

Mastering The Requirements Process Getting Requirements Right By Robertson Suzanne Robertson James 2012 Hardcover

Collaboration is key for organizations in the 21st century, yet few business people have been trained to teach this skill. How do you advance ideas in a collaborative way and then communicate them throughout your company? In this practical book, author Gretchen Anderson shows you how to generate ideas with others while gaining buy-in from all levels of your organization. Product managers, designers, marketers, technical leaders, and executives will obtain better insight into how team members work together to make decisions. Through tangible exercises and techniques, you'll learn how to turn promising ideas into products, services, and solutions that make a real difference in the market. Use a framework to develop ideas into hypotheses to be tested and refined Avoid common pitfalls in the collaboration process Align communication approaches to ensure that collaboration is effective and inclusive Structure events or meetings for different types of collaboration depending on the people involved Practice giving and receiving critiques to foster inclusion without resorting to consensus-based decisions Applied econometrics, known to aficionados as 'metrics, is the original data science. 'Metrics encompasses the statistical methods economists use to untangle cause and

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effect in human affairs. Through accessible discussion and with a dose of kung fu–themed humor, *Mastering 'Metrics* presents the essential tools of econometric research and demonstrates why econometrics is exciting and useful. The five most valuable econometric methods, or what the authors call the Furious Five--random assignment, regression, instrumental variables, regression discontinuity designs, and differences in differences--are illustrated through well-crafted real-world examples (vetted for awesomeness by Kung Fu Panda's Jade Palace). Does health insurance make you healthier? Randomized experiments provide answers. Are expensive private colleges and selective public high schools better than more pedestrian institutions? Regression analysis and a regression discontinuity design reveal the surprising truth. When private banks teeter, and depositors take their money and run, should central banks step in to save them? Differences-in-differences analysis of a Depression-era banking crisis offers a response. Could arresting O. J. Simpson have saved his ex-wife's life? Instrumental variables methods instruct law enforcement authorities in how best to respond to domestic abuse. Wielding econometric tools with skill and confidence, *Mastering 'Metrics* uses data and statistics to illuminate the path from cause to effect. Shows why econometrics is important Explains econometric research through humorous and accessible discussion Outlines empirical methods central to modern econometric practice Works through interesting and relevant real-world examples

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From three design partners at Google Ventures, a unique five-day process--called the sprint--for solving tough problems using design, prototyping, and testing ideas with customers.

"This book provides a "how to" approach to mastering business analysis work. It will help build the skill sets of new analysts and all those currently doing analysis work, from project managers to project team members such as systems analysts, product managers and business development professionals, to the experienced business analyst. It also covers the tasks and knowledge areas for the new 2008 v.2 of The Guide to the Business Analysis Body of Knowledge (BABOK) and will help prepare business analysts for the HBA CBAP certification exam."--BOOK JACKET.

Praise for Mastering the Complex Sale "Jeff Thull's process plays a key role in helping companies and their customers cross the chasm with disruptive innovations and succeed with game-changing initiatives." —Geoffrey A. Moore, author of Crossing the Chasm and Dealing with Darwin "This is the first book that lays out a solid method for selling cross-company, cross-border, even cross-culturally where you have multiple decision makers with multiple agendas. This is far more than a 'selling process'—it is a survival guide—a truly outstanding approach to bringing all the pieces of the puzzle together." —Ed Daniels, EVP, Shell Global Solutions Downstream, President, CRI/Criterion, Inc. "Mastering the Complex Sale brilliantly sets up value from the customer's perspective. A must-read for all those who are managing multinational

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business teams in a complex and highly competitive environment." —Samik Mukherjee, Vice President, Onshore Business, Technip "Customers need to know the value they will receive and how they will receive it. Thull's insights into the complex sale and how to clarify and quantify this value are remarkable—Mastering the Complex Sale will be required reading for years to come!" —Lee Tschanz, Vice President, North American Sales, Rockwell Automation "Jeff Thull is winning the war against commoditization. In his world, value trumps price and commoditization isn't a given, it's a choice. This is a proven alternative to the price-driven sale. We've spoken to his clients. This stuff really works, folks." —Dave Stein, CEO and Founder, ES Research Group, Inc. "Our business depends on delivering breakthrough thinking to our executive clients. Jeff Thull has significantly redefined sales and marketing strategies that clearly connect to our global audience. Read it, act on it, and take your results to exceptional levels." —Sven Kroneberg, President, Seminarium Internacional "Jeff's main thesis—that professional customer guidance is the key to success—rings true in every global market today. Mastering the Complex Sale is the essential read for any organization looking to transform their business for long-term, value-driven growth." —Jon T. Lindekugel, President, 3M Health Information Systems, Inc. "Jeff Thull has re-engineered the conventional sales process to create predictable and profitable growth in today's competitive marketplace. It's no longer about selling; it's about guiding quality decisions and creating collaborative value. This is one of those rare books that will make a

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difference." —Carol Pudnos, Executive director, Healthcare Industry, Dow Corning Corporation

“If the purpose is to create one of the best books on requirements yet written, the authors have succeeded.” —Capers Jones Software can solve almost any problem. The trick is knowing what the problem is. With about half of all software errors originating in the requirements activity, it is clear that a better understanding of the problem is needed. Getting the requirements right is crucial if we are to build systems that best meet our needs. We know, beyond doubt, that the right requirements produce an end result that is as innovative and beneficial as it can be, and that system development is both effective and efficient. Mastering the Requirements Process: Getting Requirements Right, Third Edition, sets out an industry-proven process for gathering and verifying requirements, regardless of whether you work in a traditional or agile development environment. In this sweeping update of the bestselling guide, the authors show how to discover precisely what the customer wants and needs, in the most efficient manner possible. Features include The Volere requirements process for discovering requirements, for use with both traditional and iterative environments A specification template that can be used as the basis for your own requirements specifications Formality guides that help you funnel your efforts into only the requirements work needed for your particular development environment and project How to make requirements testable using fit criteria Checklists to help identify

