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# Download File PDF Managing Enterprise Content A Unified Content Strategy 2nd Edition Voices That Matter

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## **K3V8FR - RYAN AVERY**

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IBM® Content Navigator provides a unified user interface for your Enterprise Content Management (ECM) solutions. It also provides a robust development platform so you can build customized user interface and applications to deliver value and an intelligent, business-centric experience. This IBM Redbooks® publication guides you through the Content Navigator platform, its architecture, and the available programming interfaces. It describes how you can configure and customize

the user interface with the administration tools provided, and how you can customize and extend Content Navigator using available development options with sample code. Specifically, the book shows how to set up a development environment, and develop plug-ins that add an action, service, and feature to the user interface. Customization topics include implementing request and response filters, external data services (EDS), creating custom step processors, and using Content Navigator widgets in other applications. This book also covers mobile develop-

ment, viewer customization, component deployment, and debugging and troubleshooting. This book is intended for IT architects, application designers and developers working with IBM Content Navigator and IBM ECM products. It offers a high-level description of how to extend and customize IBM Content Navigator and also more technical details of how to do implementations with sample code.

Are you satisfied with the way your company responds to IT incidents? How prepared is your response team to handle critical, time-sensitive

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

"Unified Modeling Language (UML), Unified Process (UP), and other information modeling methods are addressed in this scholarly consideration of the analysis, design, and development of web-based and enterprise applications. The most current research on conceptual, theoretical, and empirical issues of modeling for online business and static information is provided."

Records management helps users address evolving governance mandates to meet regulatory, legal, and fiduciary requirements. Proactive adherence to information retention policies and procedures is a critical facet of any compliance strategy. IBM® Enterprise Records

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

Gain industry best prac-

tices from planning to implementing Microsoft Teams and learn how to enable, configure, and integrate user provisioning, management, and monitoring. This book also covers troubleshooting Teams with step-by-step instructions and examples. Introducing Microsoft Teams gives you the comprehensive coverage you need to creatively utilize Microsoft Teams services. The author starts by giving an introduction to Microsoft Teams and its architecture followed by optimizing the Teams experience where he describes how organizations can prepare for Teams and enhance existing services. He further shows you how to manage and control the Microsoft Teams experience along with its capabilities and enhancements. You'll learn how to migrate from Skype for Business to Microsoft Teams with a step-by-step tutorial. Finally, you'll get to grips with Teams troubleshooting and best practices. This book has detailed coverage that helps you exploit every capability Microsoft Teams has to offer. It provides the answers you need and the insight that will make your journey from Skype for Business to Teams easier. What You Will Learn En-

able guest access in Teams Provision and manage users in Teams Admin-istrate Teams and channels Optimize the Teams experience Enable and configure Microsoft Teams Prepare your network for Microsoft Teams and Office 365 services Migrate from Skype for Business to Microsoft Teams Who This Book Is For Unified communication administrators and IT support engineers who are currently supporting an existing unified communication platform such as Skype for Business (Lync). It would also help support engineers, new administrators, and consultant to start their journey with Teams.

Kevin P. Nichols' Enterprise Content Strategy: A Project Guide outlines best practices for conducting and executing content strategy projects. His book is a step-by-step guide to building an enterprise content strategy for your organization. Enterprise Content Strategy draws on Kevin Nichols' experience managing one of the largest and most successful global content strategy teams to provide an insider's look at how to build an enterprise content strategy. Full of definitions, questions you need to ask, checklists, and

guidelines, this book focuses not on the what or why, but on the how. As data management and integration continue to evolve rapidly, storing all your data in one place, such as a data warehouse, is no longer scalable. In the very near future, data will need to be distributed and available for several technological solutions. With this practical book, you'll learn how to migrate your enterprise from a complex and tightly coupled data landscape to a more flexible architecture ready for the modern world of data consumption. Executives, data architects, analytics teams, and compliance and governance staff will learn how to build a modern scalable data landscape using the Scaled Architecture, which you can introduce incrementally without a large upfront investment. Author Piethein Strengholt provides blueprints, principles, observations, best practices, and patterns to get you up to speed. Examine data management trends, including technological developments, regulatory requirements, and privacy concerns Go deep into the Scaled Architecture and learn how the pieces fit together Explore data governance and data security, master data man-

