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99 essential tools for success
Second edition
James Cadle, Debra Paul and Paul Turner

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Christina Lovelock, Programme Manager, Health and Social Care Information Centre

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'The complex world of Agile made relevant for BAs. Combines well-explained theory with wide-ranging practical application and offers an essential handbook for anyone involved in the Agile project world. A valuable addition to the BA toolkit.'
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£34.99 • 294pp • ISBN 978-1-78017-322-1 • 2017
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Entity relationship and class modelling for business analysts
Keith Gordon
Starting from first principles, this book will help business analysts to develop the skills required to construct data models through comprehensive coverage of entity relationship and class modelling, in line with, and beyond, the BCS Data Analysis syllabus.

'An excellent learning aid for Analysts who are new to modelling or need reminding of good practice.'
Katie Walsh, Business Analyst and Mentor

www.bcs.org/books/modellingbi

A PRAGMATIC GUIDE TO BUSINESS PROCESS MODELLING
Second edition
Jon Holt
In this second edition, Jon Holt covers all aspects of the BPM process, including analysis, specification, measurement and documentation, the presentation of process information, enterprise architecture and business tools.

'Jon Holt’s clear and engaging style makes a potentially difficult subject highly accessible.'
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Edited by Brian Hambling

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‘This book covers all the sections of the latest 2018 CTFL syllabus and more. It is not just written as an exam aid though, it is a reference for software testing in its own right...for anyone involved in the development of software, whatever development methodology the project follows.’

Phil Isles, Test Manager, private banking

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PRACTICAL TEST DESIGN
István Forgács and Attila Kovács

This book presents the key test design techniques, in line with ISTQB, and explains when and how to use them, including in combination, with practical, real-life examples. Automated test design methods are also explored. Tips and exercises are included throughout the book, allowing you to test your knowledge as you progress.

‘A masterful tour through the most important behavioural test design techniques.’

Rex Black, President, RBCS Inc.; Past President ASTQB and ISTQB

£34.99 • 331pp • ISBN 978-1-78017-472-3 • August 2019

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Rex Black

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With this essential guide, in line with the ASTQB Certified Mobile Tester foundation certificate, you will gain the understanding and skills you require to begin your journey to becoming a proficient mobile tester.

‘Whether looking at gaining your ASTQB Mobile Tester Certification, or just at learning or improving your skills in mobile testing, this book is definitely one to read and keep in your toolkit.’

Marie Walsh, Change and Release Manager, FIIG Securities

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AGILE TESTING FOUNDATIONS
An ISTQB Foundation Level Agile Tester guide
Rex Black (editor)
For software testers, Agile testing brings many advantages to teams, from increasing overall product quality to providing greater scope for flexibility. Building on the ISTQB Foundation Level Agile Tester syllabus, this book is perfect for software testers interested in the benefits of Agile testing, working in an Agile environment or undertaking the ISTQB Foundation Level Agile Tester exam.

'A book that I am confident will become a milestone in the testing domain and a reference for the Agile community.'
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A step-by-step guide
Brian Hambling and Pauline van Goethem
Every information system brought into service in every type of organisation requires user acceptance testing. This book is designed to be a hands-on manual for non-testing specialists to plan and carry out an effective acceptance test of an information system. It provides a structured and step-by-step approach to effective acceptance testing and identifies ways of making the process as simple and cost-effective as possible.

'This book comfortably fills the void that exists to help UA testers understand their role and the many tasks they have to undertake.'
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Third edition
Andy Taylor, David Alexander, Amanda Finch and David Sutton
This book is a pragmatic guide to information assurance for both business professionals and technical experts. The third edition has been updated to reflect changes in the IT security landscape and updates to the related BCS Certification.

