

Sage Ubs Accounting 96 User Guide

Monthly Catalog of United States Government Publications
Sustaining Competitiveness in a Liberalized Economy
The Role of Accounting
Cambridge Scholars Publishing

Inside Interviewing highlights the fluctuating and diverse moral worlds put into place during interview research when gender, race, culture and other subject positions are brought narratively to the foreground. It explores the 'facts', thoughts, feelings and perspectives of respondents and how this impacts on the research process.

Explores the concept of complexity and analyses how organizational governance can contribute to environmental sustainability. A common theme in these chapters is that organizations actively engage with their environments.

Consequently, organizational responses are partly the result of iterative processes with the environment.

Your all-in-one accounting resource If you're a numbers person, it's your lucky day! Accounting jobs are on the rise — in fact, the Bureau of Labor Statistics projects a faster-than-average growth rate of 11% in the industry through 2024. So, if you're seeking long-term job security while also pursuing your passion, you'll be stacking the odds in your favor by starting a career in accounting. Accountants don't necessarily lead a solitary life behind a desk in a bank. The field offers opportunities in auditing, budget analysis, financial accounting, management accounting, tax accounting, and more. In Accounting All-in-One For Dummies, you'll benefit from cream-of-the-crop content culled from several previously published books. It'll help you to flourish in whatever niche you want to conquer in the wonderful world of accounting. You'll also get free access to a quiz for each section of the book online. Report on financial statements Make savvy business decisions Audit and detect financial fraud Handle cash and make purchasing decisions Get free access to topic quizzes online If you're a student studying the application of accounting theories or a professional looking for a valuable desktop reference you can trust, this book covers it all.

This book presents for the first time an interdisciplinary view of property development and property developers. Fourteen contributors are brought together here from leading researchers and respected practitioners, including property analysts, economists, geographers, planners and sociologists. This rounded picture of property research explores: * the development of quantitative and qualitative research methods * theories ranging from mainstream economics to social constructivism * the inter-relationships between the economic and the social, and between individuals and organisations and their environments Development and Developers highlights the benefits of different research approaches and methods, demonstrating how a more inclusive, multidisciplinary view of property research will connect to wider debates in urban studies.

Postmodern Interviewing offers readers an exploration of the postmodern interview, a conversation with diverse purposes in which the communicative format is constructed as much within the interview conversation as it stems from predesignated research interests. It provides cutting-edge discussions of emerging horizons, featuring reflexivity, poetics, and power, along with discussions of new ways of gathering experiential knowledge. Employing concepts from anthropology, family studies, history, and sociology, the contributors present the ambitious new directions in which the interview has gone, such as: How the interview process is refracted through the lens of language, knowledge, culture, and difference How the dividing line between fact and fiction is blurred to promote richer understanding How standardized representation has given way to representational invention This volume is comprised of chapters from the Handbook of Interview Research (Gubrium and Holstein, SAGE, 2001). The companion volume, Inside Interviewing (SAGE, 2003), is also comprised of chapters from the Handbook.

The SAGE Handbook of Family Business captures the conceptual map and state-of-the-art thinking on family business - an area experiencing rapid global growth in research and education since the last three decades. Edited by the leading figures in family business studies, with contributions and editorial board support from the most prominent scholars in the field, this Handbook reflects on the development and current status of family enterprise research in terms of applied theories, methods, topics investigated, and perspectives on the field's future. The SAGE Handbook of Family Business is divided into following six sections, allowing for ease of navigation while gaining a multi-dimensional perspective and understanding of the field. Part I: Theoretical perspectives in family business studies Part II: Major issues in family business studies Part III: Entrepreneurial and managerial aspects in family business studies Part IV: Behavioral and organizational aspects in family business studies Part V: Methods in use in family business studies Part VI: The future of the field of family business studies By including critical reflections and presenting possible alternative perspectives and theories, this Handbook contributes to the framing of future research on family enterprises around the world. It is an invaluable resource for current and future scholars interested in understanding the unique dynamics of family enterprises under the rubric of entrepreneurship, strategic management, organization theory, accounting, marketing or other related areas.

2008 Best Reference, Library Journal "The impact of global warming is rapidly evolving. This valuable resource provides an excellent historical overview and framework of this topic and serves as a general resource for geography, oceanography, biology, climatology, history, and many other subjects. A useful reference for a wide audience of business professionals and government officials as well as for the general public; essential for both academic and public libraries." —Library Journal "This is a useful set because of the individual country entries as well as the general-audience language .