agement, self-service data marketplaces, and the importance of metadata "This book manages to convey the practical use of UML 2 in clear and understandable terms with many examples and guidelines. Even for people not working with the Unified Process, the book is still of great use. UML 2 and the Unified Process, Second Edition is a must-read for every UML 2 beginner and a helpful guide and reference for the experienced practitioner." --Roland Leibundgut, Technical Director, Zuehlke Engineering Ltd. "This book is a good starting point for organizations and individuals who are adopting UP and need to understand how to provide visualization of the different aspects needed to satisfy it. " --Eric Naiburg, Market Manager, Desktop Products, IBM Rational Software This thoroughly revised edition provides an indispensable and practical guide to the complex process of object-oriented analysis and design using UML 2. It describes how the process of OO analysis and design fits into the software development lifecycle as defined by the Unified Process (UP). UML 2 and the Unified Process contains a wealth of practical, powerful, and useful techniques

that you can apply immediately. As you progress through the text, you will learn OO analysis and design techniques, UML syntax and semantics, and the relevant aspects of the UP. The book provides you with an accurate and succinct summary of both UML and UP from the point of view of the OO analyst and designer. This book provides Chapter roadmaps, detailed diagrams, and margin notes allowing you to focus on your needs. Outline summaries for each chapter, making it ideal for revision, and a comprehensive index that can be used as a reference.

New to this edition: Completely revised and updated for UML 2 syntax. Easy to understand explanations of the new UML 2 semantics. More real-world examples. A new section on the Object Constraint Language (OCL). Introductory material on the OMG's Model Driven Architecture (MDA). The accompanying website provides a complete example of a simple e-commerce system. Open source tools for requirements engineering and use case modeling. Industrial-strength UML course materials based on the book.

Provides modern enterpris-

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

asset management (DAM), document management, and content migration, evaluation, validation, maintenance, analytics, SEO, security, infrastructure, and performance. The basics of enterprise search technologies are explored next, and address enterprise search architecture, advanced search, operations, and governance. Final chapters then focus on enterprise program management and feature coverage of various concepts of digital program management and best practices—along with an illuminating end-to-end digital program case study. Offers a comprehensive guide to the understanding and learning of new methodologies, techniques, and models for the creation of an end-to-end digital system. Addresses a wide variety of proven best practices and deployed techniques in content management and enterprise search space which can be readily used for digital programs. Covers the latest digital trends such as mobile-first strategy, responsive design, adaptive content design, micro services architecture, semantic search and such and also utilizes sample reference architecture for implementing solu-

tions Features numerous case studies to enhance comprehension, including a complete end-to-end digital program case study Provides readily usable content management checklists and templates for defining content strategy, CMS evaluation, search evaluation and DAM evaluation Comprehensive and cutting-edge, Enterprise Content and Search Management for Building Digital Platforms is an invaluable reference resource for creating an optimal enterprise digital eco-system to meet the challenges of today's hyper-connected world.

Despite the buzz surrounding the cloud computing, only a small percentage of organizations have actually deployed this new style of IT—so far. If you're planning your long-term cloud strategy, this practical book provides insider knowledge and actionable real-world lessons regarding planning, design, operations, security, and application transformation. This book teaches business and technology managers how to transition their organization's traditional IT to cloud computing. Rather than yet another book trying to sell or convince readers on the benefits of clouds, this book provides guidance,

lessons learned, and best practices on how to design, deploy, operate, and secure an enterprise cloud based on real-world experience. Author James Bond provides useful guidance and best-practice checklists based on his field experience with real customers and cloud providers. You'll view cloud services from the perspective of a consumer and as an owner/operator of an enterprise private or hybrid cloud, and learn valuable lessons from successful and less-than-successful organization use-case scenarios. This is the information every CIO needs in order to make the business and technical decisions to finally execute on their journey to cloud computing. Get updated trends and definitions in cloud computing, deployment models, and for building or buying cloud services Discover challenges in cloud operations and management not foreseen by early adopters Use real-world lessons to plan and build an enterprise private or hybrid cloud Learn how to assess, port, and migrate legacy applications to the cloud Identify security threats and vulnerabilities unique to the cloud Employ a cloud management system for your enterprise

