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Newly expanded edition. A real-world, plain-language how-to guide for delivering amazing customer service to customers and end-users. Now in its third edition, *The Compassionate Geek* is the definitive guide for delivering amazing customer service to customers and end-users. Filled with practical tips, best practices and real-world techniques, *The Compassionate Geek* is a quick read with equally fast results. Each chapter contains a reflection and discussion section to help improve customer service skills. Inside are lots of personal stories and examples of mistakes made and lessons learned in addition to an entire chapter on overcoming personal and professional obstacles. All of the information is presented in a straightforward style that can be understood and used right away. There's nothing foo-foo, just down-to-earth tips and technical support best practices learned from years of working with technical staff and demanding customers and end-users. Here's what you'll find: The four intrinsic qualities of great customer service providers Customer service tips on how to say no without alienating your customer or end user Best practices for communicating with email, including examples Best practices for communicating using chat and texting Ten tips for being a good listener Two practical ways to keep your emotions in check using emotional intelligence (eq) techniques A six-step flow chart for handling customer and end user calls Customer service skills to use when the customer or end user is wrong How to work with the different generations in the workplace Motivational stories of human triumph with reflection and discussion questions Techniques for overcoming personal and professional obstacles All of the information is presented in a straightforward style that you

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can understand and use right away. There's nothing "foo-foo," just down-to-earth tips and technical support best practices learned from years of working with technical staff and demanding customers and end users.

Learn frameworks and technologies used to build, scale, and fine tune highly available e-business applications.

If you can build websites with CSS and JavaScript, this book takes you to the next level—creating dynamic, database-driven websites with PHP and MySQL. Learn how to build a database, manage your content, and interact with users. With step-by-step tutorials, this completely revised edition gets you started with expanded coverage of the basics and takes you deeper into the world of server-side programming. The important stuff you need to know: Get up to speed quickly. Learn how to install PHP and MySQL, and get them running on both your computer and a remote server. Gain new techniques. Take advantage of the all-new chapter on integrating PHP with HTML web pages. Manage your content. Use the file system to access user data, including images and other binary files. Make it dynamic. Create pages that change with each new viewing. Build a good database. Use MySQL to store user information and other data. Keep your site working. Master the tools for fixing things that go wrong. Control operations. Create an administrative interface to oversee your site.

This new edition of the hacker's own phenomenally successful lexicon includes more than 100 new entries and updates or revises 200 more. This new edition of the hacker's own phenomenally successful lexicon includes more than 100 new entries and updates or revises 200 more. Historically and etymologically richer than its predecessor, it supplies additional background on existing entries and clarifies the murky origins of several important jargon terms (overturning a few long-standing folk etymologies) while still retaining its

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high giggle value. Sample definition hacker n. [originally, someone who makes furniture with an axe] 1. A person who enjoys exploring the details of programmable systems and how to stretch their capabilities, as opposed to most users, who prefer to learn only the minimum necessary. 2. One who programs enthusiastically (even obsessively) or who enjoys programming rather than just theorizing about programming. 3. A person capable of appreciating {hack value}. 4. A person who is good at programming quickly. 5. An expert at a particular program, or one who frequently does work using it or on it; as in `a UNIX hacker'. (Definitions 1 through 5 are correlated, and people who fit them congregate.) 6. An expert or enthusiast of any kind. One might be an astronomy hacker, for example. 7. One who enjoys the intellectual challenge of creatively overcoming or circumventing limitations. 8. [deprecated] A malicious meddler who tries to discover sensitive information by poking around. Hence `password hacker', `network hacker'. The correct term is {cracker}. The term 'hacker' also tends to connote membership in the global community defined by the net (see {network, the} and {Internet address}). It also implies that the person described is seen to subscribe to some version of the hacker ethic (see {hacker ethic, the}). It is better to be described as a hacker by others than to describe oneself that way. Hackers consider themselves something of an elite (a meritocracy based on ability), though one to which new members are gladly welcome. There is thus a certain ego satisfaction to be had in identifying yourself as a hacker (but if you claim to be one and are not, you'll quickly be labeled {bogus}). See also {wannabee}.

