edition of Scrum - A Pocket Guide, while introducing some changes in terminology, more than ever offers the clarity and insights on Scrum that many organizations need, more than ever. It will help people and their organizations properly shape their Scrum, regardless of their domain or business. Scrum - A Pocket Guide is an extraordinarily competent book. It flows with insight, understanding, and perception. This should be the de facto standard handout for all looking for a complete, yet clear overview of Scrum without being bothered by irrelevancies. (Ken Schwaber, Scrum co-creator) The author, Gunther Verheyen, is a seasoned Scrum practitioner (2003). He has been employing Scrum since 2003. He was partner to Ken Schwaber and Director of the Professional Scrum series at Scrum.org. He is the founder of Ullizee-Inc and engages with people and organizations as an independent Scrum Caretaker on a journey of humanizing the workplace with Scrum. 'ABC is like an iceberg, much of it hidden beneath the surface, yet capable of inflicting enormous damage' to your organization, or more importantly, your business! With growing importance of IT to business operations we can no longer afford to have our ITSM improvement programs and initiatives fail because of Attitude, Behavior or culture issues. This book describes what ABC is, why it is important and gives practical cases and examples in dealing with ABC issues. The book contains more than 35 case examples from industry experts and practitioners on what they have done to solve specific ABC issues. The book can be used in combination with the ABC of ICT card set for creating awareness, assessing your own worst practices and taking your first practical steps in solving them. This book provides a valuable addition on top of ITIL publications on how to ensure ITSM improvement programs can and do deliver lasting value This framework is a collection of proven practices for software development and infrastructure deployment project success. It looks at the most common causes of IT project failure and provides guidance on how to organize teams, manage risk and develop and deploy business driven IT solutions This pocket guide is a practical book and provides compulsory reading material for anyone who wants to learn more about SqEME® process management, or intends using SqEME. It acts as an instructive guide, with directives and tips showing an efficient approach for structuring, mastering and improving processes; supported by real life case studies. This pocket guide explains the essentials of SqEME® process management. As a methodology, SqEME® views processes from four different perspectives known as 'windows'. The content of this title is broken down into these four 'windows': Constitution; Correspondence; Chemistry; Construction; The language and drawing conventions for SqEME are dealt with as key issues. SqEME® is an open standard for developing a processed-centred architecture of an enterprise. It may be reproduced freely by any organization wishing to use it to develop a governance structure on the quality of their business processes. SqEME® Process Management is a method that facilitates discussion of the design of the organization, in a subtle but unambiguous way. Processes have to hold a prominent place in observing organizations: how are the different parts of the organization tuned to each other and how does adequate communication take place? SqEME® as a methodology views processes from four different perspectives. SqEME® calls these 'windows', by means of which one seeks for the Constitution, Chemistry, Correspondence and Construction of the enterprise. SqEME® is the result of more than twenty years experience with the management of business processes within various organizations. SqEME® has been applied successfully in industry (chemistry, automotive, construction, paper), in the business sector (IT service, healthcare), in the non-profit sector, and in public companies such as the Prosecution Counsel, County Councils and local authorities. The SqEME® Foundation is a platform for discussing the method and its application, where insights into the basic assumptions and backgrounds are shared: www.sqeme.org. For trainers free additional material of this book is available. This can be found under the "Training Material" tab. Log in with your trainer account to access the material. Note: This pocket book is available in several languages: English, German, Dutch. Since 2001 the Van Haren Publishing ITIL Pocket Guides have helped readers all over the world to understand the essentials of ITIL (IT Infrastructure Library), the leading framework for IT service management. This pocket guide does exactly the same as previous editions: offering a concise summary of ITIL, based on ITIL® 2011 Edition. We have condensed the full ITIL framework, found in 2000 pages, into just 200 pocket-sized pages! It means that this book is an essential time-saving and cost-effective guide to ITIL 2011 Edition -- for both industry experts and students alike. Primarily it is a quick, portable reference tool to ITIL for all professionals in the service