‘The security of personal information has never been of greater concern to the public. BCS provides valuable leadership in this area and this is a timely contribution to a vital process.’
Richard Thomas, Information Commissioner (review of previous edition)

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Mike Sheward
Security operations departments are growing in importance and recognition; they are responsible for the secure day to day running of an organisation’s network, endpoint, application, identity and physical security controls. This book walks you through how to establish and grow a high quality security operations team. This requires more than just purchasing a series of information security tools, plugging them in and hoping for the best. It’s about hiring the right people to work together, understanding the business the team is working to protect, knowing when to build a tool rather than buy, and crafting procedures that allow the team to detect and respond to a wide variety of security threats.

www.bcs.org/books/securityoperations

CYBER SECURITY ABCs
Delivering awareness, behaviours and culture change
Jessica Barker, Adrian Davis, Bruce Hallas, Ciaran Mc Mahon
Cyber security issues, problems and incidents don’t always relate to technological faults. Many can be avoided or mitigated through improved cyber security awareness, behaviour and culture change (ABCs).

This book guides organisations looking to create an enhanced security culture through improved understanding and practice of cyber security at an individual level. Crucial concepts are covered from the ground up, alongside tools to measure key indicators and enable organisational change.

www.bcs.org/books/securityabcs

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INFORMATION RISK MANAGEMENT
A practitioner’s guide
David Sutton
Information risk management (IRM) is about identifying, assessing and prioritising risks to keep information secure and available. This book provides practical guidance to the principles and development of a strategic approach to an IRM programme. It is the only textbook for the BCS Practitioner Certificate in Information Risk Management.

‘An extremely useful and readable book ... I highly recommended it.’
John Hughes, Director, SecID Consultants

£34.99 • 242pp • ISBN 978-1-78017-265-1 • 2014
www.bcs.org/books/irm
PRACTICAL DATA MIGRATION
Second edition
Johny Morris
This book is for managers and practitioners tasked with the movement of data from old systems to a new repository. It uses a series of steps guaranteed to get the reader from an empty new system to one that is working and backed by the user population.

‘For any practitioner faced with the challenge of delivering a successful data migration, this book is an absolute necessity.’
Dylan Jones, Founder Data Migration Pro / Data Quality Pro

www.bcs.org/books/datamigration2e

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Tim King and Julian Schwarzenbach
Data is an increasingly important business asset and enabler for organisational activities. Data quality is a key aspect of data management, failure to understand it increases organisational risk and decreases efficiency and profitability.

This book explains data quality management in practical terms, focusing on three key areas: the nature of data in enterprises, the purpose and scope of data quality management, and implementing a data quality management system, in line with ISO 8000-61.

£29.99 • 208pp • ISBN 978-1-78017-459-4 • April 2020
www.bcs.org/books/dataquality

PRINCIPLES OF DATA MANAGEMENT
Facilitating information sharing – Second edition
Keith Gordon
This professional reference guide covers all the key areas of data management, including database development, data quality and corporate data modelling.

‘Keith Gordon has done an excellent job of laying out the full set of dimensions to be addressed for the effective management of an organization’s information.’
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SOFTWARE DEVELOPMENT IN PRACTICE
Bernie Fishpool and Mark Fishpool
Software development is becoming recognised more and more as an essential skill and profession in today’s increasingly digital world. Familiarity with basic programming concepts is no longer sufficient to succeed as a software developer, today’s developers require a wider field of expertise and a holistic, customer-focused approach. This book is a pragmatic guide to software development in practice. It explores the inner workings of software development in the context of the industry, covering good practice for software developers and providing you with tools and practical understanding you’ll need to take your first steps within the software development world.

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USER EXPERIENCE FOUNDATIONS
Nick de Voil
User experience (UX) is about how interaction with a product, service or system is perceived by its users. Making user experience the core of software development enhances customer satisfaction, resulting in more sales, higher conversion rates, more returning customers and a stronger brand presence.

This book provides a reasoned and authoritative description of what UX is, why it works, what tools and techniques are involved, and how it fits in the software development process, in line with the BCS Foundation Certificate in User Experience, based on ISO 9241-210. How UX fits in the context of other disciplines including business analysis and software testing is also explained.

