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From the creator of the popular website Ask a Manager and New York's work-advice columnist comes a witty, practical guide to 200 difficult professional conversations—featuring all-new advice! There's a reason Alison Green has been called “the Dear Abby of the work world.” Ten years as a workplace-advice

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columnist have taught her that people avoid awkward conversations in the office because they simply don't know what to say. Thankfully, Green does—and in this incredibly helpful book, she tackles the tough discussions you may need to have during your career. You'll learn what to say when

- coworkers push their work on you—then take credit for it
- you accidentally trash-talk someone in an email then hit “reply all”
- you're being micromanaged—or not being managed at all
- you catch a colleague in a lie
- your boss seems unhappy with your work
- your cubemate's loud speakerphone is making you homicidal
- you got drunk at the holiday party

Praise for Ask a Manager “A must-

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read for anyone who works . . . [Alison Green's] advice boils down to the idea that you should be professional (even when others are not) and that communicating in a straightforward manner with candor and kindness will get you far, no matter where you work."—Booklist (starred review) "The author's friendly, warm, no-nonsense writing is a pleasure to read, and her advice can be widely applied to relationships in all areas of readers' lives. Ideal for anyone new to the job market or new to management, or anyone hoping to improve their work experience."—Library Journal (starred review) "I am a huge fan of Alison Green's Ask a Manager column. This book is even better. It teaches us how to deal with many

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of the most vexing big and little problems in our workplaces—and to do so with grace, confidence, and a sense of humor.”—Robert Sutton, Stanford professor and author of *The No Asshole Rule* and *The Asshole Survival Guide* “*Ask a Manager* is the ultimate playbook for navigating the traditional workforce in a diplomatic but firm way.”—Erin Lowry, author of *Broke Millennial: Stop Scraping By and Get Your Financial Life Together*

The Pocket Book is for use by doctors nurses and other health workers who are responsible for the care of young children at the first level referral hospitals. This second edition is based on evidence from several WHO updated and published clinical guidelines. It is for use in both

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inpatient and outpatient care in small hospitals with basic laboratory facilities and essential medicines. In some settings these guidelines can be used in any facilities where sick children are admitted for inpatient care. The Pocket Book is one of a series of documents and tools that support the Integrated Managem.

A riveting, decades-in-the-writing memoir from the determined young prosecutor who, in two of America's most celebrated trials, managed to convict famed mob boss John Gotti—and subsequently took down the Mafia altogether. John Gotti was without a doubt the flashiest and most feared Mafioso in American history. He became the boss of the Gambino Crime Family in

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spectacular fashion—with the brazen and very public murder of Paul Castellano in front of Sparks Steakhouse in midtown Manhattan in 1985. Not one to stay below law enforcement’s radar, Gotti instead became the first celebrity crime boss. His penchant for eye-catching apparel earned him the nickname “The Dapper Don;” his ability to beat criminal charges led to another: “The Teflon Don.” This is the captivating story of Gotti’s meteoric rise to power and his equally dramatic downfall. Every step of the way, Gotti’s legal adversary—John Gleeson, an Assistant US Attorney in Brooklyn—was watching. When Gotti finally faced two federal racketeering prosecutions, Gleeson prosecuted both. As

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the junior lawyer in the first case—a bitter seven-month battle that ended in Gotti’s acquittal—Gleeson found himself in Gotti’s crosshairs, falsely accused of serious crimes by a defense witness Gotti intimidated into committing perjury. Five years later, Gleeson was in charge of the second racketeering investigation and trial. Armed with the FBI’s secret recordings of Gotti’s conversations with his underboss and consigliere in the apartment above Gotti’s Little Italy hangout, Gleeson indicted all three. He “flipped” underboss Sammy the Bull Gravano, killer of nineteen men, who became history’s highest-ranking mob turncoat—resulting in Gotti’s murder conviction. Gleeson ended not just

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Gotti's reign, but eventually that of the entire mob. An epic, page-turning courtroom drama, *The Gotti Wars* is a brilliantly told crime story that illuminates a time in our nation's history when lawyers and mobsters dominated the news, but it's also the story of a tenacious young man, in the glare of the media spotlight, who mastered the art of becoming a great attorney.

Charles Henson, managing partner of Nashville Computer, the premiere cyber security and IT service firm in Music City, offers advice in this book on how MSPs can protect their clients from ransom ware, data theft, and other malicious acts by hackers. The unfortunate truth is some MSPs' credentials and

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backend access are available today for sale on the dark web. Small business owners can't afford systems to protect themselves and their clients that cost hundreds of thousands of dollars. That's why MSSP Playbook is vital. It will walk you through what Charles' company has done, as well as how he's worked with other MSPs in building out a security stack. You'll learn how to vet those essential security vendors, what dangers to look out for, and how to eliminate the need to hire a six-figure security engineer and instead find a strategic partner who has already hired, trained and staffed the Security Operations Center (SOC).

