Magic Quadrant Operational Risk Management Solutions

Take a crash course in boosting operational efficiency! Whether a business manufactures trucks, delivers packages, or sells coffee, it lives and breathes on its operations. Without exception. Ensuring smooth, efficient processes is a challenging task--but the rewards are immense. The McGraw-Hill 36-Hour Course: Operations Management puts you on the fast track to bolstering and managing the effectiveness of your organization's operations. Complete with exercises, self-tests, and an online final exam, this virtual immersion course in operations management teaches you how to: Evaluate and measure existing systems' performance Use quality management tools like Six Sigma and Lean Production Design new, improved processes Define, plan, and control costs of projects Take this in-depth course on operations management and put your vision into action. This is the only book on the syllabus. Class begins now!

#1 NEW YORK TIMES BESTSELLER • More than two million copies in print! The premier resource for how to deliver results in an uncertain world, whether you're running an entire company or in your first management job. "A must-read for anyone who cares about business."—The New York Times When Execution was first published, it changed the way we did our jobs by focusing on the critical importance of "the discipline of execution": the ability to make the final leap to success by actually getting things done. Larry Bossidy and Ram Charan now reframe their empowering message for a world in which the old rules have been

shattered, radical change is becoming routine, and the ability to execute is more important than ever. Now and for the foreseeable future: • Growth will be slower. But the company that executes well will have the confidence, speed, and resources to move fast as new opportunities emerge. • Competition will be fiercer, with companies searching for any possible advantage in every area from products and technologies to location and management. • Governments will take on new roles in their national economies, some as partners to business, others imposing constraints. Companies that execute well will be more attractive to government entities as partners and suppliers and better prepared to adapt to a new wave of regulation. • Risk management will become a top priority for every leader. Execution gives you an edge in detecting new internal and external threats and in weathering crises that can never be fully predicted. Execution shows how to link together people, strategy, and operations, the three core processes of every business. Leading these processes is the real job of running a business, not formulating a "vision" and leaving the work of carrying it out to others. Bossidy and Charan show the importance of being deeply and passionately engaged in an organization and why robust dialogues about people, strategy, and operations result in a business based on intellectual honesty and realism. With paradigmatic case histories from the real world—including examples like the diverging paths taken by Jamie Dimon at JPMorgan Chase and Charles Prince at Citigroup—Execution provides the realistic and hard-nosed approach to business success that could come only from authors as accomplished and insightful as Bossidy and Charan.

This book describes the intrinsic factors of IT Operation and its set-up during the software implementation phase. Based on the author's long-term experience in managing IT for more

than 100 clients over nearly 25 years, the book examines the needed knowledge and execution management capabilities to implement and run IT environments successfully for all sizes of enterprises. Many real-world examples provide insight into typical IT challenges and recipes to turn common pitfalls of implementation and operation into best practices. In order to dominate information technology and not be dominated by it, readers will understand how to identify the most common risk factors during implementations and how to initiate successful risk-mitigation measures. The goal of this book is to arm the reader to completely prevent The 5 Pitfalls of Software Implementation by using the right programmatic design and execution. After an introduction to the book, individual chapters examine the vision of a Perfect IT and how Design Thinking and innovation contributes to it. The core chapters conveys The Five Pitfalls of Software Implementation, including Underestimation of System Performance Issues, Weak Program Governance and Leadership, and Operational Un-Readiness. The challenges surrounding implementations of cloud applications, are presented separately. Final chapters describe the preparation of the IT Operation along with a number of dos and don'ts (i.e. 'Best Practices' and 'Worst Practices'). The book concludes by presenting some Digital Strategies of companies, to dominate information technology.

Ten Strategies of a World-Class Cyber Security Operations Center conveys MITRE's accumulated expertise on enterprise-grade computer network defense. It covers ten key qualities of leading Cyber Security Operations Centers (CSOCs), ranging from their structure and organization, to processes that best enable smooth operations, to approaches that extract maximum value from key CSOC technology investments. This book offers perspective and context for key decision points in structuring a CSOC, such as what capabilities to offer, how to

architect large-scale data collection and analysis, and how to prepare the CSOC team for agile, threat-based response. If you manage, work in, or are standing up a CSOC, this book is for you. It is also available on MITRE's website, www.mitre.org.

This document brings together a set of latest data points and publicly available information relevant for Digital Customer Experience Technology. We are very excited to share this content and believe that readers will benefit from this periodic publication immensely.

This book bridges the gap between the many different disciplines used in applications of risk analysis to real world problems. Contributed by some of the world's leading experts, it creates a common information base and language for all risk analysis practitioners, risk managers, and decision makers. Valuable as both a reference for practitioners and a comprehensive textbook for students, Fundamentals of Risk Analysis and Risk Management is a unique contribution to the field. Its broad coverage ranges from basic theory of risk analysis to practical applications, risk perception, legal and political issues, and risk management.

