

Business Agility Sustainable Prosperity In A Relentlessly Competitive World

Games are playing a crucial role in many successful businesses—not just in PR and marketing, but as a model for designing business systems and workflows. In this book, Michael Hugos provides compelling case studies that demonstrate how game mechanics enable companies to respond quickly to challenges in today's real-time economy. It's not about giving workers a smiley face for producing more widgets. You'll discover how game mechanics—particularly popular multiplayer video games—provide field-tested best practices for engaging workers in creative and complex activities. With games, your company can shift from an outmoded top-down hierarchy to an agile network structure that promotes coordination over control. Discover why industrial age business structures from the 20th century no longer work Design real-time business collaboration systems, using massively multiplayer online game concepts Make your in-house systems more agile with technologies such as social media, mobile devices, and cloud computing Understand game dynamics: goals, rules, real-time feedback, and voluntary participation Apply virtual worlds and 3-D animation to business intelligence and data analytics applications

The global airline industry, facing significant changes and discontinuity is prompted and forced to deal with a "new normal." Who would have imagined a few years ago that: - a significant percentage of consumers in the US now prefer to fly low-cost airlines instead of full-service airlines because they perceive the product to be better, - airlines would generate up to a third of their total income from non-ticket revenue, - many low-cost airlines would add complexity to their original simple business models through the development of code-share agreements, the use of global distribution systems, and travel agents to distribute their seats, - Jetstar, a low-cost subsidiary of Qantas, would grow faster and be more profitable than its parent, - a survey carried out by Ryanair would show that 42 percent of passengers would be willing to stand on short (one hour) flights if they could pay 50 percent less than seated passengers, - passengers could pay as little as US\$2,000 for a transatlantic Business Class ticket on top-brand airlines, - Lufthansa would have ownership in airlines based in Austria, Belgium, Italy, Switzerland, Turkey, the UK, and the US, and that it would continue to pursue equity ownership in airlines based in Poland and Scandinavia, or - the Japanese and Canadian governments would struggle to find different ways to bail out their heretofore flag carriers? To deal with this upcoming "new normal", airlines have to go beyond their short-term circumstantial strategies - they need strategic renewal of their ageing business model. In this candidly-written book, Nawal Taneja explains what will separate the winners from the losers. He maintains the leaders will be the airlines that: (1) exploit this crisis-driven change to their best advantage, (2) learn to work around the airline-inherent constraints that prevent them from running their businesses just like other businesses, (3) learn from successes and failures of other global enterprises, (4) sharpen their business intelligence, analytics, and strategic agility, and (5) proactively explore the "pockets of growth" in this emerging-markets century. To help airline executives become informed of new competitive games, the author analyzes numerous business sectors such as auto, hospitality, retail, technology, and entertainment. For example, relevant lessons can be learned from the strategic mistakes made by the US automakers. Likewise, emergent and compelling insights can be gained in superior customer experience from Ritz Carlton and Zappos, and in value-creating innovation from Cirque du Soleil and Zipcar. The book also features a multitude of forewords from airlines and related businesses to provide readers with multiple perspectives on the changing landscape in the global airline industry. Nawal Taneja is a career analyst of the global airline industry with wide-ranging experience in the aviation industry, academia, and public policy. Encouraged by industry executives, he has written five other books for practitioners in the global airline industry, including FASTEN YOUR SEATBELT: The Passenger is Flying the Plane and Flying Ahead of the Airplane. In recent years, scholars have focused more on the "dark sides of leadership." Both the negative and positive aspects of the relationship between leaders and followers are considered. But the relationship between leaders and followers is also influenced by the context in which the relationship occurs. Organizational aspects such as culture and structures are studied in relation to how negative leadership develops. Organizations, just like humans, are able to develop justifications for their actions, to self-aggrandize by claiming their exclusivity. In this book, the dark sides of organizational behaviors and leadership are considered from different aspects and contexts. The book contributes knowledge of how negative leadership develops, what part organizational structures play, and what the consequences are for the leader, the subordinates and the organization. This book constitutes the refereed proceedings of the 21st International Conference on Product-Focused Software Process Improvement, PROFES 2020, held in Turin, Italy, in November 2020. Due to COVID-19 pandemic the conference was held virtually. The 19 revised full papers and 3 short papers presented were carefully reviewed and selected from 68 submissions. The papers cover a broad range of topics related to professional software development and process improvement driven by product and service quality needs. They are organized in topical sections on Agile Software Development.