management community. What is the 'lifecycle' approach? What are the key service management processes and functions? Secondly the ITIL pocket guide can be used as part of the training material for everyone who wants to certify for the ITIL Foundation exam. The guide contents cover all of the specifications of AXELOS' ITIL Foundation Certificate syllabus. This pocket guide to Scrum is the one book for everyone who wants to learn or re-learn about Scrum. The book describes the framework as it was designed and intended, with a strong focus on the purpose to the rules and adding an historical perspective to Scrum and the Agile movement. Several elements that were described in the first edition of Scrum - A Pocket Guide (2013) were later added to the official Scrum Guide. The most noticeable ones are the Scrum Values (2016) and the description of the 3 questions of the Daily Scrum as a good, yet optional practice (2017). As the balance of society keeps shifting from industrial labor to digital work, complexity and unpredictability keep increasing. The need for agility through Scrum increases equally, in and beyond software and product development. This 2nd edition of Scrum - A Pocket Guide offers the clarity and insights on Scrum that many organizations need, today and in the foreseeable future. Scrum - A Pocket Guide is an extraordinarily competent book. It flows with insight, understanding, and perception. This should be the de facto standard handout for all looking for a complete, yet clear overview of Scrum without being bothered by irrelevancies. (Ken Schwaber, Scrum co-creator) The author, Gunther Verheyen, is a seasoned Scrum practitioner (2003). Throughout his standing career as a consultant, Gunther has employed Scrum in diverse circumstances. He was partner to Ken Schwaber and Director of the Professional Scrum series at Scrum.org. He is the founder of Ullizee-Inc and engages with people and organizations as an independent Scrum Caretaker. Note: This pocket book is available in several languages: English, German, French, Dutch. This Pocket Guide supplies a summary of the PRINCE2 method, to provide a quick introduction as well as a structured overview of the method; Main target Group for this pocket guide is anyone who wants to get to know the method PRINCE2 or a methodical approach for project management. The book is also very useful for members of a project management team on a project using the PRINCE2 method. Furthermore this pocket guide can be used as literature for the preparation of the PRINCE2 2009 Edition Foundation exam; This pocket guide is based on PRINCE2 2009 Edition; This pocket book deals with processes, themes and principles within project management and PRINCE2. Tailoring PRINCE2 explains how to fit the PRINCE2 method onto the specific project circumstances; A complete but concise description of PRINCE2 2009 Edition, for anyone involved in projects or project management. Available in English, Dutch and French. Home Health Pocket Guide to OASIS-C1: A Reference for Field Staff Melinda A. Gaboury, COS-C Help your home health agency maintain regulatory compliance by implementing the OASIS data set transitions with convenience and ease using the Home Health Pocket Guide to OASIS-C1: A Reference for Field Staff. This updated book supplies homecare providers with the latest information they need to know about the revised OASIS-C1 data set implementation requirements for January and October 2015. Designed to enable field staff to bring along and complete the OASIS-C1 assessments at a patient's bedside, the book provides helpful guidance for each assessment type and M item change to ensure documentation standards are upheld and proper reimbursement is obtained for every patient. This handy pocket guide provides: Convenient access to OASIS guidance; use this travel-sized pocket guide while filling out the assessment at the bedside Plain English guidance with step-by-step instructions for filling out each OASIS-C1 item to help staff easily improve their OASIS documentation An explanation of how OASIS items fit into various assessments A breakdown of how the data collection affects reimbursement Troubleshooting tips to avert incorrect payment, denials, and fines Compliance at any time--our pocket guide offers information about the revised implementation requirements for January and October 2015 Table of Contents: Section 1: OASIS-C1 Overview - Summary of eliminated, modified, and new data elements Section 2: What's New: Two-Step Implementation Method to Compliment ICD-10 Section 3: The Comprehensive Assessment and OASIS-C1 Section 4: Reimbursement Effect of OASIS-C1 Section 5: OASIS-C1 and Outcomes Section 6: Patient Tracking Sheet Section 7: Start of Care and Resumption of Care Assessments Section 8: Follow-Up and Other Follow-Up Assessments Section 9: Transfer and Discharge Assessments Section 10: Step by Step: General instructions for completion of the OASIS-C The Application Services Library ASL is a public domain framework and the standard for application management. This pocket guide offers an introduction to the framework ASL 2, an evolutionary