Work from Home, Remote Work, and the Hard Choices

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We All Face

A Journey from Corner Store to Corner Office

Pain Management and the Opioid Epidemic

Taking Down America's Most Notorious Mobster

A Quick-Start Guide to Managed Services

Managed Services in a Month

Ask a Manager

Learn Azure in a Month of Lunches, Second Edition, is a tutorial on writing, deploying, and running applications in Azure. In it, you'll work through 21 short lessons that give

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you real-world experience. Each lesson includes a hands-on lab so you can try out and lock in your new skills.

Summary You can be incredibly productive with Azure without mastering every feature, function, and service.

Learn Azure in a Month of Lunches, Second Edition gets you up and running quickly, teaching you the most important concepts and tasks in 21 practical bite-sized lessons. As you explore the examples, exercises, and

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labs, you'll pick up valuable skills immediately and take your first steps to Azure mastery! This fully revised new edition covers core changes to the Azure UI, new Azure features, Azure containers, and the upgraded Azure Kubernetes Service. Purchase of the print book includes a free eBook in PDF, Kindle, and ePub formats from Manning Publications. About the technology Microsoft Azure is vast and powerful, offering virtual servers,

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application templates, and prebuilt services for everything from data storage to AI. To navigate it all, you need a trustworthy guide. In this book, Microsoft engineer and Azure trainer Iain Foulds focuses on core skills for creating cloud-based applications. About the book Learn Azure in a Month of Lunches, Second Edition, is a tutorial on writing, deploying, and running applications in Azure. In it, you'll work through 21 short lessons

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that give you real-world experience. Each lesson includes a hands-on lab so you can try out and lock in your new skills. What's inside Understanding Azure beyond point-and-click Securing applications and data Automating your environment Azure services for machine learning, containers, and more About the reader This book is for readers who can write and deploy simple web or client/server applications. About the author Iain Foulds is an engineer and

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senior content developer with Microsoft. Table of Contents PART 1 - AZURE CORE SERVICES 1 Before you begin 2 Creating a virtual machine 3 Azure Web Apps 4 Introduction to Azure Storage 5 Azure Networking basics PART 2 - HIGH AVAILABILITY AND SCALE 6 Azure Resource Manager 7 High availability and redundancy 8 Load-balancing applications 9 Applications that scale 10 Global databases with Cosmos DB 11 Managing network traffic and routing 12

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Monitoring and troubleshooting PART 3 -
SECURE BY DEFAULT 13 Backup, recovery,
and replication 14 Data encryption 15
Securing information with Azure Key
Vault 16 Azure Security Center and
updates PART 4 - THE COOL STUFF 17
Machine learning and artificial
intelligence 18 Azure Automation 19
Azure containers 20 Azure and the
Internet of Things 21 Serverless
computing

"Whether you're just starting out or

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have been growing your Managed Service Provider business for years, everyone can benefit from a dose of inspiration once in a while. After six months of research, Mark Copeman has brought together wisdom, experience and practical advice into a single book, to benefit you and your team." --

Publisher summary.

Telemedicine--the use of information and telecommunications technologies to provide and support health care when

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distance separates the participants--is receiving increasing attention not only in remote areas where health care access is troublesome but also in urban and suburban locations. Yet the benefits and costs of this blend of medicine and digital technologies must be better demonstrated before today's cautious decisionmakers invest significant funds in its development. Telemedicine presents a framework for evaluating patient care applications of

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telemedicine. The book identifies managerial, technical, policy, legal, and human factors that must be taken into account in evaluating a telemedicine program. The committee reviews previous efforts to establish evaluation frameworks and reports on results from several completed studies of image transmission, consulting from remote locations, and other telemedicine programs. The committee also examines basic elements of an

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evaluation and considers relevant issues of quality, accessibility, and cost of health care. Telemedicine will be of immediate interest to anyone with interest in the clinical application of telemedicine.

Describes the features and functions of Apache Hive, the data infrastructure for Hadoop.

The Future of Disability in America
Special Ops, Helicopter Support, SEAL Team Six, and the Deadliest Day of the

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U.S. War in Afghanistan

Telemedicine

This Naked Mind

The Final Mission of Extortion 17

Service Agreements for Smb Consultants

The Best NOC and Service Desk

Operations BOOK EVER!

Cloud Services in a Month is a step-by-step, no-nonsense guide to building an extremely profitable cloud service business for the SMB (small and medium business) market. Filled with practical

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advice based on the author's experience over more than a decade, this guide is the playbook you will use for success in the Cloud. Karl Palachuk is one of the most well-known and respected authors and pioneers in the Managed Services industry and has sold and delivered millions of dollars of Cloud services to his clients. In this book he shares exactly how he did it.

Palachuk spells out all the details you need to build a Cloud Five-Pack (TM) -

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The custom bundled offering of services you will market, sell, and deliver to your prospects and customers. Chock full of additional assets such as spreadsheets, checklists, processes, and more, Cloud Services in a Month includes everything you need to hit the ground running - even if you're not a Cloud expert. Whether you have a time-and materials, professional services, or managed services practice, Cloud Services in a Month reveals how to

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incorporate Cloud services into your existing solution stack and up-sell and cross-sell the Cloud with your existing services in 30 days. Palachuk's other books includes Managed Services in a Month, The Managed Services Operations Manual, Service Agreements for SMB Consultants, Project Management in Small Business, and The Network Documentation Workbook.

