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Enterprise Content A

**Managing Enterprise
Content A Unified
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review and basic setup
including Port Forwarding

UML Use Case Diagram

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and tablet computers like the Apple iPad have forever changed the way people access and interact with content. Your customers expect the content you provide them to be adaptive - responding to the device,

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their location, their
situation, and their
personalized needs.

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Content White Paper 2 A

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unified content strategy can
help your organization to
avoid the Content Silo Trap,
reducing the costs of
creating, managing, and
distributing content, and
ensuring that content

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effectively supports your
organizational and customer
needs. A unified content
strategy is a repeatable
method of identifying

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A Unified Content Strategy
provides the concepts,
strategies, guidelines,
processes, and technological
options that will prepare
enterprise content managers
and authors to meet the
increasing demands of

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creating, managing, and
distributing content. Author
Ann Rockley, along with the
Rockley Group team, provides

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Smartphones, eBook readers, and tablet computers like the Apple iPad have forever changed the way people access and interact with content. Your customers expect the content you provide them to be adaptive

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This up-to-date new edition
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Content helps you: Determine

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business requirements Build
your vision Design content
that adapts to any device
Develop content models,
metadata, and workflow Put
content governance in place
Adapt to new and changed
roles Identify tools

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requirements With this book
you'll learn to design
adaptable content that frees
you from the tyranny of an
ever increasing array of
devices.

Provides concepts,

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strategies, guidelines,
processes, and technological
options to create content
customized for a variety of
customers and media types.

This is a new and updated
edition of the foundational

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book on content strategy •

• Provides a methodology to identify key business needs and build a unified content strategy. • Shows how to analyze content and create responsive content models.

• New edition of the seminal

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book that launched the field of content strategy back in 2002. We can't just design content for one channel, device or medium anymore; we need to design responsive structured content to reach customers anytime, anywhere,

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and on any device. And we can't do that until we can define how each element associated with a content object should be effectively written to respond to different customer needs and context of the content as

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well as changes in display and different capabilities of devices. This book presents a unified content strategy model. A unified content strategy: •

- Identifies customer requirements.
- Defines

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structured content models
for responsive content.

- Determines how content will be reused and repurposed across media and devices and how it will adapt to changing customer needs.
- Identifies the tags

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(metadata) for retrieval and dynamic delivery.

- Determines how content should be managed throughout the entire content lifecycle.
- Defines the governance policies to manage the content from

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creation to retirement

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Cisco Unified Contact Center
Enterprise (UCCE) The

complete guide to managing
UCCE environments: tips,
tricks, best practices, and
lessons learned Cisco

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Unified Contact Center
Enterprise (UCCE) integrates
multiple components and can
serve a wide spectrum of
business requirements. In
this book, Gary Ford, an
experienced Cisco UCCE
consultant brings together

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all the guidance you need to
optimally configure and
manage UCCE in any
environment. The author
shares in-depth insights
covering both the enterprise
and hosted versions of UCCE.
He presents an

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administrator's view of how to perform key UCCE tasks and why they work as they do. He thoroughly addresses application configuration, agents, scripting, IVR, dial plans, UCM, error handling, reporting, metrics, and many

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other key topics. You'll find proven, standardized configuration examples that help eliminate errors and reduce downtime, step-by-step walkthroughs of several actual configurations, and thorough coverage of

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monitoring and
troubleshooting UCCE

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Contact Center Enterprise

(UCCE) is an indispensable
resource to help you deploy
and operate UCCE systems
reliably and efficiently. .

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Understand the Cisco Unified
Contact Center product
portfolio and platform
architecture · Choose the
right single-site, multi-
site, or clustered
deployment model for your
environment · Take a

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lifecycle services approach
to UCCE deployment and
application
configuration--including
preparation, planning,
design, and implementation .
Implement traditional,
current-generation, and next-

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generation call routing ·

Master the latest best
practices for call flow
scripting · Understand

UCCE's nodes and distributed
processes and build a clean
system startup sequence ·

Design, implement, and

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deliver unified CM/IP IVR solutions . Set up and efficiently manage UCCE databases . Make the most of UCCE's reporting tools . Create advanced applications with Data-Driven Routing . Effectively maintain any

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UCCE deployment, including
older versions . Use a best-
practice methodology for
troubleshooting, and master
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and design converged
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book will become your new
best friend as you ramp up.
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you work through lab
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until you understand each of
the building blocks required

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for your own end-to-end
solutions. This book is for
IT admins who want to learn
the ropes when it comes to
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Manager: ?Microsoft Endpoint
Manager components across
Intune, Configuration

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Manager, Azure AD, Microsoft
defender for Endpoint and
Office 365. Deploying Mobile
Device Management (MDM)
including setting up,
enrolling, and managing iOS,
macOS, Android, and Windows
10 devices. Deploying

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applications and managing
them with Mobile Application
Management (MAM).?Security
concepts across the endpoint
management ecosystem
including device compliance
and conditional access.