update of the ASL framework that was introduced in 2001 and is used by more and more organizations since then. This compact book offers a generic introduction and additional background information through a case study. This case study offers a historic perspective, with examples comparing the past situation for ASL and the present with ASL 2. ASL will offer support to anyone implementing application management. Additional support is given by best practices that are published on the website of the ASL BiSL Foundation. ASL aligns with other frameworks, e.g. BiSL for Business Information Management and ITIL for IT Service Management. This handy, pocket-sized resource provides on-the-spot guidance that helps you identify and treat patients with urgent and common medical-surgical conditions. Each condition is in outline format and delivers all the current information you need to deliver the very best patient care. Microsoft® Operations Framework - A Pocket Guide Microsoft® Operations Framework (MOF) 4.0 was delivered in 2008 and delivers practical guidance for everyday IT practices and activities, helping users establish and implement reliable, cost-effective IT services. It encompasses the entire IT lifecycle by integrating: Community-generated processes for planning, delivering, operating, and managing IT Governance, risk, and compliance activities Management reviews Microsoft Solutions Framework (MSF) best practices The goal of MOF is to provide guidance to IT organizations to help them create, operate, and support IT services while ensuring that the investment in IT delivers expected business value at an acceptable level of risk. MOF's purpose is to create an environment where business and IT can work together toward operational maturity, using a proactive model that defines processes and standard procedures to gain efficiency and effectiveness. MOF promotes a logical approach to decision-making and communication and to the planning, deployment, and support of IT services. This Pocket Guide provides a concise explanation of the nature, content and aim of ISO/IEC 20000-1: 2011 and a short summary of ISO/IEC 20000-2:2012. It brings ISO/IEC 20000 Part 1 and Part 2 within reach of a vast international audience by providing the key elements of this important standard in a short, easy to read format: • it promote the awareness and the acceptability of ISO/IEC 20000 Part 1 and Part 2 as a valid standard for IT Services organizations; • it supports ISO/IEC 20000 training and certification and • it is a quick reference for practitioners to the core content of ISO/IEC 20000. SqEME® is an open standard for developing a processed-centred architecture of an enterprise. It may be reproduced freely by any organization wishing to use it to develop a governance structure on the quality of their business processes. SqEME® Process Management is a method that facilitates discussion of the design of the organization, in a subtle but unambiguous way. Processes have to hold a prominent place in observing organizations: how are the different parts of the organization tuned to each other and how does adequate communication take place? SqEME® as a methodology views processes from four different perspectives. SqEME® calls these 'windows', by means of which one seeks for the Constitution, Chemistry, Correspondence and Construction of the enterprise. SqEME® is the result of more than twenty years experience with the management of business processes within various organizations. SqEME® has been applied successfully in industry (chemistry, automotive, construction, paper), in the business sector (IT service, healthcare), in the non-profit sector, and in public companies such as the Prosecution Counsel, County Councils and local authorities. This book is particularly aimed at professionals who are involved in the change process within process-driven organizations. Anyone wishing to familiarize themselves with process-centred thinking will be pleased to find that this book adopts an innovative, yet practice-proven approach. The SqEME® Foundation is a platform for discussing the method and its application, where insights into the basic assumptions and backgrounds are shared: www.sqeme.org. The issues, opportunities and challenges of aligning information technology more closely with an organization and effectively governing an organization's Information Technology (IT) investments, resources, major initiatives and superior uninterrupted service is becoming a major concern of the Board and executive management in enterprises on a global basis. An integrated and comprehensive approach to the alignment, planning, execution and governance of IT and its resources has become critical to more effectively align, integrate, invest, measure, deploy, service and sustain the strategic and tactical direction and value proposition of IT in support of organizations. Much has been written and documented about the individual components of IT Governance such as strategic planning, demand (portfolio investment) management, program and project management, IT service management and delivery, strategic sourcing and