Transforming Field And Service Operations Methodologies For Successful Technology Driven Business Transformation

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Mobile Computing: Concepts, Methodologies, Tools, and Applications - Taniar, David 2008-11-30
"This multiple-volume publication advances the emergent field of mobile computing offering research on approaches, observations and models pertaining to mobile devices and wireless communications from over 400 leading researchers"--Provided by publisher.
Capability Development in Support of Comprehensive Approaches - Derrick Neal 2011
"This book includes papers presented at the Second International Transformation (ITX2) Conference, held in Rome, Italy, at the NATO Defense College (NDC) June 21-23, 2011, as well as a summary of the conference discussions. Co-hosted by NDC, Allied Command Transformation (ACT), and the International Transformation (ITX) Chairs Network, the conference brought together academics, policymakers, and practitioners from 13 nations to discuss the topic of 'Capability Development in Support of Comprehensive Approaches : Transforming International Civil-Military Interactions'."--P. vii
Detailed Vibration Analysis of Pinion Gear with Time-Frequency Methods - Marianne Mosher 2003

Global Business and Management Research: An International Journal Vol.2 No.1 - Mehran Nejati 2010-06-10
The Journal of Global Business and Management Research (GBMR) is a quarterly peer-reviewed journal which strives to comply with highest research standards and scientific/research/practice journals' qualities. Being international and inter-disciplinary in scope, GBMR seeks to provide a platform for debate among diverse academic and practitioner communities who address a broad area of business and management issues across the globe. It is currently indexed in a number of prestigious databases including Gale and Ebsco.
Military Transformation - United States. General Accounting Office 2001

Department of Defense Appropriations for 2000: Secretary of Defense and Chairman, Joint Chiefs of Staff - United States. Congress. House. Committee on Appropriations. Subcommittee on Department of Defense 2003

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Smart Manufacturing Innovation and Transformation: Interconnection and Intelligence - Luo, ZongWei 2014-03-31

Fast advances in information technology have led to a smarter world vision with ubiquitous interconnection and intelligence. Smart Manufacturing Innovation and Transformation: Interconnection and Intelligence covers both theoretical perspectives and practical approaches to smart manufacturing research and development triggered by ubiquitous interconnection and intelligence. This reference work discusses the transformation of manufacturing, the latest developments in smart manufacturing innovation, current and emerging technology opportunities, and market imperatives that enable manufacturing innovation and transformation, useful tools for readers in industry, academia, and government.

Transforming Field and Service Operations - Gilbert Owusu 2014-01-21
The drive to realise operational efficiencies, improve customer service, develop new markets and accelerate the introduction of new products has substantially increased the complexity of field service operations. To maximise the efficiency and effectiveness of these operations, organisations have embarked on a wide range of transformation programmes that have sought to introduce automation through the use of workforce management technologies. Despite the potential business value that can be provided by such transformation programmes, too often, the automation technologies have not been fully utilised and their expected benefits have as such not been realised. Scholars of organisation change argue that the success of any transformation programme is a function of how well the technical, political, structural and social aspects of a specific project have been managed. The objective of this edited book is to provide insights into how organisations might successfully transform their field service operations with the help of workforce management technologies. Accordingly, the book is organised into four sections: Section A "The Case for Transforming Service and Field Operations" explains the rationale as to why organisations should actively consider transforming their service and field operations, while Section B presents various "Methods, Models and Enabling Technologies for Transforming Service and Field Operations". In Section C, a number of "Case Studies" illustrate

how new technologies can be applied to field and service operations to deliver concrete business benefits. Lastly, Section D considers "Challenges, Outcomes and Future Directions". Overall, this book provides valuable insights into how to successfully transform field service operations with automated technologies. It draws on years of experience from different industries and from different perspectives on realising change. It is aimed at managers, technologists, change agents and scholars who are interested in field service operations in general and the use of advanced computing technologies in this area in particular.