"The main objective of this book is to assist managers in becoming aware and more knowledgeable on the economics of downtime and continuous computing technologies that help in achieving business continuity and managing efficiently information resources"--Provided by publisher.

In the current business climate the impact of the volume and nature of regulatory change and the regulatory risk arising from this is a significant business risk for regulated firms and regulators alike. As a consequence, management of this risk is increasingly high on the board agenda of regulated firms, with those business functions whose activities support this, such as Compliance, facing increasing levels of challenge in their efforts to be effective. The Changing

Face of Compliance addresses core aspects of this challenge, considering the relationship between regulation and compliance and key influences on both, offering insight into the effectiveness of current approaches and addressing practical compliance challenges. Sharon Ward explains how the role of Compliance might be strengthened and those who work within it further enabled to support the current focus on improving standards in business, offering recommendations for enhancing this role. The text includes a mix of hands-on advice, examples and research based on the experiences of practitioners, educators and regulators drawn from across a wide range of jurisdictions and sectors. This is a thoughtful and timely book, whether you are concerned about the growing and changing implications of regulatory risk; the benefit of leveraging additional value from your Compliance function or your own Compliance role; or ways of transforming and sustaining the function to ensure its continued relevance to the business.

Strategic management of an organization's activities can be quite complex. Combine this with the overwhelming speed in which golbal markets are changing and sustainable competitive advantage can seem insurmountable. This unique resource presents a new look at how the puzzle pieces of corporate dynamics management can fit together to ensure strategic designs are actionable.

Discover how poor identity and privilege management can be leveraged to compromise accounts and credentials within an organization. Learn how role-based identity assignments, entitlements, and auditing strategies can be implemented to mitigate the threats leveraging accounts and identities and how to manage compliance for

regulatory initiatives. As a solution, Identity Access Management (IAM) has emerged as the cornerstone of enterprise security. Managing accounts, credentials, roles, certification, and attestation reporting for all resources is now a security and compliance mandate. When identity theft and poor identity management is leveraged as an attack vector, risk and vulnerabilities increase exponentially. As cyber attacks continue to increase in volume and sophistication, it is not a matter of if, but when, your organization will have an incident. Threat actors target accounts, users, and their associated identities, to conduct their malicious activities through privileged attacks and asset vulnerabilities. Identity Attack Vectors details the risks associated with poor identity management practices, the techniques that threat actors and insiders leverage, and the operational best practices that organizations should adopt to protect against identity theft and account compromises, and to develop an effective identity governance program. What You Will Learn Understand the concepts behind an identity and how their associated credentials and accounts can be leveraged as an attack vector Implement an effective Identity Access Management (IAM) program to manage identities and roles, and provide certification for regulatory compliance See where identity management controls play a part of the cyber kill chain and how privileges should be managed as a potential weak link Build upon industry standards to integrate key identity management technologies into a corporate ecosystem Plan for a successful deployment, implementation scope, measurable risk reduction, auditing and discovery,

regulatory reporting, and oversight based on real-world strategies to prevent identity attack vectors Who This Book Is For Management and implementers in IT operations, security, and auditing looking to understand and implement an identity access management program and manage privileges in these environments

Business process management (BPM) constitutes one of the most exciting - search areas in computer science and the BPM Conference together with its workshops provides a distinct platform for presenting the latest research and showing future directions in this area. These proceedings contain the ?nal v- sions of papers accepted for the workshops held in conjunction with the 7th International Conference on Business Process Management (BPM 2009). The BPM 2009 conference and workshops took place in Ulm, Germany. We received many interesting workshop proposals, eight of which were selected. Ultimately the workshops ran on September 7, 2009 featuring highly interesting keynotes, inspiring scienti?c presentations, and fruitful discussions. The history of ?ve years of BPM workshops in a row proves the continued success of the workshop program. Theworkshopsheldin2009includedonenewworkshoponempiricalresearch in business process management and seven well-established workshops. First International Workshop on Empirical Research in Business Process Management(ER-BPM 2009). The ER-BPM 2009 workshop addressed the demand for empirical research methods such as experimental or case studies to BPM and invited fellow colleagues to

investigate both the potential and the limitations of BPM methods and technologies in practice. The ER-BPM workshop aimed at closing the gap in knowledge on process management and at discussing empirical research in the space of BPM and associated phenomena. 12th International Workshop on Reference Modeling (RefMod 2009). Although conceptual models have proven to be a useful means to support information systems engineering in the past few years, creating and especiallymaintainingconceptualmodelscanbequitechallengingandcostly.