Book Excerpt: o as he asked, would he let me alone. Wednesday evening we had a fine surprise: two of our "missing" returned. They had been forced to land behind the enemy's line because their motor had stopped. They were

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hardly down when the "Pisangs" (French peasants) came running toward them from every direction. They managed to get into a nearby woods by beating a hasty retreat. Behind them they heard the yelling of the men and women. The woods was surrounded, and they had to hide till night fell. Then they escaped into the Argonne Forest, under cover of darkness although fired on a number of times. Here they spent five days, avoiding French troops. As they had only berries and roots to eat, and could only travel at night, they were almost ready to surrender. But on the morning of the seventh day they heard someone say, in German, "Get on the job, you fool." Those were sweet words to them, for it was a scouting party of German Dragoons. Thus, they got back to us.M., SEPTEMBER 10, 1914Yesterday I wRead More

Before the Internet became widely known as a global tool for terrorists, one perceptive U.S. citizen recognized its ominous potential. Armed with clear evidence of computer espionage, he began a highly personal quest to expose a hidden network of spies that threatened national security. But would the authorities back him up? Cliff Stoll's dramatic firsthand account is "a computer-age detective story, instantly fascinating [and] astonishingly gripping" (Smithsonian). Cliff Stoll was an astronomer turned systems manager at Lawrence Berkeley Lab when a 75-cent accounting error alerted him to the presence of an unauthorized user on his system. The hacker's code name was "Hunter"—a mysterious invader who managed to break into U.S. computer systems and steal sensitive military and security information. Stoll began a one-man hunt of his own: spying on the spy. It was a dangerous game of deception, broken codes, satellites, and missile bases—a one-man sting operation that finally gained the attention of the CIA . . . and ultimately trapped an international spy ring fueled by cash, cocaine, and the KGB. Foreword by Dr. Asad Madni, C. Eng., Fellow IEEE, Fellow

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IEE Learn the fundamentals of RF and microwave electronics visually, using many thoroughly tested, practical examples RF and microwave technology are essential throughout industry and to a world of new applications-in wireless communications, in Direct Broadcast TV, in Global Positioning System (GPS), in healthcare, medical and many other sciences. Whether you're seeking to strengthen your skills or enter the field for the first time, Radio Frequency and Microwave Electronics Illustrated is the fastest way to master every key measurement, electronic, and design principle you need to be effective. Dr. Matthew Radmanesh uses easy mathematics and a highly graphical approach with scores of examples to bring about a total comprehension of the subject. Along the way, he clearly introduces everything from wave propagation to impedance matching in transmission line circuits, microwave linear amplifiers to hard-core nonlinear active circuit design in Microwave Integrated Circuits (MICs). Coverage includes: A scientific framework for learning RF and microwaves easily and effectively Fundamental RF and microwave concepts and their applications The characterization of two-port networks at RF and microwaves using S-parameters Use of the Smith Chart to simplify analysis of complex design problems Key design considerations for microwave amplifiers: stability, gain, and noise Workable considerations in the design of practical active circuits: amplifiers, oscillators, frequency converters, control circuits RF and Microwave Integrated Circuits (MICs) Novel use of "live math" in circuit analysis and design Dr. Radmanesh has drawn upon his many years of practical experience in the microwave industry and educational arena to introduce an exceptionally wide range of practical concepts and design methodology and techniques in the most comprehensible fashion. Applications include small-signal, narrow-band, low noise, broadband and multistage transistor

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amplifiers; large signal/high power amplifiers; microwave transistor oscillators, negative-resistance circuits, microwave mixers, rectifiers and detectors, switches, phase shifters and attenuators. The book is intended to provide a workable knowledge and intuitive understanding of RF and microwave electronic circuit design. Radio Frequency and Microwave Electronics Illustrated includes a comprehensive glossary, plus appendices covering key symbols, physical constants, mathematical identities/formulas, classical laws of electricity and magnetism, Computer-Aided-Design (CAD) examples and more. About the Web Site The accompanying web site has an "E-Book" containing actual design examples and methodology from the text, in Microsoft Excel environment, where files can easily be manipulated with fresh data for a new design.

