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automation - all with examples to get you started with the assessment right away. Access instructions can be found in the book. You are free to use the Self-Assessment contents in your presentations and materials for customers without asking us - we are here to help.

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Cengage Learning The Illustrated Series Soft Skills titles are designed to make it easy to teach students the essential soft skills necessary to succeed in today's competitive workplace. Each book and companion CourseMate cover 40 critical skills, providing students with extensive knowledge they can bring with them into the real world. CourseMate brings each text to life with an audio visual eBook, scenario videos, access to Career Transitions, interactive activities for reinforcement, and Engagement Tracker, a first-of-its-kind tool that monitors student engagement in the course! Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

Understanding Your Users

A Practical Guide to User Requirements Methods, Tools, and Techniques

Elsevier Today many companies are employing a user-centered design (UCD) process, but for most companies, usability begins and ends with the usability test. Although usability testing is a critical part of an effective user-centered life cycle, it is only one component of the UCD process. This book is focused on the requirements gathering stage, which often receives less attention than usability testing, but is equally as important. Understanding user requirements is critical to the development of a successful product. Understanding Your Users is an easy to read, easy to implement, how-to guide on usability in the real world. It focuses on the "user requirements gathering" stage of product development and it provides a variety of techniques, many of which may be new to usability professionals. For each technique, readers will learn how to prepare for and conduct the activity, as well as analyze and present the data —all in a practical and hands-on way. In addition, each method presented provides different information about the user and their requirements (e.g., functional requirements, information architecture, task flows). The techniques can be used together to form a complete picture of the users' requirements or they can be used separately to address specific product questions. These techniques have helped product teams understand the value of user requirements gathering by providing insight into how users work and what they need to be successful at their tasks. Case studies from industry-leading companies demonstrate each method in action. In addition, readers are provided with the foundation to conduct any usability activity (e.g., getting buy-in from management, legal and ethical considerations, setting up your facilities, recruiting, moderating activities) and to ensure the incorporation of the results into their products. ·Covers all of the significant requirements gathering methods in a readable, practical way ·Presents the foundation readers need to prepare for any requirements gathering activity and ensure that the results are incorporated into their products ·Includes invaluable worksheet and template appendices ·Includes a case study for each method from industry leaders ·Written by experienced authors who teach conference courses on this subject to usability professionals and new product designers alike

Untangling the Web

The NSA's Guide to Gathering Information on Google

Peter Young Use the internet like a real spy. Untangling the Web is the National Security Agency's once-classified guide to finding information on the internet. From the basic to the advanced, this 650-page book offers a fascinating look at tricks the "real spies" use to uncover hidden (and not-so-hidden) information online. Chapters include: Google hacks Metasearch sites Custom search engines Maps & mapping Uncovering the invisible internet Beyond search engines: Specialized research tools Email lookups Finding people Researching companies A plain english guide to interworking Internet toolkits Finding ISPs Cybergeography Internet privacy and security ....and over a hundred more chapters. This quote from the authors hints at the investigative power of the techniques this book teaches: Nothing I am going to describe to you is illegal, nor does it in any way involve accessing unauthorized data, [...but] involves using publicly available search engines to access publicly available information that almost certainly was not intended for public distribution. From search strings that will reveal secret documents from South Africa (filetype: xls site: za confidential) to tracking down tables of Russian passwords (filetype: xls site: ru login), this is both an instructive and voyeuristic look at how the most powerful spy agency in the world uses Google.