Full of empowering wisdom from one of Silicon Valley's first female African American CEOs, this inspiring leadership book offers a blueprint for how to achieve your personal and professional goals. Shellye Archambeau recounts how she overcame the challenges she faced as a young black woman, wife, and mother, managing her personal and professional responsibilities while climbing the ranks at IBM and subsequently in her roles as CEO. Through the busts and booms of Silicon Valley in the early 2000s, this bold and inspiring book details the risks she took and the strategies she engaged to steer her family, her career, and her company MetricStream toward success. Through her journey, Shellye discovered that ambition alone is not enough to achieve success. Here, she shares the practical strategies, tools, and approaches readers can employ right now, including concrete steps to most effectively: Dismantle impostor syndrome Capitalize on the power of planning Take risks Developing financial literacy Build your network Establish your reputation Take charge of your career

Integrate work, marriage, parenthood, and self-care Each chapter lays out key takeaways and actions to increase the odds of achieving your personal and professional goals. With relatable personal stories that ground her advice in the real world and a foreword by leading venture capitalist and New York Times bestselling author Ben Horowitz, Unapologetically Ambitious invites readers to move beyond the solely supportive roles others expect them to fill, to learn how to carefully tread the thin line between assertive and aggressive, and to give themselves permission to strive for the top. Make no apologies for the height of your ambitions. Shellye Archambeau will show you how.

The ever-increasing awareness and growing focus on environmental issues such as climate change and energy use is bringing about an urgency in expanding research to provide possible solutions to these problems. Through current engineering research and emerging technologies, scientists work to combat modern environmental and ecological problems plaguing the globe. Advanced Methodologies and Technologies in Engineering and Environmental Science provides emerging research on the current and forthcoming trends in engineering and environmental sciences to resolve several issues plaguing researchers such as fossil fuel emission and climate change. While highlighting these challenges, including chemical toxicity environmental responsibility, readers will learn how engineering applications can be used across disciplines to aid in reducing environmental hazards. This book is a vital resource for engineers,

researchers, professors, academicians, and environmental scientists seeking current research on how engineering tools and technologies can be applied to environmental issues.

Everyone can impact the supply chain Supply Chain Management For Dummies helps you connect the dots between things like purchasing, logistics, and operations to see how the big picture is affected by seemingly isolated inefficiencies. Your business is a system, made of many moving parts that must synchronize to most efficiently meet the needs of your customers—and your shareholders. Interruptions in one area ripple throughout the entire operation, disrupting the careful coordination that makes businesses successful; that's where supply chain management (SCM) comes in. SCM means different things to different people, and many different models exist to meet the needs of different industries. This book focuses on the broadly-applicable Supply Chain Operations Reference (SCOR) Model: Plan, Source, Make, Deliver, Return, and Enable, to describe the basic techniques and key concepts that keep businesses running smoothly. Whether you're in sales, HR, or product development, the decisions you make every day can impact the supply chain. This book shows you how to factor broader impact into your decision making process based on your place in the system. Improve processes by determining your metrics Choose the right software and implement appropriate automation Evaluate and mitigate risks at all steps in the supply chain Help your business function as a system to more effectively meet customer

needs We tend to think of the supply chain as suppliers, logistics, and warehousing—but it's so much more than that. Every single person in your organization, from the mailroom to the C-suite, can work to enhance or hinder the flow. Supply Chain Management For Dummies shows you what you need to know to make sure your impact leads to positive outcomes.

This book constitutes the refereed proceedings of the 9th International RuleML Symposium, RuleML 2015, held in Berlin, Germany, in August 2015. The 25 full papers, 4 short papers, 2 full keynote papers, 2 invited research track overview papers, 1 invited paper, 1 invited abstracts presented were carefully reviewed and selected from 63 submissions. The papers cover the following topics: general RuleML track; complex event processing track, existential rules and datalog+/- track; legal rules and reasoning track; rule learning track; industry track.

Foreword by Oliver Schabenberger, PhD Executive Vice President, Chief Operating Officer and Chief Technology Officer SAS Dive into deep learning! Machine learning and deep learning are ubiquitous in our homes and workplaces—from machine translation to image recognition and predictive analytics to autonomous driving. Deep learning holds the promise of improving many everyday tasks in a variety of disciplines. Much deep learning literature explains the mechanics of deep learning with the goal of implementing cognitive applications fueled by Big Data. This book is different. Written by an expert in high-performance analytics, Deep Learning for Numerical Applications

with SAS introduces a new field: Deep Learning for Numerical Applications (DL4NA). Contrary to deep learning, the primary goal of DL4NA is not to learn from data but to dramatically improve the performance of numerical applications by training deep neural networks. Deep Learning for Numerical Applications with SAS presents deep learning concepts in SAS along with step-by-step techniques that allow you to easily reproduce the examples on your high-performance analytics systems. It also discusses the latest hardware innovations that can power your SAS programs: from many-core CPUs to GPUs to FPGAs to ASICs. This book assumes the reader has no prior knowledge of high-performance computing, machine learning, or deep learning. It is intended for SAS developers who want to develop and run the fastest analytics. In addition to discovering the latest trends in hybrid architectures with GPUs and FPGAS, readers will learn how to Use deep learning in SAS Speed up their analytics using deep learning Easily write highly parallel programs using the many task computing paradigms This book is part of the SAS Press program.