. ." — Booklist (Starred Review) The Encyclopedia of Global Warming and Climate Change helps readers learn about the astonishingly intricate processes that make ours the only planet known to be habitable. These three volumes include more than 750 articles that explore major topics related to global warming and climate change—ranging geographically from the North Pole to the South Pole, and thematically from social effects to scientific causes. Key Features Contains a 4-color, 16-page insert that is a comprehensive introduction to the complexities of global warming Includes coverage of the science and history of climate change, the polarizing controversies over climate-change theories, the role of societies, the industrial and economic factors, and the sociological aspects of climate change Emphasizes the importance of the effects, responsibilities, and ethics of climate change Presents contributions from leading scholars and institutional experts in the geosciences Serves as a general resource for geography, oceanography, biology, climatology, history, and many other subjects The Encyclopedia of Global Warming and Climate Change provides a primarily nonscientific resource to understanding the complexities of climate change for academic and public libraries. **READER'S GUIDE** Atmospheric Sciences Climate climate and Society Climate Change, Effects Climate Feedbacks Climate Models Countries: Africa Countries: Americas Countries: Asia Countries: Europe Countries: Pacific Glaciology Government and International Agencies Institutions Studying Climate Change Oceanography Paleo-Climates People Programs And Conventions

Published in association with the Social Responsibility Research Network, Volume 2 in this new and exciting series takes a global interdisciplinary perspective to the matter of governance in the business environment and includes key topics and contributions from the UK, Portugal, Belgium, Brazil, Japan, China and Malaysia.

This book brings together a representative collection of perspectives on the way how corporate governance is being aligned with the social responsibility of an organization and the accountability of its management both in large corporations and in medium sized businesses. Examples are given from various industries and branches as well as from different countries and regions across the globe. All examples are commented and explained in detail. Written by a group of selected academic teachers this book is suitable for adoption as a resource for a case driven approach to teaching "Corporate Governance" courses at an upper undergraduate or graduate level.

The effects of recent economic and financial crises have reached an international scale. A number of different nations have experienced the fallout of these events, calling into question issues of accountability and reform in public management. The Handbook of Research on Modernization and Accountability in Public Sector Management is an essential scholarly publication that focuses on responsibility within public sector institutions and the importance of these institutions being ethical, transparent, and rigorous. Featuring coverage on a broad range of topics, such as corporate social responsibility, e-government, and financial accountability, this publication is geared toward regulatory authorities, researchers, managers, and professionals working in the

public domain.

The book examines three issues in entrepreneurship that are often overlooked yet powerful when taken together. The first is the way people learn gender roles and how this in turn affects their entrepreneurial behavior. The second are differences between two major population groups in Malaysia, the Malays and the Chinese, specifically in terms of their respective levels of societal masculinity. The third is entrepreneurial innovation. By combining these topics and examining how they apply to a sample of Malaysian women entrepreneurs, the author produces genuinely new, insightful and occasionally counter-intuitive findings such as Malay women entrepreneurs' lower level of uncertainty avoidance compared to Chinese women entrepreneurs. Another intriguing discovery is her radical overhaul of the construct of ego orientation, which gives a new angle on the old idea of entrepreneurs as people who are different from the rest of us. In all, the study poses some challenges to long-standing but infrequently tested ideas about the nature of entrepreneurs and their behavior.

The Journal of Global Business and Management Research (GBMR) strives to comply with highest research standards and scientific/research/practice journals' qualities. Being international and inter-disciplinary in scope, GBMR seeks to provide a platform for debate among diverse academic and practitioner communities who address a broad area of business and management issues across the globe.