(private or multi-provider hybrid) cloud ecosystem Understand the challenges for becoming an IT service broker leveraging the power of the cloud Cisco Unified Contact Center Enterprise (UCCE) The complete guide to managing UCCE environments: tips, tricks, best practices, and lessons learned Cisco Unified Contact Center Enterprise (UCCE) integrates multiple components and can serve a wide spectrum of business requirements. In this book, Gary Ford, an experienced Cisco UCCE consultant brings together all the guidance you need to optimally configure and manage UCCE in any environment. The author shares in-depth insights covering both the enterprise and hosted versions of UCCE. He presents an administrator's view of how to perform key UCCE tasks and why they work as they do. He thoroughly addresses application configuration, agents, scripting, IVR, dial plans, UCM, error handling, reporting, metrics, and many other key topics. You'll find proven, standardized configuration examples that help eliminate errors and reduce downtime, step-by-step walkthroughs of several actual configurations, and thorough coverage of

monitoring and troubleshooting UCCE systems. Cisco Unified Contact Center Enterprise (UCCE) is an indispensable resource to help you deploy and operate UCCE systems reliably and efficiently.

- Understand the Cisco Unified Contact Center product portfolio and platform architecture
- Choose the right single-site, multi-site, or clustered deployment model for your environment
- Take a lifecycle services approach to UCCE deployment and application configuration—including preparation, planning, design, and implementation
- Implement traditional, current-generation, and next-generation call routing
- Master the latest best practices for call flow scripting
- Understand UCCE's nodes and distributed processes and build a clean system startup sequence
- Design, implement, and deliver unified CM/IP IVR solutions
- Set up and efficiently manage UCCE databases
- Make the most of UCCE's reporting tools
- Create advanced applications with Data-Driven Routing
- Effectively maintain any UCCE deployment, including older versions
- Use a best-practice methodology for troubleshooting, and master valuable,

little-known Cisco diagnostic tools This IP communications book is part of the Cisco Press® Networking Technology Series. IP communications titles from Cisco Press help networking professionals understand voice and IP telephony technologies, plan and design converged networks, and implement network solutions for increased productivity.

The first-ever book on Microsoft Endpoint Manager (MEM), written by Microsoft Program Manager Scott Duffey! Did you just land an IT job only to learn your new employer is using Microsoft Endpoint Manager (MEM) for device management? Perhaps you stretched the truth on your resume and suggested you knew it already? Maybe you are an old-hat, know-your-stuff device management pro for another MDM or PC management product but your company is now migrating? Whatever the case, this book will be your zero-to-hero ramp-up guide. Microsoft Endpoint Manager has rapidly become the tool of choice for IT professionals around the world for managing corporate and personal devices but the learning curve can be steep. This book can be used to fast-track your unders-

tanding of MEM by laying out the concepts, including examples and tips for the real world, along with guided lab exercises. Topics include:

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

The software development ecosystem is constantly changing, providing a constant stream of new tools, frameworks, techniques, and paradigms. Over the past few years, incremental developments in core engineering practices for software development have created

the foundations for rethinking how architecture changes over time, along with ways to protect important architectural characteristics as it evolves. This practical guide ties those parts together with a new way to think about architecture and time.