Learn the Real Secrets of Succeeding as a Software or IT Consultant in Any Economic Climate! Despite economic cycles, the idea of using technology to make a company more efficient and competitive—or perhaps even reach a new market—is appealing to all but the most desperate and cash-starved companies. More and more often, those companies look to technology consultants to fulfill their needs. There are real advantages to being a consultant. You make contacts with a lot of different people; you get exposure to many industries; and most important, unlike a software developer in the IT department for a brick-and-mortar company, as a technology consultant, you are the profit center...so long as you are billing. Consulting can be hugely rewarding—but it's easy to fail if you are unprepared. To succeed, you need a mentor who knows the lay of the land. Aaron Erickson is your mentor, and this is your guidebook. Erickson has done it all—from Practice Leadership to the lowest level project work. In *The Nomadic Developer*, he brings together his hardwon insights on becoming successful and achieving success through tough times and relentless change. You'll find 100% practical advice and real experiences—his own

and annotations from those in the trenches. In addition, renowned consultants—such as David Chappell, Bruce Eckel, Deborah Kurata, and Ted Neward—share some of their hard-earned lessons. With this useful guidebook, you can Objectively assess whether the consultant's life makes sense for you Break into the business and build a career path that works Avoid the Seven Deadly Firms by identifying unscrupulous technology consultancies and avoiding their traps and pitfalls Understand the business models and mechanics that virtually all consulting firms use Master secret consulting success tips that are typically left unstated or overlooked Gain a competitive advantage by adding more value than your competitors Continue your professional development so you stay billable even during bad times Profit from both fixed-bid and time-and-materials projects Build a personal brand that improves your resiliency no matter what happens

Manage and improve your organization's agile transformation Adopting an enterprise agile framework is a radical organizational change, and this book will help you get there without ever breaking a sweat. In *Enterprise Agile For Dummies*, you'll discover how to successfully choose and implement the right framework based on your organization's own unique culture. Organizational culture is one of the most overlooked challenges when trying to make a change to enterprise agile, and there are lots of resources out there that claim to have the perfect, one-size-fits-all solution. Luckily, this book takes a neutral stance and covers popular organizational change management techniques that you can implement to suit to your unique needs. Packed with step-by-step instruction and complemented with real-world case studies, this book offers everything you need to know in order to embrace a more agile mindset. Understand the benefits of an agile approach Pick the best enterprise agile framework for your organization Create a successful enterprise change management plan Let *Enterprise Agile For Dummies* help you optimize your business processes, and watch your productivity soar.

CIO BEST PRACTICES Enabling Strategic Value with Information Technology SECOND EDITION For anyone who wants to achieve better returns on their IT investments, *CIO Best Practices, Second Edition* presents the leadership skills and competencies required of a CIO addressing comprehensive enterprise strategic frameworks to fully leverage IT resources. Filled with real-world examples of CIO success stories, the Second Edition explores: CIO leadership responsibilities and opportunities The business impacts of both business and social networking, as well as ways the CIO can leverage the new reality of human connectivity on the Internet The increasingly inextricable relationships between customers, employees, and their use of personal information technologies Emerging cultural expectations and standards outside the workplace Current CRM best practices in terms of the relationship between customer preferences and shareholder wealth Enterprise energy utilization and sustainability practices—otherwise known as Green IT—with all the best practices collected here, in one place Best practices for one of the Internet's newest and most revolutionary technologies: cloud computing and ways it is shaping the new economics of business

