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Advances in the Human Side of Service

Engineering Springer Nature

This digital collection, curated by Harvard Business Review, offers seminal ideas by leadership expert and Harvard Business School professor Linda A. Hill. It includes three of her most popular books—*Becoming a Manager*, *Being the Boss* (coauthor), and *Collective Genius* (coauthor)—as well as the influential 2011 Harvard Business Review article, “Are You a Good Boss—or a Great One?,” which Hill coauthored with Kent Lineback. Hill is an in-demand teacher and mentor to professionals worldwide on the topics of managing change, cross-organizational relationships, global strategy, innovation, talent management, and leadership development. This collection offers the best reading on how to be an effective leader and a better boss—resulting in enhanced personal and professional success and a better-performing organization. All four works included in the set are influential in the

field of leadership and have been embraced by practitioners everywhere, who use Hill’s advice to become better at what they do. Linda A. Hill is Professor of Business Administration at Harvard Business School and the faculty chair of its Leadership Initiative. She has chaired numerous executive education programs at the school. Hill serves on numerous boards of directors, boards of trustees, and advisory boards, and her work and ideas are featured regularly in international media.

Intelligent IoT for the Digital World Elsevier

This book reports on cutting-edge research and best practices in developing innovative service systems. It covers issues concerning the suitability of a given system for human use, human services, and excellent human experiences. It explores a wide range of ways in which human factors in engineering, ergonomics, human–computer interaction (HCI), cognitive engineering, and many other disciplines can contribute to the design and management of service systems. It considers aspects related to cost effectiveness, ethics, and privacy, among others, and covers applications in many areas, from healthcare to education, transportation, and the economy. Based on the AHFE 2021 Conference on the Human Side of Service Engineering, held virtually on 25–29 July, 2021, from USA, this book provides readers with a comprehensive overview of current research and future challenges in the field of service engineering, together with practical insights into the development of innovative services for various kinds of organizations.

Big Data and Smart Service Systems Academic Press

This book explains IoT technology, its potential applications, the security and privacy aspects, the key necessities like governance, risk management, regulatory compliance needs, the philosophical aspects of this technology that are necessary to support an ethical, safe and secure digitally enhanced environment in which people can live smarter. It describes the inherent technology of IoT, the architectural components and the philosophy behind this emerging technology. Then it shows the various potential applications of the Internet of Things that can bring benefits to the human society. Finally, it discusses various necessities to provide a secured and trustworthy IoT service.

Easy X10 Projects for Creating a Smart Home Springer

Natural language processing (NLP) is a branch of artificial intelligence that has emerged as a prevalent method of practice for a sizeable amount of companies. NLP enables software to understand human language and process complex data that is generated within businesses. In a competitive market, leading organizations are showing an increased interest in implementing this technology to improve user experience and establish smarter decision-making methods. Research on the application of intelligent analytics is crucial for professionals and companies who wish to gain an edge on the opposition. The *Handbook of Research on Natural Language Processing and Smart Service Systems* is a collection of innovative research on the integration and development of intelligent software tools and their various applications within professional environments. While highlighting topics including discourse analysis, information retrieval, and advanced dialog systems, this book is ideally designed for developers, practitioners, researchers, managers, engineers, academicians, business professionals, scholars, policymakers, and students seeking current research on the improvement of competitive practices through the use of NLP and smart service systems.

Smart Service Management Lulu.com

This book presents the main theoretical foundations behind smart services as well as specific guidelines and practically proven methods on how to design them. Furthermore, it gives an overview of the possible implementation architectures and shows how the designed smart services can be realized with specific technologies. Finally, it provides four specific use cases that show how smart services have been realized in practice and what impact they have within the businesses. The first part of the book defines the basic concepts and aims to establish a shared understanding of terms, such as smart services, service systems, smart service systems or cyber-physical systems. On this basis, it provides an analysis of existing work and includes insights on how an organization incorporating smart services could enhance and adjust their management and business processes. The second part on the design of smart services elaborates on what constitutes a successful smart service and describes experiences in the area of interdisciplinary teams, strategic partnerships, the overall service systems and the common data basis. In the third part, technical reference architectures are presented in detail, encompassing topics on the design of digital twins in cyber physical systems, the communication between entities and sensors in the age of Industry 4.0 as well as data management and integration. The fourth part then highlights a number of analytical possibilities that can be realized and that can constitute or be part of smart services, including machine learning and artificial intelligence methods. Finally, the applicability of the introduced design and development method is demonstrated by considering specific real-world use cases. These include services in the industrial and mobility sector, which were developed in direct cooperation with industry partners. The main target audience of this book is industry-focused readers, especially practitioners from industry, who are involved in supporting and managing digital business. These include professionals working in business development, product management, strategy, and development, ranging from middle management to Chief Digital Officers. It conveys all the basics needed for developing smart services and successfully placing them on the market by explaining technical aspects as well as showcasing practical use cases.