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

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

ment. Intelligent Content: A Primer is written by three leaders in content strategy and content marketing. Ann Rockley is widely recognized as the mother of content strategy. Charles Cooper, co-author with Ann Rockley of Managing Enterprise Content, has been involved in creating and testing digital content for more than 20 years. And Scott Abel, known as The Content Wrangler, is an internationally recognized global content strategist. Together, they have created the definitive introduction to intelligent content. Smartphones, eBook readers, and tablet computers like the Apple iPad have forever changed the way people access and interact with content. Your customers expect the content you provide them to be adaptive --responding to the device, their location, their situation, and their personalized needs. Authors Ann Rockley and Charles Cooper provide insights and guidelines that will help you develop a unified content strategy—a repeatable, systematic plan that can help you reach your customers, anytime, anywhere, on any device. This up-to-date new edition of Managing Enterprise Content helps you:

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

This book collects ECM research from the academic discipline of Information Systems and related fields to support academics and practitioners who are interested in understanding the design, use and impact of ECM systems. It also provides a valuable resource for students and lecturers in the field. "Enterprise content management in Information Systems research - Foundations, methods and cases" consolidates our current knowledge on how today's organizations can manage their digital information assets. The business challenges related to organizational information management include reducing search times, maintaining information quality, and complying with reporting obligations and standards. Many of these challenges are well-known in informa-

tion management, but because of the vast quantities of information being generated today, they are more difficult to deal with than ever. Many companies use the term “enterprise content management” (ECM) to refer to the management of all forms of information, especially unstructured information. While ECM systems promise to increase and maintain information quality, to streamline content-related business processes, and to track the lifecycle of information, their implementation poses several questions and challenges: Which content objects should be put under the control of the ECM system? Which processes are affected by the implementation? How should outdated technology be replaced? Research is challenged to support practitioners in answering these questions.

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

This text provides an architectural overview of the Enterprise Service Bus, showing how it can bring the task of integration of enterprise application and services built on J2EE, .NET, C/C++, and other le-

gacy environments into the reach of everyday IT professionals.

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

The first major book on MDM written by Group Policy and Enterprise Mobility MVP and renowned expert, Jeremy Moskowitz! With Windows 10, organizations can create a consistent set of configurations across the modern enterprise desktop—for PCs, tablets, and phones—through the common Mobile Device Management (MDM) layer. MDM gives organizations a way to configure settings that achieve their administrative intent without exposing every possible setting. One benefit of MDM is that it enables organizations to apply broader privacy, security, and application management settings through lighter and more efficient tools. MDM also allows organizations to target Internet-connected devices to manage poli-

cies without using Group Policy (GP) that requires on-premises domain-joined devices. This makes MDM the best choice for devices that are constantly on the go. With Microsoft making this shift to using Mobile Device Management (MDM), a cloud-based policy-management system, IT professionals need to know how to do similar tasks they do with Group Policy, but now using MDM, with its differences and pitfalls. What is MDM (and how is it different than GP) Setup Azure AD and MDM Auto-Enrollment New PC Rollouts and Remote Refreshes: Autopilot and Configuration Designer Enterprise State Roaming and OneDrive Documents Roaming Renowned expert and Microsoft Group Policy and Enterprise Mobility MVP Jeremy Moskowitz teaches you MDM fundamentals, essential troubleshooting techniques, and how to manage your enterprise desktops.

Working effectively with Apple platforms at a corporate or business level includes not only infrastructure, but a mode of thinking that administrators have to adopt to find success. A mode of thinking that forces you to leave 30 years of IT dogma at the door. This book is a



guide through how to integrate Apple products in your environment with a minimum of friction. Because the Apple ecosystem is not going away. You'll start by understanding where Apple, third-party software vendors, and the IT community is taking us. What is Mobile Device Management and how does it work under the hood. By understanding how MDM works, you will understand what needs to happen on your networks in order to allow for MDM, as well as the best way to give the least amount of access to the servers or services that's necessary. You'll then look at management agents that do not include MDM, as well as when you will need to use an agent as opposed to when to use other options. Once you can install a management solution, you can deploy profiles on a device or you can deploy profiles on Macs using scripts. With Apple Device Management as your guide, you'll customize and package software for deployment and lock down devices so they're completely secure. You'll also work on getting standard QA environments built out, so you can test more effectively with less effort. Apple is forging their own