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DEVELOPING INFORMATION SYSTEMS
Practical guidance for IT professionals
James Cadle (editor)
This practical book is a comprehensive introduction to systems development and a handy reference guide for those already working in the field. It is the only textbook for the BCS Certificate in Systems Development.

‘A timely update to the corpus on systems development. It is comprehensive, but consumable and good for reference thanks to its clear and well-signposted layout.’ Heather Dunlop-Jones, IBM Distinguished Engineer

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Support for your ITSM foundation exam - Third edition
Ernest Brewster, Richard Griffiths, Aiden Lawes and John Sansbury

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Building on their collective service management experience, the authors walk you through essential concepts including processes, functions and roles and illustrate these with real-life examples.

‘The no-nonsense approach of this book appeals to me. Straight-shooting description, examples and advice from experienced guys.’
Rob England, The IT Skeptic (review of previous edition)

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PROBLEM MANAGEMENT

An implementation guide for the real world
Michael G. Hall

Problem management is the one IT service management process that tends to return more benefits more quickly than any of the others. This book offers practical, real-world guidance on all aspects of implementing and running an effective problem management function. Offering advice and recommendations tailored to different types of organisations, it gives IT practitioners, consultants and managers the tools to add real value to their businesses.

‘This is essential reading for anyone who wants to take problem management seriously. I thoroughly recommend it.’
James Bourgerie, Computacenter.

£34.99 • 190pp • ISBN: 978-1-78017-241-5 • 2014
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BUSINESS ANALYST
Careers in business analysis
Adrian Reed

This practical guide explores the business analyst role including typical responsibilities, necessary skills, useful tools and commonly used methodologies and techniques. A visual career roadmap for business analysts is also included, along with case studies and interviews with practising business analysts.

‘Essential reading for the modern business analyst.’
Alex Cottrell, Senior Business Analyst, Zurich Insurance Company Ltd

‘Destined to become an Analysis staple.’
Ryan Folster, CBAP, Business Analysis Competency Lead, Britehouse

£19.99 • 244pp • ISBN: 978-1-78017-428-0 • 2018
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DATA ANALYST
Careers in data analysis
Rune Rasmussen (editor)

With this book, aspiring data analysts will discover what data analysts do all day, what skills they will need for the role, and what regulations they will be required to adhere to. Practising data analysts can explore useful data analysis tools, methods and techniques, brush up on best practices and look at how they can advance their career.

‘Packed with useful information, the book is clearly aimed that those starting out, although many seasoned professionals may also consider it a valuable resource, particularly if considering a new career direction.’
Hugh Clark, Award Winning Quant Hedge Fund Manager, retired, and Strategic expert consultant in banking

£19.99 • 185pp • ISBN: 978-1-78017-432-7 • March 2019
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PROJECT MANAGER
Careers in project management
Elizabeth Harrin

This book is a highly accessible guide to being a project manager, particularly a project manager working within an IT field. The role is set out with reference to required skills, competencies and responsibilities. Tools, methods and techniques for project managers are covered including Agile approaches; risk, issue and change management processes; best practices for managing stakeholders and financial management.

‘This is a wonderful book. I wish I’d read this 25 years ago when I started managing software projects. Seriously.’
Monica Borrell, Founder and CEO, Cardsmith

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CHANGE MANAGER
Tracey Torble
This practical book describes the role of change manager in depth, including purpose, typical responsibilities and required skills. Change management methods, techniques, useful tools and relevant standards and frameworks are also covered, and career progression opportunities are discussed.

‘Engaging, easy to read and absorb, as well as being full of common sense, cover to cover.’
Stephen Dowle, retired IT consultant and Interim Manager

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SERVICE LEVEL MANAGER
Careers in IT service management
John Sansbury
The role of service level manager is critical in that the agreements negotiated with customers should inform the activities of the service provider. This book aims to help those whose role is to establish, negotiate, manage or update service level agreements and to use these as the basis of continual service improvement.