See how privileges, insecure passwords, administrative rights, and remote access can be combined as an attack vector to breach any organization. Cyber attacks continue to increase in volume and sophistication. It is not a matter of if, but when, your organization will be breached. Threat actors target the path of least resistance: users and their privileges. In decades past, an entire enterprise might be sufficiently managed through just a handful of credentials. Today's environmental complexity has seen an

explosion of privileged credentials for many different account types such as domain and local administrators, operating systems (Windows, Unix, Linux, macOS, etc.), directory services, databases, applications, cloud instances, networking hardware, Internet of Things (IoT), social media, and so many more. When unmanaged, these privileged credentials pose a significant threat from external hackers and insider threats. We are experiencing an expanding universe of privileged accounts almost everywhere. There is no one solution or strategy to provide the protection you need against all vectors and stages of an attack. And while some new and innovative products will help protect against or detect against a privilege attack, they are not guaranteed to stop 100% of malicious activity. The volume and frequency of privilege-based attacks continues to increase and test the limits of existing security controls and solution implementations. Privileged Attack Vectors details the risks associated with poor privilege management, the techniques that threat actors leverage, and the defensive measures that organizations should adopt to protect against an incident, protect against lateral movement, and improve the ability to detect malicious activity due to the inappropriate usage of privileged credentials. This revised and expanded second edition covers new attack vectors, has updated definitions for privileged access management (PAM), new strategies for defense, tested empirical steps for a successful implementation, and includes new disciplines for least privilege endpoint management and privileged remote access. What You Will Learn Know how identities, accounts, credentials, passwords,

and exploits can be leveraged to escalate privileges during an attack Implement defensive and monitoring strategies to mitigate privilege threats and risk Understand a 10-step universal privilege management implementation plan to guide you through a successful privilege access management journey Develop a comprehensive model for documenting risk, compliance, and reporting based on privilege session activity Who This Book Is For Security management professionals, new security professionals, and auditors looking to understand and solve privilege access management problems In recent years, our world has experienced a profound shift and progression in available computing and knowledge sharing innovations. These emerging advancements have developed at a rapid pace, disseminating into and affecting numerous aspects of contemporary society. This has created a pivotal need for an innovative compendium encompassing the latest trends, concepts, and issues surrounding this relevant discipline area. During the past 15 years, the Encyclopedia of Information Science and Technology has become recognized as one of the landmark sources of the latest knowledge and discoveries in this discipline. The Encyclopedia of Information Science and Technology, Fourth Edition is a 10-volume set which includes 705 original and previously unpublished research articles covering a full range of perspectives, applications, and techniques contributed by thousands of experts and researchers from around the globe. This authoritative encyclopedia is an all-encompassing, well-established reference source that is ideally designed to disseminate the most forward-

thinking and diverse research findings. With critical perspectives on the impact of information science management and new technologies in modern settings, including but not limited to computer science, education, healthcare, government, engineering, business, and natural and physical sciences, it is a pivotal and relevant source of knowledge that will benefit every professional within the field of information science and technology and is an invaluable addition to every academic and corporate library. This document brings together a set of latest data points and publicly available information relevant for Platforms & Applications This document brings together a set of latest data points and publicly available information relevant for Platforms & Applications periodic publication immensely.
An Unexercised Continuity Plan Could Be More Dangerous Than No Plan At All! Is exercising your continuity program too time-consuming, costly, or difficult to justify in the face of conflicting organizational priorities or senior management buy-in? What if you could use quick, cost-effective, easy exercises to get valuable results with only a relatively modest commitment? Whether you're a seasoned practitioner or just getting started, Charlie Maclean-Bristol provides you with expert guidance, a practical framework, and lots of proven examples, tools, tips, techniques and scenarios to get your business continuity exercise program moving! You can carry out any of the 18 simple yet effective exercises detailed in this book in less than an hour, regardless of your level of experience. Plus, you will find all the support you will need to produce