'With its list of distinguished contributors and its wide range of topics, the handbook is surely destined to become an invaluable resource for all serious students of nationalism' - Michael Billig, Professor of Social Sciences at Loughborough University and author of 'Banal Nationalism' (SAGE 1995) 'The persistence - some would say: revival - of nationalism across the recent history of modernity, in particular the past two decades, has taken many scholars in the social sciences by surprise. In response, interest in the analysis of nationalism has increased and given rise to a great variety of new angles under which to study the phenomenon. What was missing in the cacophony of voices addressing nationalism was a volume that brought them together and confronted them with each other. This handbook does just that. It deserves particular praise for the wide range of approaches and topic included and for the systematic attempt at studying nationalism as a phenomenon of our time, not a remnant from the past' - Peter Wagner, Professor of Social and Political Theory, European University Institute; and Professor of Sociology, University of Warwick 'For students concerned with the contemporary study of nationalism this will be an invaluable publication. The three-fold division into approaches, themes and cases is a very solid and sensible one. The editors have commissioned essays from leading scholars in the field [and]this handbook provides the best single-volume overview of contemporary nationalism' - John Breuilly, Professor of Nationalism and Ethnicity, London School of Economics Nationalism has long excited debate in political, social and cultural theory and remains a key field of enquiry among historians, anthropologists, sociologists as well as political scientists. It is also one of the critical media issues of our time. There are, however, surprisingly few volumes that bring together the best of this intellectual diversity into one collection. This Handbook gives readers a critical survey of the latest theories and debates and provides a glimpse of the issues that will shape their future. Its three sections guide the reader through the theoretical approaches

to this field of study, its major themes - from modernity to memory, migration and genocide - and the diversity of nationalisms found around the globe. The overall aim of this Handbook is to relate theories and debates within and across a range of disciplines, illuminate themes and issues of central importance in both historical and contemporary contexts, and show how nationalism has impacted upon and interacted with other political and social forms and forces. This book provides a much-needed resource for scholars in international relations, political science, social theory and sociology.

The SAGE Handbook of Qualitative Business and Management Research Methods provides a state-of-the-art overview of qualitative research methods in the business and management field. The Handbook celebrates the diversity of the field by drawing from a wide range of traditions and by bringing together a number of leading international researchers engaged in studying a variety of topics through multiple qualitative methods. The chapters address the philosophical underpinnings of particular approaches to research, contemporary illustrations, references, and practical guidelines for their use. The two volumes therefore provide a useful resource for Ph.D. students and early career researchers interested in developing and expanding their knowledge and practice of qualitative research. In covering established and emerging methods, it also provides an invaluable source of information for faculty teaching qualitative research methods. The contents of the Handbook are arranged into two volumes covering seven key themes: Volume One: History and Tradition Part One: Influential Traditions: underpinning qualitative research: positivism, interpretivism, pragmatism, constructionism, critical, poststructuralism, hermeneutics, postcolonialism, critical realism, mixed methods, grounded theory, feminist and indigenous approaches. Part Two: Research Designs: ethnography, field research, action research, case studies, process and practice methodologies. Part Three: The Researcher: positionality, reflexivity, ethics, gender and intersectionality, writing from the body, and achieving critical distance. Part Four: Challenges: research design, access and departure, choosing participants, research across boundaries, writing for different audiences, ethics in international research, digital ethics, and publishing qualitative research. Volume Two: Methods and Challenges Part One: Contemporary methods: interviews, archival analysis, autoethnography, rhetoric, historical, stories and narratives, discourse analysis, group methods, sociomateriality, fiction, metaphors, dramaturgy, diary, shadowing and thematic analysis. Part Two: Visual methods: photographs, drawing, video, web images, semiotics and symbols, collages, documentaries. Part Three: Methodological developments: aesthetics and smell, fuzzy set comparative analysis, sewing quilts, netnography, ethnomusicality, software, ANTI-history, emotion, and pattern matching.

What difference does it make to think about the economy in geographical terms? The SAGE Handbook of Economic Geography illustrates the significance of thinking the 'economy' and the 'economic' geographically. It identifies significant stages in the discipline's development, and focuses on the key themes and ideas that inform present thinking in economic geography. Organised in sections with multiple chapters, The SAGE Handbook of Economic Geography is a complete overview of the discipline that critically assesses: * Location, the quantitative revolution, the "new economic geography" * Geographies of globalization - making sense of globalization and its consequences; the geography of capitalism * Geographies of scale and place:

local and global, space and place * Geographies of nature: agriculture; sustainable development; the political ecology and the social construction of nature * Geographies of uneven development: economic decline; technology; money and finance * Geographies of consumption and services: formal and informal spaces of consumption; the culture industries; performance * Geographies of regulation and governance: neo-liberalism, regulation, welfare Placing the discipline in vivid historical and contemporary context, The SAGE Handbook of Economic Geography is a timely, essential work for postgraduates, researchers and academics in economic geography.