"The tragedies of violence have seldom been told with such a compelling use of the biocultural perspective. Building on a solid methodological foundation, we are served theoretical perspectives that are unusually rich and nuanced in their application to the case studies. This collection of case studies is a valuable contribution to the bioarchaeological literature."--George Armelagos, Emory University Human violence is an inescapable aspect of our society and culture. As the archaeological record clearly shows, this has always been true. What is its origin? What role does it play in shaping our behavior? How do ritual acts and cultural sanctions make violence acceptable? These and other questions are addressed by the contributors to "The Bioarchaeology of Violence." Organized thematically, the volume opens by laying the groundwork for new theoretical approaches that move beyond interpretation; it then examines case studies from small-scale conflict to warfare to ritualized violence. Experts on a wide range of ancient societies highlight the meaning and motivation of past uses of violence, revealing

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how violence often plays an important role in maintaining and suppressing the challenges to the status quo, and how it is frequently a performance meant to be witnessed by others. The interesting and nuanced insights offered in this volume explore both the costs and the benefits of violence throughout human prehistory. Debra L. Martin, Lincy professor of anthropology at the University of Nevada, Las Vegas, is coeditor of "Troubled Times: Violence and Warfare in the Past." Ryan P. Harrod is assistant professor of anthropology at the University of Alaska, Anchorage. Ventura R. Perez is associate professor of anthropology at the University of Massachusetts Amherst and editor-in-chief of the online journal "Landscapes of Violence."

This book was published in conjunction with Shoreline Project by Elizabeth Turk, as part of the Laguna Art Museum's Art & Nature Festival, November 3, 2018. Shoreline Project is a 1000-person experience performed at the Pacific Ocean for a single magical night. In partnership with Laguna Art Museum (LAM) and the City of Laguna Beach, CA, Shoreline Project was launched at LAM's annual Art & Nature event, November 2018.

This document is a collection of slang terms used by various subcultures of computer hackers. Though some technical material is included for background and flavor, it is not a technical dictionary; what we describe here is the language hackers use among themselves for fun, social communication, and technical debate.

Since its emergence during the 1960s, school consultation has become an important vehicle for delivering psychological and educational services. Cooperative efforts between skilled consultants and teachers, rooted in the principles of problem solving, social influence, and professional development, enhance student learning and adjustment while encouraging consultees to be more effective and proactive in their

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practice. The Third Edition of *School Consultation: Conceptual and Empirical Bases of Practice* shows in expert detail how this relationship works by synthesizing mental health and behavioral models of consultation with the most effective evidence-based practices (e.g., implementation support, response to intervention) informing the field today. The authors provide real-world contexts for all participants in the equation—consultants, teachers, students, staff, and the school itself—and thoroughly review consultation processes and outcomes for a contemporary practice-oriented approach suited to the new consultant, trainee, or researcher. Key features of the Third Edition include: An integrated mental health/behavioral model for school consultation. An organizational study of the school as a setting for consultation. Assessment issues and strategies particularly relevant to school consultation. Approaches to providing teachers with implementation support. Conceptual models for selecting academic and behavioral interventions. Administrative perspectives on school consultation. A real, transcribed case study analyzed by the authors. In the tradition of its predecessors, *School Consultation, Third Edition*, is a confidence-building tool for practitioners in school psychology, clinical child psychology, educational specialties, school counseling, special education, and school social work as well as a trusted reference for researchers in these fields. This book is about HCI research in an industrial research setting. It is based on the experiences of two researchers at the IBM T. J. Watson Research Center. Over the last two decades, Drs. John and Clare-Marie Karat have conducted HCI research to create innovative usable technology for users across a variety of domains. We begin the book by introducing the reader to the context of industrial research as well as a set of common themes or guidelines to consider in conducting HCI research in practice. Then case study

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examples of HCI approaches to the design and evaluation of usable solutions for people are presented and discussed in three domain areas: - item Conversational speech technologies, - item Personalization in eCommerce, and - item Security and privacy policy management technologies In each of the case studies, the authors illustrate and discuss examples of HCI approaches to design and evaluation that worked well and those that did not. They discuss what was learned over time about different HCI methods in practice, and changes that were made to the HCI tools used over time. The Karats discuss trade-offs and issues related to time, resources, and money and the value derived from different HCI methods in practice. These decisions are ones that need to be made regularly in the industrial sector. Similarities and differences with the types of decisions made in this regard in academia will be discussed. The authors then use the context of the three case studies in the three research domains to draw insights and conclusions about the themes that were introduced in the beginning of the book. The Karats conclude with their perspective about the future of HCI industrial research. Table of Contents: Introduction: Themes and Structure of the Book / Case Study 1: Conversational Speech Technologies: Automatic Speech Recognition (ASR) / Case Study 2: Personalization in eCommerce / Case Study 3: Security and Privacy Policy Management Technologies / Insights and Conclusions / The Future of Industrial HCI Research