‘Provides pragmatic guidance for both the new and seasoned service level manager.’
Doug Tedder, Tedder Consulting, Principal

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www.bcs.org/books/slmanager

BUSINESS RELATIONSHIP MANAGER
Careers in IT service management
Ernest Brewster
Business relationship management (BRM) is crucial for building and maintaining strong relationships between a service provider and customer. This book gives an excellent introduction to the role of a BR manager.

‘The definitive guide to business relationship management for all IT and business professionals.’
Brian Scott MBCS, IT Management Consultant

www.bcs.org/bmanager
CHIEF INFORMATION SECURITY OFFICER

Careers in information security
Rob Newby and Adrian Davis

Chief information security officers (CISOs) are responsible for aligning security initiatives with enterprise strategy, programmes and business objectives, and are vital in organisational asset and data protection, risk management and business continuity processes.

This practical book details the role of CISO in organisations, including responsibilities, required and desirable skills, industry standards and frameworks relevant to the role, career progression opportunities and case studies.

www.bcs.org/books/ciso

INFORMATION SECURITY AUDITOR

Careers in information security
Wendy Goucher

The role of an information security auditor is vital for identifying security gaps in an organisation’s information systems. However, it is a role that is often maligned as a ‘check list monkey’ who adds nothing to the business. This practical book confronts this stereotype and gives an excellent introduction to the role.

‘A refreshingly good book – easy to read with excellent guidance for both budding auditors and auditees.’
Vernon Poole, CISM, CGEIT & CRISC, Head of Business Consultancy, Sapphire

www.bcs.org/books/is auditor

SECURITY ARCHITECT

Careers in information security
Jon Collins

Security architects are responsible for maintaining the security of an organisation’s computer systems as well as developing security architectures that fit business requirements. This book provides practical guidance for anyone wanting to know more about what the role entails.

‘Required reading, not just for security architects or those entering the role but also and perhaps more importantly, for those responsible for hiring them.’
Rik Ferguson, Vice President, Security Research, Trend Micro

www.bcs.org/books/is architect

DATA PROTECTION OFFICER

Sofia Edvardsen and Filip Johnssén

The EU General Data Protection Regulation (GDPR) came into force in May 2018. This book details the dynamics of the designated Data Protection Officer role including the underlying requirements, skills and activities involved in starting up or developing privacy programmes and in building a culture that supports privacy and security of data.

www.bcs.org/books/dpo
SOFTWARE DEVELOPER
Jill Clarke
This book explains the software developer role in the context of the industry, including the relevant skills and competencies you will need to become a software developer. Discussion of popular programming languages is covered, as well as tools, methods and techniques of the trade. Career progression tips and software developer case studies round off the book, providing you with the insider knowledge you need to kick start your software development journey.


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PROJECT MANAGEMENT FOR IT-RELATED PROJECTS
Third edition
Edited by Bob Hughes
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“This book covers all the core information you need to start, deliver and complete a project.' Elizabeth Harrin FAPM, Director, Otobos Consultants Ltd

£29.99 • 162pp • ISBN 978-1-78017-484-6 • August 2019
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AGILE FOUNDATIONS
Principles, practices and frameworks
Peter Measey (editor) and Radtac
Agile practices transform the way organisations carry out business and respond to change. But to realise success, an Agile mindset needs to be adopted throughout an organisation. This book is aimed at those working in an Agile environment or wanting to understand Agile practices. Giving a comprehensive introduction to Agile principles and methodologies, it will enable the reader to apply core values and principles of Agile.

“It’s refreshing to see a well balanced review of Agile and its methods. A text like this is long overdue.” David J Anderson, Chairman, Lean Kanban Inc

www.bcs.org/books/agile

SHORTCUTS TO SUCCESS
Project management in the real world – Second edition
Elizabeth Harrin
97 per cent of successful projects are led by an experienced project manager. This book gives advice to those who need to get up to speed quickly. Shortlisted for the 2014 CMI Management Book of the Year.