The emergence of big data presents opportunities for corporate organisations to exploit massive data collection for strategical decision-making. Despite having access to these data, managers inherently struggle in taking advantages of available information for decision-making. Visualisation offers enhancement on managerial decision-making process via mental cognitive load reduction using visual representation. Albeit the advances of visualisation tools, visualisation for decision-making is rarely explored, leading to a limited understanding of suitable techniques. This book offers knowledge on leveraging information visualisation as a tool in public managerial decision making. In this book, we introduce a framework for supporting software designers in devising visualisation for decision-making support. Our framework encompasses guidelines on requirements and challenges in identifying decision-relevant information and recommended visualisations to represent it. This book discusses the underlying theories, techniques and models of information visualisation and associated with the decision-making process. This book characterizes processes and roles from organisational practices for extracting relevant information within a corporate data warehouse. The chapters within this book cumulatively demonstrate the information visualisation process in supporting organisational decision making. In addition, this book articulates a comprehensive knowledge of Malaysian public service's decision-making processes and practices. This book highlights emerging opportunities and challenges in using information visualisation in Malaysia for the future undertaking.

This volume explores the challenges and the opportunities created by the rapid growth of 'telematics'. European firms benefit through lower labour costs and access to big new markets in the fields of education and training. At the same time European governments are concerned about jobs disappearing. For the developing world, there is the brightest prospect of new jobs and novel means of education. However, how secure will these new jobs be? Will a more highly educated work force lead to a brain drain?

Accounting research in emerging economies has grown over the years. This title includes articles that contribute to our understanding of how accounting functions in emerging economies.

"This book concentrates on strategies that exploit emerging technologies for the knowledge effectiveness in social networks"--Provided by publisher.

As technology evolves, it can be difficult to maintain a competitive edge. The management of intangible resources like competence, relationships, brands, processes and systems becomes increasingly important in such a world. Intellectual Capital as a Management Tool reviews the evidence to demonstrate where the intellectual capital view of the firm has made major contributions. The book introduces an updated version of the Intellectual Capital Navigator as an operational tool to help managers maximise value generation from an organisations portfolio of diverse resources. This tool is the only tool that enables organisations to use the resource based view of the firm in an operational way. The book also discusses future developments of the Intellectual Capital Navigator, increasing its precision around the

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financial aspects of the organisation. The book has broad application across all types of organisations and in all operating environments and is vital reading for managers who want to understand and exploit the importance of managing intellectual capital.

Aimed at professionals in market research and journalism as well as researchers, academics and students, this handbook is both an encyclopedia providing discussions of methodological issues and a story of a particular tale of interviewing.

The human aspect plays an important role in the social sciences. The behaviour of people has become a vital area of focus in the social sciences as well. Recent Trends in Social and Behaviour Sciences contains papers that were originally presented at the International Congress on Interdisciplinary Behavior and Social Sciences, held 4-5 November 201

"The strongest overview I have encountered of the scope and the current state of research across all the fields involved in advancing our understanding of tourism. For its range of topics, depth of analyses, and distinction of its contributors, nothing is comparable." - Professor Dean MacCannell, University of California, Davis "The breadth of vision and sweep of accounts is remarkable, and range of topics laudable... a rare combination of the authoritative, the challenging and stimulating." - Professor Mike Crang, Durham University Tourism studies developed as a sub-branch of older disciplines in the social sciences, such as anthropology, sociology and economics, and newer applied fields of study in hospitality management, civil rights and transport studies. This Handbook is a sign of the maturity of the field. It provides an essential resource for teachers and students to determine the roots, key issues and agenda of tourism studies, exploring: The evolution and position of tourism studies The relationship of tourism to culture The ecology and economics of tourism Special events and destination management Methodologies of study Tourism and transport Tourism and heritage Tourism and postcolonialism Global tourist business operations Ranging from local to global issues, and from questions of management to the ethical dilemmas of tourism, this is a comprehensive, critically informed, constructively organized overview of the field. It draws together an inter-disciplinary group of contributors who are among the most celebrated names in the field and will be quickly recognized as a landmark in the new and expanding field of tourism studies.