This comprehensive interdisciplinary synthesis focuses on the clinical and occupational intervention processes enabling workers to return to their jobs and sustain employment after injury or serious illness as well as ideas for improving the wide range of outcomes of entry and re-entry into the workplace. Information is accessible along key theoretical, research, and interventive lines, emphasizing a palette of

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evidence-informed approaches to return to work and stay at work planning and implementation, in the context of disability prevention. Condition-specific chapters detail best return to work and stay at work practices across diverse medical and psychological diagnoses, from musculoskeletal disorders to cancer, from TBI to PTSD. The resulting collection bridges the gap between research evidence and practice and gives readers necessary information from a range of critical perspectives. Among the featured topics: Understanding motivation to return to work: economy of gains and losses. Overcoming barriers to return to work: behavioral and cultural change. Program evaluation in return to work: an integrative framework. Working with stakeholders in return to work processes. Return to work after major limb loss. Improving work outcomes among cancer survivors. Return to work among women with fibromyalgia and chronic fatigue syndrome. The Handbook of Return to Work is an invaluable, unique and comprehensive resource for health, rehabilitation, clinical, counselling and industrial psychologists, rehabilitation specialists, occupational and physical therapists, family and primary care physicians, psychiatrists and physical medicine and rehabilitation as well as occupational medicine specialists, case and disability managers and human resource professionals. Academics and researchers across these fields will also find expert guidance and direction in these pages. It is an essential reading for all return to work and stay at work stakeholders.

In early reviews, geeks raved about Windows 7. But if you're an ordinary mortal, learning what this new system is all about will be challenging. Fear not: David Pogue's Windows 7: The Missing Manual comes to the rescue. Like its predecessors, this book illuminates its subject with reader-friendly insight, plenty of wit, and hardnosed objectivity for beginners as well as veteran PC users. Windows 7 fixes many of Vista's most

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painful shortcomings. It's speedier, has fewer intrusive and nagging screens, and is more compatible with peripherals. Plus, Windows 7 introduces a slew of new features, including better organization tools, easier WiFi connections and home networking setup, and even touchscreen computing for those lucky enough to own the latest hardware. With this book, you'll learn how to: Navigate the desktop, including the fast and powerful search function Take advantage of Window's apps and gadgets, and tap into 40 free programs Breeze the Web with Internet Explorer 8, and learn the email, chat, and videoconferencing programs Record TV and radio, display photos, play music, and record any of these to DVD using the Media Center Use your printer, fax, laptop, tablet PC, or smartphone with Windows 7 Beef up your system and back up your files Collaborate and share documents and other files by setting up a workgroup network

This book presents a framework for mobile information systems, focusing on quality of service and adaptability at all architectural levels. These levels range from adaptive applications to e-services, middleware, and infrastructural elements, as developed in the "Multichannel Adaptive Information Systems" (MAIS) project. The design models, methods, and tools developed in the project allow the realization of adaptive mobile information systems in a variety of different architectures.

The implementation of stored procedures in MySQL 5.0 a hugemilestone -- one that is expected to lead to widespread enterprise adoption ofthe already extremely popular MySQL database. If you are serious aboutbuilding the web-based database applications of the future, you need toget up to speed quickly on how stored procedures work -- and how tobuild them the right way. This book, destined to be the bible of storedprocedure development, is a resource that no real MySQL programmer canafford to do without. In the decade

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since MySQL burst on the scene, it has become the dominant open source database, with capabilities and performance rivaling those of commercial RDBMS offerings like Oracle and SQL Server. Along with Linux and PHP, MySQL is at the heart of millions of applications. And now, with support for stored procedures, functions, and triggers in MySQL 5.0, MySQL offers the programming power needed for true enterprise use. MySQL's new procedural language has a straightforward syntax, making it easy to write simple programs. But it's not so easy to write secure, easily maintained, high-performance, and bug-free programs. Few in the MySQL world have substantial experience yet with stored procedures, but Guy Harrison and Steven Feuerstein have decades of combined expertise. In *MySQL Stored Procedure Programming*, they put that hard-won experience to good use. Packed with code examples and covering everything from language basics to application building to advanced tuning and best practices, this highly readable book is the one-stop guide to MySQL development. It consists of four major sections: MySQL stored programming fundamentals -- tutorial, basic statements, SQL in stored programs, and error handling Building MySQL stored programs -- transaction handling, built-in functions, stored functions, and triggers MySQL stored programs in applications -- using stored programs with PHP, Java, Perl, Python, and .NET (C# and VB.NET) Optimizing MySQL stored programs -- security, basic and advanced SQL tuning, optimizing stored program code, and programming best practices A companion web site contains many thousands of lines of code, that you can put to use immediately. Guy Harrison is Chief Architect of Database Solutions at Quest Software and a frequent speaker and writer on MySQL topics. Steven Feuerstein is the author of *Oracle PL/SQL Programming*, the classic reference for Oracle stored