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stakeholders, users, non-functional requirements, and more Methods for reusing requirements and requirements patterns New features include Strategy guides for different environments, including outsourcing Strategies for gathering and implementing requirements for iterative releases “Thinking above the line” to find the real problem How to move from requirements to finding the right solution The Brown Cow model for clearer viewpoints of the system Using story cards as requirements Using the Volere Knowledge Model to help record and communicate requirements Fundamental truths about requirements and system development

"Up-to-date information on proper medical billing reimbursement and the codes, third party payers, and laws that affect it"--Provided by publisher.

Mastering the Requirements Process Getting Requirements Right Pearson Education Learn how to work with the Automate feature of CloudForms, the powerful Red Hat cloud management platform that lets you administer your virtual infrastructure, including hybrid public and private clouds. This practical hands-on introduction shows you how to increase your operational efficiency by automating day-to-day tasks that now require manual input. Throughout the book, author Peter McGowan provides a combination of theoretical information and practical coding examples to help you learn the Automate object model. With this CloudForms feature, you can create auto-scalable cloud applications, eliminate manual decisions and operations when provisioning virtual machines and cloud instances, and manage your complete virtual machine lifecycle. In

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six parts, this book helps you: Learn the objects and concepts for developing automation scripts with CloudForms Automate Customize the steps and workflows involved in provisioning virtual machines Create and use service catalogs, items, dialogs, objects, bundles, and hierarchies Use CloudForm's updated workflow to retire and delete virtual machines and services Orchestrate and coordinate with external services as part of a workflow Explore distributed automation processing as well as argument passing and handling

As the author of twenty-four novels, Elizabeth George is one of the most successful--and prolific--novelists today. In *Mastering the Process*, George offers readers a master class in the art and science of crafting a novel. This is a subject she knows well, having taught creative writing both nationally and internationally for over thirty years. "I have never before read a book about writing that is so thorough, thoughtful, and most of all, helpful." --Lisa See, New York Times bestselling author of *The Island of Sea Women* For many writers, the biggest challenge is figuring out how to take that earliest glimmer of inspiration and shape it into a full-length novel. How do you even begin to transform a single idea into a complete book? In these pages, award-winning, number one New York Times bestselling author Elizabeth George takes us behind the scenes through each step of her writing process, revealing exactly what it takes to craft a novel. Drawing from her personal photos, early notes, character analyses, and rough drafts, George shows us every stage of how she wrote her novel *Careless in Red*, from researching location to imagining plot to creating characters to the actual writing and revision processes themselves. George offers us an intimate look at the procedures she follows, while

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also providing invaluable advice for writers about what has worked for her--and what hasn't. Mastering the Process gives writers practical, prescriptive, and achievable tools for creating a novel, editing a novel, and problem solving when in the midst of a novel, from a master storyteller writing at the top of her game.

Take a problem-solving approach to learning all about transformers and get up and running in no time by implementing methodologies that will build the future of NLP Key Features Explore quick prototyping with up-to-date Python libraries to create effective solutions to industrial problems Solve advanced NLP problems such as named-entity recognition, information extraction, language generation, and conversational AI Monitor your model's performance with the help of BertViz, exBERT, and TensorBoard Book Description Transformer-based language models have dominated natural language processing (NLP) studies and have now become a new paradigm. With this book, you'll learn how to build various transformer-based NLP applications using the Python Transformers library. The book gives you an introduction to Transformers by showing you how to write your first hello-world program. You'll then learn how a tokenizer works and how to train your own tokenizer. As you advance, you'll explore the architecture of autoencoding models, such as BERT, and autoregressive models, such as GPT. You'll see how to train and fine-tune models for a variety of natural language understanding (NLU) and natural language generation (NLG) problems, including text classification, token classification, and text representation. This book also helps you to learn efficient models for challenging problems, such as long-context NLP tasks with limited computational capacity. You'll also work with multilingual and cross-lingual problems, optimize models by monitoring their performance, and discover how to deconstruct these models for

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interpretability and explainability. Finally, you'll be able to deploy your transformer models in a production environment. By the end of this NLP book, you'll have learned how to use Transformers to solve advanced NLP problems using advanced models. What you will learn

- Explore state-of-the-art NLP solutions with the Transformers library
- Train a language model in any language with any transformer architecture
- Fine-tune a pre-trained language model to perform several downstream tasks
- Select the right framework for the training, evaluation, and production of an end-to-end solution
- Get hands-on experience in using TensorBoard and Weights & Biases
- Visualize the internal representation of transformer models for interpretability

Who this book is for This book is for deep learning researchers, hands-on NLP practitioners, as well as ML/NLP educators and students who want to start their journey with Transformers. Beginner-level machine learning knowledge and a good command of Python will help you get the best out of this book.

