

1.	Record Nr.	UNICAMPANIAVAN0237530
	Titolo	Decolonising and Internationalising Geography : Essays in the History of Contested Science / editors Bruno Schelhaas ... [et al.]
	Pubbl/distr/stampa	Cham, : Springer, 2020
	Descrizione fisica	XVI, 140 p. : ill. ; 24 cm
	Disciplina	526 910 911
	Lingua di pubblicazione	Inglese
	Formato	Materiale a stampa
	Livello bibliografico	Monografia
2.	Record Nr.	UNINA9911076531603321
	Titolo	Revision of the public land laws. Report of the Special Subcommittee on Revision of the Public Land Laws of the Committee on Interior and Insular Affairs. December 31, 1952. -- Committed to the Committee of the Whole House on the State of the Union and ordered to be printed
	Pubbl/distr/stampa	[Washington, D.C.] : , : [U.S. Government Printing Office], , 1952
	Descrizione fisica	1 online resource (13 pages)
	Collana	House report / 82nd Congress, 2nd session. House ; ; no. 2511 [United States congressional serial set] ; ; [serial no. 11578]
	Altri autori (Persone)	MurdockJohn Robert <1885-1972> (Democrat (AZ))
	Soggetti	Land use - Government policy Land titles - Registration and transfer Land use Law Legislation Mineral lands Public lands Legislative materials.
	Lingua di pubblicazione	Inglese
	Formato	Materiale a stampa

Livello bibliografico	Monografia
Note generali	Batch processed record: Metadata reviewed, not verified. Some fields updated by batch processes. FDLP item number not assigned.

3. Record Nr.	UNINA9911135986503321
Autore	Morris Helen
Titolo	ITIL foundation exam study guide / / Helen Morris, Liz Gallacher
Pubbl/distr/stampa	Chichester, U.K., : Wiley, 2012
ISBN	1-119-94364-7 1-283-57136-6 9786613883810 1-119-94363-9
Edizione	[1st edition]
Descrizione fisica	1 online resource (410 p.)
Altri autori (Persone)	GallacherLiz
Disciplina	004.068 658.05
Soggetti	Information technology - Management - Examinations Information technology projects - Management - Examinations Electronic data processing personnel - Certification
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Includes index.
Nota di contenuto	""ITILA® Foundation Exam Study Guide""; ""Copyright""; ""Acknowledgments""; ""About the Authors""; ""Contents""; ""Introduction""; ""How to Contact the Authors""; ""ITIL Foundation Exam Objectives""; ""Unit 1: Service Management as a Practice""; ""Unit 2: The ITIL Service Lifecycle""; ""Unit 3: Generic Concepts and Definitions""; ""Unit 4: Key Principles and Models""; ""Unit 5: Processes""; ""Unit 6: Functions""; ""Unit 7: Roles""; ""Unit 8: Technology and Architecture""; ""Unit 9: Competence and Training""; ""Unit 10: Mock Exam""; ""Assessment Test""; ""Answers to Assessment Test"" ""Chapter 1: Service Management as a Practice""""Best-Practice Approaches and ITIL""; ""Why Is ITIL So Successful?""; ""Services, Customers, and Stakeholders""; ""Identifying Types of Service"";

""Understanding the Customer, Internal and External""; ""Differentiating
 Between Internal and External Services""; ""Who Are the Stakeholders in
 Service Management?""; ""Understanding the Concepts of Service
 Management and IT Service Management""; ""Service Management""; ""IT
 Service Management""; ""IT Service Provider Types""; ""Understanding
 Processes and Functions""
 ""Processes in the Service Lifecycle""""The Process Model""; ""Process
 Characteristics""; ""Organizing for Service Management""; ""Introducing
 the Service Lifecycle""; ""Summary""; ""Exam Essentials""; ""Review
 Questions""; ""Chapter 2: Understanding Service Strategy"";
 ""Understanding the Service Strategy Stage""; ""Purpose and Objectives
 of Service Strategy""; ""Setting the Scope for Service Strategy""; ""What
 Value Does Service Strategy Provide to the Business?""; ""Demonstrating
 the Value of Services""; ""Understanding Key Concepts of Service
 Strategy""
 ""Utility and Warranty in Value Creation""""Assets, Resources, and
 Capabilities""; ""Governance and Its Place in the Lifecycle"";
 ""Management of Risk in Service Management""; ""Understanding
 Patterns of Business Activity""; ""Summary""; ""Exam Essentials"";
 ""Review Questions""; ""Chapter 3: Service Strategy Processes"";
 ""Understanding Service Portfolio Management""; ""Purpose of SPM"";
 ""Objectives of SPM""; ""Scope of SPM""; ""The Service Portfolio"";
 ""Understanding the Financial Management Process""; ""Purpose of
 Financial Management""; ""Objectives of Financial Management""
 ""Scope of Financial Management""""Preparing and Using a Business
 Case""; ""Understanding the Business Relationship Management
 Process""; ""Purpose of the BPM Process""; ""Objectives of the BPM
 Process""; ""Scope of the BPM Process""; ""Summary""; ""Exam
 Essentials""; ""Review Questions""; ""Chapter 4: Understanding Service
 Design""; ""Understanding the Purpose, Objectives, and Scope for
 Service Design""; ""The Purpose of Service Design""; ""The Objectives of
 Service Design""; ""The Scope of Service Design""; ""The Value Service
 Design Provides to the Business""; ""Describing the Service""
 ""Four Key Elements of Service Design""

Sommario/riassunto

Everything you need to prepare for the ITIL exam - Accredited to 2011
 syllabus The ITIL (Information Technology Infrastructure Library) exam
 is the ultimate certification for IT service management. This essential
 resource is a complete guide to preparing for the ITIL Foundation exam
 and includes everything you need for success. Organized around the
 ITIL Foundation (2011) syllabus, the study guide addresses the ITIL
 Service Lifecycles, the ITIL processes, roles, and functions, and also
 thoroughly explains how the Service Lifecycle provides effective and
 efficient IT services. Offers an intro

4. Record Nr.	UNINA9911145759303321
Autore	Goodman John A
Titolo	Strategic customer service : managing the customer experience to increase positive word of mouth, build loyalty, and maximize profits / / John A. Goodman
Pubbl/distr/stampa	New York, : AMACOM, c2009
ISBN	9786612091100 9781282091108 1282091107 9780814413340 081441334X
Edizione	[1st ed.]
Descrizione fisica	1 online resource (273 p.)
Disciplina	658.8/12
Soggetti	Customer services Customer relations - Management
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 and index.
Nota di contenuto	CONTENTS; FOREWORD; INTRODUCTION: WHY STRATEGIC CUSTOMER SERVICE?; PART 1: THE IMPORTANCE OF CUSTOMER SERVICE; PART 2: IDENTIFYING IMMEDIATE REVENUE AND PROFIT OPPORTUNITIES; PART 3: RESPONDING TO CUSTOMERS' QUESTIONS AND PROBLEMS; PART 4: MOVING TO THE NEXT LEVEL; PART 5: INTO THE FUTURE; INDEX
Sommario/riassunto	The success of any organization depends on high-quality customer service. But for companies that strategically align customer service with their overall corporate strategy, it can transcend typical good business to become a profitable word-of-mouth machine that will transform the bottom line. The author draws on over thirty years of research for companies such as 3M, American Express, Chik-Fil-A, USAA, Coca-Cola, FedEx, GE, Cisco Systems, Neiman Marcus, and Toyota. Filled with proven strategies and eye-opening case studies, this book challenges many aspects of conventional wisdom using hard da