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programming for more than ten years. Both have decades of experience as database developers, and between them they have authored a dozen books.

Windows Forensic Analysis DVD Toolkit, 2nd Edition, is a completely updated and expanded version of Harlan Carvey's best-selling forensics book on incident response and investigating cybercrime on Windows systems. With this book, you will learn how to analyze data during live and post-mortem investigations. New to this edition is Forensic Analysis on a Budget, which collects freely available tools that are essential for small labs, state (or below) law enforcement, and educational organizations. The book also includes new pedagogical elements, Lessons from the Field, Case Studies, and War Stories that present real-life experiences by an expert in the trenches, making the material real and showing the why behind the how. The companion DVD contains significant, and unique, materials (movies, spreadsheet, code, etc.) not available anywhere else because they were created by the author. This book will appeal to digital forensic investigators, IT security professionals, engineers, and system administrators as well as students and consultants.

Best-Selling Windows Digital Forensic book completely updated in this 2nd Edition Learn how to Analyze Data During Live and Post-Mortem Investigations DVD Includes Custom Tools, Updated Code, Movies, and Spreadsheets!

Itching to build interesting projects with Drupal, but confused by the way it handles design challenges? This concise guide helps small teams and solo website designers understand how Drupal works by demonstrating the ways it outputs content. You'll learn how to manage Drupal's output, design around it, and then turn your design into a theme. In the second of three volumes on Drupal design, award-winning designer Dani Nordin takes you beyond basic site planning and teaches you key strategies for working with themes,

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layouts, and wireframes. Discover how to use Drupal to make your vision a reality, instead of getting distracted by the system's project and code management details. Learn strategies for sketching, wireframing, and designing effective layouts Break down a Drupal layout to understand its basic components Understand Drupal's theme layer, and what to look for in a base theme Work with the 960 grid system to facilitate efficient wireframing and theming Manage Drupal markup, including the code generated by the powerful Views module Use LessCSS to organize CSS and help you theme your site more efficiently

With the award-winning book *Agile Software Development: Principles, Patterns, and Practices*, Robert C. Martin helped bring Agile principles to tens of thousands of Java and C++ programmers. Now .NET programmers have a definitive guide to agile methods with this completely updated volume from Robert C. Martin and Micah Martin, *Agile Principles, Patterns, and Practices in C#*. This book presents a series of case studies illustrating the fundamentals of Agile development and Agile design, and moves quickly from UML models to real C# code. The introductory chapters lay out the basics of the agile movement, while the later chapters show proven techniques in action. The book includes many source code examples that are also available for download from the authors' Web site. Readers will come away from this book understanding Agile principles, and the fourteen practices of Extreme Programming Spiking, splitting, velocity, and planning iterations and releases Test-driven development, test-first design, and acceptance testing Refactoring with unit testing Pair programming Agile design and design smells The five types of UML diagrams and how to use them effectively Object-oriented package design and design patterns How to put all of it together for a real-world project Whether you are a C# programmer or a Visual Basic or Java programmer

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learning C#, a software development manager, or a business analyst, *Agile Principles, Patterns, and Practices in C#* is the first book you should read to understand agile software and how it applies to programming in the .NET Framework.