Offers advice on how to lead an organization into change, including

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establishing a sense of urgency, developing a vision and strategy, and generating short-term wins.

A leadership and career manifesto told through the narrative of one of today's most inspiring, admired, and successful global leaders. In Winners Dream, Bill McDermott—the CEO of the world's largest business software company, SAP—chronicles how relentless optimism, hard work, and disciplined execution embolden people and equip organizations

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to achieve audacious goals. Growing up in working-class Long Island, a sixteen-year-old Bill traded three hourly wage jobs to buy a small deli, which he ran by instinctively applying ideas that would be the seeds for his future success. After paying for and graduating college, Bill talked his way into a job selling copiers door-to-door for Xerox, where he went on to rank number one in every sales position he held and eventually became the

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company's youngest-ever corporate officer. Eventually, Bill left Xerox and in 2002 became the unlikely president of SAP's flailing American business unit. There, he injected enthusiasm and accountability into the demoralized culture by scaling his deli, sales, and management strategies. In 2010, Bill was named co-CEO, and in May 2014 became SAP's sole, and first non-European, CEO. Colorful and fast-paced, Bill's anecdotes contain

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effective takeaways: gutsy career moves; empathetic sales strategies; incentives that yield exceptional team performance; and proof of the competitive advantages of optimism and hard work. At the heart of Bill's story is a blueprint for success and the knowledge that the real dream is the journey, not a preconceived destination.

Technology-as-a-Service Playbook defines the tactical and strategic

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plays technology companies must run to build a profitable subscription business. Whether you are a pureplay cloud company or a traditional technology provider making the pivot to the cloud, this book will help guide your decision-making and execution around the \"as-a-service\" model to put your company on a path to profitable growth.

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Business in 30 Days

*Guidelines for the Management of Common
Childhood Illnesses*

*Ten Strategies of a World-Class
Cybersecurity Operations Center*

*With a Guide to Abbreviation of
Bibliographic References ; for the
Guidance of Authors, Editors,
Compositors, and Proofreaders*

*Learn Azure in a Month of Lunches,
Second Edition*

The Gotti Wars

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Programming Hive

A tiny American town's plans for radical self-government overlooked one hairy detail: no one told the bears. Once upon a time, a group of libertarians got together and hatched the Free Town Project, a plan to take over an American town and completely eliminate its government. In 2004, they set their sights on Grafton, NH, a barely populated settlement with one paved road. When they descended on Grafton, public funding for pretty much everything shrank: the fire department, the library, the schoolhouse. State and federal laws became meek suggestions, scarcely heard in the town's thick

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wilderness. The anything-goes atmosphere soon caught the attention of Grafton's neighbors: the bears. Freedom-loving citizens ignored hunting laws and regulations on food disposal. They built a tent city in an effort to get off the grid. The bears smelled food and opportunity. A Libertarian Walks Into a Bear is the sometimes funny, sometimes terrifying tale of what happens when a government disappears into the woods. Complete with gunplay, adventure, and backstabbing politicians, this is the ultimate story of a quintessential American experiment -- to live free or die, perhaps from a bear. Managed Services in a Month is a no-nonsense guide to

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building a successful managed service practice. Whether you are just starting out, or converting your existing break/fix technology consulting business to managed services, this book will show you the way. The newly revised and expanded 2nd edition has nine new chapters, covering the latest products and services available today-including cloud technologies. Karl Palachuk makes it very clear that managed services is the business model of the future. Managed Services in a Month is very practical and straight to the point. Karl shows you how to transform your business step by step. And yes-You can really do it in one month! Karl W. Palachuk is the

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author of ten books, including The Network Documentation Workbook, Service Agreements for SMB Consultants - A Quick-Start Guide to Managed Services, and The Network Migration Workbook. He is also the author of the most popular blog on Managed Services. Karl ran a consulting business for seventeen years and is now the Senior Systems Engineer at America's Tech Support. He provides technical support to small and medium size businesses in North America. In that role, Karl provides business consulting services and CEO-level training on technical topics.

Service Agreements for SMB Consultants: A Quick-

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Start Guide to Managed Services by Karl W. Palachuk is an essential guide for I.T. Consultants. All forms are available to download online. Everyone knows it: Spoken agreements aren't worth the paper they're written on. The SMB Consultant is facing changes we never imaged a few years ago. Managed services are everywhere. Franchised tech support is taking off. And now big corporations are trying to compete in the "SMB Space." Whether you like it or not, you need to make some changes in order to meet the challenges of the next few years. Service agreements literally define your business. If you're not using them, you need to start

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today. If you are using them, great! Just make sure that they truly represent who you are and how you want to define your business. Whether you sell your services hourly, in blocks of time, or with a Managed Service plan, you need a good service agreement. As with his other books, Karl gives you more than just the forms. Service Agreements for SMB Consultants includes best practices and lots of great information to help you run your business more prosperously.