outsourcing, performance management and metrics, like the balanced scorecard, compliance and others. Much less has been written about a comprehensive and integrated IT/Business Alignment, Planning, Execution and Governance approach. This new title fills that need in the marketplace and gives readers a structured and practical solutions using the best of the best principles available today. The book is divided into nine chapters, which cover the three critical pillars necessary to develop, execute and sustain a robust and effective IT governance environment - leadership and proactive people and change agents, flexible and scalable processes and enabling technology. Each of the chapters also covers one or more of the following action oriented topics: demand management and alignment (the why and what of IT strategic planning, portfolio investment management, decision authority, etc.); execution management (includes the how - Program/Project Management, IT Service Management and Delivery with IT Infrastructure Library (ITIL) and Strategic Sourcing and outsourcing); performance, risk and contingency management (e.g. includes COBIT, the balanced scorecard and other metrics and controls); and leadership, teams and people skills. Endorsements 'Selig has brought together his years of practical experience and his academic training to produce a valuable resource on how to successfully manage IT. He uses IT governance as the focal point for executing best practices to create alignment between IT and the business. In today's marketplace, where no organization can compete effectively without alignment, this book can become the executive handbook for IT management' Christine V. Bullen, Senior Lecturer, Howe School of Technology Management, Stevens Institute of Technology 'Dr. Selig has written an extremely comprehensive book on IT Governance. It is so comprehensive that today's IT leader need look at few other sources to ensure that they have nailed what it takes to lead a world-class IT organization. It provides details, yet serves as a easily reference-able road-map for today's busy IT executives it's a great desktop companion!' Stu Werner, Executive Vice President and CIO, Li & Fong, U.S.A. 'Dr. Selig's book on this topic is a great resource for all IT practitioners and brings together every critical aspect relating to IT governance. This book lays out a roadmap to executing within a solid governance model. It looks at all aspects of establishing, marinating, growing and sustaining an IT ecosystem. The combination of case studies and disciplined approaches to building well structured processes, committed leaders and change agents will help the board, executive management and most of all, CIO's and IT professionals think through what has worked, what can work and how to deploy IT governance successfully. I very much enjoyed reading the chapters. I think you have a great book and I look forward to reading it when it comes out' Dick LeFave, CIO, Sprint Nextel 'In an era when strong IT governance is an increasingly critical component of visionary business and technology leadership, Dr Selig's book provides a welcome compendium of successful practices. Experienced leaders will find it a valuable reference, while early-career managers will appreciate the clear, actionable framework for developing high-quality, sustainable governance models of their own' Hank Zupnick, CIO, GE Real Estate 'Dr Selig's book is a well thought out and comprehensive reference guide on the successful governance of IT in context of the larger business. It successfully combines practical check lists and governance models with real world insights in an easy to read format. The book is organized into logical sections that make it easy to find topics of relevance. This book will be useful when setting up a new governance model or challenging and improving what is in place today. It is written in a format that allows the reader to stand back from the detail and look at the bigger picture, recognizing that an integrated approach to IT governance is critical to the overall health of a successful business. Dr Selig has captured this complex topic in a way that will prove a valuable reference for all levels of Executives and managers that are involved in IT governance' Nicholas Wilcox, Director IT, Unilever Americas 'Dr. Selig's blend of executive IT and senior level business experience in major companies combined with many years of teaching experience and research effort have enabled him to create a unique book that blends many different components and perspectives on IT Governance into a single framework. Written for senior and aspiring IT and business leaders, his book draws upon practical experience, research, and best practices as well as the collective wisdom of the many senior IT leaders he has interacted with in teaching IT Governance. A five star rating!' James R. Shea, Director, Syracuse University, Center for Business Information Technologies 'Dr. Selig has created a veritable IT Governance Encyclopedia for the 21st century IT executive. If something isn't covered here, you probably don't need to know it' Peter Schay, Executive VP, The Advisory Council This Pocket Guide provides a concise explanation of the nature, content and aim of ISO/IEC 20000-1: 2011. It brings ISO/IEC 20000-1: 2011 within reach of a vast international audience by providing the key elements of this important standard in a short, easy to read Pocket Guide: - it promote the awareness and the acceptability of ISO/IEC 20000-1: 2011 as a valid standard for IT Services organisations; - it supports ISO/IEC 20000-1: 2011 training and certification; - it is a quick reference to the core content of ISO/IEC 20000-1: 2011, for practitioners. 