Transformation of the 2nd Brigade, 25th Infantry Division (L) to a Stryker Brigade Combat Team in Hawai'i - 2004

The Transformation of Academic Health Centers - Steven Wartman 2015-03-30
The Transformation of Academic Health Centers: The Institutional Challenge to Improve Health and Well-Being in Healthcare's Changing Landscape presents the direct knowledge and vision of accomplished academic leaders whose unique positions as managers of some of the most complex academic and business enterprises make them expert contributors. Users will find invaluable insights and leadership perspectives on healthcare, health professions education, and bio-medical and clinical research that systematically explores the evolving role of global academic health centers with an eye focused on the transformation necessary to be successful in challenging environments. The book is divided into five sections moving from the broad perspective of the role of academic health centers to the role of education, training, and disruptive technologies. It then addresses the discovery processes, improving funding models, and research efficiency. Subsequent sections address the coming changes in healthcare delivery and future perspectives, providing a complete picture of the needs of the growing and influential healthcare sector. Outlines strategies for academic health centers to successfully adapt to the global changes in healthcare and delivery Offers forward-thinking and compelling professional and personal assessments of the evolving role of academic health centers by

recognized outstanding academic healthcare leaders Includes case studies and personal reflections, providing lessons learned and new recommendations to challenge leaders Provides discussions on the discovery process, improving funding models, and research efficiency

Proceedings on 25th International Joint Conference on Industrial Engineering and Operations Management – IJCIEOM - Zoran Anisic 2020-03-20
This book presents the conference proceedings of the 25th edition of the International Joint Conference on Industrial Engineering and Operations Management. The conference is organized by 6 institutions (from different countries and continents) that gather a large number of members in the field of operational management, industrial engineering and engineering management. This edition of the conference had the title: THE NEXT GENERATION OF PRODUCTION AND SERVICE SYSTEMS in order to emphasis unpredictable and very changeable future. This conference is aimed to enhance connection between academia and industry and to gather researchers and practitioners specializing in operation management, industrial engineering, engineering management and other related disciplines from around the world.

Driving Transformative Change in E-Business Through Applied Intelligence and Emerging Technologies - Taherdoost, Hamed 2022-06-30
Investments in technologies such as the cloud, the internet of things (IoT), and robotic process automation are part of a strategy that helps organizations respond to changing customer demands and operational challenges. Emerging technologies are becoming one of the most remarkable elements to be considered in businesses, and e-businesses are no exception. With the expansion of e-businesses worldwide, the great population of e-business leaders tends to increase their knowledge to make future investments in key aspects and implications of their businesses. Thus, e-business leaders need to realize and seize existing opportunities for the advancement of their businesses. Driving Transformative Change in E-Business Through Applied Intelligence and Emerging Technologies contributes a comprehensive source to the

existing knowledge and research in the field of e-business and emerging technologies and provides an understanding to readers about the current concepts, trends, technologies, and platforms in e-business. Covering topics such as competitive intelligence, enterprise resource planning systems, and online crowdfunding, this premier reference source is a comprehensive resource for business leaders and executives, IT managers, computer scientists, software engineers, economists, entrepreneurs, students, researchers, and academicians.

Turning Administrative Systems Into Information Systems - 1999

Security and Conflict Transformation: An Internal Business - Roberto Santamarta-Perez 2014
Peace and humanitarian operations are affected by internal conflicts, possibly in a higher level than other type of organizations, due to its natural hazardous settings and the expected stress situations that its members sign for when joining. Occasionally, these conflicts escalate to unsuspecting grades and, eventually, disrupt the operations to unwanted degrees. To transform intra-organizational conflicts, this book proposes a methodological set of recommendations at every level to be implemented by security departments in peace and humanitarian operations. Its optimal execution would not only avoid the "misuse of security" by senior officials but fully integrate them into operations' mandates, achieve better intra-organizational conflict transformation expertise, and moreover, reach ultimate operational goals in peacebuilding and humanitarian aid. Additionally, the methodology proposed could be conveniently extrapolated to different public and private sector organizational spheres, where internal conflict plays a substantive role.

Handbook of Global Supply Chain Management - John T. Mentzer 2006-09-14
This state-of-the-art Handbook provides a comprehensive understanding and assessment of the field of global supply chain management (GSCM). Editors John T. Mentzer, Matthew B. Myers, and Theodore P. Stank bring together a distinguished group of contributors to describe and critically examine the key perspectives guiding GSCM, taking stock of what we know

(and do not know) about them.

