

1. Record Nr.	UNINA9910725008503321
Autore	Moniere Denis <1947->
Titolo	Democratie mediatique et representation politique : Analyse comparative de quatre journaux televises : Radio-Canada, France 2, RTBF (Belgique) et TSR (Suisse) // Denis Moniere
Pubbl/distr/stampa	Quebec : , : Presses de l'Universite de Montreal, , 1999
Descrizione fisica	1 online resource (138 pages)
Collana	Politique et economie (Presses de l'Universite de Montreal)
Disciplina	384.5509494
Soggetti	Mass media - Political aspects
Lingua di pubblicazione	Francese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Sommario/riassunto	<p>Dans toutes les democraties occidentales, la television est devenue le moyen d'information principal -- celui qui rejoint le plus large auditoire et auquel les gens accordent le plus de credibilite. Present dans pratiquement tous les foyers, le petit ecran ouvre sur l'espace public fondamental de notre temps et sous-tend les liens les plus essentiels qui unissent les citoyens a leurs representants politiques. Pourtant, en dehors des campagnes electorales, peu d'analystes politiques se sont interesses aux informations televisees. Denis Moniere cherche ici a combler cette lacune. Il analyse systematiquement les journaux televises de quatre chaines publiques francophones (Radio-Canada, France 2, la Radio-television belge et la Television suisse romande) pour la periode qui va de decembre 1996 a mars 1997. En tenant compte des differences du cadre juridique et des situations politiques, il mene une etude empirique et comparative du contenu et de la forme des informations. A partir d'un sujet aussi precisement delimite, Denis Moniere elargit sans cesse la perspective pour s'interesser au role des medias dans le processus democratique. Il montre qu'a l'ere du « village global », l'information continue neanmoins a s'accompagner d'un traitement differencie culturellement selon le public auquel on la destine.</p>

2. Record Nr.	UNINA9910955567803321
Autore	Click Rick L
Titolo	Business process outsourcing : the competitive advantage // Rick L. Click, Thomas N. Duening
Pubbl/distr/stampa	Hoboken, N.J., : John Wiley & Sons, c2005
ISBN	9786610265510 9781280265518 1280265515 9780471700975 0471700975
Edizione	[1st ed.]
Descrizione fisica	1 online resource (257 p.)
Altri autori (Persone)	DueningThomas N
Disciplina	658.4/058
Soggetti	Contracting out
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references (p. 223-231) and index.
Nota di contenuto	Business Process Outsourcing; contents; foreword; preface; acknowledgments; Part One: BPO Overview; Chapter 1: What Is So Revolutionary about BPO?; BPO: A SOCIO-TECHNICAL INNOVATION; DRIVING FACTORS; BPO TYPES; TO BPO OR NOT TO BPO? A STRATEGIC QUESTION; SUMMARY; Chapter 2: Who Is Using BPO and How?; SUCCESSFUL OFFSHORE OUTSOURCING; COMPETENCE CO-DEVELOPMENT OUTSOURCING; VARIABLE-PRICE OUTSOURCING; FIRST-TIME OUTSOURCING; REVERSE OUTSOURCING; BUSINESS TRANSFORMATION OUTSOURCING; UNSUCCESSFUL OFFSHORE OUTSOURCING; CONCLUSION; SUMMARY; Part Two: To BPO or Not to BPO? Chapter 3: Identify and Select the BPO Opportunity BPO PROJECT TEAM STRUCTURE; SIX-STEP PROCESS; STEP 1: ESTABLISH A BPO ANALYSIS TEAM; STEP 2: CONDUCT A CURRENT STATE ANALYSIS; STEP 3: IDENTIFY CORE AND NONCORE ACTIVITIES; STEP 4: IDENTIFY BPO OPPORTUNITIES; STEP 5: MODEL THE BPO PROJECT; STEP 6: DEVELOP AND PRESENT THE BUSINESS CASE; CONCLUSION; SUMMARY; Chapter 4: Identify and Manage the Costs of BPO; TOTAL COST MANAGEMENT; FINANCIAL COSTS; STRATEGIC COSTS; CONCLUSION; SUMMARY; Part

Three: BPO Vendor Selection; Chapter 5: Identify and Select a BPO Vendor; AN EIGHT-STEP PROCESS
STEP 1: APPOINT A VENDOR SELECTION TEAM STEP 2: ESTABLISH QUALIFICATIONS; STEP 3: DEVELOP A LONG LIST; STEP 4: REQUEST FOR INFORMATION; STEP 5: REQUEST FOR PROPOSALS; STEP 6: EVALUATE THE PROPOSALS; STEP 7: SELECT A SHORT LIST; STEP 8: SELECT THE VENDOR; CONCLUSION; SUMMARY; Chapter 6: BPO Contracts; NEGOTIATING BPO AGREEMENTS; TERMS OF THE BPO CONTRACT; CONCLUSION; SUMMARY; Part Four: Executing an Outsourcing Project; Chapter 7: Managing the BPO Transition; THE BPO PROJECT MANAGEMENT PLAN; GENERAL PRINCIPLES OF CHANGE MANAGEMENT; CONCLUSION; SUMMARY
Chapter 8: Managing the Buyer - Vendor Relationship FUNDAMENTAL CHARACTERISTICS OF THE BPO PROJECT; BPO RELATIONSHIP SUCCESS FACTORS; RELATIONSHIP RISK FACTORS; CONCLUSION; SUMMARY; Chapter 9: Infrastructure Considerations and Challenges; HARDWARE INFRASTRUCTURE; SOFTWARE INFRASTRUCTURE; KNOWLEDGE INFRASTRUCTURE; TRAINING AND SUPPORT INFRASTRUCTURE; CONCLUSION; SUMMARY; Chapter 10: Business Risks and Mitigation Strategies; HUMAN CAPITAL RISKS; PROJECT RISKS; INTELLECTUAL PROPERTY RISKS; LEGAL RISKS; VENDOR ORGANIZATIONAL RISKS; VALUE RISKS; FORCE MAJEURE RISKS; CONCLUSION; SUMMARY
Part Five: The Future of BPO Chapter 11: Future Potential for BPO; GLOBAL BUSINESS ENVIRONMENT; STRATEGY AND COMPETITIVENESS; BPO AND POLITICS; BPO AND GLOBAL ECONOMICS; BPO AND GLOBAL WORKERS; BPO AND EDUCATION; OUTRAGEOUS PREDICTIONS: WHAT'S LEFT FOR AMERICA?; CONCLUSION; endnotes; Index

Sommario/riassunto

Business Process Outsourcing (BPO) is becoming the new revolution as company's of all sizes are seeking to take advantage of this source of competitive advantage. This book provides a step-by-step approach to understanding the application of Business Process Outsourcing, assessing the BPO opportunity in the company, and then managing the transition to BPO. It serves as a guide to implementing BPO and as a reference source to solving the variety of issues that may arise during a BPO initiative. Each chapter features a case study, insight from a practitioner, focus on how BPO affects people,