Mastering Statistical Process Control shows how to understand business or process performance more clearly and more effectively. This practical book is based on a rich and varied selection of case studies from across industry and commerce, including material from the manufacturing, extractive and service sectors. It will enable readers to understand how SPC can be used to maximum effect, and will deliver more effective monitoring, control and improvement in systems, processes and management. The common obstacle to successful use of SPC is getting bogged down with control charts, forgetting that visual representation of data is but a tool and not an end in itself. Mastering SPC demonstrates how statistical tools are applied and used in reality. This is a book that will open up the power of SPC for many: managers, quality professionals, engineers and analysts, as well as students, will welcome the

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clarity and explanation that it brings to understanding the use and benefit of SPC in a wide range of engineering, production and service situations. Key case studies include using SPC to:

- Measure quality and human factors
- Monitor process performance accurately over long periods
- Develop best-practice benchmarks using control charts
- Maximise profitability of fixed assets
- Improve customer service and satisfaction

Requirements are a crucial ingredient of any successful project. This is true for any product--software, hardware, consumer appliance, or large-scale construction. You have to understand its requirements--what is needed and desired--if you are to build the right product. Most developers recognize the truth in this statement, even if they don't always live up to it. Far less obvious, however, is the contribution that the requirements activity makes to project management. Requirements, along with other outputs from the requirements activity, are potent project management tools. In Requirements-Led Project Management, Suzanne and James Robertson show how to use requirements to manage the development lifecycle. They show program managers, product and project managers, team leaders, and business analysts specifically how to:

- Use requirements as input to project planning and decision-making
- Determine whether to invest in a project
- Deliver more appropriate products with a quick cycle time
- Measure and estimate the requirements effort
- Define the most effective requirements process for a project
- Manage stakeholder involvement and expectations
- Set requirements priorities
- Manage requirements across multiple domains and technologies
- Use requirements to communicate across business and technological boundaries

In their previous book, *Mastering the Requirements Process*, the Robertsons defined Volere--their groundbreaking and now widely adopted requirements process. In this second book, they look at the outputs from the

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requirements process and demonstrate how you can take advantage of the all-important links between requirements and project success.

From globally heralded beer-brewing authority Randy Mosher comes the ultimate guide to the craft for beginners and advanced brewers alike. Featuring plain-speaking, fun-to-read instructions, more than 150 colorful graphics and illustrations of process and technique, and 100 recipes for classic and popular brews, this handbook covers everything any brewer could ever want, from choosing ingredients and equipment to mashing, bottling, tasting, and serving. Mosher simplifies the complexities, inspiring and teaching today's burgeoning new league of home brewers.

Here is the first book to offer a practical way to identify systems requirements and manage them when budgets and schedules are tight. It describes a process that leads from fuzzy, ill-defined requirements to requirements that can be modeled and prototyped. *Managing Systems Requirements* presents methods for communicating requirements and achieving buy-in from system users and owners before expensive programming begins. There are techniques, tools, and software suggestions for project managers and systems analysts, plus case studies that illustrate how the whole requirements gathering process works. The cornerstone of the book is its practicality: it combines in one place a suite of methods, templates, off-the-shelf computer-based tools, and real-world examples that software developers can use to get a handle on software requirements and solve the problems they face every day on the job. IS managers, system project managers, systems analysts, and programmers will find the book indispensable and value how it integrates technical methods with organizational realities.

A NEW YORK TIMES, WALL STREET JOURNAL, AND USA TODAY BESTSELLER The

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legendary investor shows how to identify and master the cycles that govern the markets. We all know markets rise and fall, but when should you pull out, and when should you stay in? The answer is never black or white, but is best reached through a keen understanding of the reasons behind the rhythm of cycles. Confidence about where we are in a cycle comes when you learn the patterns of ups and downs that influence not just economics, markets, and companies, but also human psychology and the investing behaviors that result. If you study past cycles, understand their origins and remain alert for the next one, you will become keenly attuned to the investment environment as it changes. You'll be aware and prepared while others get blindsided by unexpected events or fall victim to emotions like fear and greed. By following Marks's insights—drawn in part from his iconic memos over the years to Oaktree's clients—you can master these recurring patterns to have the opportunity to improve your results.

There are few one-size-fits-all solutions in sales. Context matters. Complex sales are different from one-call closes. B2B is different than B2C. Prospects, territories, products, industries, companies, and sales processes are all different. There is little black and white in the sales profession. Except for objections. There is democracy in objections. Every salesperson must endure many NOs in order to get to YES. Objections don't care or consider: Who you are What you sell How you sell If you are new to sales or a veteran If your sales cycle is long or short – complex or transactional For as long as salespeople have been asking buyers to make commitments, buyers have been throwing out objections. And, for as long as buyers have been saying no, salespeople have yearned for the secrets to getting past those NOs. Following in the footsteps of his blockbuster bestsellers *Fanatical Prospecting* and *Sales EQ*, Jeb

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Blount's Objections is a comprehensive and contemporary guide that engages your heart and mind. In his signature right-to-the-point style, Jeb pulls no punches and slaps you in the face with the cold, hard truth about what's really holding you back from closing sales and reaching your income goals. Then he pulls you in with examples, stories, and lessons that teach powerful human-influence frameworks for getting past NO - even with the most challenging objections. What you won't find, though, is old school techniques straight out of the last century. No bait and switch schemes, no sycophantic tie-downs, no cheesy scripts, and none of the contrived closing techniques that leave you feeling like a phony, destroy relationships, and only serve to increase your buyers' resistance. Instead, you'll learn a new psychology for turning-around objections and proven techniques that work with today's more informed, in control, and skeptical buyers. Inside the pages of Objections, you'll gain deep insight into:

- How to get past the natural human fear of NO and become rejection proof
- The science of resistance and why buyers throw out objections
- Human influence frameworks that turn you into a master persuader
- The key to avoiding embarrassing red herrings that derail sales calls
- How to leverage the "Magical Quarter of a Second" to instantly gain control of your emotions when you get hit with difficult objections
- Proven objection turn-around frameworks that give you confidence and control in virtually every sales situation
- How to easily skip past reflex responses on cold calls and when prospecting
- How to move past brush-offs to get to the next step, increase pipeline velocity, and shorten the sales cycle
- The 5 Step Process for Turning Around Buying Commitment Objections and closing the sale
- Rapid Negotiation techniques that deliver better terms and higher prices

As you dive into these powerful insights, and with each new chapter, you'll gain greater and greater confidence in your ability to face and effectively

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handle objections in any selling situation. And, with this new-found confidence, your success and income will soar.