Technology Enabled Transformation of the Public Sector: Advances in E-Government - Weerakkody, Vishanth 2012-06-30 Electronic Government is continually advancing in topics such as hardware and software technology, e-government adoption and diffusion, e-government policy, e-government planning, management, e-government applications, and e-government impacts. Technology Enabled Transformation of the Public Sector: Advances in E-Government is filled with original research about electronic government and supplies academicians, practitioners, and professionals with quality applied research results in the field of electronic/digital government, its applications, and impacts on governmental organizations around the world. This title effectively and positively provides organizational and managerial directions with greater use and management of electronic/digital government technologies in organizations. It also epitomizes the research available within e-government while exponentially emphasizing the expansiveness of this field.

Financial Management and Business Transformation at the Department of Defense - United States. Congress. Senate. Committee on Armed Services. Subcommittee on Readiness and Management Support 2012

Trade-marks Journal - 1980-03

Leading the e-Learning Transformation of Higher Education - Gary Miller 2013-12-16 ÿWritten by pioneers in the field of online learning,ÿLeading the e-Learning Transformation of Higher Educationÿis a professional text that offers insights and guidance to the rising generation of leaders in the field of higher education. It explains how to integrate online learning into an institution during a period of rapid social and institutional change. This important volume: ? Shares success stories, interviews, cases and insights from a broad range of leadership styles ? Reviews how technology is transforming higher education worldwide ? Provides an overview of how distance education is organized in a range of institutional settings ? Breaks down current

leadership challenges in both unit operations and institutional policy This volume launches the new Stylus series that is aimed at the online learning and distance education market. It offers readers the opportunity to benefit from the collective experience and expertise of top leaders in the field. All of the contributors have held leadership roles in national and international distance education organizations. Five of the contributors have been recognized as Sloan Consortium Fellows in 2010 and they have all collaborated with the Institute for Emerging Leaders in Online Learning. These contributors have helped pave the way and now share their insights, advice, and broad vision with the future leaders of the field.ÿ

Homeland Security : management challenges remain in transforming immigration programs : report to Congressional committees -

Radical Business Model Transformation - Carsten Linz 2020-10-03 How can organizations complete a major business model transformation and how can leaders successfully guide their business through this radical shift? As markets are constantly transformed by new technologies and disruptor competitors, once successful business models designed to function in a different time now struggle as the mainstream changes. This book is the guide for organizations looking to turn downward trends into upward momentum and gain an edge on the competition. Now in its second edition, this book offers practical advice on how to understand the fit of an existing business model and reconstruct it with a forward-thinking approach. New illustrative case studies of global organizations which have boldly transformed offer examples for change, including SAP, Netflix and Daimler. Business transformation is presented as a leadership challenge and methods to realize and implement opportunities for innovation company-wide are discussed in detail. Radical Business Model Transformation is essential reading for business leaders, transformation experts and MBA students interested in ensuring that their business model is future-proof and can withstand the new proliferation of innovations set to transform the business landscape.

Pi: A Source Book - J.L. Berggren 2014-01-13

This book documents the history of pi from the dawn of mathematical time to the present. One of the beauties of the literature on pi is that it allows for the inclusion of very modern, yet accessible, mathematics. The articles on pi collected herein fall into various classes. First and foremost there is a selection from the mathematical and computational literature of four millennia. There is also a variety of historical studies on the cultural significance of the number. Additionally, there is a selection of pieces that are anecdotal, fanciful, or simply amusing. For this new edition, the authors have updated the original material while adding new material of historical and cultural interest. There is a substantial exposition of the recent history of the computation of digits of pi, a discussion of the normality of the distribution of the digits, and new translations of works by Viete and Huygen.