Can we align global production and consumption systems with sustainability? Can business growth actually lead to a healthier planet? Can companies innovate through the circular economy to create competitive advantage and genuine impact? *Waste to Wealth* proved that the emerging circular economy advantage exists – now Lacy, Long and Spindler show you how to realize it at speed and scale in *The Circular Economy Handbook*. We stand at a crossroads, with rising geopolitical and geo-economic tensions, massive technological change and a host of social and environmental challenges. We are pushing planetary boundaries to their limits, with climate change and threats to biodiversity and oceans as just a few examples. Significant impacts are already being felt, and both people and planet face potentially catastrophic and irreversible consequences if we don't urgently change our global model and systems. Our current linear “take, make, waste” models of production and consumption will not be sustainable in a world of some 9 billion people by 2050, especially with ever-expanding rates of consumption. Thriving within these dynamics demands more than incremental adjustments to business-as-usual. The circular economy offers a powerful means to decouple growth from use of scarce and harmful resources, enabling greater production and consumption with fewer negative environmental impacts—at the same time, making companies more innovative and competitive. In fact, this book shows that \$4.5 trillion in economic value is at stake. Delivering on the promise of a circular economy demands impact and scale, extending through value chains and, ultimately, disrupting the entire economic system. In *The Circular Economy Handbook*, the authors illuminate the path from insight to action, from linear to circular. With case studies, advice and practical guidance, they show leaders how to pivot towards a holistic circular organization, embedding circularity internally and delivering broad-based system change. With unique insights across business models, technologies, and industries – featuring stories and real-world examples from circular pioneers – this book is the essential guide to help companies become leaders in the movement to secure the circular economy advantage.

This book constitutes revised selected papers from the 10th Brazilian Workshop on Agile Methods, WBMA 2019, held in Belo Horizonte, Brazil, in September 2019. The 6 full and 4 short papers presented in this volume were carefully reviewed and selected from 21 submissions. Accepted papers focus on agile methods; experimental studies with agile; software engineering education with agile; agile project management.

Delivers the cutting - edge of proven practices crafted to your needs for immediate and long - term success with your development efforts.

The relentless pursuit of efficiency no longer yields the profits it once did because it requires a level of business predictability that no longer exists. In our high change, global economy responsiveness now trumps efficiency. The agile enterprise is an organization that uses responsiveness to make profits from a hundred small adjustments every day and from occasional big wins as opportunities arise. Soon, those companies that cannot make money from a hundred small adjustments and some occasional big wins will hardly be profitable at all. Learn the three key operating processes employed by the agile enterprise and see how they work together to deliver the responsiveness that generates profits in a high change economy. See strategies for

the innovative and pragmatic use of people, process and technology that enable the agile enterprise to emerge. Case study examples from the authors own experience are provided to illustrate a proven and practical approach for organizations that wish to become agile and the benefits they will reap from doing so.

"This book provides fresh ideas on how IT and modern management can contribute to societal and economic objectives and the significant role of IT for global challenges and international collaboration"--Provided by publisher.

Remain competitive by offering more accessible, affordable, and relevant information technologies that meet mass-market needs Technology at the Margins demonstrates that by making IT more accessible, affordable, and relevant, new mass markets can be opened. Based on solid insights generated in key areas of health, education, finance and the environment, the book offers practical recommendations and insights from world leaders, innovators, practitioners and new users of emergent technologies. Offers recommendations on how companies can ensure their own competitiveness by offering more accessible, affordable, and relevant information technologies to support mass market needs Suggests practical recommendations and insights from world leaders, innovators, practitioners and new users of emergent technologies Challenges businesses to rethink their uses of existing technologies Technology at the Margins will be of interest to decision makers in the private, public and nonprofit sectors who are interested in opportunities offered by IT in meeting the needs of those at the base of the worlds economic pyramid.

Thomas Friedman has the business world buzzing about the flat world that is the new business landscape. Today's companies need radically different strategies in order to compete and win. Corporate Agility provides the answer. Charles Grantham and Jim Ware are founders of the Work Design Collaborative, a renowned thinktank that helps companies achieve new levels of workforce productivity. Some of their high-profile members include Accenture, Agilent Technologies, IBM Global Services, Herman Miller, Hewlett Packard and Spherion Corporation. The strategies in this book are forward-thinking and field-tested - the result of a 5-year research project conducted by the Work Design Collaborative.

Given today's context of tough change, organizations need to be able to innovate as well as develop and implement strategy quickly and efficiently. The key to this is agility - a set of capabilities that can help organizations to rapidly adapt to changing circumstances. At the same time, resilience is also essential if benefits are going to endure over the longer term and if employees are to be kept on board. The Agile Organization focuses on how to build both agility and resilience at individual, team and organizational levels. It draws on a wealth of research, including the lived experience and learning of managers and HR and organization development (OD) professionals to show how it is possible to 'square the circle', becoming more sustainably agile while also enhancing employee engagement and resilience. The Agile Organization showcases the latest thinking - new organizational models, ground-breaking themes and case studies - that illustrate how organizations are addressing the challenge of developing organizational agility. Packed with helpful checklists and practice pointers, this book is a 'go to' guide for senior leaders and managers, HR and OD specialists who want to help bring about organizational transformation and create the new resiliently agile 'business as usual'.