This book covers the most critical 24 NFRs that are applicable to IT applications and systems. About This Book Explains three stages of nonfunctional requirements, that is, analysis, architecture, and assessment In-depth knowledge of NFR framework and taxonomy that provides guidance around the modelling phase for the NFRs Coverage of 24 critical and pivotal NFRs, including the analysis, architecture, and assessment. Who This Book Is For The primary audience for this title are the gamut of roles starting from IT consultant to chief architects who are responsible to deliver strategic, tactical, and operational engagements for fortune 100 customers worldwide. Nonfunctional requirements are the key to any software / IT program. They cannot be overlooked or ignored. The book provides a comprehensive approach from analysis, architecture, and measurement of nonfunctional requirements. The book includes considerations for bespoke (Java, .Net, and COTS applications). These are applicable to IT applications from various domains. The book outlines the methodology for capturing the NFRs and also describes a framework that can be leveraged by analysts and architects for tackling NFRs for various engagements. The audience for this book include business analysts, enterprise architects, business architects, solution architects, technical architects/designers, domain/security/integration architects, software developers, support engineers and test engineers, technical project managers, project leads/technical leads/technical project managers, and students from the computer science/IT stream What You Will Learn Learn techniques related to the analysis, architecture, and monitoring of NFRs Understand the various tools, techniques, and processes in order to improve the overall quality of the desired

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outcomes Embrace the best practices of architecting, metrics, and success factors for NFRs Identify the common pitfalls to be avoided and the patterns to leverage Understand taxonomy and framework for NFRs Learn the design guidelines for architecting applications and systems relating to NFRs Abstract different methodologies to analyze and gather NFRs In Detail Non-functional Requirements are key to any software/IT program and cannot be overlooked or ignored. This book provides a comprehensive approach to the analysis, architecture, and measurement of NFRs. It includes considerations for bespoke Java, .NET, and COTS applications that are applicable to IT applications/systems in different domains. The book outlines the methodology for capturing the NFRs and also describes a framework that can be leveraged by analysts and architects for tackling NFRs for various engagements. This book starts off by explaining the various KPIs, taxonomies, and methods for identifying NFRs. Learn the design guidelines for architecting applications and systems relating to NFRs and design principles to achieve the desired outcome. We will then move on to various key tiers/layers and patterns pertaining to the business, database, and integrating tiers. After this, we will dive deep into the topics pertaining to techniques related to monitoring and measurement of NFRs, such as sizing, analytical modeling, and quality assurance. Lastly, we end the book by describing some pivotal NFRs and checklists for the software quality attributes related to the business, application, data, and infrastructure domains. Style and approach The book takes a pragmatic approach, describing various techniques related to the analysis of NFRs, the architecture of NFRs, and assessment of NFRs.

Good requirements do not come from a tool, or from a customer interview. They come from a repeatable set of processes that take a project from the early idea stage through

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to the creation of an agreed-upon project and product scope between the customer and the developer. From enterprise analysis and planning requirements gathering to documentation,

A detailed handbook for experienced developers explains how to get the most out of Microsoft's Visual Studio .NET, offering helpful guidelines on how to use its integrated development environment, start-up templates, and other features and tools to create a variety of applications, including Web services. Original. (Advanced)

Mastering in Music is a cutting-edge edited collection that offers twenty perspectives on the contexts and process of mastering. This book collects the perspectives of both academics and professionals to discuss recent developments in the field, such as mastering for VR and high resolution mastering, alongside crucial perspectives on fundamental skills, such as the business of mastering, equipment design and audio processing. Including a range of detailed case studies and interviews, Mastering in Music offers a comprehensive overview of the foremost hot topics affecting the industry, making it key reading for students and professionals engaged in music production.

This practical guide brings DevOps principles to Salesforce development. It fits together two major movements within the IT world: the movement to Software/Platform as a Service (SaaS/PaaS), and the DevOps movement. While SaaS and PaaS allow companies to invest in their core competencies rather than maintain their own infrastructure, the goal of DevOps is to optimize the process of delivering software

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innovation and value. The release of Salesforce DX in late 2017 unlocks the possibility of a true DevOps workflow on Salesforce. But DevOps is new to the Salesforce world and there is not a widespread understanding of its goals and methods, and so adoption of Salesforce DX is still in the early stages. Mastering Salesforce DevOps explains how to build a powerful and comprehensive DevOps workflow for Salesforce—allowing you to finally deploy the world's most innovative platform using the world's most effective and efficient techniques. It addresses the need for a comprehensive guide to DevOps for Salesforce, allowing teams to bring proven practices from the IT world to resolve the hardest problems facing Salesforce developers today. What You Will Learn Improve company performance and software delivery performance using Salesforce DX Translate DevOps concepts into the unique language and practices of Salesforce Understand why and how you can implement Salesforce DX to achieve greater productivity and innovation Enable continuous delivery on Salesforce Build packages and architect code so it can be deployed easily Allow admins to participate in what has traditionally been a developer workflow Know the techniques for reducing the stress and risk of deployment Apply the full range of automated tests that can be used on Salesforce Who This Book Is for Salesforce developers, release managers, and those managing Salesforce development teams who need a guide to DevOps, and DevOps specialists who need to apply familiar concepts to Salesforce Offers a collection of essays on philosophies and strategies for defining, leading, and

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managing projects. This book explains to technical and non-technical readers alike what it takes to get through a large software or web development project. It does not cite specific methods, but focuses on philosophy and strategy.