successful exercises. Build your teams' knowledge, experience, confidence and abilities while validating your business continuity program, plans and procedures with these proven resources! Business Continuity Exercises: Quick Exercises to Validate Your Plan Will Help You To: Understand the process of planning and conducting business exercises efficiently while achieving maximum results. Develop the most appropriate strategy framework for conducting and assessing your exercise. Overcome obstacles to your business continuity exercise program, whether due to budget restrictions, time constraints, or conflicting priorities. Choose the most appropriate and effective exercise scenario, purpose and objectives. Plan and conduct your exercise using a straightforward, proven methodology with extensive tools and resources. Conduct exercises suitable for responding to all types of business interruptions and emergencies, including cyber incidents and civil disasters. Conduct exercises for newcomers to business continuity as well as for experienced practitioners. Create a comprehensive post-exercise report to achieve valuable insights, keep management and participants in the loop, and to further your objectives.
Operational Risk ManagementA Practical Approach to Intelligent Data AnalysisJohn Wiley & Sons
The past decade has seen a dramatic increase in the amount and variety of information that is generated and stored electronically by business enterprises. Storing this increased volume of information has not been a problem to date, but as these

information stores grow larger and larger, multiple challenges arise for senior management: namely, questions such as "How much is our data worth?" "Are we storing our data in the most cost-effective way?" "Are we managing our data effectively and efficiently?" "Do we know which data is most important?" "Are we extracting business insight from the right data?" "Are our data adding to the value of our business?" "Are our data a liability?" "What is the potential for monetizing our data?" and "Do we have an appropriate risk management plan in place to protect our data?" To answer these value-based questions, data must be treated with the same rigor and discipline as other tangible and intangible assets. In other words, corporate data should be treated as a potential asset and should have its own asset valuation methodology that is accepted by the business community, the accounting and valuation community, and other important stakeholder groups. Valuing Data: An Open Framework is a first step in that direction. Its purpose is to: Provide the reader with some background on the nature of data Present the common categories of business data Explain the importance of data management Report the current thinking on data valuation Offer some business reasons to value data Present an "open framework"—along with some proposed methods—for valuing data The book does not aim to prescribe exactly how data should be valued monetarily, but rather it is a "starting point" for a discussion of data valuation with the objective of developing a stakeholder consensus, which, in turn, will become accepted standards and practices.

THE WILEY EVENT MANAGEMENT SERIES The complete guide to event risk management, safety, and security Practical strategies and resources for any size event! With any event comes risk-from rowdy guests at a festival or convention to a life-threatening riot at a sports event. Event Risk Management and Safety provides a comprehensive resource for managing event risk and limiting liability for modest and grand events. Presenting theory and practical applications, this book covers topics such as measuring risk, alcoholism and drugs, crowd control, fire safety and emergency medical services, food and water safety, outdoor events, and much more. Other features include: * Case studies examining problems and solutions to real-world situations * Key terms and risk-management exercises * New techniques to forecast and manage the global challenges of the twenty-first century * Comprehensive appendices containing additional resources, alcohol and beverage commission contact information, and practical forms

Guides the reader through an ITSM transformation journey based on the authors' real-world experiences, in a ten-step approach.

Winner of the Project Management Institute's David I. Cleland Project Management Literature Award 2010 It's no wonder that project managers spend so much time focusing their attention on risk identification. Important projects tend to be time constrained, pose huge technical challenges, and suffer from a lack of adequate resources. Identifying and Managing Project Risk, now updated

and consistent with the very latest Project Management Body of Knowledge (PMBOK)® Guide, takes readers through every phase of a project, showing them how to consider the possible risks involved at every point in the process. Drawing on real-world situations and hundreds of examples, the book outlines proven methods, demonstrating key ideas for project risk planning and showing how to use high-level risk assessment tools. Analyzing aspects such as available resources, project scope, and scheduling, this new edition also explores the growing area of Enterprise Risk Management. Comprehensive and completely up-to-date, this book helps readers determine risk factors thoroughly and decisively...before a project gets derailed.

This book is open access under a CC BY 4.0 license. This book explores the implications of acknowledging uncertainty and black swans for regulation of high-hazard technologies, for stakeholder acceptability of potentially hazardous activities and for risk governance. The conventional approach to risk assessment, which combines the likelihood of an event and the severity of its consequences, is poorly suited to situations where uncertainty and ambiguity are prominent features of the risk landscape. The new definition of risk used by ISO, "the effect of uncertainty on [achievement of] one's objectives", recognizes this paradigm change. What lessons can we draw from the management of fire hazards in Edo-

era Japan? Are there situations in which increasing uncertainty allows more effective safety management? How should society address the risk of potentially planet-destroying scientific experiments? This book presents insights from leading scholars in different disciplines to challenge current risk governance and safety management practice.