path in IT. They trade spots with Amazon, Google, and Microsoft as the wealthiest company to ever exist. And they will not be constrained by 30 or more years of dogma in the IT industry. You can try to shoehorn Apple devices into outdated modes of device management, or you can embrace Apple's stance on management with the help of this book. What You'll Learn Deploy profiles across devices effectively and securely Install apps remotely both from the app store and through custom solutions Work natively with Apple environments rather than retrofitting older IT solutions Who This Book Is For Mac administrators within organizations that want to integrate with the current Apple ecosystem, including Windows administrators learning how to use/manage Macs, mobile administrators working with iPhones and iPads, and mobile developers tasked with creating custom apps for internal, corporate distribution.

This book highlights interdisciplinary insights, latest research results, and technological trends in Business Intelligence and Modelling in fields such as: Business Intelligence, Business Transformation, Knowledge Dissemination

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

Solve your content management problems efficiently with Microsoft SharePoint Meet the challenges of Enterprise Content Management (ECM) head on, using rich ECM features in SharePoint 2013. Led by two ECM experts, you'll learn how to build a solid information architecture (IA) for managing documents, knowledge, web content, digital assets, records, and user-generated content throughout your organization. With examples and case studies based on the authors' real-world experience, this practical book is ideal for CIOs, marketing executives, project ma-

nagers, and enterprise architects. Discover how to: Design a scalable, easy-to-use content management repository Build an ECM team with specific project governance roles Gain stakeholder support for project and change management Foster user adoption by clarifying general IA concepts Organize content using SharePoint records management tools Configure content types, managed metadata, and site settings Examine processes for managing paper-driven vs. digital content Apply best practices for deploying SharePoint ECM features Support risk management and compliance regulations

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

be useful to managers, entrepreneurs, and individuals who are exposed to a decision-making situation that has an economic implication.

**Principles of Management** Plan and deploy identity-based secure access for BYOD and borderless networks Using Cisco Secure Unified Access Architecture and Cisco Identity Services Engine, you can secure and regain control of borderless networks in a Bring Your Own Device (BYOD) world. This book covers the complete lifecycle of protecting a modern borderless network using these advanced solutions, from planning an architecture through deployment, management, and troubleshooting. **Cisco ISE for BYOD and Secure Unified Access** begins by reviewing the business case for an identity solution. Next, you'll walk through identifying users, devices, and security posture; gain a deep understanding of Cisco's Secure Unified Access solution; and master powerful techniques for securing borderless networks, from device isolation to protocol-independent network segmentation. You'll find in-depth coverage of all relevant technologies and techniques, including 802.1X, profiling, device onboard-

ing, guest lifecycle management, network admission control, RADIUS, and Security Group Access. Drawing on their cutting-edge experience supporting Cisco enterprise customers, the authors present detailed sample configurations to help you plan your own integrated identity solution. Whether you're a technical professional or an IT manager, this guide will help you provide reliable secure access for BYOD, CYOD (Choose Your Own Device), or any IT model you choose. Review the new security challenges associated with borderless networks, ubiquitous mobility, and consumerized IT Understand the building blocks of an Identity Services Engine (ISE) solution Design an ISE-Enabled network, plan/distribute ISE functions, and prepare for rollout Build context-aware security policies Configure device profiling, endpoint posture assessments, and guest services Implement secure guest lifecycle management, from WebAuth to sponsored guest access Configure ISE, network access devices, and supplicants, step-by-step Walk through a phased deployment that ensures zero downtime Apply best practices to avoid the pitfalls

of BYOD secure access Simplify administration with self-service onboarding and registration Deploy Security Group Access, Cisco's tagging enforcement solution Add Layer 2 encryption to secure traffic flows Use Network Edge Access Topology to extend secure access beyond the wiring closet Monitor, maintain, and troubleshoot ISE and your entire Secure Unified Access system

Currently, we see a variety of tools and techniques for specifying and implementing business processes. The problem is that there are still gaps and tensions between the different disciplines needed to improve business process execution and improvement in enterprises. Business process modeling, workflow execution and application programming are examples of disciplines that are hosted by different communities and that emerged separately from each other. In particular, concepts have not yet been fully elaborated at the system analysis level. Therefore, practitioners are faced again and again with similar questions in concrete business process projects: Which decomposition mechanism to use? How to find the correct granularity for

business process activities? Which implementing technology is the optimal one in a given situation? This work offers an approach to the systematization of the field. The methodology used is explicitly not a comparative analysis of existing tools and techniques – although a review of existing tools is an essential basis for the considerations in the book. Rather, the book tries to provide a landscape of rationales and concepts in business processes with a discussion of alternatives.