A surprisingly simple way for students to master any subject--based on one of the world's most popular online courses and the bestselling book *A Mind for Numbers* *A Mind for Numbers* and its wildly popular online companion course "Learning How to Learn" have empowered more than two million learners of all ages from around the world to master subjects that they once struggled with. Fans often wish they'd discovered these learning strategies earlier and ask how they can help their kids master these skills as well. Now in this new book for kids and teens, the authors reveal how to make the most of time spent studying. We all have the tools to learn what might not seem to come naturally to us at first--the secret is to understand how the brain works so we can unlock its power. This book explains:

- Why sometimes letting your mind wander is an important part of the learning process
- How to avoid "rut think" in order to think outside the box
- Why having a poor memory can be a good thing
- The value of metaphors in developing understanding
- A simple, yet powerful, way to stop procrastinating

Filled with illustrations, application questions, and exercises, this book makes learning easy and fun.

New York Times Bestseller Over 2.5 million copies sold For David Goggins, childhood was a nightmare - poverty, prejudice, and physical abuse colored his days and haunted

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his nights. But through self-discipline, mental toughness, and hard work, Goggins transformed himself from a depressed, overweight young man with no future into a U.S. Armed Forces icon and one of the world's top endurance athletes. The only man in history to complete elite training as a Navy SEAL, Army Ranger, and Air Force Tactical Air Controller, he went on to set records in numerous endurance events, inspiring Outside magazine to name him The Fittest (Real) Man in America. In this curse-word-free edition of Can't Hurt Me, he shares his astonishing life story and reveals that most of us tap into only 40% of our capabilities. Goggins calls this The 40% Rule, and his story illuminates a path that anyone can follow to push past pain, demolish fear, and reach their full potential.

"I spend much time helping organizations capture requirements and even more time helping them recover from not capturing requirements. Many of them have gone through some motions regarding requirements as if they were sleepworking. It's time to wake up and do it right-and this book is going to be their alarm clock." -Jerry Weinberg, author of numerous books on productivity enhancement "In today's complex, fast-paced software development environment, collaboration-the intense peer-to-peer conversations that result in products, decisions, and knowledge sharing-is absolutely essential to success. But all too often, attempts to collaborate degenerate into agonizing meetings or ineffectual bull sessions. Ellen's wonderful book will help you bridge the gap-turning the agony of meetings into the ecstasy of effective

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collaboration." -Jim Highsmith, a pioneer in adaptive software development methods "Requirements by Collaboration presents a wealth of practical tools and techniques for facilitating requirements development workshops. It is suitable for no, essential reading for requirements workshop facilitators. It will help both technical people and customer representatives participate in these critical contributions to software success." -Karl Wieggers, Principal Consultant, Process Impact, author of Software Requirements "The need for this particular book, at this particular time, is crystal clear. We have entered a new age where software development must be viewed as a form of business problem solving. That means direct user participation in developing "requirements," or more accurately, in jointly working the business problem. That, in turn, means facilitated sessions. In this book, Ellen Gottesdiener provides a wealth of practical ideas for ensuring that you have exactly the right stuff for this all-important area of professional art." -Ronald G. Ross, Principal, Business Rule Solutions, LLC, Executive Editor, www.BRCommunity.com "Gottesdiener's years of software development experience coupled with her straight-forward writing style make her book a perfect choice for either a senior developer or a midlevel project manager. In addition to her technical experience, her knowledge of group dynamics balance the book by educating the reader on how to manage conflict and personality differences within a requirements team-something that is missing from most requirements textbooks...It is a required "handbook" that will be referred to again and again." -Kay Christian, ebusiness

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Consultant, Conifer, Colorado "Requirements by Collaboration is a "must read" for any system stakeholder. End users and system analysts will learn the significant value they can add to the systems development process. Management will learn the tremendous return they may receive from making a modest time/people investment in facilitated sessions. Facilitators will discover ways to glean an amazing amount of high-quality information in a relatively brief time." -Russ Schwartz, Computer System Quality Consultant, Global Biotechnology Firm "In addition to showing how requirements are identified, evaluated, and confirmed, Ellen provides important guidance based on her own real-world experience for creating and managing the workshop environment in which requirements are generated. This book is an engaging and invaluable resource for project teams and sponsors, both business and IT, who are committed to achieving results in the most productive manner possible." -Hal Thilmony, Senior Manager, Business Process Improvement (Finance), CiscoSystems, Inc. "Project managers should read this book for assistance with planning the requirements process. Experienced facilitators will enrich their knowledge. New facilitators can use this book to get them up to speed and become more effective in less time." -Rob Stroober, Competence Development Manager and Project Manager, Deloitte & Touche Consultdata, The Netherlands "While many books discuss the details of software requirement artifacts (for example, use cases), Ellen's new book zeros in on effective workshop techniques and tools used to gather the content of these artifacts. As a

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pioneer in requirements workshops, she shares her real-life experiences in a comprehensive and easy-to-read book with many helpful examples and diagrams." -Bill Bird, Aera Energy LLC "Requirements by Collaboration is absolutely full of guidance on the most effective ways to use workshops in requirements capture. This book will help workshop owners and facilitators to determine and gain agreement on a sound set of requirements, which will form a solid foundation for the development work that is to follow." -Jennifer Stapleton, Software Process Consultant and author of DSDM: The Method in Practice "This book provides an array of techniques within a clear, structured process, along with excellent examples of how and when to use them. It's an excellent, practical, and really useful handbook written by a very experienced author!" -Jean-Anne Kirk, Director DSDM Consortium and IAF Professional Development "Ellen has written a detailed, comprehensive, and practical handbook for facilitating groups in gathering requirements. The processes she outlines give the facilitator tools to bring together very different perspectives from stakeholders elegantly and with practical, useable results." -Jo Nelson, Principal, ICA Associates, Inc., Chair, IAF (2001-2002) Requirements by Collaboration: Workshops for Defining Needs focuses on the human side of software development--how well we work with our customers and teammates. Experience shows that the quality and degree of participation, communication, respect, and trust among all the stakeholders in a project can strongly influence its success or failure. Ellen Gottesdiener points out that such qualities are especially important when defining user