The COVID-19 pandemic forced an unprecedented experiment that reshaped white-collar work and turned remote work into a kind of "new normal." Now comes

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the hard part. Many employees want to continue that normal and keep working remotely, and most at least want the ability to work occasionally from home. But for employers, the benefits of employees working from home or hybrid approaches are not so obvious. What should both groups do? In a prescient new book, The Future of the Office: Work from Home, Remote Work, and the Hard Choices We All Face, Wharton professor Peter Cappelli lays out the facts in an effort to provide both employees and employers with a vision of their futures. Cappelli unveils the surprising tradeoffs both may have to accept to get what they want. Cappelli illustrates the

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challenges we face by in drawing lessons from the pandemic and deciding what to do moving forward. Do we allow some workers to be permanently remote? Do we let others choose when to work from home? Do we get rid of their offices? What else has to change, depending on the approach we choose? His research reveals there is no consensus among business leaders. Even the most high-profile and forward-thinking companies are taking divergent approaches: --Facebook, Twitter, and other tech companies say many employees can work remotely on a permanent basis. --Goldman Sachs, JP Morgan, and others say it is important for

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everyone to come back to the office. --Ford is redoing its office space so that most employees can work from home at least part of the time, and --GM is planning to let local managers work out arrangements on an ad-hoc basis. As Cappelli examines, earlier research on other types of remote work, including telecommuting offers some guidance as to what to expect when some people will be in the office and others work at home, and also what happened when employers tried to take back offices. Neither worked as expected. In a call to action for both employers and employees, Cappelli explores how we should think about the choices going forward as well as

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who wins and who loses. As he implores, we have to choose soon.

Pocket Book of Hospital Care for Children

101 Gems of Inspiration, Stories and Practical Advice for Managed Service Provider Owners

MSSP Playbook

Professional Azure SQL Managed Database Administration

Health Data in the Information Age

Leading Change

Winners Dream

Working out what to include and exclude in an MSP offering

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as well as how to bundle, package and price your plans is one of the toughest things most MSP's face when building and growing their business. In this short but impactful read, Nigel demystifies the process, answers the tough questions and provides examples to help you build an MSP offering that not only appeals to your clients - but allows you to scale.

On August 6, 2011, a U.S. Army CH-47D Chinook helicopter approached a landing zone in Afghanistan 40 miles southwest of Kabul. The helicopter, call sign Extortion 17, was on a mission to reinforce American and coalition special operations troops. It would never return. Insurgents fired at the Chinook, severed one of its rear rotor blades, and brought it crashing to the ground. All 38 onboard perished

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instantly in the single greatest moment of sacrifice for Americans in the war in Afghanistan. Those killed were some of the U.S.'s most highly trained and battle-honed commandos, including 15 men from the Gold Squadron of the Naval Special Warfare Development Group, known popularly as SEAL Team 6, which had raided a Pakistan compound and killed Osama bin Laden just three months earlier. The downing of Extortion 17 spurred a number of conspiracy theories, such as the idea that the shootdown was revenge for bin Laden's death. In *The Final Mission of Extortion 17*, Ed Darack debunks this theory and others and uncovers the truth behind this mysterious tragedy. His account of the brave pilots, crew, and passengers of Extortion 17 and the events of that fateful day is interwoven

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into a rich, complex narrative that also discusses modern joint combat operations, the history of the Afghan war to that date, U.S. helicopter use in Afghanistan, and the new and evolving military technologies and tactics being developed to mitigate such tragedies now and in the future.

Amazon Best History Book of the Month - September 2017

This Naked Mind has ignited a movement across the country, helping thousands of people forever change their relationship with alcohol. Many people question whether drinking has become too big a part of their lives, and worry that it may even be affecting their health. But, they resist change because they fear losing the pleasure and stress-relief associated with alcohol, and assume giving it up will involve deprivation and misery. This Naked Mind offers a

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new, positive solution. Here, Annie Grace clearly presents the psychological and neurological components of alcohol use based on the latest science, and reveals the cultural, social, and industry factors that support alcohol dependence in all of us. Packed with surprising insight into the reasons we drink, this book will open your eyes to the startling role of alcohol in our culture, and how the stigma of alcoholism and recovery keeps people from getting the help they need. With Annie ' s own extraordinary and candid personal story at its heart, this book is a must-read for anyone who drinks. This Naked Mind will give you freedom from alcohol. It removes the psychological dependence so that you will not crave alcohol, allowing you to easily drink less (or stop drinking). With clarity, humor,

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and a unique blend of science and storytelling, This Naked Mind will open the door to the life you have been waiting for. “ You have given me my live back. ” —Katy F., Albuquerque, New Mexico “ This is an inspiring and groundbreaking must-read. I am forever inspired and changed. ” —Kate S., Los Angeles, California “ The most selfless and amazing book that I have ever read. ” —Bernie M., Dublin, Ireland