Everyone knows that the best way to create customer loyalty is with service so good, so over the top, that it surprises and delights. But what if everyone is wrong? In their acclaimed bestseller The Challenger Sale, Matthew Dixon and his colleagues at CEB busted many longstanding myths about sales. Now they've turned their research and analysis to a new vital business subject—customer loyalty—with a new book that turns the conventional wisdom on its head. The idea that companies must delight customers by exceeding service expectations is so entrenched that managers rarely even question it. They devote untold time, energy, and resources to trying to dazzle people and inspire their undying loyalty. Yet CEB's careful research over five years and tens of thousands of respondents proves that the "dazzle factor" is wildly overrated—it simply doesn't predict repeat sales, share of wallet, or positive wordof-mouth. The reality: Loyalty is driven by how well a company delivers on its basic promises and solves day-to-day problems, not on how spectacular its service experience might

be. Most customers don't want to be "wowed"; they want an effortless experience. And they are far more likely to punish you for bad service than to reward you for good service. If you put on your customer hat rather than your manager or marketer hat, this makes a lot of sense. What do you really want from your cable company, a free month of HBO when it screws up or a fast, painless restoration of your connection? What about your bank—do you want free cookies and a cheerful smile, even a personal relationship with your teller? Or just a quick in-and-out transaction and an easy way to get a refund when it accidentally overcharges on fees? The Effortless Experience takes readers on a fascinating journey deep inside the customer experience to reveal what really makes customers loyal—and disloyal. The authors lay out the four key pillars of a low-effort customer experience, along the way delivering robust data, shocking insights and profiles of companies that are already using the principles revealed by CEB's research, with great results. And they include many tools and templates you can start applying right away to improve service, reduce costs, decrease customer churn, and ultimately generate the elusive loyalty that the "dazzle factor" fails to deliver. The rewards are there for the taking, and the pathway to achieving them is now clearly marked.

This book contains the refereed proceedings of the 16th International Conference

on Business Process Modeling, Development and Support, BPMDS 2015, and the 20th International Conference on Exploring Modeling Methods for Systems Analysis and Design, EMMSAD 2015, held together with the 27th International Conference on Advanced Information Systems Engineering (CAiSE 2015) in Stockholm, Sweden, in June 2015. The 17 full papers accepted for BPMDS were selected from 43 submissions and cover a wide spectrum of issues related to business process development, modeling, and support. They are grouped into topical sections on enabling value creation, human-centric paradigms, mining for processes, declarative approaches, understanding and sharing, quality and security issues, and new areas for BPMDS. The 12 full and three short papers accepted for EMMSAD were chosen from 33 submissions and focus on exploring, evaluating, and enhancing modeling methods and methodologies for the analysis and design of information systems, enterprises, and business processes. They are grouped into topical sections on fundamental issues in modeling, requirements and regulations, enterprise and software ecosystem modeling, information and process model quality, meta-modeling and domain-specific modeling and model composition, modeling of architecture and design, and novel applications of modeling.

Models and methods for operational risks assessment and mitigation are gaining

importance in financial institutions, healthcare organizations, industry, businesses and organisations in general. This book introduces modern Operational Risk Management and describes how various data sources of different types, both numeric and semantic sources such as text can be integrated and analyzed. The book also demonstrates how Operational Risk Management is synergetic to other risk management activities such as Financial Risk Management and Safety Management. Operational Risk Management: a practical approach to intelligent data analysis provides practical and tested methodologies for combining structured and unstructured, semantic-based data, and numeric data, in Operational Risk Management (OpR) data analysis. Key Features: The book is presented in four parts: 1) Introduction to OpR Management, 2) Data for OpR Management, 3) OpR Analytics and 4) OpR Applications and its Integration with other Disciplines. Explores integration of semantic, unstructured textual data, in Operational Risk Management. Provides novel techniques for combining qualitative and quantitative information to assess risks and design mitigation strategies. Presents a comprehensive treatment of "near-misses" data and incidents in Operational Risk Management. Looks at case studies in the financial and industrial sector. Discusses application of ontology engineering to model knowledge used in Operational Risk Management. Many real life examples are

presented, mostly based on the MUSING project co-funded by the EU FP6 Information Society Technology Programme. It provides a unique multidisciplinary perspective on the important and evolving topic of Operational Risk Management. The book will be useful to operational risk practitioners, risk managers in banks, hospitals and industry looking for modern approaches to risk management that combine an analysis of structured and unstructured data. The book will also benefit academics interested in research in this field, looking for techniques developed in response to real world problems.