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requirements and she shows in this book exactly what to do about that fact. Gottesdiener shows specifically how to plan and conduct requirements workshops. These carefully organized and facilitated meetings bring business managers, technical staff, customers, and users into a setting where, together, they can discover, evolve, validate, verify, and agree upon their product needs. Not only are their requirements more effectively defined through this collaboration, but the foundation is laid for good teamwork throughout the entire project. Other books focus on how to build the product right. Requirements by Collaboration focuses instead on what must come first--the right product to build.

The book explains how to emerge and grow as a supply chain leader and details supply chain and procurement processes and operational activities in real-work scenarios across multiple supply chain verticals. The book defines what an entry-level supply chain professional must do to excel in various types of supply chain verticals such as IT, electronics manufacturing, pharmaceutical, retail, and consumer goods. Apart from helping professionals understand vertical specific nuances, this book helps them to set both short-term goals for annual performance review and longer-term career planning. In addition, for a mid- or senior-level supply chain professional, the book offers ideas on ways to launch initiatives and demonstrate leadership to foster career growth. It offers ideas about unlocking new values for the organization and creating a data-driven decision support platform to gain financial efficiency for better management of CapEx

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and OpEx spend, thus improving the bottom line. The book includes a tool kit which includes operational data models, financial models, and presentation templates for creating and socializing proposals intended for cross-functional teams and demonstrating supply chain leadership. The book is divided into four major parts. In Part I, the book starts with an overview of key concepts in a manufacturing supply chain and procurement organization. It describes current forms of modern global supply chain and corporate procurement organizations. The objective of Part II is to provide a framework for a self-directed supply chain manager to understand how a large organization evaluates the contribution of supply chain managers and where it expects them to create value. To foster career growth as a supply chain professional, the book identifies six key knowledge pillars for demonstrating supply chain mastery: Technical and market knowledge of the end product and its constituents. Knowledge of internal product development and sustaining processes and supporting consumption data. Health and market condition of the supplier. Ability to create value. Ability to build internal and external executive relationships with key influencers. Ability to obtain best cost without compromising on quality and lead time. Negotiating cost, sourcing material, and then the logistics of moving the raw material through multiple stages and finally finished materials across the globe are some of the key areas which need continuous improvement. As a sentinel of efficiency, removing any kind of wastage leads to immediate value creation and contributes to the margin by improving the bottom line. In

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Part III, the book reviews twelve such verticals namely printer, medical, IT, energy, automotive, cloud, dairy, data management, avionics, biotech, apparel and start up and the supply chain nuances through the lenses of the framework created in Part II. In Part IV, the book goes back to focus on the professional growth of an individual supply chain person in an industry agnostic way. It provides examples of financial and operational efficiencies that a supply chain professional can create.

Are you struggling with the selection process? Does your application keep getting rejected – or worse – ignored? Are you overwhelmed by the amount of screening questions? Are you stuck in a position and want to move up the ladder? If you answered “yes” to any of these questions then this book is for you! In this easy-to-understand guide, you will learn: -The #1 mistake that applicants make -Why your résumé needs to be written differently -How to write a cover letter that stands out from the rest -What you need to say during an interview -How to get a job offer Getting screened in is possibly the most difficult part of the selection process. With the little-known, yet simple strategies exposed in Mastering the Selection Process, you'll dramatically increase your chances of success. From the first application to the final interview, each chapter will walk you through every step of your journey with achievable goals that will help ensure your application gets screened in.

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The facilitation of knowledge work or what is increasingly known as "Case Management" represents the next imperative in office automation. The desire to fully support knowledge workers within the workplace is not new. What's new is that recent advances in Information Technology now make the management of unpredictable circumstances a practical reality. There's now a groundswell of interest in a more flexible, dynamic approach to supporting knowledge work. The facilitation of knowledge work or what is increasingly known as "Case Management" represents the next imperative in office automation. The desire to fully support knowledge workers within the workplace is not new. What's new is that recent advances in Information Technology now make the management of unpredictable circumstances a practical reality. There's now a groundswell of interest in a more flexible, dynamic approach to supporting knowledge work. Here are examples of what recognized experts have have recently written on the topic: Advancing to support more knowledge work is the goal of many organizations, thus there is a new groundswell of activity around unstructured processes. - Jim Sinur, VP of Research, Gartner I think a sea change is coming in the process world. -Connie Moore, Research Vice President, Forrester The sea of change Moore refers to is about technology that is able to support knowledge workers. The work of a knowledge worker is by its nature

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unpredictable and can not be handled by more formalized process definition techniques. For executives and managers of knowledge workers, "Mastering the Unpredictable" will: Explain the need and why previous technological approaches don't meet the need Explain the current technology gap, and the new technology that can close the gap Lay out the options that can increase the efficiency and effectiveness of their organizations Equip them to best take advantage of this evolving trend

The book Lifehack calls "The Bible of business and personal productivity." "A completely revised and updated edition of the blockbuster bestseller from 'the personal productivity guru'"—Fast Company Since it was first published almost fifteen years ago, David Allen's Getting Things Done has become one of the most influential business books of its era, and the ultimate book on personal organization. "GTD" is now shorthand for an entire way of approaching professional and personal tasks, and has spawned an entire culture of websites, organizational tools, seminars, and offshoots. Allen has rewritten the book from start to finish, tweaking his classic text with important perspectives on the new workplace, and adding material that will make the book fresh and relevant for years to come. This new edition of Getting Things Done will be welcomed not only by its hundreds of thousands of existing fans but also by a whole new

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generation eager to adopt its proven principles.