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Great Little Book Publishing Company, Incorporated

What Every SMB IT Service Provider Should Know about Managed Services

The Essential Guide to Packaging and Pricing Your MSP

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Plans

Next in Line

The Utopian Plot to Liberate an American Town (And Some Bears)

Suggestions to Medical Authors and A.M.A. Style Book
America's Children

Use, Disclosure, and Privacy

The ultimate do-it-now guide to getting started in Managed Services. Now includes chapters on Cloud Services, bundling, and more. Whether you're a NEW Computer Consultant or an experienced technician making the move to managed services, this is the perfect book for

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you! The book includes step-by-step instructions for creating service offerings, reformulating your business, creating service agreements, and more! Downloadable content includes forms, checklists, and spreadsheets you can customize for your business. The #1 selling book on managed services! Now with ten new chapters, this is the ultimate guide to building a successful managed service business.

Despite the buzz surrounding the cloud computing, only a small percentage of organizations have actually deployed this new style of IT—so far. If you're planning your long-

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term cloud strategy, this practical book provides insider knowledge and actionable real-world lessons regarding planning, design, operations, security, and application transformation. This book teaches business and technology managers how to transition their organization's traditional IT to cloud computing. Rather than yet another book trying to sell or convince readers on the benefits of clouds, this book provides guidance, lessons learned, and best practices on how to design, deploy, operate, and secure an enterprise cloud based on real-world experience. Author James Bond provides useful guidance and

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best-practice checklists based on his field experience with real customers and cloud providers. You'll view cloud services from the perspective of a consumer and as an owner/operator of an enterprise private or hybrid cloud, and learn valuable lessons from successful and less-than-successful organization use-case scenarios. This is the information every CIO needs in order to make the business and technical decisions to finally execute on their journey to cloud computing. Get updated trends and definitions in cloud computing, deployment models, and for building or buying cloud services

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Discover challenges in cloud operations and management not foreseen by early adopters Use real-world lessons to plan and build an enterprise private or hybrid cloud Learn how to assess, port, and migrate legacy applications to the cloud Identify security threats and vulnerabilities unique to the cloud Employ a cloud management system for your enterprise (private or multi-provider hybrid) cloud ecosystem Understand the challenges for becoming an IT service broker leveraging the power of the cloud Discover high-value Azure security insights, tips,

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and operational optimizations This book presents comprehensive Azure Security Center techniques for safeguarding cloud and hybrid environments. Leading Microsoft security and cloud experts Yuri Diogenes and Dr. Thomas Shinder show how to apply Azure Security Center's full spectrum of features and capabilities to address protection, detection, and response in key operational scenarios. You'll learn how to secure any Azure workload, and optimize virtually all facets of modern security, from policies and identity to incident response and risk management. Whatever your role in Azure security, you'll learn

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how to save hours, days, or even weeks by solving problems in most efficient, reliable ways possible. Two of Microsoft's leading cloud security experts show how to:

- Assess the impact of cloud and hybrid environments on security, compliance, operations, data protection, and risk management***
- Master a new security paradigm for a world without traditional perimeters***
- Gain visibility and control to secure compute, network, storage, and application workloads***
- Incorporate Azure Security Center into your security operations center***
- Integrate Azure Security Center with Azure AD Identity***

Protection Center and third-party solutions • Adapt Azure Security Center's built-in policies and definitions for your organization • Perform security assessments and implement Azure Security Center recommendations • Use incident response features to detect, investigate, and address threats • Create high-fidelity fusion alerts to focus attention on your most urgent security issues • Implement application whitelisting and just-in-time VM access • Monitor user behavior and access, and investigate compromised or misused credentials • Customize and perform operating system security baseline

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assessments • Leverage integrated threat intelligence to identify known bad actors
Many Americans believe that people who lack health insurance somehow get the care they really need. Care Without Coverage examines the real consequences for adults who lack health insurance. The study presents findings in the areas of prevention and screening, cancer, chronic illness, hospital--based care, and general health status. The committee looked at the consequences of being uninsured for people suffering from cancer, diabetes, HIV infection and AIDS, heart and kidney disease, mental

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illness, traumatic injuries, and heart attacks. It focused on the roughly 30 million -- one in seven--working--age Americans without health insurance. This group does not include the population over 65 that is covered by Medicare or the nearly 10 million children who are uninsured in this country. The main findings of the report are that working-age Americans without health insurance are more likely to receive too little medical care and receive it too late; be sicker and die sooner; and receive poorer care when they are in the hospital, even for acute situations like a motor vehicle crash.

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Managed Services in a Month - Build a Successful It Service Business in 30 Days - 2nd Ed.

Care Without Coverage

How to Navigate Clueless Colleagues, Lunch-Stealing Bosses, and the Rest of Your Life at Work

A Guide for MSP's on Their Journey to Becoming a Managed Security- Centric Service Provider For Managed Services...