'ISO/IEC 20000-1: 2011: A Pocket Guide' is ideal for a broad range of practitioners, trainers and students, who work in IT as well as in other environments, ranging from experienced experts in (IT) service organisations, to those who are looking for a suitable approach to quality improvement issues. Managing IT like a business demands integrated and systematic business and IT insight - the kind of integration and systematic insight that SAP has spent the last 35 years helping the world's leading companies achieve. Best-run businesses use SAP® solutions to automate key business processes so they can close the gap between strategy and execution. Best-run businesses drive clarity into their organizations by gaining insight for improved performance, efficiency for optimized operations, and flexibility to adapt quickly to changing circumstances. Like best-run businesses, best-run IT organizations are able to optimize operations, maximize innovation, and adjust rapidly to evolving business needs. Their IT management solutions help them better understand themselves and their customers and make the best decisions in the face of challenging expectations and constraints. This book outlines SAP's view on best-run IT. It will help orient you to our related solutions and provide you with ideas for driving clarity and business value in your IT organization. Rely on this well-organized, concise pocket guide to prepare for the everyday encounters you'll face in the hospital, rehab facility, nursing home, or home health setting. Quickly access just what you need in any setting with succinct, yet comprehensive guidance on every page. The Service Catalog is a fundamental IT tool covering the services themselves, default capabilities, measures and primary means of access and provision. In short, it represents the value IT provides to facilitate business operations. Written by industry experts and using real case studies, this valuable title takes the reader beyond the theoretical to focus on the real business benefits of Service Catalogs and how to implement them successfully within an organization: Services are made standard and rational, leading to lower costs and increased service availability Standard 'service products' enable forecasting of demand, leading to better volume discounts from vendors and improved inventory and capacity planning Controls over consumption of services are enhanced The fulfillment of IT services is improved with the catalog. Standardization of services leads to recurrent workflows, rather than relatively expensive one-off projects This handy pocket guide is small enough to literally carry in a pocket at 3-1/4" x 5-1/4". Waterproof pages for all kinds of weather, heavy spiral binding allows the book to pay flat, and thumb tabs help locate information. Specifically designed pediatric drug-dosage charts are organized by patient weight for easier application. Common infusion drugs are listed on "mathless" IV infusion drip charts to save time. The most complete, and up-to-date drug section available is provided within. Note: This pocket book is available in several languages: English, German, Dutch. Since 2001 the Van Haren Publishing ITIL Pocket Guides have helped readers all over the world to understand the essentials of ITIL (IT Infrastructure Library), the leading framework for IT service management. This pocket guide does exactly the same as previous editions: offering a concise summary of ITIL, based on ITIL® 2011 Edition. We have condensed the full ITIL framework, found in 2000 pages, into just 200 pocket-sized pages! It means that this book is an essential time-saving and cost-effective guide to ITIL 2011 Edition -- for both industry experts and students alike. Primarily it is a quick, portable reference tool to ITIL for all professionals in the service management community. What is the 'lifecycle' approach? What are the key service management processes and functions? Secondly the ITIL pocket guide can be used as part of the training material for everyone who wants to certify for the ITIL Foundation exam. The guide contents cover all of the specifications of APMG's ITIL Foundation Certificate syllabus. By this book is a separate file (free, via internet) available: • All images in the book, in Powerpoint format. Click on the button Training Material by the book on our website. Agile is a philosophy that ensures business results, especially in this rapidly changing world. The foundation for the focus on result is based on continuous improvement of customer satisfaction, Customer Excellence! The ideas originated in the world of software development, but is more widely applicable. This book is about applying Agile