“Lives up to the “real world” promise in its title, providing concise, practical advice for leaders of large projects, small projects, and everything between.”
Tom Kendrick, MBA, PMP, Project Management Director, UC Berkeley Extension, California

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DIGITAL TRANSFORMATION
A guide for leaders and managers
Bob Black

Digital transformation is the phrase used to describe the response of organisations to the fast pace of digital technology and its impacts both on business and consumer habits.
This book will help managers to make sense of this world and guide them, with practical advice, on how respond, including new organisational models and relationships, new skills and ways of working and the rise of data in decision-making.

www.bcs.org/books/digitaltransformation

THE ART OF IT MANAGEMENT
Practical tools and techniques
Robina Chatham

Being an IT manager for the first time can be daunting. With a focus on practical advice, this book will provide you with hints, tips and examples from the world of IT management, showing you that management is about people rather than process; it is an art rather than a science.

‘Combining simple models and powerful examples, this book is a must read for new and more seasoned IT managers alike.’
Richard Davies, Managing Director, Leading Edge Forum

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THE HUMAN TOUCH
Personal skills for professional success
Philippa Thomas, Debra Paul and James Cadle

Strong interpersonal skills are a fundamental requirement in all work environments. This book provides expert guidance for IT and other professionals on key skills.

‘This book does an excellent job of describing how people work together and what motivates them in practical ways that can be put to work immediately.’
Donald H. Taylor, Chairman, Learning and Performance Institute

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BUSINESS CASES THAT GET RESULTS
Carrie Marshall
In this book you’ll discover the do’s and don’ts of pitching your ideas through a business case. You’ll learn what the essential components of a business case are, including how best to tackle ROI and what key questions you should be answering, along with how to write effectively.

‘A highly valuable resource, and one that would be well worth keeping to hand.’
A P Sutcliffe, MSc, MBCS

www.bcs.org/books/businesscases

WRITING FOR SOCIAL MEDIA
Carrie Marshall
Engaging and interacting through social media is essential for businesses in this day and age. Writing for social media can be difficult to get right and even big brands can get it wrong. This book walks you through how to write effectively for social media to deliver maximum benefit for your business.

‘An excellent read covering the current key components and chock full of useful advice.’
Mick Phythian MBCS CITP, Research Associate, Centre for Computing & Social Responsibility, De Montfort University

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‘This guide provides a useful formula to get good results every time, emphasising the importance of audience perspective.’
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‘Don’t write another word until you have read this book from cover to cover.’
Prof. Brian Sutton, Professor of Learning Performance at Middlesex University and author

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A MANAGER’S GUIDE TO IT LAW
Second edition
Jeremy Holt and Jeremy Newton (editors)
This comprehensive guide for management professionals discusses the IT-related legal issues faced by businesses on a daily basis, such as data protection, contracts, intellectual property law and cloud computing.
‘Packed with information that we as IT professionals need.’
Peter Wheatcroft MBCS CITP, Principal Consultant, Partners in IT

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A practitioner’s guide to selection and procurement
Martin Tate
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‘The process [described] in this book combines intuition with rigorous, transparent logic.’
Mike Berners-Lee, Founder, Small World Consulting Ltd

£34.99 • 288pp • ISBN 978-1-78017-258-3 • 2015
www.bcs.org/books/offtheshelf

FINANCE FOR IT DECISION MAKERS
A practical handbook - Third edition
Michael Blackstaff
This book is ideal for all IT decision makers who wish to conquer their fear of finance or refresh existing knowledge. The new edition is updated with International Financial Reporting Standards (IFRS) terminology.
‘An easy-to-read guide to finance for any IT professional interested in financially justifying IT.’
Mehmet Hurer MBCS CITP, Security Consultant, BT

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DATA PROTECTION AND COMPLIANCE
Stewart Room, James Drury-Smith and Tughan Thuraisingam
Large-scale data loss continues to make headline news, highlighting the need for stringent data protection policies, especially when personal or commercially sensitive information is at stake.
This book provides detailed analysis of current data protection laws and discusses compliance issues, enabling the reader to construct a platform on which to build internal compliance strategies.