Health Insurance and Access to Care Too Little, Too Late

America's Children is a comprehensive, easy-to-

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read analysis of the relationship between health insurance and access to care. The book addresses three broad questions: How is children's health care currently financed? Does insurance equal access to care? How should the nation address the health needs of this vulnerable population? America's Children explores the changing role of Medicaid under managed care; state-initiated and private sector children's insurance programs; specific effects of insurance status on the care children receive; and the impact of chronic medical conditions and special health care needs.

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It also examines the status of "safety net" health providers, including community health centers, children's hospitals, school-based health centers, and others and reviews the changing patterns of coverage and tax policy options to increase coverage of private-sector, employer-based health insurance. In response to growing public concerns about uninsured children, last year Congress voted to provide \$24 billion over five years for new state insurance initiatives. This volume will serve as a primer for concerned federal policymakers and regulators, state agency officials, health plan

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decisionmakers, health care providers, children's health advocates, and researchers.

"Ed has taken thirty years of battle-hardened experience running managed services businesses as a systems integrator, communications provider, equipment manufacturer, offshore provider and an independent start-up and put it in a highly readable, yet incredibly detailed and indispensable book." Bob Boles CEO, Hostway Corporation "The Managed Services Playbook is the blueprint for building and running a successful managed services business. The explosion in managed

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services at Avaya was fueled by many of the strategies and plans Ed has outlined in this book."

Mike Runda President, Avaya Client Services

"Successfully running a managed services business is a difficult task with many nuances which make it very different from other IT services. Ed has unlocked these secrets which have eluded so many businesses. The advice in The Managed Services Playbook is priceless." Chris Formant President, Verizon Enterprise Solutions

"Ed's proven ability to build high growth, high profit managed services businesses has made him

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one of the top managed services executive in the industry. The Managed Services Playbook details the keys to success for all those involved in managed and cloud businesses and can be mapped to proven, measurable results." George Humphrey Senior Director, Research and Advisory - Managed Services, Technology Services Industry Association (TSIA) "As IT vendors of all shapes and sizes rush to move their businesses to the cloud and managed services, The Managed Services Playbook should be required reading for anyone involved in those businesses." Dave D'Aprano

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Group Executive - IT Outsourcing, Dimension Data
The Guide to a Successful Managed Services
Practice applies some of the most innovative and
highly effective Managed Services techniques ever
developed, and proven to increase long-term
predictable revenue, thereby increasing an IT
Organization's value. Leverage MSP University's
successful Managed Services concepts - 3 Killer
Managed Services deliverables - A Unique
Managed Services Sales Process so successful that
Clients can't resist signing your Agreements -
Pricing your Managed Services deliverables for

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Maximum Profit - What to do after your Client is sold - Advanced Annuity-Based revenue philosophies. The Guide to a Successful Managed Services Practice includes everything you'll need to: - Transition to a successful, Annuity-Based Managed Services model and Evaluate your existing Clients and calculate what they'll be worth on a Monthly and Yearly basis when converted to Managed Services - Successfully market and sell Managed Services to new Clients - Increase your organization's overall value by transitioning to an Annuity-based Service Delivery model. *Includes

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nearly 30 downloadable Managed Services Business, Technical, Sales and Marketing Tools, Forms and Collateral! *Bonus: 4 Business-Winning PowerPoint Presentations! *Extra Special Bonus: Recorded Managed Services Webcast download included!

The report reviews a range of policies that countries have used to tackle waiting times for different services, including elective surgery and primary care consultations, but also cancer care and mental health services, with a focus on identifying the most successful ones.

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MSP Secrets Revealed

The Future of the Office

How to Grow a Profitable Subscription Business

Control Alcohol, Find Freedom, Discover

Happiness & Change Your Life

Balancing Societal and Individual Benefits and

Risks of Prescription Opioid Use

Occupational Outlook Handbook

A Libertarian Walks Into a Bear

If you create, manage, operate, or configure systems
running in the cloud, you're a cloud engineer--even if you
work as a system administrator, software developer, data

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scientist, or site reliability engineer. With this book, professionals from around the world provide valuable insight into today's cloud engineering role. These concise articles explore the entire cloud computing experience, including fundamentals, architecture, and migration. You'll delve into security and compliance, operations and reliability, and software development. And examine networking, organizational culture, and more. You're sure to find 1, 2, or 97 things that inspire you to dig deeper and expand your own career. "Three Keys to Making the Right Multicloud Decisions," Brendan O'Leary "Serverless Bad Practices," Manases Jesus Galindo Bello

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"Failing a Cloud Migration," Lee Atchison "Treat Your Cloud Environment as If It Were On Premises," Iyana Garry "What Is Toil, and Why Are SREs Obsessed with It?", Zachary Nickens "Lean QA: The QA Evolving in the DevOps World," Theresa Neate "How Economies of Scale Work in the Cloud," Jon Moore "The Cloud Is Not About the Cloud," Ken Corless "Data Gravity: The Importance of Data Management in the Cloud," Geoff Hughes "Even in the Cloud, the Network Is the Foundation," David Murray "Cloud Engineering Is About Culture, Not Containers," Holly Cummins