from team level to the level of the whole organization. It is the guide in the transformation to a structured Agile way of working and a reference for those who already are Agile and want to take it to the next step. The book provides a good foundation for the 'Certify to Inspire' program of the Agile Consortium with certification at the level of Agile Foundation, Practitioner and Master. This pocket guide is intended for anyone who is, or will get involved in the transformation to Agile. The book is particularly aimed at managers, team members and coaches. Topics covered: Agile at organization level; Agile (project) management, Scrum combined with PRINCE2®, measuring the transformation, coaching styles, Agile, Lean and continuous improvement, distributed teams, directing self-organizing teams, Agile and governance, and of course the book contains many practical tips. The authors are Certified Agile Masters and their years of experience with Agile transformations are brought together in this book. The answers to the many questions of managers, teams and others are also included in this book. The result is a convenient and practical overview of the Agile approach from team-level up to organizational level as well as the main issues that you encounter in the transformation to an agile organization. Gives you background that you need to identify and prevent critical patient safety issues, including patient falls, alarm fatigue, catheter-associated urinary tract infections (CAUTI), suicide prevention, medication reconciliation and more. This guide is divided into the five sections: Infections, Medications, Falls, Pressure Ulcers, and Suicide. Effective management of business information is critically important for modern organizations. The Business Information Systems Library (BiSL) is a generic framework which provides an effective solution for business information management. BiSL is a public domain standard which is consistent with ITIL and ASL. This management guide is an easy to use guide about the how and why of the Framework BiSL, Business Information Service Library, that is governed by the ASL BiSL Foundation. It describes the best way to manage and execute business information management in day-to-day practice, and how BiSL can be of use with this. To illustrate the implementation of BiSL, a separate case history is being evolved throughout the text. Supports EXIN BiSL Exams Six Sigma provides a quantitative methodology of continuous (process) improvement and cost reduction, by reducing the amount of variation in process outcomes. The production of a product, be it a tangible product like a car or a more abstract product like a service, consists of a series of processes. All processes consist of a series of steps, events, or activities. Six Sigma measures every step of the process by breaking apart the elements within each process, identifying the critical characteristics, defining and mapping the related processes, understanding the capability of each process, discovering the weak links, and then upgrading the capability of the process. It is only by taking these steps that a business can raise the 'high-water mark' of its performance. IT is now a fundamental part of business and business processes; this book demonstrates how IT can be made to work as an enabler to better business processes, and how the Six Sigma approach can be used to provide a consistent framework for measuring process outcomes. ITIL defines the 'what' of Service Management; Six Sigma defines the 'how' of process improvement; together they are a perfect fit of improving the quality of IT service delivery and support. The Six Sigma approach also provides measures of process outcomes, and prescribes a consistent approach in how to use these metrics. This Pocket guide, provides a coherent view and guidance for using the Six Sigma approach successfully in IT service organisations. It particularly aims to merge ITIL and Six Sigma into a single approach for continuous improvement of IT service organizations. This easy-to-use reference provides nurses with practical material that is useful in the day-to-day care of men with prostate cancer. This pocket guide is divided into four sections and covers: epid With the publication of ISO 9001:2000, there is now a single quality management "requirements" standard that is applicable to all organisations, products and services. ISO 9001:2000 is the only standard that can be used for the certification of a quality management system (QMS) and its generic requirements can be used by any organisation. It is the quality standard which specifies the requirements of quality management systems for use where organisations need to demonstrate their capability to provide products and services which meet both customer needs and relevant regulatory requirements. Note: This pocket book is available in several languages: English, German, French, Dutch. This Pocket Guide supplies a summary of the PRINCE2 method, to