Interfaces - 1998

Six Sigma in HR Transformation - Mircea Albeanu 2017-05-15
In the business world, especially in manufacturing or quality management, the term Six Sigma usually refers to a set of tools and methodologies developed by Motorola to improve processes by eliminating defects. So why should the HR professional care what Six Sigma is or how it can be applied in the HR function? According to the specialists at Orion Partners, there are ten key reasons: * to create excellence in process delivery; * to reduce defects; * to increase efficiency; * to create a quality focused mindset; * to benefit from best practice; * to bring clarity to the processes of HR; * to use a structured scientific approach; * to speak the same language and improve communication; * to gain control over your processes; * and to strengthen your business case. Mircea Albeanu and Ian Hunter explain some of the basic concepts to show how applying Six Sigma tools and methodologies can be used to manage the practical challenges of improving HR operations to meet your organization's expectations at a lower cost and with greater efficiency. To help illustrate some of the key messages examples are drawn from Orion Partners' work using Six Sigma tools with international organizations over the last seven years. This concise guide is ideal for project and programme managers involved in business transformation, and for HR managers as well as Six Sigma specialists seeking to understand its applications within human resources. About The Gower HR Transformation Series: The Human Resources function faces a continuing challenge to its role and purpose, in many organizations it has suffered from serious under-representation at strategic, board level. Yet, faced with the challenges of globalism, the need to innovate, manage knowledge, attract and retain the very best employees, organizations need an HR function that can lead from the front. The process of transforming the function is complex and rarely linear. It includes the practical challenges of improving HR operations to meet customer expectations at lower cost and with greater efficiency. The Gower HR Transformation Series will help; it uses a blend of conceptual frameworks, practical advice and global case study examples to cover each of the main elements of the HR transformation process. The books in the series follow a standard format to make them easy to read and reference. Together, the titles create a definitive guide from one of the leading specialist HR transformation consultancies; an organization that has been involved in HR transformation for clients as diverse as Bombardier Transportation, Marks & Spencer, Barnardo's, Oxfam, Schroders, UnitedHealth Group, Nestlé, BP, HM Prison Service, Transport for London and Vodafone.

Concurrent Resolution on the Budget for Fiscal Year 2002 - United States. Congress. Senate. Committee on the Budget 2002

The Transformation of Italian Armed Forces in Comparative Perspective - Fabrizio Coticchia 2016-03-09
European armed forces have undergone deep changes in the past two decades. Given the breadth of the debate and the size of transformations that took place, it is somewhat surprising that relatively few academic studies have directly dealt with changes in force structure of European militaries, and the Italian armed forces in particular. The focus of this book is the organizational dimension of the restructuring of armed forces through 3

different lenses: doctrine and strategic framework, budget and resource allocation, and force structure and deployment. The key issues addressed relate to how these factors interact in shaping transformation. Of particular interest is the theme of learning, which is how armed forces endogenize change in the short and long run. This study provides valuable insights into the extent to which armed forces manage to adapt to the emerging strategic and operational challenges they have to face and to illustrate the weight of institutional legacies, resource constraints and inter-organizational learning in shaping transformation. Focusing on the Italian case in comparative perspective and based on a large variety of military operations from airstrikes to peacekeeping and counterinsurgency, the book provides an innovative viewpoint on military transformation and significantly contributes to our understanding of contemporary security that is deeply shaped by the lessons learnt in Afghanistan, Lebanon, Iraq and Libya.

Balancing Agile and Disciplined Engineering and Management Approaches for IT Services and Software Products - Mora, Manuel 2020-07-10
The highly dynamic world of information technology service management stresses the benefits of the quick and correct implementation of IT services. A disciplined approach relies on a separate set of assumptions and principles as an agile approach, both of which have complicated implementation processes as well as copious benefits. Combining these two approaches to enhance the effectiveness of each, while difficult, can yield exceptional dividends. Balancing Agile and Disciplined Engineering and Management Approaches for IT Services and Software Products is an essential publication that focuses on clarifying theoretical foundations of balanced design methods with conceptual frameworks and empirical cases. Highlighting a broad range of topics including business trends, IT service, and software development, this book is ideally designed for software engineers, software developers, programmers, information technology professionals, researchers, academicians, and students.