GOVERNANCE OF DATA
Delivering a data strategy
Alison Holt (editor)
Data is fundamentally changing the nature of businesses and organisations, and the mechanisms for delivering products and services. This book is a practical guide to developing strategy and policy for data governance, in line with the ISO 38505 governance of data standards. It will assist an organisation wanting to become more of a data driven business by explaining how to assess the value, risks and constraints associated with collecting, using and distributing data.


GOVERNANCE OF IT
An executive guide to ISO/IEC 38500
Alison Holt
This highly accessible book provides practical guidance on how to create a safe and robust governance framework for an organisation by applying the principles of the ISO Governance of IT Standard 38500.

‘This well written and engaging book provides thoughtful, practical solutions for managing IT in order to maximize its positive impact and minimize risks.’
Craig Nevill-Manning, Engineering Director, Google


BUSINESS CONTINUITY MANAGEMENT SYSTEMS
Implementation and certification to ISO 22301
 Hilary Estall
This practical guide is written for organisations implementing a business continuity management system and seeking certification in line with ISO 22301.

‘If you want to know more about ISO 22301, this is the first (and perhaps only) book you need to read.’
Lyndon Bird FBCI, Business Continuity Institute

£34.99 • 128pp • ISBN 978-1-78017-146-3 • 2012
DIGITAL PRODUCT MANAGEMENT

Kevin Brennan

With technology moving to the forefront, and consumers demanding simpler ways to do business, companies have increasingly turned to product managers to deliver an end-to-end, integrated experience. With this practical guide, you’ll learn how to understand the needs of external customers without requirements elicitation or sign-offs, the difference between customer and business value, and why you need to create both. You’ll discover how to respond to changes in the market and the actions of competitors. You’ll understand how to develop new products, launch them into the market, and how to deliver the needed business outcomes through the maturity and eventual retirement of your product.

£29.99 • 192pp • ISBN 978-1-78017-532-4 • July 2020

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ARTIFICIAL INTELLIGENCE FOUNDATIONS

Andrew Lowe and Steve Lawless

In line with the BCS AI Foundation and Essentials certificates, this book guides you through the complex and ever-evolving world of AI. You will learn how AI is being utilised today to support products, services, science and engineering, and how it is likely to be used in the future to balance the talents of humans and machines. You will explore robotics and machine learning within the context of AI, and discover how the challenges AI presents are being addressed. Examples, exercises and test questions are included throughout.

£29.99 • 160pp • ISBN 978-1-78017-528-7 • August 2020

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MASTERING DIGITAL BUSINESS

How powerful combinations of disruptive technologies are enabling the next wave of digital transformation

Nicholas D. Evans

This strategic guide for business and IT executives focuses on how today’s most disruptive technologies can be applied in powerful combinations.

‘A highly topical book and a must read for both business and IT executives.’

Robert Eriksson, Lloyds Banking Group, Head of Engineering, Digital & Transformation

£29.99 • 196pp • ISBN 978-1-78017-345-0 • 2017

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NLP FOR BUSINESS ANALYSTS
Developing agile mindset and behaviours
Peter Parkes
This book illustrates the application of NLP to develop competencies - better equipping you to communicate across cultures, reframe problems, manage stakeholder groups, resolve conflicts, motivate teams and become an even better leader.

‘Essential for everyone who is involved in business change.’
Soheir Ghallab, Chair, Business Change Specialist Group, BCS

£34.99 • 256pp • ISBN: 978-1-78017-281-1 • 2016
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NLP FOR PROJECT MANAGERS
Make things happen with neuro-linguistic programming
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