The anthrax incidents following the 9/11 terrorist attacks

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put the spotlight on the nation's public health agencies, placing it under an unprecedented scrutiny that added new dimensions to the complex issues considered in this report. The Future of the Public's Health in the 21st Century reaffirms the vision of Healthy People 2010, and outlines a systems approach to assuring the nation's health in practice, research, and policy. This approach focuses on joining the unique resources and perspectives of diverse sectors and entities and challenges these groups to work in a concerted, strategic way to promote and protect the public's health. Focusing on diverse partnerships as the framework for public health, the book discusses: The need

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for a shift from an individual to a population-based approach in practice, research, policy, and community engagement. The status of the governmental public health infrastructure and what needs to be improved, including its interface with the health care delivery system. The roles nongovernment actors, such as academia, business, local communities and the media can play in creating a healthy nation. Providing an accessible analysis, this book will be important to public health policy-makers and practitioners, business and community leaders, health advocates, educators and journalists.

The fourth publication in MSP University's bestselling

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Managed Services series reveals how to build, staff, and maintain a NOC and Service Desk effectively and profitably, along with best practices and techniques to increase efficiencies and net profits for these critical service delivery business units.

A heartbreaking and hilarious memoir by iCarly and Sam & Cat star Jennette McCurdy about her struggles as a former child actor—including eating disorders, addiction, and a complicated relationship with her overbearing mother—and how she retook control of her life. Jennette McCurdy was six years old when she had her first acting audition. Her mother's dream was for her only daughter

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to become a star, and Jennette would do anything to make her mother happy. So she went along with what Mom called “calorie restriction,” eating little and weighing herself five times a day. She endured extensive at-home makeovers while Mom chided, “Your eyelashes are invisible, okay? You think Dakota Fanning doesn’t tint hers?” She was even showered by Mom until age sixteen while sharing her diaries, email, and all her income. In *I’m Glad My Mom Died*, Jennette recounts all this in unflinching detail—just as she chronicles what happens when the dream finally comes true. Cast in a new Nickelodeon series called *iCarly*, she is thrust into fame.

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Though Mom is ecstatic, emailing fan club moderators and getting on a first-name basis with the paparazzi (“Hi Gale!”), Jennette is riddled with anxiety, shame, and self-loathing, which manifest into eating disorders, addiction, and a series of unhealthy relationships. These issues only get worse when, soon after taking the lead in the iCarly spinoff Sam & Cat alongside Ariana Grande, her mother dies of cancer. Finally, after discovering therapy and quitting acting, Jennette embarks on recovery and decides for the first time in her life what she really wants. Told with refreshing candor and dark humor, I’m Glad My Mom Died is an inspiring story of resilience,

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independence, and the joy of shampooing your own hair.

Package, Price, Profit

The Guide to a Successful Managed Services Practice

The Enterprise Cloud

A Guide to Assessing Telecommunications for Health Care

97 Things Every Cloud Engineer Should Know

I'm Glad My Mom Died

The Managed Services Playbook

Ten Strategies of a World-Class Cyber Security Operations Center conveys MITRE's accumulated expertise on enterprise-grade computer network

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defense. It covers ten key qualities of leading Cyber Security Operations Centers (CSOCs), ranging from their structure and organization, to processes that best enable smooth operations, to approaches that extract maximum value from key CSOC technology investments. This book offers perspective and context for key decision points in structuring a CSOC, such as what capabilities to offer, how to architect large-scale data collection and analysis, and how to prepare the CSOC team for agile, threat-based response. If you manage, work in, or are standing up a CSOC, this book is for you. It is also available on MITRE's website,

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www.mitre.org.

Master data management by effectively utilizing the features of Azure SQL database. Key Features Learn to automate common management tasks with PowerShell. Understand different methods to generate elastic pools and shards to scale Azure SQL databases. Learn to develop a scalable cloud solution through over 40 practical activities and exercises. Book Description Despite being the cloud version of SQL Server, Azure SQL Database and Azure SQL Managed Instance stands out in various aspects when it comes to management, maintenance, and

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administration. Updated with the latest Azure features, Professional Azure SQL Managed Database Administration continues to be a comprehensive guide for becoming proficient in data management. The book begins by introducing you to the Azure SQL managed databases (Azure SQL Database and Azure SQL Managed Instance), explaining their architecture, and how they differ from an on-premises SQL server. You will then learn how to perform common tasks, such as migrating, backing up, and restoring a SQL Server database to an Azure database. As you progress, you will study how

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you can save costs and manage and scale multiple SQL databases using elastic pools. You will also implement a disaster recovery solution using standard and active geo-replication. Finally, you will explore the monitoring and tuning of databases, the key features of databases, and the phenomenon of app modernization. By the end of this book, you will have mastered the key aspects of an Azure SQL database and Azure SQL managed instance, including migration, backup restorations, performance optimization, high availability, and disaster recovery. What you will learn

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configuration and pricing options
Provisioning a new SQL database or migrating an existing on-premises SQL Server database to an Azure SQL database
Backing up and restoring an Azure SQL database
Securing and scaling an Azure SQL database
Monitoring and tuning an Azure SQL database
Implementing high availability and disaster recovery with an Azure SQL database
Managing, maintaining, and securing managed instances
Who this book is for
This book is designed to benefit database administrators, database developers, or application developers who are interested in developing new applications

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or migrating existing ones with Azure SQL database. Prior experience of working with an on-premise SQL Server or Azure SQL database along with a basic understanding of PowerShell scripts and C# code is necessary to grasp the concepts covered in this book.