Key Enabling Technologies IGI Global

Discover how the Internet of Things will change the information and communication technology industry in the next decade The Intelligent Internet of Things explores a unique type of Internet of Things (IoT) architecture, for example, the Web of Things (WoT) with its open character that breaks the barriers among various IoT vertical applications. The authors—noted experts on the topic—examine and compare key technologies from physical to platform level, especially the Narrow Band Internet of Things (NB-IoT) technology. They discuss applications with different data transmission requirements that are typical to IoT. The text also describes the requirements of WoT applications on 5G and includes detailed information on WoT technologies. The Intelligent Internet of Things examines three typical WoT applications: the monitoring application of south-to-north water diversion projects; smart driving

applications; and network optimization applications. In addition, the text explores testing and authentication of IoT key technologies, with the required equipment, platform, and outdoor environment development. This important book: Provides information on what IoT/WoT is, when to use it, how to provide IoT services with certain technologies, and more Discusses restful architecture, main protocols (ZigBee, 6lowpan, CoAP, HTML5) Explores key technologies on different layers (sensing, gathering, application) Examines how IoT will change the information and communication technology industry Written for professionals working in IoT development, management and big data analytics, Intelligent Internet of Things offers an overview of IoT architecture, key technology, current applications and future development of the technology.

Civil Service Examinations. Solutions of questions on arithmetic and book-keeping used in the Civil Service Examinations of 1862 ... With a supplement, containing examples in account-states Harvard Business Review Press

Smart Cities and Homes: Key Enabling Technologies explores the fundamental principles and concepts of the key enabling technologies for smart cities and homes, disseminating the latest research and development efforts in the field through the use of numerous case studies and examples. Smart cities use digital technologies embedded across all their functions to enhance the wellbeing of citizens. Cities that utilize these technologies report enhancements in power efficiency, water use, traffic congestion, environmental protection, pollution reduction, senior citizens care, public safety and security, literacy rates, and more. This book brings together the most important breakthroughs and advances in a coherent fashion, highlighting the interconnections between the works in different areas of computing, exploring both new and emerging computer networking systems and other computing technologies, such as wireless sensor networks, vehicle ad hoc networks, smart grids, cloud computing, and data analytics and their roles in creating environmentally friendly, secure, and prosperous cities and homes. Intended for researchers and practitioners, the book discusses the pervasive and cooperative computing technologies that will perform a central role for handling the challenges of urbanization and demographic change. Includes case studies and contributions from prominent researchers and practitioners from around the globe Explores the latest methodologies, theories, tools, applications, trends, challenges, and strategies needed to build smart cities and homes from the bottom up Provides a pedagogy that includes PowerPoint slides, key terms, and a comprehensive bibliography **Recapitulatory examples in arithmetic** Springer Nature The advent of connected, smart technologies for the built

environment may promise a significant value that has to be reached to develop digital city models. At the international level, the role of digital twin is strictly related to massive amounts of data that need to be processed, which proposes several challenges in terms of digital technologies capability, computing, interoperability, simulation, calibration, and representation. In these terms, the development of 3D parametric models as digital twins to evaluate energy assessment of private and public buildings is considered one of the main challenges of the last years. The ability to gather, manage, and communicate contents related to energy saving in buildings for the development of smart cities must be considered a specificity in the age of connection to increase citizen awareness of these fields. The Handbook of Research on Developing Smart Cities Based on Digital Twins contains in-depth research focused on the description of methods, processes, and tools that can be adopted to achieve smart city goals. The book presents a valid medium for disseminating innovative data management methods related to smart city topics. While highlighting topics such as data visualization, a web-based ICT platform, and data-sharing methods, this book is ideally intended for researchers in the building industry, energy, and computer science fields; public administrators; building managers; and energy professionals along with practitioners, stakeholders, researchers, academicians, and students interested in the implementation of smart technologies for the built environment.

An elementary Greek grammar Harvard Business Review Press Innovations in library services are rapidly developing within numerous areas including building design, program and event planning, patron experience and engagement, literacy program development, and administration and management. To ensure these changes are implemented and considered successfully, a closer look at the challenges, trends, and practices of these innovations is crucial. Technological Advancements in Library Service Innovation examines the recent activities of successful and groundbreaking research and practices around the world surrounding library service innovation and presents various forward-thinking initiatives. It also provides an overview of libraries' successful experiences, identifies emerging global themes and trends, and offers guidance to library practitioners on how to pursue the recent trends in their own library environment. Covering topics such as technology adoption and organizational structures, this book is ideal for library professionals, researchers, academicians, instructors, and students.