The digital economy is a new direction in which the modern global economic system is now heading. This book seeks to adapt the digital economy concept to the priorities of humanity, including the implementation of global development goals. The authors develop and substantiate scientific and methodological criteria for assessing the sustainability of the modern digital economy, and offer several concrete recommendations for improving the concept of the digital economy by incorporating global development goals.

The first text to fully explore the issue of ownership and governance of international events. Split onto two distinct parts of 'Theory' and 'Cases', it presents cases from sports as well as non-sports events, in addition to general principles regarding ownership and governance based on historical, legal and managerial considerations.

"Focuses on the technology innovations that may help in building virtual businesses and making existing businesses smarter and efficient in their operations. Intended to help key decision makers understand more about introducing new technologies into businesses"--

The application of sustainability practices at the system level begins with the supply chain. In the business realm, incorporating such practices allows organizations to redesign their operations more effectively. Emerging Applications in Supply Chains for Sustainable Business Development is a pivotal reference source that provides vital research on the models, strategies, and analyses that are essential for developing and managing a sustainable supply chain. While highlighting topics such as agile manufacturing and the world food crisis, this publication is ideally designed for business managers, academicians, business practitioners, researchers, academicians, and students seeking current research on sustainable supply chain management.

Insider secrets to competing-and winning-in the tech-savvy marketplace The new generation of technology savvy workers is changing the way we look at productivity. Agility uniquely describes how technology agility impacts your business's performance and can become a critical success factor. A must-read for leaders defining business strategy and technology implementation, the methodology it describes will show how to measure and drive technology adoption and the derived impact on business results. Includes international cases of various industries, from industry leaders Incorporates the ideas of flexibility, balance, adaptability, and coordination under one umbrella Uniquely describes how technology agility impacts business performance What differentiates Audi, BMW and Mercedes or GM? Understanding it can make or break the future of an organization. Agility makes it clear: the digital divide will be seen in those who take full advantage of the technology versus those merely have it.

The WHY, WHAT and HOW to create business agility and sustainable growth all combined into one book. A refreshing approach to business agile transformations, where people form the heart organisations. For any organization to be successful, it must operate in such a manner that knowledge and information, human resources, and technology are continually taken into consideration and managed effectively.

Business concepts are always present regardless of the field or industry – in education, government, healthcare, not-for-profit, engineering, hospitality/tourism, among others. Maintaining organizational awareness and a strategic frame of mind is critical to meeting goals, gaining competitive advantage, and ultimately ensuring sustainability. The Encyclopedia of Organizational Knowledge, Administration, and Technology is an inaugural five-volume publication that offers 193 completely new and previously unpublished articles authored by leading experts on the latest concepts, issues, challenges, innovations, and opportunities covering all aspects of modern organizations. Moreover, it is comprised of content that highlights major breakthroughs, discoveries, and authoritative research results as they pertain to all aspects of organizational growth and development including methodologies that can help companies thrive and analytical tools that assess an organization's internal health and performance. Insights are offered in key topics such as organizational structure, strategic leadership, information technology management, and business analytics, among others. The knowledge compiled in this publication is designed for entrepreneurs, managers, executives, investors, economic analysts, computer engineers, software programmers, human resource departments, and other industry professionals seeking to understand the latest tools to emerge from this field and who are looking to incorporate them in their practice. Additionally, academicians, researchers, and students in fields that include but are not limited to business,

management science, organizational development, entrepreneurship, sociology, corporate psychology, computer science, and information technology will benefit from the research compiled within this publication.

The relentless pursuit of industrial efficiency no longer yields the profits it once did because it requires a level of business predictability that no longer exists. Instead, the Internet and global video and telecom systems provide a massive and continuous flow of data that causes the whole world to behave like a giant stock market, with all the volatility and uncertainty that goes along with such markets.

