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In 2016, Google's Site Reliability Engineering book ignited an industry discussion on what it means to run production services today—and why reliability considerations are fundamental to service design. Now, Google engineers who worked on that bestseller introduce The Site Reliability Workbook, a hands-on companion that uses concrete examples to show you how to put SRE principles and practices to work in your environment. This new workbook not only combines practical examples from Google's experiences, but also provides case studies from Google's Cloud Platform customers who underwent this journey. Evernote, The Home Depot, The New York Times, and other companies outline hard-won experiences of what worked for them and what didn't. Dive into this workbook and learn how to flesh out your own SRE practice, no matter what size your company is. You'll learn: How to run reliable services in environments you don't completely control—like cloud Practical applications of how to create, monitor, and run your services via Service Level Objectives How to convert existing ops teams to SRE—including how to dig out of operational overload Methods for starting SRE from either greenfield or brownfield

This best-seller can help anyone whose role is to try to find specific causes for failures. It provides detailed steps for solving problems, focusing more heavily on the analytical process involved in finding the actual causes of problems. It does this using figures, diagrams, and tools useful for

helping to make our thinking visible. This increases our ability to see what is truly significant and to better identify errors in our thinking. In the sections on finding root causes, this second edition now includes: more examples on the use of multi-vari charts; how thought experiments can help guide data interpretation; how to enhance the value of the data collection process; cautions for analyzing data; and what to do if one can't find the causes. In its guidance on solution identification, biomimicry and TRIZ have been added as potential solution identification techniques. In addition, the appendices have been revised to include: an expanded breakdown of the 7 M's, which includes more than 50 specific possible causes; forms for tracking causes and solutions, which can help maintain alignment of actions; techniques for how to enhance the interview process; and example responses to problem situations that the reader can analyze for appropriateness.

The Complete Business Process Handbook is the most comprehensive body of knowledge on business processes with revealing new research. Written as a practical guide for Executives, Practitioners, Managers and Students by the authorities that have shaped the way we think and work with process today. It stands out as a masterpiece, being part of the BPM bachelor and master degree curriculum at universities around the world, with revealing academic research and insight from the leaders in the market. This book provides everything you need to know about the processes and frameworks, methods, and approaches to implement BPM. Through real-world examples, best practices, LEADing practices and advice from experts, readers will understand how BPM works and how to best use it to their advantage. Cases from industry leaders and innovators show how early adopters of LEADing Practices improved their businesses by using BPM technology and methodology. As the first of three volumes, this book represents the most comprehensive body of knowledge published on business process. Following closely behind, the second volume uniquely bridges theory with how BPM is applied today with the most extensive information on extended BPM. The third volume will explore award winning real-life examples of leading business process practices and how it can be replaced to your advantage. Learn what Business Process is and how to get started Comprehensive historical process evolution In-depth look at the Process Anatomy, Semantics and Ontology Find out how to link Strategy to Operation with value driven BPM Uncover how to establish a way of Thinking, Working, Modelling and Implementation Explore comprehensive Frameworks, Methods and Approaches How to build BPM competencies and establish a Center of Excellence Discover how to apply Social BPM, Sustainable and Evidence based BPM Learn how Value & Performance Measurement and Management Learn how to roll-out and deploy process Explore how to enable Process Owners, Roles and Knowledge Workers Discover how to Process and Application Modelling Uncover Process Lifecycle, Maturity, Alignment and Continuous Improvement Practical continuous improvement with the way of Governance Future BPM trends that will affect business Explore the BPM Body of Knowledge

Accuracy and Stability of Numerical Algorithms gives a thorough, up-to-date treatment of the behavior of numerical algorithms in finite precision arithmetic. It combines algorithmic derivations, perturbation theory, and rounding error analysis, all enlivened by historical perspective and informative quotations. This second edition expands and updates the coverage of the first edition (1996) and includes numerous improvements to the original material. Two new chapters treat symmetric indefinite systems and skew-symmetric systems, and nonlinear systems and Newton's method. Twelve new sections include coverage of additional error bounds for Gaussian elimination, rank revealing LU factorizations, weighted and constrained least squares problems, and the fused multiply-add operation found on some modern computer architectures.