provide a quick introduction as well as a structured overview of the method; Main target Group for this pocket guide is anyone who wants to get to know the method PRINCE2 or a methodical approach for project management. The book is also very useful for members of a project management team on a project using the PRINCE2 method. Furthermore this pocket guide can be used as literature for the preparation of the PRINCE2 2009 Edition Foundation exam; This pocket guide is based on PRINCE2 2009 Edition; This pocket book deals with processes, themes and principles within project management and PRINCE2. Tailoring PRINCE2 explains how to fit the PRINCE2 method onto the specific project circumstances; A complete but concise description of PRINCE2 2009 Edition, for anyone involved in projects or project management. Available in English, Dutch and French. Application management refers to the maintenance and enhancement of information systems, and accounts for a large proportion of IT expenditure. This publication contains information on the ASL (the Application Services Library) framework, which is currently the only public domain application management standard in the world. Aspects discussed include: the structure of the ASL framework, maintenance processes including configuration, capacity and continuity management; impact analysis, design, testing and implementation; connecting processes such as software control and distribution; application cycle management; organisations cycle management; relationships with other forms of management; application and introduction of ASL. In only 15 years the role of information in our society has changed dramatically. We are in the middle of an information revolution guided by the need to put the right information in the right people's hands at the right time. Information flows within and between organisations as if there are no boundaries between them. It requires infrastructures built on open standards and designed to enable individuals as well as their IT systems to all work together. Managers have to make decisions on the investments they make in information provision. These decisions have become complex and must be taken more often and faster than ever before. Enterprise Architecture is a maturing profession that can help management to understand this growing complexity. Enterprise Architecture can reduce complexity by making plans schemes and designs of the organisation and its information systems and the infrastructure it runs on and therefore emerges as a true profession. TOGAF the Open Group Architectural Framework is a fast growing, worldwide accepted standard that can help organisations build their own Enterprise Architecture in a standardised way. This book explains why this upcoming profession is important and what TOGAF can do to support you and your organisation. This book explains to management how TOGAF can help to make an Enterprise Architecture. This pocket guide has been designed to familiarize readers with the principles, goals, tools and techniques of the Praxis framework. It provides an overview of the Praxis process models and management functions, and an understanding of the interpersonal skills required of a P3 (project, program, portfolio) manager. The content of this pocket guide is derived from the Praxis framework.org website, which is available free of charge under a Creative Commons license. APM, the Association for Project Management, has also published the Praxis Framework. Praxis is a framework for the management of projects, programs and portfolios (P3M). The Praxis framework brings together a body of knowledge, methodology, competence framework and capability maturity model into a single integrated framework with a single structure and terminology. No more need for mapping and translation between different guides. There is no such thing as a typical project, program or portfolio and Praxis is not prescriptive in the way its components are applied. The framework is designed to provide building blocks of the discipline of P3 management that can be tailored and assembled to suit all manner of different contexts. The aim is to define the building blocks and is based on the concept of a functional analysis. A key concept of Praxis is that the dividing lines between projects, programmes and portfolios are blurred. Some ventures will exhibit characteristics of all three. The underlying principle is that the terms project, programme and portfolio simply represent points on a continuum that is described by the complexity of the work being managed. Therefore, wherever appropriate, a function is described in terms of its general application and then by its adaptation to increasing complexity. The Knowledge section integrates with all the other sections of Praxis. Each function describes the procedures, tools and techniques that can be used in management processes. In return the Method section provides a structure for the use of the functions within the lifecycle. This pocket guide will introduce you to VeriSM key concepts and the VeriSM model and help you to understand how they can apply in your organization. VeriSM