Responsiveness now trumps efficiency. By being responsive to the evolving needs and desires of specific groups of customers, companies can wrap their products and services in a tailored blanket of value-added services to consistently earn an additional four percent or more gross margin than they would otherwise earn for the product or service alone. This customer and market specialization is the most promising and the most sustainable source of profits in our fluid, real-time economy. Part of the Microsoft Executive Leadership Series, *Business Agility* discusses the three fundamental process loops that drive an agile enterprise and how they work together to deliver the responsiveness that generates profits in a high-change economy. Providing strategies for innovative and pragmatic use of people, process, and technology to drive operations in an agile enterprise, this book reveals the principles of the agile enterprise, backed by real-world case studies from the author's own experience. Michael Hugos is a speaker, writer, and practitioner in IT and business agility, and agile system development methods. He writes a column for *Computerworld* and a blog titled "Doing Business in Real Time" for *CIO* magazine.

Business Agility Sustainable Prosperity in a Relentlessly Competitive World John Wiley and Sons

As contrary as it sounds, "planning" -- as we traditionally understand the term--can be the worst thing a company can do. Consider that volatile weather events disrupt trusted supply chains, markets, and promised delivery schedules. Ever-shifting geo-political tensions, as well as internal political upheaval within U.S. and global governments, derail long-planned new ventures. Technology failures block opportunities. Competitors suddenly change their product or release date; your team cannot meet the pace of innovations in your market niche, leaving you sidelined. There are myriad ways in the current business environment for a company's well-considered business plans to go awry. Most business schools continue to prepare managers to be effective in stable and predictable environments, conditions that, if they ever existed at all, are long gone. The *Agility Shift* shows business leaders exactly how to make the radical mindset and strategy shift necessary to create an agile, entrepreneurial organization that can innovate and thrive in complex, ever-changing contexts. As author Pamela Meyer explains, there is much more involved than a reconfiguration of the org chart and job descriptions. It requires relinquishing the illusion of control at the very foundation of most management training and business practice. Despite most leaders' approaches, "Agility is not simply accelerated planning." Unlike many agility books on the market, *The Agility Shift* provides specific, actionable strategies and tactics for leaders at all levels of the organization to put into practice immediately to improve agility and achieve results.

This book constitutes the refereed proceedings of the Second International Conference on Electronic Government and the Information Systems Perspective, EGOVIS 2011, held in Toulouse, France, in August/September 2011. The 30 revised full papers presented were carefully reviewed and selected from numerous submissions. Among the topics addressed are aspects of security, reliability, privacy and anonymity of e-government systems, knowledge processing, service-oriented computing, and case studies of e-government systems in several countries.

Use Lean Techniques to Integrate Enterprise Systems Faster, with Far Less Cost and Risk By some estimates, 40 percent of IT budgets are devoted to integration. However, most organizations still attack integration on a project-by-project basis, causing unnecessary expense, waste, risk, and delay. They struggle with integration "hairballs": complex point-to-point information exchanges that are expensive to maintain, difficult to change, and unpredictable in operation. The solution is Lean Integration. This book demonstrates how to use proven "lean" techniques to take control over the entire integration process. John Schmidt and David Lyle show how to establish "integration factories" that leverage the powerful benefits of repeatability and continuous improvement across every integration project you undertake. Drawing on their immense experience, Schmidt and Lyle bring together best practices; solid management principles; and specific, measurable actions for streamlining integration development and maintenance. Whether you're an IT manager, project leader, architect, analyst, or developer, this book will help you systematically improve the way you integrate—adding value that is both substantial and sustainable. Coverage includes Treating integration as a business strategy and implementing management disciplines that systematically address its people, process, policy, and technology dimensions Providing maximum business flexibility and supporting rapid change without compromising stability, quality, control, or efficiency Applying improvements incrementally without "Boiling the Ocean" Automating processes so you can deliver IT solutions faster—while avoiding the pitfalls of automation Building in both data and integration quality up front, rather than inspecting quality in later More than a dozen in-depth case studies that show how real organizations are applying Lean Integration practices and the lessons they've learned Visit integrationfactory.com for additional resources, including more case studies, best practices, templates, software demos, and reference links, plus a direct connection to lean integration practitioners worldwide.