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

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

neers, data center gurus, and topmanagement. Managing Data in Motion describes techniques that have been developed for significantly reducing the complexity of managing system interfaces and enabling scalable architectures. Author April Reeve brings over two decades of experience to present a vendor-neutral approach to moving data between computing environments and systems. Readers will learn the techniques, technologies, and best practices for managing the passage of data between computer systems and integrating disparate data together in an enterprise environment. The average enterprise's computing environment is comprised of hundreds to thousands computer systems that have been built, purchased, and acquired over time. The data from these various systems needs to be integrated for reporting and analysis, shared for business transaction processing, and converted from one format to another when old systems are replaced and new systems are acquired. The management of the "data in motion" in organizations is rapidly becoming one of the biggest concerns for business and IT management. Data

warehousing and conversion, real-time data integration, and cloud and "big data" applications are just a few of the challenges facing organizations and businesses today. Managing Data in Motion tackles these and other topics in a style easily understood by business and IT managers as well as programmers and architects. Presents a vendor-neutral overview of the different technologies and techniques for moving data between computer systems including the emerging solutions for unstructured as well as structured data types Explains, in non-technical terms, the architecture and components required to perform data integration Describes how to reduce the complexity of managing system interfaces and enable a scalable data architecture that can handle the dimensions of "Big Data"

The Anarchist Cookbook will shock, it will disturb, it will provoke. It places in historical perspective an era when "Turn on, Burn down, Blow up" are revolutionary slogans of the day. Says the author "This book... is not written for the members of fringe political groups, such as the Weatherman, or The Minutemen. Those radical

groups don't need this book. They already know everything that's in here. If the real people of America, the silent majority, are going to survive, they must educate themselves. That is the purpose of this book." In what the author considers a survival guide, there is explicit information on the uses and effects of drugs, ranging from pot to heroin to peanuts. There i detailed advice concerning electronics, sabotage, and surveillance, with data on everything from bugs to scramblers. There is a comprehensive chapter on natural, non-lethal, and lethal weapons, running the gamut from cattle prods to sub-machine guns to bows and arrows. This book constitutes the refereed proceedings of the 10th SIGSAND/PLAIS EuroSymposium 2017 titled Information Systems: Research, Development, Applications, and Education, held in Gdansk and Sopot, Poland, on September 27, 2017. The objective of the EuroSymposium on Systems Analysis and Design is to promote and develop high quality research on all issues related to analysis and design (SAND). It provides a forum for SAND researchers and practitioners in Europe and beyond to inter-

act, collaborate, and develop their field. The 10 papers presented in this volume were carefully reviewed and selected from 45 submissions. They are organized in topical sections on data analytics, Web-based information systems, and information systems development.

Agile and lean aren't just business buzzwords – they're the fast and efficient methodologies you need to change the way you work – for good. Work faster, think clearer and improve your agility, both professionally and personally, with a suite of powerful tools that will introduce you to the essential skills and mindsets of agile and lean and quickly encourage you to start thinking differently. Ø Get up to speed: learn all about agile and lean and how they can work for you Ø Stop wasting time: think smart, act fast, be adaptable and get more done Ø Be efficient: spot opportunities, maximise your resources and blast through barriers Ø Get results: maximise quality and value and turn your ideas into reality For a clear, collaborative and more enjoyable way to work, start being agile – today!