The Graphical User Interface (GUI), as the most prevailing type of User Interface (UI) in today's interactive applications, restricts the interaction with a computer to the visual modality and is therefore not suited for some users (e.g., with limited literacy or typing skills), in some circumstances (e.g., while moving around, with their hands or eyes busy) or when the environment is constrained (e.g., the keyboard and the mouse are not available). In order to go beyond the GUI constraints, the Multimodal (MM) UIs appear as paradigm that provide users with great expressive power, naturalness and flexibility. In this thesis we argue that developing MM UIs combining graphical and vocal modalities is an activity that could benefit from the application of a methodology which is composed of: a set of models, a method manipulating these models and the tools implementing the method. Therefore, we define a design space-based method that is supported by model-to-model colored transformations in order to obtain MM UIs of information systems. The design space is composed of explicitly defined design options that clarify the development process in a structured way in order to require less design effort. The feasibility of the methodology is demonstrated through three case studies with different levels of complexity and coverage. In addition, an empirical study is conducted with end-users in order to measure the relative usability level provided by different design decisions.

Master the design, installation, management and troubleshooting of a voice network over a wireless LAN from industry leader Jim Geier.

Get more done and have more fun with Windows 7 Windows 7 is loaded with features, tools, and shortcuts designed to

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make life easier for all users. This handy guide is sure to make Windows as clear as can be. It helps you get started, use folders and files, find handy gadgets, and search on your PC or online. Open the book and find: Ways to find photos, music and video on your PC Advice on jazzing up the Windows 7 interface Reasons for making the switch to Windows 7 Tools for staying organized Steps for setting up your user accounts and passwords

Adobe Creative Suite 3 has fantastic tools for minimizing the drudgery of graphics production work: The key is to make your computer and Photoshop, Illustrator, and InDesign do rote tasks for you. And although the concept of automation may sound intimidating, it doesn't have to be. Learn what automation is, why it's as natural as breathing, and how it can take over routine work, freeing you up to be creative. · Combine customer data with graphics for personalized communications · Customize hundreds or even thousands of illustrations or layouts in one pass · Record tasks with macro-like Actions in Photoshop and Illustrator, then reuse them with multiple files · Learn how scripting languages like AppleScript and JavaScript can automate complex workflows, even ones with varying conditions

Yvonne Weaver created this coloring book to provide hours of enjoyment. Yvonne has chosen to make each page something children of all ages can color and enjoy with their family and friends. She has included desert scenes as well as reptiles and migratory birds who visit the wetland areas. The flowers are just for fun; she loves to color them herself. The desert comes alive in the spring with many beautiful colored wildflowers. The desert scenery changes colors as the sun rises and sets. Yvonne saw a need for a coloring book to encourage children to love our planet and care for our wildlife. She suggests, "Just have fun with it."

"We visit the ugly corrugated iron structure that Murray

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grandly dubbed the Scriptorium -- the Scrippy or the Shed, as locals called it -- and meet some of the legion of volunteers, from Fitzedward Hall, a bitter hermit obsessively devoted to the OED, to W.C. Minor, whose story is one of dangerous madness, ineluctable sadness, and ultimate redemption. *The Meaning of Everything* is a scintillating account of the creation of the greatest monument ever erected to a living language. Simon Winchester's supple, vigorous prose illuminates this dauntingly ambitious project -- a seventy-year odyssey to create the grandfather of all word-books, the world's unrivaled uber-dictionary. Book jacket."--Jacket.

Note: There is a newer version of this book available. Please look up ISBN 978-0983660736. A real-world, plain-language how-to guide for delivering amazing customer service to end-users. Now in its second edition, *The Compassionate Geek* was written by tech people for tech people. There are no frills, just best practices and ideas that actually work! Filled with practical tips, best practices, and real-world techniques, *The Compassionate Geek* is a quick read with equally fast results. Here's what you'll find: Best practices for communicating with email, including examples The four intrinsic qualities of great service providers Best practices for communicating using chat and texting Ten tips for being a good listener Two practical ways to keep your emotions in check A flow chart for handling user calls What to do when the user is wrong How to work with the different generations in the workplace All of the information is presented in a straightforward style that you can understand and use right away. There's nothing "foo-foo," just down-to-earth tips and best practices learned from years of working with IT pros and end-users.