It's no secret that we are living in the Digital Age. Technology companies make up seven of the world's ten largest firms by market capitalization. And the key to their success is the key to all modern organizations. Jonathan Smart, business agility practitioner, thought leader, and coach, reveals the patterns and antipatterns that will help organizations from every industry deliver better value sooner, safer, and happier through high levels of engagement, inclusion, and empowerment. Through his decades of experience in the technology world, Smart provides business leaders with a blueprint for creating a world-class organization of the future. Through Agile and Lean ways of working, business leaders can empower teams to improve production, grow together, and create better services for their customers. These better ways of working have overflowed from the IT department to every corner of successful organizations, taking root in every industry from aerospace to accounting, insurance to shipping. This book is not about software development. It is not a book about the computer industry. This book is about applying agility across the entire organization. It's a book that will put you at the front of change and ahead of the competition.

Integrate Agile methodology into your business with this stunning guide to the latest management techniques *Corporate Agility* is the must-have guide on adopting Agile methodology for businesses of all shapes and sizes. This visually stunning book delivers six key lessons that you must learn in order to effectively join the Agile world. You'll learn the ins and outs of the traditional approach, helping you answer the questions "Why Agile?" and "Why now?" You'll also discover new, more efficient Agile strategies that will help you lead your enterprise to increased collaboration, more flexibility, and better business results. Based on the latest practice and research, and drawing on years of experience at the author's own leading consultancy, *Corporate Agility* features a beautiful 4-color design that helps you visualize powerful strategic ideas, so you can understand and implement them right away. Unlike other books on the market, this title helps you reinterpret key Agile management concepts in a way that will work for your specific needs. Gain

a clear understanding of traditional Agile methodology, the history of Agile, and the benefits to organizations of all shapes and sizes Discover cutting-edge Agile strategies that push Agile thinking forward and increase performance efficiency Learn the 6 "Agile lessons" that underpin all successful Agile transformations Follow real-world case studies from leading businesses that have successfully made the leap into Agile operations Organizational leaders will love this digestible, forward-thinking guide written by one of America's fastest rising strategic execution gurus.

Few books go into enough depth to really understand the differences between the future generations of professionals to come and the ones that have gone before. This innovative book examines how new generations of the workplace and workforce will be shaped in the future and shows organizations the ways in which they will have to adapt to succeed.

This book constitutes the refereed proceedings of three international workshops held in Rome, Italy, in conjunction with the 15th International Conference on Agile Software Development, XP 2014, in May 2014. The workshops comprised Principles of Large-Scale Agile Development, Refactoring & Testing (RefTest 2014), and Estimations in the 21st Century Software Engineering (EstSE21 2014). The 13 revised full papers presented were carefully reviewed and selected from 28 submissions. In addition, an introduction and a keynote paper are included.

Practical Guidance and Inspiration for Launching, Sustaining, or Improving Any Agile Enterprise Transformation Initiative As long-time competitive advantages disappear, astute executives and change agents know they must achieve true agile transformation. In *Unlocking Agility*, Jorgen Hesselberg reveals what works, what doesn't, and how to overcome the daunting obstacles. Distilling 10+ years of experience leading agile transformation in the enterprise, Hesselberg guides you on jumpstarting change, sustaining momentum, and executing superbly on customer commitments as you move forward. He helps you identify appropriate roles for consultants, optimize organizational structures, set realistic expectations, and measure against them. He shares first-hand accounts from pioneering transformation leaders at firms including Intel, Nokia, Salesforce.com, Spotify, and many more.

- Balance building the right thing, the right way, at the right speed
- Design a holistic transformation strategy using five dimensions of agility:

- Technology, Organizational Design, People, Leadership, and Culture
- Promote agile skills, knowledge, and abilities throughout your workforce
- Incorporate powerful leadership models, including Level 5, Teal, and Beyond Budgeting
- Leverage business agility metrics to affect norms and change organizational culture
- Establish your Agile Working Group, the engine of agile transformation
- Define operating models and strategic roadmaps for unlocking agility, and track your progress

You already know agile transformation is essential. Now, discover how to customize your strategy, execute on it in your environment, and achieve it.

As technology continues to be a ubiquitous force that propels businesses to success, it is imperative that updated studies are continuously undertaken to ensure that the most efficient tools and techniques are being utilized. In the current business environment, organizations that can improve their agility and business intelligence are able to become much more resilient and viable competitors in the global economy. *Achieving Organizational Agility, Intelligence, and Resilience Through Information Systems* is a critical reference book that provides the latest empirical studies, conceptual research, and methodologies that enable organizations to enhance and improve their agility, competitiveness, and sustainability in order to position them for paramount success in today's economy. Covering topics that include knowledge management, human development, and sustainable development, this book is ideal for managers, executives, entrepreneurs, IT specialists and consultants, academicians, researchers, and students.

