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Transforming Support with Knowledge

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Bill Holtsnider, Brian D. Jaffe



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The Art of Support Francoise Tourniaire, 2016-02-02 Are you a customer success or support executive curious about adapting industry best practices to your organization Are you a newly promoted customer success or support manager with plenty of ideas but not much management experience Or are you an executive with no hands on experience with customer success but wanting to learn more about how to decrease churn and improve revenue expansion from existing customers The Art of Support is a practical guide for managers and executives that answers your questions In it you will find Best practices for customer success and support from designing customer lifecycle journeys to managing day to day activities to measuring results Nuanced recommendations to build or improve your organization Dozens of practical tools you can use right away such as customer scorecards sample support portfolios hiring checklists decision trees for selecting support models job ladders and budget templates **IT Manager's Handbook: The Business Edition** Bill Holtsnider, Brian D.

Jaffe, 2009-11-09 IT Manager's Handbook The Business Edition is a MUST HAVE guide for the advancing technology professional who is looking to move up into a supervisory role and is ideal for newly promoted IT managers who needs to quickly understand their positions It uses IT related examples to discuss business topics and recognizes the ever changing and growing demands of IT in today's world as well as how these demands impact those who work in the field Specific attention is paid to the latest issues including the challenges of dealing with a mobile and virtual workforce managing Gen X Yers and running an IT organization in a troubled economy Rich with external references and written in easy to read sections IT Manager's Handbook The Business Edition is the definitive manual to managing an IT department in today's corporate environment Focuses on Web 2.0 ideas and how they impact and play into today's organizations so you can keep up on social networking YouTube web conferencing instant messaging Twitter RSS Feeds and other collaboration tools Provides strategies on how to get employees to focus in the 24/7 data world Discusses key IT topics in layman's terms for business personnel who need to understand IT topics **Developing B2B Social Communities** Margaret Brooks, John Lovett, Sam Creek, 2013-09-30 Developing B2B Social Communities Keys to Growth Innovation and Customer Loyalty explains why business to business companies need a robust online community strategy to survive and flourish in today's changing economy and shows you how to design and execute your company's strategy successfully Seminars publications market research and customer care centers remain important tools in every B2B firm's toolbox for understanding attracting and serving customers while keeping them loyal But in a world of fierce global price competition increasing transparency of business practices and ever rising complexity these traditional customer interaction channels are no longer enough for most B2B companies That's why smart organizations both large and small are tapping into online communities to gain a huge competitive advantage the ability to get much closer to customers and become more valuable to them Developing B2B Social Communities delves into the generators of business value in online communities immediate customer access to expert

information within the company and from other customers inexpensive delivery of custom technical help demonstrations of how customers can get the most from their products and forums where customers can share tips air gripes reveal unmet needs and suggest improvements Three veteran community managers show you how to harness the knowledge of the crowd to help shape your company s strategic direction develop new products and services identify trends sell more serve customers more efficiently and provide better product support Fleshing out precepts with real world examples and case studies the authors detail the transformational opportunities and pitfalls for creating online communities How Companies Succeed in Social Business Shawn Santos,2014-12-22 Discover how the world s most successful social business leaders are making social media work for their enterprises Reflecting the pioneering experience of executives at pioneering companies ranging from Adobe to Xerox this guide offers a unique unprecedented insider s view of what it takes to succeed with social business Dozens of battle tested corporate practitioners have shared their intimate first hand experiences in developing launching and managing social media initiatives to improve customer care marketing product development and other key business functions Each chapter written by a different social media thought leader reveals their most intense struggles biggest wins and hardest won lessons in social business These case studies illuminate the differences between social media for social s sake and practical use cases that drive real business value How Companies Succeed in Social Business delivers specific strategies detailed tactics true best practices and actionable answers to these and other crucial questions about both strategy and tactics How have other companies been successful and where have they failed How do I champion social business initiatives to executives How do I measure ROI and build a business case How do I attract and deepen both internal and external participation How do I integrate social media with my existing technologies and processes How do I organize internally for maximum effectiveness and efficiency How will social media impact my people and our culture How can I optimize our content management processes and systems What s lurking around the corner How can I prepare for the future of social business This is an indispensable resource for all leaders and practitioners in support and marketing especially those involved with IT PR corporate communications sales or product development Applicable to many industries it will be especially valuable to B2B companies and those whose offerings have a significant technological component