Understanding risk in emerging markets is a critical success factor for management today. Risk management is about controlled decision making rather than risk avoidance. Balancing risk and reward is increasingly important but reward does not come without risk. Risk Management in Emerging Markets is primarily concerned with the risks facing long-term investors who put their money in real assets rather than financial ones such as investing in stock markets, but everyone interested in emerging markets will find value in reading this book. It will help open managers' eyes to risks and provide solutions. It also seeks to answer the question 'What makes emerging markets different and how does this impact on risk?' rather than how to make a quick return, as many other books do. The book addresses in detail the question of 'What is risk?' and then covers the

basics of identification, measurement and management of risk before considering how things work or don't work in practice in emerging markets. It also considers recent trends and extrapolates into the future possible developments within the field. A selection of international case studies and examples from both the corporate and banking sectors highlight key risks in the UK, US and Europe as well as emerging markets. These help illustrate the fact that today's business world is more integrated, more volatile and more hostile than it has ever been. Risk Management in Emerging Markets is an essential guide for managers in both non-commercial and commercial organizations, as well as students of risk and risk management. Those wanting to survive, or even win, would be wise to read this book before their competitors do.

Enterprise servers play a mission-critical role in modern computing environments, especially from a business continuity perspective. Several models of IT capability have been introduced over the last two decades. Enhancing Business Continuity and IT Capability: System Administration and Server Operating Platforms proposes a new model of IT capability. It presents a framework that establishes the relationship between downtime on one side and business continuity and IT capability on the other side, as well as how system administration and modern server operating platforms can help in improving business continuity and IT

capability. This book begins by defining business continuity and IT capability and their importance in modern business, as well as by giving an overview of business continuity, disaster recovery planning, contingency planning, and business continuity maturity models. It then explores modern server environments and the role of system administration in ensuring higher levels of system availability, system scalability, and business continuity. Techniques for enhancing availability and business continuity also include Business impact analysis Assessing the downtime impact Designing an optimal business continuity solution IT auditing as a process of gathering data and evidence to evaluate whether the company's information systems infrastructure is efficient and effective and whether it meets business goals The book concludes with frameworks and guidelines on how to measure and assess IT capability and how IT capability affects a firm's performances. Cases and white papers describe real-world scenarios illustrating the concepts and techniques presented in the book. Data collection allows today's businesses to cater to each customer's individual needs and provides a necessary edge in a competitive market. However, any breach in confidentiality can cause serious consequences for both the consumer and the company. The Handbook of Research on Emerging Developments in Data Privacy brings together new ideas on how to deal with potential leaks of

valuable customer information. Highlighting the legal aspects of identity protection, trust and security, and detection techniques, this comprehensive work is a valuable resource for any business, legal, or technology professional looking to improve information security within their organization.

This document brings together a set of latest data points and publicly available information relevant for Agile & AI Operations Industry. We are very excited to share this content and believe that readers will benefit from this periodic publication immensely.

Strategic Sourcing Management examines procurement and supply management in detail, covering the three dimensions of competitiveness, effectiveness and efficiency. Written by Olivier Bruel, Professor Emeritus HEC Paris, and a team of contributing experts from academia, consulting and industry, the book is organised into four parts: strategic decisions; operational management of procurement and related supply chain; management of human resources and dedicated information systems; management of performance and change. This book has been written with a comprehensive global and coherent approach but the chapters are self-standing, enabling the reader to dip into different sections according to need. Strategic Sourcing Management considers both tactical and strategic perspectives that link with a corporate strategy and it includes dedicated chapters on how to set up a Strategic Sourcing function. The text is enriched with clear graphics and solid examples of best practice. Strategic Sourcing

Management is a robust text based on both research and experience, so an essential reference for practitioners and academics working in or studying procurement and supply management. It is suitable for anyone involved in procurement and supply management at a senior level but also for general management enabling them to understand the mechanisms of value creation through Strategic Sourcing.
The best source for cutting-edge insights into AI in healthcare operations AI in Healthcare: How Artificial Intelligence Is Changing IT Operations and Infrastructure Services collects, organizes and provides the latest, most up-to-date research on the emerging technology of artificial intelligence as it is applied to healthcare operations. Written by a world-leading technology executive specializing in healthcare IT, this book provides concrete examples and practical advice on how to deploy artificial intelligence solutions in your healthcare environment. AI in Healthcare reveals to readers how they can take advantage of connecting real-time event correlation and response automation to minimize IT disruptions in critical healthcare IT functions. This book provides in-depth coverage of all the most important and central topics in the healthcare applications of artificial intelligence, including: Healthcare IT AI Clinical Operations AI Operational Infrastructure Project Planning Metrics, Reporting, and Service Performance AIOps in Automation AIOps Cloud Operations Future of AI Written in an accessible and straightforward style, this book will be invaluable to IT managers, administrators, and engineers in healthcare settings, as well as anyone with an interest or stake in

healthcare technology.