The latest thinking, strategies, developments, and technologies to stay current in supply chain management Presenting the core concepts and techniques of supply chain management in a clear, concise and easily readable style, the Third Edition of *Essentials of Supply Chain Management* outlines the most crucial tenets and concepts of supply chain management. Shows how to utilize technology to boost efficiency and responsiveness Introduces new material on the latest technology and practices available for supply chain management Offers new cases and executive interviews throughout the book Written by author of *Business in the Cloud: What Every Business Needs to Know about Cloud Computing* Creating an effective supply chain is key to staying ahead in today's complex market. The Third Edition provides the tools, guidance, and examples to help maximize business performance and create competitive advantage.

An effective framework for strengthening competitiveness by learning from past deals and applying insights derived from them. Every sales opportunity, whether won or lost, has useful nuggets of information that can be harvested and used to improve performance. When those pieces of information are aggregated, analyzed and made available for all to use, the organization's competitive position is greatly enhanced. Reveals how to turn field sales teams, a mostly underutilized resource, into net producers of competitive intelligence Exposes new and unconventional approaches for gathering and democratizing sales insights for a broad stakeholder audience Presents a proven knowledge sharing model that is being adopted by major companies worldwide Win/Loss Reviews shows how every company can improve top and bottom line performance by systematically capturing the key insights from deals that have been won, lost or delayed. While the book talks to decision makers and business strategists, the principles and disciplines explored are aimed at bridging the flow of competitive intelligence between sales and marketing, simultaneously providing insights and line-of-site to the dynamics affecting business performance.

A close look at cloud computing's transformational role in business Covering cloud computing from what the business leader needs to know, this book describes how IT can nimbly ramp up revenue initiatives, positively impact business operations and costs, and how this allows business leaders to shed worry about technology so they can focus on

their business. It also reveals the cloud's effect on corporate organization structures, the evolution of traditional IT in the global economy, potential benefits and risks of cloud models and most importantly, how the IT function is being rethought by companies today who are making room for the coming tidal wave that is cloud computing. Why IT and business thinking must change to capture the full potential of cloud computing Topics including emerging cloud solutions, data security, service reliability, the new role of IT and new business organization structures Other titles by Hugos include: Business Agility: Sustainable Prosperity in a Relentlessly Competitive World and Essentials of Supply Chain Management, 2nd Edition Practical and timely, this book reveals why it's worth every company's time and effort to exploit cloud computing's potential for their business's survival and success.

Only 30 percent of strategic initiatives are successfully executed. Of those that are, most CEOs view the process as too slow. What's going on? And how can you accelerate execution in your company? In Strategic Speed, the authors provide the answers. Start by understanding the barriers to execution: Employees don't grasp where an initiative is going. They don't adopt new behaviors. They're not committed to working together to achieve results. Most leaders try to speed things up by changing processes or installing new technologies. But better processes and systems won't remove the barriers. Instead, you need to unleash three people factors—clarity (understanding the goal), unity (collaborating across work groups), and agility (adapting quickly). The authors explain how to unleash these factors by exercising four leadership abilities: • Affirming strategies: Ensuring everyone knows the destination and wants to go there • Driving initiatives: Accelerating projects called for by your strategy • Managing climate: Controlling what it feels like to work in your team • Cultivating experience: Harnessing employees' knowledge and expertise Strategic Speed provides real-world examples—from companies as diverse as Tata Sky, Thermo Fisher Scientific, Ameriprise, and Fender Guitars—showing these practices in action. And it's packed with tools and assessments for diagnosing where your execution efforts are in trouble and choosing specific actions for accelerating results in your firm.

Although media studies and digital humanities are established fields, their overlaps have not been examined in depth. This comprehensive collection fills that gap, giving readers a critical guide to understanding the array of methodologies and projects operating at the intersections of media, culture, and practice. Topics include: access, praxis, social justice, design, interaction, interfaces, mediation, materiality, remediation, data, memory, making, programming, and hacking.