Engineering and Management of IT-based Service Systems Manuel Mora,Jorge Marx Gómez,Leonardo Garrido,Francisco Cervantes Pérez,2013-10-19 Intelligent Decision Making Support Systems i DMSS are specialized IT based systems that support some or several phases of the individual team organizational or inter organizational decision making process by deploying some or several intelligent mechanisms This book pursues the following academic aims i generate a compendium of quality theoretical and applied contributions in Intelligent Decision Making Support Systems i DMSS for engineering and management IT based service systems ITSS ii diffuse scarce knowledge about foundations architectures and effective and efficient methods and strategies for successfully planning designing building operating and evaluating i DMSS

for ITSS and iii create an awareness of and a bridge between ITSS and i DMSS academicians and practitioners in the current complex and dynamic engineering and management ITSS organizational The book presents a collection of 11 chapters referring to relevant topics for both IT service systems and i DMSS including problems of selection of IT service providers optimization of supply chain systems IT governance decisions clinical decision support dynamic user interface adaptation re engineering of processes and generic decision problems Advanced IT technologies used in some chapters are fuzzy multi criteria mechanisms semantic processing data mining processing and rough sets Other chapters report traditional DSS mechanisms but used or suggested to be used in innovative mode for IT service engineering and management tasks

Artificial Intelligence Implementation Guide Azhar Zia-ur-Rehman, 2025-07-27 AI is inevitable Every organisation has to adopt it The challenge is to do this adoption in spite of the risks and the pitfalls The transformation methodology DIGI4MATION presented by the author in his earlier book has been adopted herein as a customised methodology for the implementation of AI in an organisation This customised 16 step methodology has been named as AI4mation transformation to AI in the fourth industrial revolution This book has been written as a detailed guide using which an organisation can successfully transform itself to AI using its internal resources without the help of expensive consultants A comprehensive set of Appendices has been included to give templates of the most critical deliverables This Guide is based on Lean Six Sigma TOGAF ISO 42001 ISO 37000 series ISO 38500 series and the ISO 27001 series in addition to other standards Whether you are starting your AI journey or are deep in the throes of scaling it across your enterprise this book will give you a framework to think strategically act systematically and improve continuously The author has added three case studies two of them based on actual experience but with masked identity The third case study that of a hospital is AI generated The author hopes that this Guide proves to be a valuable asset to organisations transforming themselves to adopt AI and saves them heavy costs of consultants The author remains available for any further guidance or help at azharzr@usa.net or through LinkedIn The companion Website for this book is ai4mation.org

Knowledge Transformation and Innovation in Global Society Hoa Van Thi Tran, Hiromi Shioji, Huong Lan Thi Le, Takabumi Hayashi, 2024-02-27 This is the first book to fully explain the changing management and business models in the current era of important new developments in knowledge and information occurring all over the world The research and its outcomes presented here focus especially on diverse cases from emerging countries in East Asia where local companies face similar technological change The pandemic has seriously changed people's lives and affected the development of society as a whole while digital technologies have become even more greatly in demand Those are very difficult to fit into traditional management models created decades ago however For the successful implementation of such a transition new paradigms models and technologies for the transformation of control systems are needed To meet that need a new paradigm to bring about innovation under the new knowledge transformation system is required This book presents the experiences of beginning such a knowledge transformation in East Asian countries Despite the fact that the

countries are in the same geographical region their experiences are quite diverse determined by cultural historical religious and psychological factors These differences appear not only in such important areas as R D processes but also in production finance HR management and marketing Readers will find innovative solutions for the transformation of management in the new knowledge transformation system that is the focus of this book **Transforming Organizations** Jacques Chlopczyk,Christine Erlach,2019-05-11 Achieving true change and innovation depends on our ability to re imagine and re author the futures we want our organizations to have and to open new perspectives and new ways of thinking being and doing in the process Narrative approaches and storytelling are powerful tools that can help us create a new future for branding and marketing change leadership organizational learning and development Gathering contributions by scholars and practitioners from various disciplines this book provides a unique overview of an emerging field of practice in organizations and communities Rooted in a narrative conceptual framework the respective papers describe a broad range of trans disciplinary applications tools and methods for effectively working with stories Knowledge Transformation in Health and Social Care John Gabbay,Andrée le May,2022-12-30 The term mindlines has become common currency in the world of research implementation and evidence based practice This book updates develops and applies the mindlines model more widely It sheds light on how we can realistically mobilise and transform research based evidence into practice in context This illuminating book shows how the mindlines model can be put to work It highlights how practitioners collectively share and internalise implicit flexible ways of rapidly handling complex clinical situations Drawing on research and reflective studies from practice education and guidelines development across a wide range of international health and care settings the authors unpack the general components of mindlines They find practical ways to uncover bring together and apply specific mindlines to improve practice and to develop evidence based healthcare policy practice and education in ways that capitalise on the crucial role of mindlines Closely edited by the originators of the mindlines model this book brings together the work of a cohesive group of researchers and practitioners to showcase and develop its theory and consequences It is an essential read for all those interested in knowledge mobilisation evidence based practice and research implementation both within healthcare and beyond ICICKM2015-12th International Conference on Intellectual Capital Knowledge Management & Organisational Learning Vincent Ribi re and Lugkana Worasinchai,2015-10-20

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