Manage all the mobile devices your workforce re-

lies on Learn how to use Microsoft's breakthrough Enterprise Mobility Suite to help securely manage all your BYOD and company-owned mobile devices: Windows, iOS, and Android. Two of the leading mobile device management experts at Microsoft show you how to systematically help protect employee privacy and corporate assets without compromising productivity. You'll find best practices, step-by-step guidance, and real-world scenarios for every stage of planning, design, deployment, and administration. Empower your mobile users while improving security and controlling costs Master proven best practices for centrally managing smartphones and tablets Plan mobile strategies that encompass users, devices, apps, and data Overcome BYOD's unique challenges, constraints, and compliance issues Provide common "hybrid" user identities and a seamless experience across all resources: on-premises, datacenter, and cloud Simplify and improve device enrollment, monitoring, and troubleshooting Help safeguard both corporate and personal information IBM® FileNet® Platform is a next-generation, unified enterprise foundation for

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

bility, and its unlimited capabilities.

If your website content is out of date, off-brand, and out of control, you're missing a huge opportunity to engage, convert, and retain customers online. Redesigning your home page won't help. Investing in a new content management system won't fix it, either. So, where do you start? Without meaningful content, your website isn't worth much to your key audiences. But creating (and caring for) "meaningful" content is far more complicated than we're often willing to acknowledge. Content Strategy for the Web explains how to create and deliver useful, usable content for your online audiences, when and where they need it most. It also shares content best practices so you can get your next website redesign right, on time and on budget. For the first time, you'll: See content strategy (and its business value) explained in plain language Find out why so many web projects implode in the content development phase ... and how to avoid the associated, unnecessary costs and delays Learn how to audit and analyze your content Make smarter, achievable decisions about which con-

tent to create and how Find out how to maintain consistent, accurate, compelling content over time Get solid, practical advice on staffing for content-related roles and responsibilities

The authoritative guide to DAD, IBM's disciplined approach to applying agile practices in enterprise scale projects. Integrate enterprise discipline with powerful, widely-used agile practices into a proven solution for the entire software lifecycle. Scale agile strategies for complex development challenges, without compromising agile's advantages.

Content is king... and the new kingmaker... and your message needs to align with your model and metrics and other mumbo jumbo, right? Whether you're slogging through theory or buzzwords, there's no denying content strategy is coming of age. But what's in it for you? And if you're not a content strategist, why should you care? Because even if content strategy isn't your job, content's probably your problem—and probably more than you think. You or your business has a message you want to deliver, right? You can deliver that message through

various channels and content types, from Tweets to testimonials and photo galleries galore, and your audience has just as many ways of engaging with it. So many ways, so much content... so where's the problem? That is the problem. And you can measure it in time, creativity, money, lost opportunity, and the sobs you hear equally from creative directors, project managers, and search engine marketing specialists. The solution is content strategy, and this book offers real-world examples and approaches you can adopt, no matter your role on the team. Put content strategy to work for you by gathering this book into your little hands and gobbling up never-before seen case studies from teams at Johns Hopkins Medicine, MINI, Icebreaker, and more. Content Strategy at Work is a book for designers, information architects, copywriters, project managers, and anyone who works with visual or verbal content. It discusses how you can communicate and forge a plan that will enable you, your company, or your client get that message across and foster better user experiences. Presents a content strategy framework and ways to im-

plement in both in-house marketing departments and consultancies Includes case studies, interviews, and lessons learned from retail, apparel, network television, business-to-business, automotive, non-profit, and higher ed brands Details practical sales techniques to sell content strategy and use content strategy processes to sell other services and larger projects

Anyone considering a data governance program within their organization will find an invaluable step-by-step methodology using IBM tools and best practices in this structured how-to. While many in the IT industry hold separate definitions in their minds, this authoritative manual defines data governance as the discipline of treating data as an enterprise asset. The intri-

cate process of data governance involves the exercise of decision rights to optimize, secure, and leverage data. Providing a rigorous explanation of the 14 steps and almost 100 substeps to enact unified data governance, this extensive handbook also shows that the core issues to be tackled are not about technology but rather about people and process.