A Manual of Short Methods in Arithmetic Springer Bachelor Thesis from the year 2017 in the subject Business economics - Company formation, Business Plans, grade: 1,3, Free University of Berlin (Fachbereich Wirtschaftswissenschaft), course: Wirtschaftsinformatik, language: English, abstract: The global economy is shifting

labor from agriculture and manufacturing to services. Globe-spanning service-based business models enabled by information technology (IT) and increasingly specialized businesses and professions have transformed our economies. Service innovation is key in order to achieve growth for this more-service-focused-than-ever world economy to thrive. Scholars recognize a need for new ways of value-creation that can propel economic growth and the development of more effective services (Vargo, Maglio, & Akaka, 2008). One answer to respond to that need is the re-organization of the production of services in so-called service systems. This approach is particularly useful for knowledge-intensive industries and noticeable for example in the artificial intelligence (AI) industry, a rapidly evolving, hyper-innovative ecosystem with new players coming up at frequent intervals. AI startups offer their services through smart service systems or they try to make their customer's and their own service systems smarter by adding AI services to the process of value co-creation. The industry heavily relies on software as a service (SaaS) business models which represent the ideal-typical shift to a service-dominant (S-D) logic thinking. When it comes to the acceptance of those new services, trust is a vital concern. While it has always been an important issue in services, trust in smart service systems becomes crucial. As AI startups' service propositions are far from familiar to their potential clients, they have got to go the extra mile to build trust in their smart service systems. This paper will provide answers to the research question How do AI startups build trust in their smart service systems? by applying the theory of trust to smart service systems and AI startups. As website quality is an important trust-building lever the research question will be answered by exploring trust building measures in a sample of 26 AI startups' websites. The major findings include that AI startups do not make their smart service systems as transparent as they could through their websites, that showcasing recognition by third parties occurs mostly through inexpensive tools that are easy to implement, and that all AI startups offer indirect channels to get in contact with them but less offer richer channels.

ECEG Indy Tech Publishing

An easy-to-read guide to protecting your digital life and your family online The rise of new technologies in our lives, which has taken us from powerful mobile phones to fitness trackers and smart appliances in under a decade, has also raised the need

for everyone who uses these to protect themselves from cyber scams and hackers. Every new device and online service you use that improves your life also opens new doors for attackers looking to discover your passwords, banking accounts, personal photos, and anything else you want to keep secret. In *Cyber Smart*, author Bart McDonough uses his extensive cybersecurity experience speaking at conferences for the FBI, major financial institutions, and other clients to answer the most common question he hears: "How can I protect myself at home, on a personal level, away from the office?" McDonough knows cybersecurity and online privacy are daunting to the average person so *Cyber Smart* simplifies online good hygiene with five simple "Brilliance in the Basics" habits anyone can learn. With those habits and his careful debunking of common cybersecurity myths you'll be able to protect yourself and your family from: Identify theft Compromising your children Lost money Lost access to email and social media accounts Digital security is one of the most important, and least understood, aspects of our daily lives. But it doesn't have to be. Thanks to its clear instruction, friendly tone, and practical strategies, *Cyber Smart* will help you rest more easily, knowing you and your family are protected from digital attack.

Smart Cities of Today and Tomorrow CRC Press

Provides instructions on utilising the X10 technology to automate the areas of your home, with components found at your local home improvement centre. This book addresses the interfacing of your personal computer, wireless controls, and voice controls. Topics addressed include: Lights; Security Systems; HVAC; Voice Control Systems; and more.

Towards Users' Optimal and Pleasurable Experience in Smart Environments John Wiley & Sons

Services are key activities in a globalized economy and they also underlie the quality of life of local residents. The advanced work presented in this book was selected from the proceedings of the Third International Conference on Serviceology (ICServ2015), held July 7-9, 2015, in San Jose, CA, USA. The conference was supported by the Society for Serviceology. The society was established in 2012 in Japan to explore the scientific systematization of services and to promote technological developments for solutions to industrial issues. This book provides a useful general guide to the state of the art in the theory and practice of services. It can also serve as a valuable reference book for researchers in a wide range of fields from engineering to marketing and economics.