Advances in Enterprise Engineering XIV - David Aveiro 2021-04-13

This book constitutes the proceedings of the 10th Enterprise Engineering Working Conference, EEWC 2020, which was planned to take place in Bozen-Bolzano, Italy, and had to change to an online event due to the COVID 19 pandemic. The online event took place on September 28, 2020, October 19, 2020, and November 9–10, 2020. EEWC aims at addressing the challenges that modern and complex enterprises are facing in a rapidly changing world. The participants of the working conference share a belief that dealing with these challenges requires rigorous and scientific solutions, focusing on the design and engineering of enterprises. The goal of EEWC is to stimulate interaction between the different stakeholders, scientists as well as practitioners, interested in making Enterprise Engineering a reality. The 8 full papers and 2 short papers presented in this volume were carefully reviewed and selected from 23 submissions. The volume also contains 3 keynote papers in full paper length. The papers were organized in topical sections as follows: formal approaches and modeling; the DEMO modeling language; and enterprise engineering practice.

Researching Operations Management - Christer Karlsson 2010-03-17
Researching Operations Management fills the growing need for a comprehensive textbook and reference on doing quality research in the field of Operations Management (OM). It addresses the particular problem—especially for advanced students and beginning researchers—that many academic departments specialize in just one or a few approaches to research. As a result many students and researchers are not exposed to the breadth of possible research approaches in OM. Providing a concise overview of each of the most important research approaches in the field, the book enables researchers and students to understand and practice these methods, thus giving them a platform for choosing appropriate and complementary approaches to their research. With contributions from an international group of leading thinkers in the OM research field, the book covers those methods frequently used in studies of OM as well as adjacent applied management areas such as management of innovation and R&D, logistics, and supply chain management.

Included are chapters on surveys, case studies, action research, longitudinal field studies, and models and simulations together with chapters on planning, positioning, assessing, and publishing research. In addition, the contributors also consider ethical and cultural issues in researching operations management.

Digital Transformation for a Sustainable Society in the 21st Century - Ilias O. Pappas 2019-09-09
This book constitutes the proceedings of the 18th IFIP WG 6.11 Conference on e-Business, e-Services, and e-Society, I3E 2019, held in Trondheim, Norway, in September 2019. The total of 61 full and 4 short papers presented in this volume were carefully reviewed and selected from 138 submissions. The papers were organized in topical sections named: e-business; big data analytics, open science and open data; artificial intelligence and internet of things; smart cities and smart homes, social media and analytics; digital governance; digital divide and social inclusion; learning and education; security in digital environments; modelling and managing the digital enterprise; digital innovation and business transformation; and online communities.

Joint Force Quarterly - 2008

Trends in Enterprise Architecture Research and Practice-Driven Research on Enterprise Transformation - Stephan Aier 2012-10-06
This volume constitutes the proceedings of the combined 7th International Workshop on Trends in Enterprise Architecture Research (TEAR 2012) and the 5th Working Conference on Practice-Driven Research on Enterprise Transformation (PRET-5), held in Barcelona, Spain, October 23-24, 2012, and co-located with The Open Group's Conference on Enterprise Architecture, Cloud Computing, and Security. Joining the forces of the two events with The Open Group Conference provided the unique opportunity for an intensive exchange between practitioners as well as for discussions on standardization efforts and academic research in the areas of enterprise transformation and enterprise architecture (EA). Based on careful reviews by at least three Program Committee members, 18 papers were chosen for inclusion in these proceedings. They were presented in six

sessions on enterprise architecture management (EAM) effectivity, languages for EA, EAM and the ability to change, advanced topics in EA, governing enterprise transformations, and EA applications.

Intelligent and Fuzzy Techniques for Emerging Conditions and Digital Transformation - Cengiz Kahraman 2021-08-23
This book presents recent research in intelligent and fuzzy techniques. Emerging conditions such as pandemic, wars, natural disasters and various high technologies force people for significant changes in business and social life. The adoption of digital technologies to transform services or businesses, through replacing non-digital or manual processes with digital processes or replacing older digital technology with newer digital technologies through intelligent systems is the main scope of this book. It focuses on revealing the reflection of digital transformation in our business and social life under emerging conditions through intelligent and fuzzy systems. The latest intelligent and fuzzy methods and techniques on digital transformation are introduced by theory and applications. The intended readers are intelligent and fuzzy systems researchers, lecturers, M.Sc. and Ph.D. students studying digital transformation. Usage of ordinary fuzzy sets and their extensions, heuristics and metaheuristics from optimization to machine learning, from quality management to risk management makes the book an excellent source for researchers.