Deals with contemporary cultural and community topics with the help of engaging essays Provokes further thought through questions Includes writing activities based on the essays to help readers write in Spanish as they take a stand on an

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issue Contains a minimum of two readings in each chapter, each presenting different aspects of a particular debate on topics

“I have found this book to be a very useful classroom text, as well as a great Linux resource. It teaches Linux using a ground-up approach that gives students the chance to progress with their skills and grow into the Linux world. I have often pointed to this book when asked to recommend a solid Linux reference.” —Eric Hartwell, Chair, School of Information Technology, ITT Technical Institute

The #1 Fedora and RHEL resource—a tutorial AND on-the-job reference Master Linux administration and security using GUI-based tools, the command line, and Perl scripts Set up key Internet servers, step by step, including Samba, Apache, sendmail, DNS, LDAP, FTP, and more Master All the Techniques You Need to Succeed with Fedora™ and Red Hat® Enterprise Linux® In this book, one of the world’s leading Linux experts brings together all the knowledge you need to master Fedora or Red Hat Enterprise Linux and succeed with it in the real world. Best-selling author Mark Sobell explains Linux clearly and effectively, focusing on skills you’ll actually use as a user, programmer, or administrator. Now an even more versatile learning resource, this edition adds skill objectives at the beginning of each chapter. Sobell assumes no prior Linux knowledge. He starts at the beginning and walks you through every topic and task that matters, using easy-to-understand examples. Step by step, you’ll learn how to install and configure Linux, navigate its graphical user interface, provide file/print sharing, configure network servers, secure Linux desktops and networks, work with the command line, administer Linux efficiently, and even automate administration with Perl scripts. Mark Sobell has taught hundreds of thousands of Linux and UNIX professionals. He knows every Linux nook and cranny—and he never forgets what it’s like to

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be new to Linux. Whatever you want to do with Linux—now or in the future—you'll find it here. Compared with the other Linux books out there, *A Practical Guide to Fedora™ and Red Hat® Enterprise Linux®, Sixth Edition*, delivers Complete, up-to-the-minute coverage of Fedora 15 and RHEL 6 State-of-the-art security techniques, including up-to-date firewall setup techniques using system-config-firewall and iptables, and a full chapter on OpenSSH (ssh) Coverage of crucial topics such as using su and sudo, and working with the new systemd init daemon Comprehensive coverage of the command line and key system GUI tools More practical coverage of file sharing using Samba, NFS, and FTP Superior coverage of automating administration with Perl More usable, realistic coverage of Internet server configuration, including Apache (Web), sendmail, NFSv4, DNS/BIND, and LDAP, plus new coverage of IPv6 More and better coverage of system/network administration tasks, including network monitoring with Cacti Deeper coverage of essential administration tasks—from managing users to CUPS printing, configuring LANs to building a kernel Complete instructions on keeping Linux systems up-to-date using yum And much more, including a 500+ term glossary and comprehensive indexes

This book presents a new perspective on the development of theory of mind based on an integration of empirical research that has been conducted on autism and William's syndrome.

"In this book, readers learn about the habits of desert tortoise's and where they live."--

Oracle Performance Survival Guide A Systematic Approach to Database Optimization The fast, complete, start-to-finish guide to optimizing Oracle performance Oracle Performance Survival Guide offers a structured,

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systematic, start-to-finish methodology for optimizing Oracle performance as efficiently as possible. Leading Oracle expert Guy Harrison shows how to maximize your tuning investment by focusing on causes rather than symptoms, and by quickly identifying the areas that deliver the greatest “bang for the buck.” Writing for DBAs and developers with all levels of experience, Harrison covers every area of Oracle performance management, from application design through SQL tuning, contention management through memory and physical IO management. He also presents up-to-the-minute guidance for optimizing the performance of the Oracle 11g Release 2. You’ll start by mastering Oracle structured performance tuning principles and tools, including techniques for tracing and monitoring Oracle execution. Harrison illuminates the interaction between applications and databases, guides you through choosing tuning tools, and introduces upfront design techniques that lead to higher-performance applications. He also presents a collection of downloadable scripts for reporting on all aspects of database performance. Coverage includes • “Tuning by layers,” the most effective, highest-value approach to Oracle performance optimization • Making the most of Oracle’s core tools for tracing, monitoring, and diagnosing performance • Highly efficient database logical and physical design, indexing, transaction design, and API use • SQL and PL/SQL tuning, including the use of parallel SQL techniques • Minimizing contention for locks, latches, shared memory, and other database resources • Optimizing memory and physical disk IO • Tuning Real

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Application Cluster (RAC) databases guyharrison.net
informit.com/ph

Community colleges enroll half of the nation's undergraduates. Yet only 40 percent of entrants complete an undergraduate degree in six years. Redesigning America's Community Colleges explains how two-year colleges can increase their students' success rate quickly and at less cost, through a program of guided pathways to completion.

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