Academic Conferences Limited

Why can some organizations innovate time and again, while most cannot? You might think the key to innovation is attracting exceptional creative talent. Or making the right investments. Or breaking down organizational silos. All of these things may help—but there's only one way to ensure sustained innovation: you need to lead it—and with a special kind of leadership. *Collective Genius* shows you how. Preeminent leadership scholar Linda Hill, along with former Pixar tech wizard Greg Brandeau, MIT researcher Emily Truelove, and *Being the Boss* coauthor Kent Lineback, found among leaders a widely shared, and mistaken, assumption: that a "good" leader in all other respects would also be an effective leader of innovation. The truth is, leading innovation takes a distinctive kind of leadership, one that unleashes and harnesses the "collective genius" of the people in the organization. Using vivid stories of individual leaders at companies like Volkswagen, Google, eBay, and Pfizer, as well as nonprofits and international government agencies, the authors show how successful leaders of innovation don't create a vision and try to make innovation happen themselves. Rather, they create and sustain a culture where innovation is allowed to happen again and again—an environment where people are both willing and able to do the hard work that innovative problem solving requires. *Collective Genius* will not only inspire you; it will give you the concrete, practical guidance you need to build innovation into the fabric of your business.

Grammar of Elocution AMACOM Div American Mgmt Assn

Big Data and Smart Service Systems presents the theories and applications regarding Big Data and smart service systems, data acquisition, smart cities, business decision-making support, and smart service design. The rapid development of computer and Internet technologies has led the world to the era of Big Data. Big Data technologies are widely used, which has brought unprecedented impacts on traditional industries and lifestyle. More and more governments, business sectors, and institutions begin to realize data is becoming the most valuable asset and its analysis is becoming the core competitiveness. Describes the frontier of service science and motivates a discussion among readers on a multidisciplinary subject areas that explores the design of smart service Illustrates the concepts, framework, and application of big data and smart service systems Demonstrates the crucial role of smart service to promote the transformation of the regional and global economy

Arithmetic Designed for the Use of Schools Frontiers Media SA

How do AI startups build trust in their smart service systems? GRIN Verlag

Five Habits to Protect Your Family, Money, and Identity from Cyber Criminals IGI Global

Hackers, cyber-criminals, Dark Web users, and techno-terrorists beware! This book should make you think twice about attempting to do your dirty work in the smart cities of tomorrow. Scores of cities around the world have begun planning what are known as "smart cities." These new or revamped urban areas use the latest technology to make the lives of

residents easier and more enjoyable. They will have automated infrastructures such as the Internet of Things, “the Cloud,” automated industrial controls, electronic money, mobile and communication satellite systems, wireless texting and networking. With all of these benefits come new forms of danger, and so these cities will need many safeguards to prevent cyber criminals from wreaking havoc. This book explains the advantages of smart cities and how to design and operate one. Based on the practical experience of the authors in projects in the U.S. and overseas in Dubai, Malaysia, Brazil and India, it tells how such a city is planned and analyzes vital security concerns that must be addressed along the way. Most of us will eventually live in smart cities. What are the advantages and the latest design strategies for such ventures? What are the potential drawbacks? How will they change the lives of everyday citizens? This book offers a preview of our future and how you can help prepare yourself for the changes to come.

Smart Cities and Homes Morgan Kaufmann

Implementing Data-Driven Strategies in Smart Cities is a guidebook and roadmap for practitioners seeking to operationalize data-driven urban interventions. The book opens by exploring the revolution that big data, data science, and the Internet of Things are making feasible for the city. It explores alternate topologies, typologies, and approaches to operationalize data science in cities, drawn from global examples including top-down, bottom-up, greenfield, brownfield, issue-based, and data-driven. It channels and expands on the classic data science model for data-driven urban interventions – data capture, data quality, cleansing and curation, data analysis, visualization and modeling, and data governance, privacy, and confidentiality. Throughout, illustrative case studies demonstrate successes realized in such diverse cities as Barcelona, Cologne, Manila, Miami, New York, Nancy, Nice, São Paulo, Seoul, Singapore, Stockholm, and Zurich. Given the heavy emphasis on global case studies, this work is particularly suitable for any urban manager, policymaker, or practitioner responsible for delivering technological services for the public sector from sectors as diverse as energy, transportation, pollution, and waste management. Explores numerous specific urban interventions drawn from global case studies, helping readers understand real urban challenges and create data-driven solutions Provides a step-by-step and applied holistic guide and methodology for immediate application in the reader’s own business agenda Presents cutting edge technology presentation with coverage of innovations such as the Internet of Things, robotics, 5G,

edge/fog computing, blockchain, intelligent transport systems, and connected-automated mobility

Lessons in elementary mechanics John Wiley & Sons

18th International Forum, IFTC 2021, Shanghai, China, December 3–4, 2021, Revised Selected Papers John Wiley & Sons