Written for those who want to develop their knowledge of requirements engineering process, whether practitioners or students. Using the latest research and driven by practical experience from industry, this book gives useful hints to practitioners on how to write and structure requirements. - Explains the importance of Systems Engineering and the creation of effective solutions to problems - Describes the underlying representations used in system modeling - data flow diagrams; statecharts; object-oriented approaches - Covers a generic multi-layer requirements process - Discusses the key elements of effective requirements management - Includes a chapter written by one of the developers of rich traceability - Introduces an overview of DOORS - a software tool which serves as an enabler of a requirements management process Additional material and links are available at: <http://www.requirementsengineering.info> "In recent years we have been finding ourselves with a shortage of engineers with good competence in requirements engineering. Perhaps this is in part because requirements management tool vendors have persuaded management that a glitzy tool will solve their requirements engineering problems. Of course, the tools only make it possible for engineers who understand requirements engineering to do a better job. This book goes a long way towards building a foundational set of

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skills in requirements engineering, so that today's powerful tools can be used sensibly. Of particular value is a recognition of the place software requirements have within the system context, and of ways for dealing with that sensitive connection. This is an important book. I think its particular value in industry will be to bring the requirements engineers and their internal customers to a practical common understanding of what can and should be achieved." (Byron Purves, Technical Fellow, The Boeing Company)

Book assisting understanding and implementation of Business Process Management for managers and MBA students.

Shelf category: Software Engineering Mastering the Requirements Process Suzanne Robertson & James Robertson Delivering the software that your customer really wants. "Mastering the Requirements Process and the Volere specification template are real breakthroughs. They introduce the beginnings of science to a domain which had, up till now, been ruled by craft." Tom DeMarcolt is widely recognized that incorrect requirements account for up to 60% of errors in software products, and yet the majority of software development organizations do not have a formal requirements process. Many organizations appear willing to spend huge amounts on fixing and altering badly-specified software, but seem unwilling to invest a much smaller amount to get the requirements right in the first

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place. This is a book for those who want to get the right requirements. Mastering the Requirements Process sets out an industry-tested process for gathering and verifying requirements. It provides the techniques and insights for discovering precisely what the customer wants and needs. "Mastering the Requirements Process shows, step by step, template by template, example by example, one well-tested way to assemble a complete, comprehensive requirements process." Gerald Weinberg The specification template in this book provides the basis for your own requirements specifications. It guides you to the correct specification content as each part of the process reveals different aspects of the products functionality and properties. This book shows you how to make the requirement measurable and testable. By providing a measurement a fit criterion for each requirement, the requirements analyst can describe precisely what the customer wants, the designer can construct a product that exactly matches the requirement, and the tester can determine whether or not the final solution satisfies the requirement. "The Robertsons" concept of fit criteria is all by itself worth the investment of your time to read the whole book. Fit criteria and the allied discipline of quality gateways enable you to build requirement sets that are measurable, provably correct and testably complete." Tom DeMarco Features: 7 The Volere requirements process completely specified with a rigorous and

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detailed model. 7 A specification template that can be used as the basis for your own requirements specifications. 7 The requirements shell used for bringing rigor, tracability and completeness to requirements. 7 Checklists to help identify stakeholders, users, non-functional requirements and more. 7 Trawling techniques for eliciting requirements. 7 How to exploit use cases to determine the best product to build. 7 Reusing requirements and requirements patterns. 7 Examples showing how the techniques and templates are applied in real-world situations. 7 Accessible style, fully cross-referenced, numerous diagrams. The Authors: Suzanne Robertson is a leading figure in the world of systems analysis and requirements modeling. She is the roving ambassador for the British Computer Society's Reuse Group and is on organizing committees for the International Conference on Software Reuse and Object Technology. James Robertson brings the experience of working and consulting on requirements with several hundred companies to this book. When his busy seminar schedule permits, James advises companies on how to adapt to a world where requirements are paramount. Suzanne and James are principals of the Atlantic Systems Guild, an international think-tank producing numerous books and seminars that are among the most successful in the software industry. Visit Addison Wesley Longman on the World Wide Web at: <http://www.awl->

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Mastering Appellate Advocacy and Process covers the range of appellate procedures in use across the United States, from preserving error below and on appeal, filing the notice of appeal, compiling the record, as well as appealable orders and judgments, proper parties on appeal, and appellate jurisdiction. The book also covers legal analysis, drafting, and advocacy techniques used in preparing appellate briefs, as well as oral advocacy techniques in a discussion that is useful to novices and old hands. Written for practicing lawyers as well as students, the book also includes a chapter devoted to that particular law school exercise known as moot court, identifying how typical moot court competitions are like, and unlike, real world appellate practice. The authors delve into technical waters while maintaining an accessible tone and structure, taking nothing for granted in terms of pre-existing knowledge or experience in the appellate field. This book is part of the Carolina Academic Press Mastering Series edited by Russell L. Weaver, University of Louisville School of Law.

"Mastering the Requirements Process: Getting Requirements Right" sets out an industry-proven process for gathering and verifying requirements, regardless of whether you work in a traditional or agile development environment. In this sweeping update of the bestselling guide, the authors show how to discover

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precisely what the customer wants and needs, in the most efficient manner possible.