This textbook covers the entire Business Process Management (BPM) lifecycle, from process identification to process monitoring, covering along the way process modelling, analysis, redesign and automation. Concepts, methods and tools from business management, computer science and industrial engineering are blended into one comprehensive and inter-disciplinary approach. The presentation is illustrated using the BPMN industry standard defined by the Object Management Group and widely endorsed by practitioners and vendors worldwide. In addition to explaining the relevant conceptual background, the book provides dozens of examples, more than 230 exercises – many with solutions – and numerous suggestions for further reading. This second edition includes extended and completely revised chapters on process identification, process discovery, qualitative process analysis, process redesign, process automation and process monitoring. A new chapter on BPM as an enterprise capability has been added, which expands the scope of the book to encompass topics such as the strategic alignment and governance of BPM initiatives. The textbook is the result of many years of combined teaching experience of the authors, both at the undergraduate and graduate levels as well as in the context of professional training. Students and professionals from both business management and computer science will benefit from the step-by-step style of the textbook and its focus on fundamental concepts and proven methods. Lecturers will appreciate the class-tested format and the additional teaching material available on the accompanying website.

This title is part of the Pearson Modern Classics series. Pearson Modern Classics are acclaimed titles at a value price. Please visit www.pearsonhighered.com/math-classics-series for a complete list of titles. For courses in Multivariate Statistics, Marketing Research, Intermediate Business Statistics, Statistics in Education, and graduate-level courses in Experimental Design and Statistics. Appropriate for experimental scientists in a variety of disciplines, this market-leading text offers a readable introduction to the statistical analysis of multivariate observations. Its primary goal is to impart the knowledge necessary to make proper interpretations and select appropriate techniques for analyzing multivariate data. Ideal for a junior/senior or graduate level course that explores the statistical methods for describing and analyzing multivariate data, the text

assumes two or more statistics courses as a prerequisite.

The definitive guide on the roles and responsibilities of the business analyst Business Analysis offers a complete description of the process of business analysis in solving business problems. Filled with tips, tricks, techniques, and guerilla tactics to help execute the process in the face of sometimes overwhelming political or social obstacles, this guide is also filled with real world stories from the author's more than thirty years of experience working as a business analyst. Provides techniques and tips to execute the at-times tricky job of business analyst Written by an industry expert with over thirty years of experience Straightforward and insightful, Business Analysis is a valuable contribution to your ability to be successful in this role in today's business environment.

Microsoft® Operations Framework - A Pocket Guide Microsoft® Operations Framework (MOF) 4.0 was delivered in 2008 and delivers practical guidance for everyday IT practices and activities, helping users establish and implement reliable, cost-effective IT services. It encompasses the entire IT lifecycle by integrating: Community-generated processes for planning, delivering, operating, and managing IT Governance, risk, and compliance activities Management reviews Microsoft Solutions Framework (MSF) best practices The goal of MOF is to provide guidance to IT organizations to help them create, operate, and support IT services while ensuring that the investment in IT delivers expected business value at an acceptable level of risk. MOF's purpose is to create an environment where business and IT can work together toward operational maturity, using a proactive model that defines processes and standard procedures to gain efficiency and effectiveness. MOF promotes a logical approach to decision-making and communication and to the planning, deployment, and support of IT services.

This book offers practical guidance on delivering and managing IT services in an effective and efficient manner by extending the IT Infrastructure Library approach. It provides a candid look at the relative merits of the currently accepted wisdom regarding the provision of IT services. The book identifies strengths as well as shortcomings in the accepted status quo, presenting an unbiased view of current methodologies and products.

Master Data Analytics Hands-On by Solving Fascinating Problems You'll Actually Enjoy! Harvard Business Review recently called data science "The Sexiest Job of the 21st Century." It's not just sexy: For millions of managers, analysts, and students who need to solve real business problems, it's indispensable. Unfortunately, there's been nothing easy about learning data science—until now. Getting Started with Data Science takes its inspiration from worldwide best-sellers like Freakonomics and Malcolm Gladwell's Outliers: It teaches through a powerful narrative packed with unforgettable stories. Murtaza Haider offers informative, jargon-free coverage of basic theory and technique, backed with plenty of vivid examples and hands-on practice opportunities. Everything's software and platform agnostic, so you can learn data science whether you work with R, Stata, SPSS, or SAS. Best of all, Haider teaches a crucial skillset most data science books ignore: how to tell powerful stories using graphics and tables. Every chapter is built around real research challenges, so you'll always know why you're doing what you're doing. You'll master data science by answering fascinating questions, such as: • Are religious individuals more or less likely to have extramarital affairs? • Do attractive professors get better teaching evaluations? • Does the higher price of cigarettes deter smoking? • What determines housing prices more: lot size or the number of bedrooms? • How do teenagers and older people differ in the way they use social media? • Who is more likely to use online dating services? • Why do some purchase iPhones and others Blackberry devices? • Does the presence of children influence a family's spending on alcohol? For each problem, you'll walk through defining your question and the answers you'll need; exploring how others have approached similar challenges; selecting your data and methods; generating your statistics; organizing your report; and telling your story. Throughout, the focus is squarely on what matters most: transforming data into insights that are clear, accurate, and can be acted upon.

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