This Three-Volume-Set constitutes the refereed proceedings of the Second International Conference on Software Engineering and Computer Systems, ICSECS 2011, held in Kuantan, Malaysia, in June 2011. The 190 revised full papers presented together with invited papers in the three volumes were carefully reviewed and selected from numerous submissions. The papers are organized in topical sections on software engineering; network; bioinformatics and e-health; biometrics technologies; Web engineering; neural network; parallel and distributed; e-learning; ontology; image processing; information and data management; engineering; software security; graphics and multimedia; databases; algorithms; signal processing; software design/testing; e- technology; ad hoc networks; social networks; software process modeling; miscellaneous topics in software engineering and computer systems.

This book constitutes the refereed proceedings of the 5th International Conference on User Science and Engineering, i-USEr 2018, held in Puchong, Malaysia, in August 2018. The 32 papers accepted for i-USEr 2018 were selected from 72 submissions with a thorough double-blind review process. The selected papers illustrate how HCI is inclusive and omnipresent within the domains of informatics, Internet of Things, Quality of Life, and others. They are organized in the following topical sections: design, UX and usability; HCI and underserved; technology and adoption; human centered computing; HCI and IT infrastructure; and HCI and analytics.

This book brings together research works, ideas, critical reviews and strategic proposals encompassing various ethical and corporate governance issues in workplaces and organizations around the globe. For the most part, organizations are managed by policies, guidelines

and systems. Good ethics and solid corporate governance help to tie these three elements together so that an effective and successful organization is established. Alongside corporate governance, ethics play an integral role in ensuring the long term survival of businesses. Multidisciplinary in approach, this book provides a platform for scholars and researchers from various backgrounds and interdisciplinary expertise to showcase their research work, ideas, critical review and strategic proposals on the ethical aspects, governance and risk management issues in organizations. The book includes discussions of ethical issues in a variety of organizations around the globe including the non-profit and non-governmental sector and also provides readers with ideas, guidelines and strategic recommendations for handling such issues.

This timely book explores how the Malays and Muslims in general are faced with challenges in the fields of business, economy and politics, in the modern era of globalisation. These research findings can help the Muslim community to enhance international integration, particularly in Malaysia and Southeast Asia. In this work, scholarly and expert authors explore Islamic perspectives on communication, art and culture, business, and law and policy. They respond to the need to uphold and strengthen the culture, arts and heritage of the Malays. Readers are invited to explore the challenges for the Malay and Muslim world and to evolve strategies to ensure competitiveness, dynamism and sustainability. Topics such as Islamophobia, drug trafficking, savings behaviours and the role of social media are addressed. These reviewed papers were presented at the International Conference on Islamic Business, Art, Culture & Communication 2014, held in Melaka, Malaysia. They have the potential to strengthen aspects of Islamic economy and leadership, if translated into action plans. This book represents essential reading for scholars of Islamic studies and will be of interest to those examining Southeast Asia and the Malay world.

In this book, Cees J Hamelink proposes an answer to - how should democratic societies organize cyberspace? - that puts human-rights, rather than profit, at the top of the agenda. He argues that conventional ethical approaches are all seriously flawed. There is a growing volume of moral rules, netiquettes and codes of conduct, but they are of little help in solving the moral dilemmas raised by the new technologies. In this book the author analyzes the inadequacies of current global governance policies and structures that underpin them, and argues for standards which put justice, human security and freedom first.

Mobile financial services (MFS) are of major interest and importance to both researchers and practitioners. The role played by nonbanking actors including telecoms and FinTech firms as well as other participants, such as PayPal and Amazon, in developing and deploying innovative financial and payment services is undeniable. Peer2peer (P2P) payments from nonbank services are becoming increasingly commonplace and will shortly be codified by EC (EU?) regulations requiring banks to provide access to consumer data for third-party app developers and service providers. Three major mobile financial systems—mobile banking, mobile payments, and branchless banking—currently dominate the electronic retail banking sector. Although interconnected and interrelated, their business models, regulatory frameworks, and target markets are distinct. This book provides a unified perspective on MFS and discusses its evolution, growth, and future, as well as identifying the frameworks, stakeholders, and technologies used in financial information systems in general and MFS in particular. Academics and researchers in digital and financial marketing will find this book an invaluable resource, as will bank executives, regulators, policy makers, FinTech professionals, and anyone interested in how mobile technology, social media and financial services will increasingly intersect. To date, there has been little consideration of the many different ways in which accounting and risk intersect, despite organisations being more determined than ever to build resilience against potential risks. This comprehensive volume overcomes this gap by providing an overview of the field, drawing together current knowledge of risk in a wide range of different accounting contexts. Key themes such as

corporate governance, trust, uncertainty and climate change are covered by a global array of contributing scholars. These contributions are divided into four areas: The broader aspects of risk and risk management Risk in financial reporting Risk in management accounting Risk monitoring The book is supported by a series of illustrative case studies which help to bring together theory and practice. With its wealth of examples and analyses, this volume provides essential reading for students, scholars and practitioners charged with understanding diverse facets of risk in the context of accounting in the business world.