Today's corporate deal makers face a conundrum: Though 70% of major acquisitions fail, it's nearly impossible to build a world-class company without doing deals. In *Mastering the Merger*, David Harding and Sam Rovit argue that a laserlike focus on just four key imperatives--before executives finalize the deal--can dramatically improve the odds of M&A success. Based on more than 30 years of in-the-trenches work on thousands of deals across a range of industries--and supplemented by extensive Bain & Co. research--Harding and Rovit reveal that the best M&A performers channel their efforts into (1) targeting deals that advance the core business; (2) determining which deals to close and when to walk away; (3) identifying where to integrate--and where not to; and (4) developing contingency plans for when deals inevitably stray. Top deal makers also favor a succession of smaller deals over complex "megamergers"--and essentially institutionalize a success formula over time. Helping executives zero in on what matters most in the complex world of M&A, *Mastering the Merger* offers a blueprint for the decisions and strategies that will beat the odds.

For salespeople at all levels, a practical guide designed to personalize the sales process, increase efficiency, maximize sales, and create satisfaction for sales staff, management, and

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clients alike.

A comprehensive framework for effective real-world instructional design Mastering the Instructional Design Process provides step-by-step guidance on the design and development of an engaging, effective training program. The focus on core competencies of instructional system design helps you develop your skills in a way that's immediately applicable to real-world settings, and this newly updated fifth edition has been revised to reflect the new IBSTPI Competencies and Standards for Instructional Design. With a solid foundation of researched and validated standards, this invaluable guide provides useful insight and a flexible framework for approaching instructional design from a practical perspective. Coverage includes the full range of design considerations concerning the learners, objectives, setting, and more, and ancillaries include design templates, PowerPoint slides, lecture notes, and a test bank help you bring these competencies to the classroom. Instructional design is always evolving, and new trends are emerging to meet the ever-changing needs of learners and exploit the newest tools at our disposal. This book brings together the latest developments and the most effective best practices to give you a foolproof framework for successfully managing instructional design projects. Detect and solve human performance problems Analyze needs, learners, work settings, and work Establish performance objectives and measurements Deliver effective instruction in a variety of scenarios Effective training programs don't just happen. Instructional design is a complex field, and practitioners must be skilled in very specific areas to deliver a training program that engages learners and makes the learning 'stick.' Mastering the Instructional Design Process is a comprehensive handbook for developing the skillset that facilitates positive training outcomes.

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Join the technological revolution that's taking the financial world by storm. Mastering Bitcoin is your guide through the seemingly complex world of bitcoin, providing the knowledge you need to participate in the internet of money. Whether you're building the next killer app, investing in a startup, or simply curious about the technology, this revised and expanded second edition provides essential detail to get you started. Bitcoin, the first successful decentralized digital currency, is still in its early stages and yet it's already spawned a multi-billion-dollar global economy open to anyone with the knowledge and passion to participate. Mastering Bitcoin provides the knowledge. You simply supply the passion. The second edition includes: A broad introduction of bitcoin and its underlying blockchain—ideal for non-technical users, investors, and business executives An explanation of the technical foundations of bitcoin and cryptographic currencies for developers, engineers, and software and systems architects Details of the bitcoin decentralized network, peer-to-peer architecture, transaction lifecycle, and security principles New developments such as Segregated Witness, Payment Channels, and Lightning Network A deep dive into blockchain applications, including how to combine the building blocks offered by this platform into higher-level applications User stories, analogies, examples, and code snippets illustrating key technical concepts

"If the purpose is to create one of the best books on requirements yet written, the authors have succeeded." —Capers Jones It is widely recognized that incorrect requirements account for up to 60 percent of errors in software products, and yet the majority of software development organizations do not have a formal requirements process. Many organizations appear willing to spend huge amounts on fixing and altering poorly specified software, but seem unwilling to invest a much smaller amount to get the requirements right in the first place. Mastering the

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Requirements Process, Second Edition , sets out an industry-proven process for gathering and verifying requirements with an eye toward today's agile development environments. In this total update of the bestselling guide, the authors show how to discover precisely what the customer wants and needs while doing the minimum requirements work according to the project's level of agility. Features include The Volere requirements process—completely specified, and revised for compatibility with agile environments A specification template that can be used as the basis for your own requirements specifications New agility ratings that help you funnel your efforts into only the requirements work needed for your particular development environment and project How to make requirements testable using fit criteria Iterative requirements gathering leading to faster delivery to the client Checklists to help identify stakeholders, users, nonfunctional requirements, and more Details on gathering and implementing requirements for iterative releases An expanded project sociology section for help with identifying and communicating with stakeholders Strategies for exploiting use cases to determine the best product to build Methods for reusing requirements and requirements patterns Examples showing how the techniques and templates are applied in real-world situations

Major Label Mastering: Professional Mastering Process distills 25 years of mastering experience at Capitol Records into practical understandings and reliable systems. Containing unparalleled insights, this book reveals the mastering tricks and techniques used by Evren Gökner at one of the world's most notable record labels. Beginning with the requisite competencies every Mastering Engineer must develop, Major Label Mastering delves into the particulars of the mastering studio, as well as fundamental mastering tools. Included among these tools is The Five Step Mastering Process, a rigorously tested system that equips the

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practitioner to successfully and confidently master a project to exacting standards of audio fidelity. Covering all bases, the book discusses both macro and micro considerations: from mindset approach and connecting with clients down to detailed guidelines for processing audio, advanced methods, and audio restoration. Each chapter ends with exercises intended to deepen understanding and skill, or to supplement course study. Suitable for all levels, this is a unique resource for students, artists, and recording and Mastering Engineers alike. Major Label Mastering is supplemented by digital resources including audio examples and video tutorials.

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