This book shows how business process management (BPM), as a management discipline at the intersection of IT and Business, can help organizations to master digital innovations and transformations. At the same time, it discusses how BPM needs to be further developed to successfully act as a driver for innovation in a digital world. In recent decades, BPM has proven extremely successful in managing both continuous and radical improvements in many sectors and business areas. While the digital age brings tremendous new opportunities, it also brings the specific challenge of correctly positioning and scoping BPM in organizations. This book shows how to leverage BPM to drive business innovation in the digital age. It brings together the views of the world's leading experts on BPM and also presents a number of practical cases. It addresses managers as well as academics who share an interest in digital innovation and business process management. The book covers topics such as BPM and big data, BPM and the Internet of Things, and BPM and social media. While these technological and methodological aspects are key to BPM, process experts are also aware that further nontechnical organizational capabilities are required for successful innovation. The ideas presented in this book have helped us a lot while implementing process innovations in our global Logistics Service Center. Joachim Gantner, Director IT Services, Swarovski AG Managing Processes – everyone talks about it, very few really know how to make it work in today's agile and competitive world. It is good to see so many leading experts taking on the challenge in this book. Cornelius Clauser, Chief Process Officer, SAP SE This book provides worthwhile readings on new developments in advanced process analytics and process modelling including practical applications – food for thought how to succeed in the digital age. Ralf Diekmann, Head of Business Excellence, Hilti AG This book is as an important step towards process innovation systems. I very much like to congratulate the editors and authors for presenting such an impressive scope of ideas for how to address the challenging, but very rewarding marriage of BPM and innovation. Professor Michael Rosemann, Queensland University of Technology

Agile Readiness is designed to provide guidance to the manager or business leader in establishing a successful environment to enable fast moving agile and lean project methods focused on business systems transformation. Agile and lean offer huge potential as methods for reducing risk and costs, delivering early benefits and ensuring IT projects genuinely deliver the business transformation benefits that they promise at the outset. The conundrum for many organizations is that without a change of organizational culture, agile and lean methods are very unlikely to be adopted successfully in traditional organizations. Thus, the struggle that many (if not most) managers and executives face is not in how agile or lean development works, but in how to make agile and lean methods successful when working beyond software development. Thomas P. Wise and Reuben Daniel provide a clear view of the struggles and remedies. Their text uses simple ground floor experiences to illustrate the practices and behaviors necessary to create highly successful and effective agile and lean business systems transformation teams. In this book the reader will discover organizational strategies that build strong teams, an environment of trust, and project selection and planning strategies to create an environment of enablement in which agile and lean teams thrive.

Today, companies are expected to be flexible and both rapidly responsive and resilient to change, which basically asks them to be agile. By combining Beyond Budgeting, Open Space, Sociocracy, and Agile, this book provides a practical guide for companies that want to be agile company-wide. Notes to the 2nd edition: This second edition reflects such updates as: the new Agile Fluency Model, the renaming / rebranding of Statoil to Equinor, and some small additions to complexity. We also enhanced the description of Organizational Open Space and explain how it differs from Liberating Structures. Enjoy insights in the book shared by Jez Humble, Diana Larsen, James Shore, Johanna Rothman, and Bjarte Bogsnes. Find out what Spotify, ING, Ericsson, and Walmart say in the book. Quotes from early readers: “[This is] a very important book. My hopes are that it will be the missing link between agile for teams and the flexible, adaptive and humane organisations we want to build. It's a great book. Thanks for writing it!” ~Sandy Mamoli, author of Creating Great Teams “Just as Spotify has worked hard to make all aspects of product development align well and work together - I see Jutta and John in this book exploring methods and processes that will work very well across the whole company.” ~ Anders Ivarsson, Spotify “I love how those practices [are] integrated and summarized into actionable recommendations.” ~ Yves Lin, Titansoft “Really wonderful balance of structure and space, rigor and creativity, that you're suggesting.” ~ Michael Herman, Openspaceworld.org “Company-wide Agility with Beyond Budgeting, Open Space and Sociocracy [...] makes an important case for companies to regard trust and autonomy the norm, rather than a privilege. [...] Overall a great overview of how leaders can reimagine the way power is distributed within their companies.” ~ Aimee Groth, Author of The Kingdom of Happiness: Inside Tony Hsieh's Zapposian Utopia This book invites you to take a new perspective that addresses the challenges of doing business in a volatile, uncertain, complex, and ambiguous world.

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