Selecting from the wide range of research methodologies remains a dilemma for all scholars, not least those looking to study the world of accounting. Both established and emerging research methods are frequently advocated, creating a challengingly broad range of choices. Covering a selection of qualitative methodological issues, research strategies and methods, this comprehensive compilation provides an essential guide to the choice and execution of qualitative research approaches in this field. The contributions are grouped into four sections: Worldview and paradigms Methodologies and strategies Data collection methods and analysis Experiencing qualitative field research: personal reflections Edited by leading scholars, with contributions from experts and rising stars, this volume will be essential reading for anyone looking to undertake research in the qualitative accounting field.

The International Management Accounting Conference 4 was held in August 2007 in Kuala Lumpur to discuss issues pertaining to the role of accounting in liberalized economy. From the conference, it was clear that liberalized economy does impact the direction, nature and practices of accounting. In response to these challenges, accounting must play a proactive and relevant role to sustain the competitiveness of companies in the business environment. Therefore it is the intention of the conference organizers to share the issues, problems and challenges in sustaining competitiveness in liberalized economy with a larger audience through the publication of this book. The book is organized in the following themes: ? Cost and Information Management ? Performance Measurement ? Strategic Alliance The articles included in this book were selected from the papers reviewed and presented at the International Management Accounting Conference 4. The articles were written based on research findings of studies conducted in several countries including Malaysia, New Zealand, Indonesia, UK, India, Saudi Arabia and Botswana. Therefore they are expected to have high academic value, each complete with literature review, methodology, data analysis and references. Even though that is the case, the papers have been carefully chosen and edited for mass readers. This book is suitable for researchers, academicians, graduate students, and practitioners with interest in business, economics and accounting:

This important new work provides a comprehensive discussion of the customer satisfaction evaluation problem. It presents an overview of the existing methodologies as well as the development and implementation of an original multicriteria method dubbed MUSA.

This book examines the theory and practice of Corporate Social Responsibility (CSR) in countries across Asia, including China, Japan, Malaysia, Thailand and Bangladesh, providing much needed Asian perspectives on this important issue.

Arguing that Western CSR has enjoyed limited effectiveness, it asks whether Asia can avoid the West's mistakes. With the global economy still in recovery, it is more important than ever for individuals and organizations to be aware of their money and its potential for both depreciation and growth. Banking, Finance, and Accounting: Concepts, Methodologies, Tools, and Applications investigates recent advances and undertakings in the financial industry to better equip all members of the world economy with the tools and insights needed to weather any shift in the economic climate. With chapters on topics ranging from investment portfolios to credit unions, this multi-volume reference source will serve as a crucial resource for managers, investors, brokers, and all others within the banking industry.

On behalf of the PROFES Organizing Committee we are proud to present the proceedings of the 11 International Conference on Product-Focused Software Process Improvement (PROFES 2010), held in Limerick, Ireland. Since the first conference in 1999 the conference has established its place in the software engineering community as a respected conference that brings together participants from academia and industry. The roots of PROFES are in professional software process improvement motivated by product and service quality needs. The conference addresses both the solutions found in practice as well as relevant research results from academia. To ensure that PROFES retains its high quality and focus on the most relevant research issues, the conference has actively maintained close collaboration with industry and subsequently widened its scope to the research areas of collaborative and agile software development. The main themes of this year's conference were "Agile and Lean Processes" and "Engineering Service-Oriented Systems." These two main themes enabled us to cover the contemporary software development demands and trends in a comprehensive manner and to tackle the most important current challenges identified by the software industry and software research community—namely, the shift of focus from "products" to "services." The technical program featured invited talks, research papers, and experience reports on the most relevant topics related to processes for developing software-intensive services and products. In addition, a number of workshops and tutorials were hosted.

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