

required and how it is developed. Primarily this is a problem of communications between stakeholders and developers, and of communications within the development team. Current solutions are not only inadequate in expressing the technical problem, they also evade the communications problems almost entirely. Whilst the book addresses the theoretical aspects of the process, its fundamental philosophy is anchored in the practical problems of everyday software development. It therefore offers both a better understanding of the problems of SSD and practical suggestions of how to deal with those problems. It is intended as a guide for practising IT project managers, particularly those who are relatively new to the position or do not have a strong IT development background. The book will also benefit students in computing and computer-related disciplines who need to know how to develop high quality systems. Software systems development (particularly of large projects) has a notoriously poor track record of delivering projects on time, on budget, and of meeting user needs. Proponents of software engineering suggest that this is because too few project managers actually comply with the disciplines demanded of the process. It is time to ask the question, if this is the case, why might this be? Perhaps instead, it is not the project managers who are wrong, but the definition of the process. The new understanding of the SSD presented here offers alternative models that can help project managers address the difficulties they face and better achieve the targets they are set. This book argues that time is up for the software engineering paradigm of SSD and that it should be replaced with a socio-technical paradigm based on open systems thinking. *Advances in the Human Side of Service Engineering* CRC Press If there is any one element to the engineering of service systems that is unique, it is the extent to which the suitability of the system for human use, human service, and excellent human experience has been and must always be considered. An exploration of this emerging area of research and practice, *Advances in the Human Side of Service Engineering* covers a broad spectrum of ergonomics and human factors issues highlighting the design of contemporary manufacturing systems. Topics include: Adoption of health information technology (HIT) Aging society: the impact of age on traditional service system constructs Anthropology in service science Applying service design techniques to healthcare Co-creating value Cognitive systems modeling of service systems Context-related service: the human aspect of service systems Designing services for underserved populations Ethics dividend in services: how it may be cultivated, grown, and measured Governance of service systems Human aspects of change when applying Lean Six Sigma methods and tools Human side of service dominant logic in B2B settings Human-computer interaction and HF in software technologies Service network configuration impacts on customer experience Simulating employees and customers in service systems Systems design and the customer experience Usability and human side of electronic financial services The book also discusses issues that arise in shop floor and office environments in the quest for manufacturing agility, i.e. enhancement and integration of human skills with hardware performance for improved market competitiveness, management of change, product and process quality, and human-system reliability. It provides a foundation upon which researchers and practitioners can contribute to this quickly evolving area and make lasting contributions. *Leadership and Nursing Care Management - E-Book* Elsevier Health Sciences Develop your management and leadership skills. Leadership and Nursing Care Management, 6th Edition maintains its AONE competencies, and features the most up-to-date, evidence-based blend of practice and theory related to the issues that impact nursing management and leadership today. A fresh, conversational writing style provides you with an easy-to-understand, in-depth look at these prevalent issues. Key topics include the nursing professional's role in law and ethics, staffing and scheduling, delegation, cultural considerations, care management, human resources, outcomes management, safe work environments, preventing employee injury, and time and stress management. UNIQUE! Chapters divided according to AONE competencies for nurse leaders, managers, and executives. Research Notes in each chapter summarize relevant nursing leadership and management studies and highlight the practical applications of research findings. Case Studies at the end of each chapter present real-world leadership and management situations and illustrate how key concepts can be applied to actual practice. Critical Thinking Questions at the end of each chapter present clinical situations followed by critical thinking questions that allow you to reflect on chapter content, critically analyze the information, and apply it to the situation. Full-color design and photos makes content more vivid. Updated! Chapter on the Prevention of Workplace Violence emphasizes the AONE, Joint Commission's, and OSHA's leadership regarding ethical issues with disruptive behaviors of incivility, bullying, and other workplace violence. Updated! Chapter on Workplace Diversity includes the latest information on how hospitals and other healthcare facilities address and enhance awareness of diversity. Updated! Chapter on Data Management and Clinical Informatics covers how new technology helps patients be informed, connected, and activated through social networks; and how care providers access information through mobile devices, data dashboards, and virtual