If you're involved in planning IT infrastructure as a network or system architect, system administrator, or developer, this book will help you adapt your skills to work with these highly scalable, highly redundant infrastructure services. While analysts hotly debate the advantages and risks of cloud computing, IT staff and

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programmers are left to determine whether and how to put their applications into these virtualized services. *Cloud Application Architectures* provides answers -- and critical guidance -- on issues of cost, availability, performance, scaling, privacy, and security. With *Cloud Application Architectures*, you will: Understand the differences between traditional deployment and cloud computing Determine whether moving existing applications to the cloud makes technical and business sense Analyze and compare the long-term costs of cloud services, traditional hosting, and owning dedicated servers Learn how

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to build a transactional web application for the cloud or migrate one to it Understand how the cloud helps you better prepare for disaster recovery Change your perspective on application scaling To provide realistic examples of the book's principles in action, the author delves into some of the choices and operations available on Amazon Web Services, and includes high-level summaries of several of the other services available on the market today. Cloud Application Architectures provides best practices that apply to every available cloud service. Learn how to make the transition to the cloud and prepare your

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web applications to succeed.

The future of disability in America will depend on how well the U.S. prepares for and manages the demographic, fiscal, and technological developments that will unfold during the next two to three decades. Building upon two prior studies from the Institute of Medicine (the 1991 Institute of Medicine's report Disability in America and the 1997 report Enabling America), The Future of Disability in America examines both progress and concerns about continuing barriers that limit the independence, productivity, and participation in community life of people with disabilities. This

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book offers a comprehensive look at a wide range of issues, including the prevalence of disability across the lifespan; disability trends the role of assistive technology; barriers posed by health care and other facilities with inaccessible buildings, equipment, and information formats; the needs of young people moving from pediatric to adult health care and of adults experiencing premature aging and secondary health problems; selected issues in health care financing (e.g., risk adjusting payments to health plans, coverage of assistive technology); and the organizing and financing of disability-related research. The

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Future of Disability in America is an assessment of both principles and scientific evidence for disability policies and services. This book's recommendations propose steps to eliminate barriers and strengthen the evidence base for future public and private actions to reduce the impact of disability on individuals, families, and society.

Technology-as-a-service Playbook

Cloud Services in a Month: Build a Successful Cloud Service Business in 30 Days

Efficiently manage and modernize data in the cloud using Azure SQL, 3rd Edition

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Building Applications and Infrastructure in the Cloud

The Future of the Public's Health in the 21st Century

Best Practices for Transforming Legacy IT

Regional health care databases are being established around the country with the goal of providing timely and useful information to policymakers, physicians, and patients. But their emergence is raising important and sometimes controversial questions about the

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collection, quality, and appropriate use of health care data. Based on experience with databases now in operation and in development, Health Data in the Information Age provides a clear set of guidelines and principles for exploiting the potential benefits of aggregated health data--without jeopardizing confidentiality. A panel of experts identifies characteristics of emerging health database organizations (HDOs). The committee explores how HDOs can maintain the quality of their data, what policies and

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practices they should adopt, how they can prepare for linkages with computer-based patient records, and how diverse groups from researchers to health care administrators might use aggregated data. Health Data in the Information Age offers frank analysis and guidelines that will be invaluable to anyone interested in the operation of health care databases.

Drug overdose, driven largely by overdose related to the use of opioids, is now the leading cause of unintentional injury death in

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the United States. The ongoing opioid crisis lies at the intersection of two public health challenges: reducing the burden of suffering from pain and containing the rising toll of the harms that can arise from the use of opioid medications. Chronic pain and opioid use disorder both represent complex human conditions affecting millions of Americans and causing untold disability and loss of function. In the context of the growing opioid problem, the U.S. Food and Drug Administration (FDA) launched an Opioids Action Plan in early 2016.

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As part of this plan, the FDA asked the National Academies of Sciences, Engineering, and Medicine to convene a committee to update the state of the science on pain research, care, and education and to identify actions the FDA and others can take to respond to the opioid epidemic, with a particular focus on informing FDA's development of a formal method for incorporating individual and societal considerations into its risk-benefit framework for opioid approval and monitoring.

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OECD Health Policy Studies Waiting Times for
Health Services Next in Line
Cloud Application Architectures
Microsoft Azure Security Center