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The Unified General Theory
of Administration melds the
universal aspects of
administration with related
knowledge from the allied
fields of sociology and
psychology into a system of
administrative action. It is

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the natural, rational and
unavoidable instrumentality
with which economic
objectives and functions, in
infinite combinations and
variety, are implemented
through organized human
endeavor.

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Seven Deadliest Unified
Communications Attacks
Matter

provides a comprehensive
coverage of the seven most
dangerous hacks and exploits
specific to Unified
Communications (UC) and lays

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out the anatomy of these attacks including how to make your system more secure. You will discover the best ways to defend against these vicious hacks with step-by-step instruction and learn

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techniques to make your
computer and network
impenetrable. The book
describes the intersection
of the various communication
technologies that make up
UC, including Voice over IP
(VoIP), instant message

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(IM), and other
collaboration technologies.
There are seven chapters
that focus on the following:
attacks against the UC
ecosystem and UC endpoints;
eavesdropping and
modification attacks;

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control channel attacks;
attacks on Session
Initiation Protocol (SIP)
trunks and public switched
telephone network (PSTN)
interconnection; attacks on
identity; and attacks
against distributed systems.

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Each chapter begins with an introduction to the threat along with some examples of the problem. This is followed by discussions of the anatomy, dangers, and future outlook of the threat as well as specific

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strategies on how to defend
systems against the threat.
The discussions of each
threat are also organized
around the themes of
confidentiality, integrity,
and availability. This book
will be of interest to

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information security
professionals of all levels
as well as recreational
hackers. Knowledge is power,
find out about the most
dominant attacks currently
waging war on computers and
networks globally Discover

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the best ways to defend
against these vicious
attacks; step-by-step
instruction shows you how
Institute countermeasures,
don't be caught defenseless
again, and learn techniques
to make your computer and

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network impenetrable
Unified Content Strategy

2nd Edition Voices That Matter

If you've been asked to get funding for a content strategy initiative and need to build a compelling business case, if you've been approached by your

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staff to implement a content strategy and want to know the business benefits, or if you've been asked to sponsor a content strategy project and don't know what one is, this book is for you. Rahel Anne Bailie and Noz Urbina

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come from distinctly
different backgrounds, but
they share a deep
understanding of how to help
your organization build a
content strategy. "Content
Strategy: Connecting the
dots between business,

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brand, and benefits" is the first content strategy book that focuses on project managers, department heads, and other decision makers who need to know about content strategy. It provides practical advice on

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how to sell, create,
implement, and maintain a
content strategy, including
case studies that show both
successful and not so
successful efforts. Inside
the Book Introduction to
Content Strategy Why Content

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Strategy and Why Now The
Value and ROI of Content
Content Under the Hood
Developing a Content
Strategy Glossary,
Bibliography, and Index

Working effectively with

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Applied platforms at a
corporate or business level
includes not only
infrastructure, but a mode
of thinking that
administrators have to adopt
to find success. A mode of
thinking that forces you to

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leave 30 years of IT dogma at the door. This book is a guide through how to integrate Apple products in your environment with a minimum of friction. Because the Apple ecosystem is not going away. You'll start by

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Understanding where Apple,
third-party software
vendors, and the IT
community is taking us. What
is Mobile Device Management
and how does it work under
the hood. By understanding
how MDM works, you will

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Understand what needs to happen on your networks in order to allow for MDM, as well as the best way to give the least amount of access to the servers or services that's necessary. You'll then look at management

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agents that do not include MDM, as well as when you will need to use an agent as opposed to when to use other options. Once you can install a management solution, you can deploy profiles on a device or you

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can deploy profiles on Macs using scripts. With Apple Device Management as your guide, you'll customize and package software for deployment and lock down devices so they're completely secure. You'll

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also work on getting
standard QA environments
built out, so you can test
more effectively with less
effort. Apple is forging
their own path in IT. They
trade spots with Amazon,
Google, and Microsoft as the

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wealthiest company to ever exist. And they will not be constrained by 30 or more years of dogma in the IT industry. You can try to shoehorn Apple devices into outdated modes of device management, or you can

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embrace Apple's stance on
management with the help of
this book. What You'll Learn
Deploy profiles across
devices effectively and
securely Install apps
remotely both from the app
store and through custom

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solutions Work natively with
Apple environments rather
than retrofitting older IT
solutions Who This Book Is
For Mac administrators
within organizations that
want to integrate with the
current Apple ecosystem,

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including Windows
administrators learning how
to use/manage Macs, mobile
administrators working with
iPhones and iPads, and
mobile developers tasked
with creating custom apps
for internal, corporate

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Are you satisfied with the way your company responds to IT incidents? How prepared is your response team to handle critical, time-sensitive events such as

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service disruptions and security breaches? IT professionals looking for effective response models have successfully adopted the Incident Management System (IMS) used by firefighters throughout the

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US. This practical book
shows you how to apply the
same response methodology to
your own IT operation.

You'll learn how IMS best
practices for leading people
and managing time apply
directly to IT incidents

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where the stakes are high
and outcomes are uncertain.

Matter

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