A Comparative Study on the Role of Universities in Transformation of Knowledge and Skills in Rural Areas - Li Wang 2015-03-25
This book is an important investigation of the roles that a university plays in sustainable rural development. In doing so, the book takes an interesting approach and engages in a comparative study of two universities, located in China and Australia. The book examines that in spite of being in different locations their work and roles are no less significant in terms of national development. The book poses the question, 'What is the role of universities in bringing about knowledge transformation in rural communities?'

Fundamentals of Business (black and White) - Stephen J. Skripak 2016-07-29

(Black & White version) Fundamentals of Business was created for Virginia Tech's MGT 1104 Foundations of Business through a collaboration between the Pamplin College of Business and Virginia Tech Libraries. This book is freely available at: http://hdl.handle.net/10919/70961 It is licensed with a Creative Commons-NonCommercial ShareAlike 3.0 license.

Emerging Challenges, Solutions, and Best Practices for Digital Enterprise Transformation - Sandhu, Kamaljeet 2021-06-18

As organizations continue to move towards digital enterprise, the need for digital transformation continues to grow especially due to the COVID-19 pandemic. These impacts will last far into the future, as newer digital technologies continue to be accepted, used, and developed. These digital tools will forever change the face of business and management. However, on the road to digital enterprise transformation there are many successes, difficulties, challenges, and failures. Finding solutions for these issues through strategic thinking and identification of the core issues facing the enterprise is of primary concern. This means modernizing management and strategies around the digital workforce and understanding digital business at various levels. These key areas of digitalization and global challenges, such as those during or derived from the pandemic, are new and unique; They require new knowledge gained from a deep understanding of complex issues that have been examined and the solutions being discovered. Emerging Challenges, Solutions, and Best Practices for Digital Enterprise Transformation explores the key challenges being faced as businesses undergo digital transformation. It provides both solutions and best practices for not only handling and solving these key issues, but for becoming successful in digital enterprise. This includes topics such as security and privacy in technologies, data management, information and communication technologies, and digital marketing, branding, and commerce. This book is ideal for managers, business professionals, government, researchers, students, practitioners, stakeholders, academicians, and anyone else looking to learn about new developments in digital enterprise

transformation of business systems from a global perspective.

Analytical Methods for Studies and Experiments on "Transforming the Force" - Paul K. Davis 1999

This documented briefing describes interim progress on a project concerned with "transforming U.S. forces" to reflect what is often called the revolution in military affairs. After background review describing a broad transformation strategy, we discuss and illustrate how analysis supported by models and simulations (including gaming) can supplement and guide empirical work such as joint experiments on new operational concepts.

Ubiquitous and Pervasive Computing: Concepts, Methodologies, Tools, and Applications - Symonds, Judith 2009-09-30

"This publication covers the latest innovative research findings involved with the incorporation of technologies into everyday aspects of life"--Provided by publisher.

Transforming Field and Service Operations - Gilbert Owusu 2014-02-03

The drive to realise operational efficiencies, improve customer service, develop new markets and accelerate the introduction of new products has substantially increased the complexity of field service operations. To maximise the efficiency and effectiveness of these operations, organisations have embarked on a wide range of transformation programmes that have sought to introduce automation through the use of workforce management technologies. Despite the potential business value that can be provided by such transformation programmes, too often, the automation technologies have not been fully utilised and their expected benefits have as such not been realised. Scholars of organisation change argue that the success of any transformation programme is a function of how well the technical, political, structural and social aspects of a specific project have been managed. The objective of this edited book is to provide insights into how organisations might successfully transform their field service operations with the help of workforce management technologies. Accordingly, the book is organised into four sections: Section A "The Case for Transforming Service and Field Operations" explains the rationale as to why

organisations should actively consider transforming their service and field operations, while Section B presents various "Methods, Models and Enabling Technologies for Transforming Service and Field Operations". In Section C, a number of "Case Studies" illustrate how new technologies can be applied to field and service operations to deliver concrete business benefits. Lastly, Section D considers "Challenges, Outcomes and Future Directions".

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