Artificial Intelligence (AI) for Risk Management is about using AI to manage risk in the corporate environment. The content of this work focuses on concepts, principles, and practical applications that are relevant to the corporate and technology environments. The authors introduce AI and discuss the different types, capabilities, and purposes–including challenges. With AI also comes risk. This book defines risk, provides examples, and includes information on the risk-management process. Having a solid knowledge base for an AI project is key and this book will help readers define the knowledge base needed for an AI project by developing and identifying objectives of the risk-knowledge base and knowledge acquisition for risk. This book will help you become a contributor on an AI team and learn how to tell a compelling story with AI to drive business action on risk.

With over 30 years' experience of risk management inbanks, Mark Laycock provides a comprehensive but succinctnon-technical overview of risk and its governance in financialinstitutions. Bridging the gap between texts on governance and theincreasingly technical aspects of risk management the book coversthe main risk types experienced by banks – credit, market,operational and liquidity - outlines those risks before consideringthem from a governance perspective including the Board andExecutive Management. Addressing terminology issues that can confuse dialogue, and byproviding a bibliography alongside each chapter for more detaileddiscussion of the

topic this book will ground readers with theknowledge they require to understand the unknown unknowns.

Technological advances in the last five years have allowed organizations to use Business Analytics to provide insights, increase understanding and it is hoped, gain the elusive 'competitive edge'. The rapid development of Business Analytics is impacting all enterprise competences profoundly and classical business professions are being redefined by a much deeper interplay between business and information systems. As computing capabilities for analysis has moved outside the IT glass-house and into the sphere of individual workers, they are no longer the exclusive domain of IT professionals but rather accessible to all employees. Complex open-source data analytics packages and client-level visualization tools deployed in desktops and laptops equip virtually any end-user with the instruments to carry out significant analytical tasks. All the while, the drive to improve 'customer experience' has heightened the demand for data involving customers, providers and entire ecosystems. In response to the proliferation of Business Analytics, a new Center and Masters of Science Program was introduced at the National University of Singapore (NUS). The Center collaborates with over 40 different external partner organizations in Asia-Pacific with which all MSBA students undertake individual projects. Business Analytics: Progress on Applications in Asia Pacific provides a useful picture of the maturity of the Business Analytics domain in Asia Pacific.

This edited collection comprehensively addresses the widespread regulatory challenges uncovered and changes introduced in financial markets following the 2007-2008 crisis, suggesting strategies by which financial institutions can comply with stringent new regulations and adapt to the pressures of close supervision while responsibly managing risk. It covers all important commercial banking risk management topics, including market risk, counterparty credit risk, liquidity risk, operational risk, fair lending risk, model risk, stress test, and CCAR from practical aspects. It also covers major components of enterprise risk management, a modern capital requirement framework, and the data technology used to help manage risk. Each chapter is written by an authority who is actively engaged with large commercial banks, consulting firms, auditing firms, regulatory agencies, and universities. This collection will be a trusted resource for anyone working in or studying the commercial banking industry. Essential insights on the various aspects of enterprise risk management If you want to understand enterprise risk management from some of the leading academics and practitioners of this exciting new methodology, Enterprise Risk Management is the book for you. Through in-depth insights into what practitioners of this evolving business practice are actually doing as well as anticipating what needs to be taught on the topic, John Fraser and Betty Simkins have sought out the leading experts in this field to clearly explain what enterprise risk management is and how you can teach, learn, and implement these leading practices within the context of your business activities. In this

book, the authors take a broad view of ERM, or what is called a holistic approach to ERM. Enterprise Risk Management introduces you to the wide range of concepts and techniques for managing risk in a holistic way that correctly identifies risks and prioritizes the appropriate responses. This invaluable guide offers a broad overview of the different types of techniques: the role of the board, risk tolerances, risk profiles, risk workshops, and allocation of resources, while focusing on the principles that determine business success. This comprehensive resource also provides a thorough introduction to enterprise risk management as it relates to credit, market, and operational risk, as well as the evolving requirements of the rating agencies and their importance to the overall risk management in a corporate setting. Filled with helpful tables and charts, Enterprise Risk Management offers a wealth of knowledge on the drivers, the techniques, the benefits, as well as the pitfalls to avoid, in successfully implementing enterprise risk management. Discusses the history of risk management and more recently developed enterprise risk management practices and how you can prudently implement these techniques within the context of your underlying business activities Provides coverage of topics such as the role of the chief risk officer, the use of anonymous voting technology, and risk indicators and their role in risk management Explores the culture and practices of enterprise risk management without getting bogged down by the mathematics surrounding the more conventional approaches to financial risk management This informative guide will help you unlock the incredible

potential of enterprise risk management, which has been described as a proxy for good management.