learning systems. *Encyclopedia of Health Services Research* Ed. by Ross M. Mullner SAGE At the very heart of modern healthcare is a critical paradox. Today, as never before, healthcare has the ability to enhance the quality and duration of life. At the same time, healthcare has become so enormously costly that it can easily bankrupt governments and impoverish individuals and families. According to federal forecasters, by the year 2015 one in every five U.S. dollars will be spent on healthcare, for total annual healthcare spending of more than \$4 trillion. While the cost of healthcare is going up, the number of individuals and families without health insurance coverage is increasing. For many, the miracles of modern medicine may be unaffordable. Health services research investigates the relationship between the factors of cost, quality, and access to healthcare and their impact upon medical outcomes (i.e., death, disease, disability, discomfort, and dissatisfaction with care). Health services research addresses such key questions as, Why is the cost of healthcare always increasing? How can healthcare costs be successfully contained without jeopardizing quality? How can medical errors be eliminated? What is the medical impact of not having health insurance coverage? The proposed encyclopedia addresses these and other important questions and issues. *Sustainable Tourism* Routledge Looking ahead to the 21st century, Sustainable Tourism explains the current thinking process that underlies the emerging international principles of more sustainable development in travel and tourism. Using international illustrations it draws on experience and good practice as they are being increasingly applied around the world in the late 1990s. In sharp contrast to the problem analysis approach adopted by so many authors to this subject, this book is focused on the pro-active role the private sector industry can play in partnership with the public sector to achieve solutions through its day-to-day operations and marketing, especially in product enhancement and quality controls. Case material, contributed by senior professionals in the industry, include: *Kruger National Park, South Africa *Quicksilver Connections, Barrier Reef, Australia *Edinburgh's Old Town, UK *Ironbridge Gorge Museum, UK *Rutland Water, UK. Industry illustrations are drawn from British Airways, Grecotel, Inter-Continental Hotels and Resorts, the International Federation of Tour Operators, P&O and TUI. Professor Victor Middleton has had some thirty years' international experience of marketing practice covering most of the private and public sectors of travel and tourism. He holds appointments as Visiting Professor at Oxford Brookes University and University of Central Lancashire. Dr Rebecca Hawkins runs her own business specialising in environmental aspects of tourism projects and has undertaken a number of pioneering programmes in this role. She was Deputy Director of the World Travel and Tourism Environment Research Centre at Oxford Brookes University, where she worked with Victor Middleton. *Journal of Human Services Abstracts* Corrosion Failures Theory, Case Studies, and Solutions John Wiley & Sons Provides corrosion basics in a lucid manner to students and working professionals and over 80 corrosion-failure analysis case studies Correlates Failure Analysis with Corrosion Science Exclusively provides corrosion-related failure analysis case histories in one place in a convenient format One-stop shop for both science and real time occurrence of the phenomenon of corrosion Full coverage of all MOC, Materials of Construction, used for process equipments Simple but Lucid presentation of Failure Analysis procedure British Books in Print Finite Element Design of Concrete Structures Practical Problems and Their Solution Thomas Telford In Finite Element Design of Concrete Structures: practical problems and their solutions the author addresses this blind belief in computer results by offering a useful critique that important details are overlooked due to the flood of information from the output of computer calculations. Indeed, errors in the numerical model may lead in extreme cases to structural failures as the collapse of the so-called Sleipner platform has demonstrated. Books in Print Federal Information Sources and Systems Includes subject, agency, and budget indexes. Classroom Encounters Problems, Case Studies, Solutions National Education Assn This book deals with the crises and emergencies that a teacher may have to deal with in the classroom, as well as problems in interpersonal relationships with students, interns, parent and peers. Each chapter deals with different facets of problems that may arise in the classroom, illustrated by case studies that typify the situation under discussion. For each case study, questions about the solution portrayed and several other possible ways of dealing with the problem or crises are presented, followed by a statement summarizing good teaching practice. (JD) *Managing Health and Safety in Construction* (Design and Management) Regulations 2015. Guidance on Regulations Encyclopedia of Medical Organizations and Agencies The Publishers' Trade List Annual Managing Public Services Innovation The Experience of English Housing Associations Policy Press Managing public services innovation provides an in-depth exploration of innovation and its management in the housing association sector. Drawing on longitudinal case studies and data sets, it explores techniques to develop evidence-based policy in the housing association sector, and makes recommendations for best practice. National Library of Medicine Audiovisuals Catalog Hospital Practice Journal of Human Services Abstracts