is an approach that offers value-driven, evolving, responsive, and integrated service management. VeriSM is designed to enable organizations and professionals understand how to create a flexible operating model using Governance, Service Management Principles and a Management Mesh to define, produce, provide and respond to consumer requirements for service. VeriSM is essential reading for anyone who works within a service organization. It will be of particular interest to: • Managers - who want to understand how to leverage evolving management practices; • Service owners and service managers - who need to bring their skills up to date and understand how service management has changed; • Executives - who are accountable for effective service delivery; • Graduates and undergraduates - who will be joining organizations and who need to understand the principles of service management. The new edition of this quick reference contains practical information for the proficient administration of intravenous therapy in a variety of patient care settings. The book describes procedures for catheter insertion, implantable ports and presents blood administration guidelines. Prepared by residents and attending physicians at Massachusetts General Hospital for Children, Pocket Pediatrics follows the style of Pocket Medicine, one of the best-selling references for medical students, interns, and residents. This pocket-sized looseleaf can be used on the wards and by candidates reviewing for pediatric board exams. In bulleted lists, tables, and algorithms, Pocket Pediatrics provides key clinical information about common pediatric problems in cardiology, pulmonology, gastroenterology, nephrology, hematology-oncology, infectious diseases, endocrinology, rheumatology, and neurology as well as on the well patient and the patient in the ICU. The six-ring binder resembles the familiar "pocket brain" notebook that most students and interns carry and allows users to add notes. This pocket guide is the one book to read for everyone who wants to learn about Scrum. The book covers all roles, rules and the main principles underpinning Scrum, and is based on the Scrum Guide Edition 2013. A broader context to this fundamental description of Scrum is given by describing the past and the future of Scrum. The author, Gunther Verheyen, has created a concise, yet complete and passionate reference about Scrum. The book demonstrates his core view that Scrum is about a journey, a journey of discovery and fun. He designed the book to be a helpful guide on that journey. Ken Schwaber, Scrum co-creator says that this book currently is the best available description of Scrum around. The book combines some rare characteristics: • It describes Scrum in its entirety, yet places it in a broader context (of past and future). • The author focuses on the subject, Scrum, in a way that it truly supports the reader. The book has a language and style in line with the philosophy of Scrum. • The book shows the playfulness of Scrum. David Starr and Ralph Jocham, Professional Scrum trainers and early agile adopters, say that this is the ultimate book to be advised as follow-up book to the students they teach Scrum to and to teams and managers of organizations that they coach Scrum to. Designed in a concise, easy-to-read style for a wide variety of medical occupations, the Rehab Clinical Pocket Guide is the ideal, handy reference for rehabilitation professionals and other health providers. Divided into four sections that cover inpatient care, clinical strategies, outpatient care, and additional diagnostics and therapeutics, this is the first book of its kind to contain all of the relevant clinical information needed on the rehabilitation unit, including topics such as medication dosing, consultant recommendations, specific rehabilitation goals and treatments, and even billing details for various diagnoses. The Rehab Clinical Pocket Guide offers all the clinical material needed to properly treat patients and excel in the field of physical medicine and rehabilitation and will prove an indispensable resource for therapists, nutritionists, medical students, and physicians alike. - This Pocket Guide supplies a summary of the PRINCE2 method, to provide a quick introduction as well as a structured overview of the method; - Main target Group for this pocket guide is anyone who wants to get to know the method PRINCE2 or a methodical approach for project management. The book is also very useful for members of a project management team on a project using the PRINCE2 method. Furthermore this pocket guide can be used as literature for the preparation of the PRINCE2 2017 Edition Foundation exam; - This pocket guide is based on PRINCE2 2017 Edition; - This pocket book deals with the processes, themes and principles within project management and PRINCE2. - Tailoring PRINCE2 explains how to fit the PRINCE2 method onto the specific project circumstances; - A complete but concise description of PRINCE2 2017 Edition, for anyone involved in projects or project management, for only €17,50!

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