technical®
Supporting Enterprise Networks and Operating Environments
SUPPORT

NaSPA®
NETWORK AND SYSTEMS PROFESSIONALS ASSOCIATION

OCTOBER/NOVEMBER 2014 VOLUME 6, NUMBER 10

Reinvigorate Your Career in Technology

By John West Hadley

Message from the President

Greetings NaSPA members,

There's a bit of a nip in the air that evokes a harbinger of things to come. Now is a great time to "Fall Back" in love with NaSPA. Our cover story features John Hadley who shares his thoughts on how to "Reinvigorate your Career in Technology." Who doesn't need that?

After you've read the article, turn to the middle section of Technical Support magazine to find your ideal job. There are a lot of them there and it is quickly becoming our most popular section! Is your organization hiring? Post that job for only $175 on the NaSPA Job Site. For a limited time we will also post it (space permitting) in the center section of this magazine. That's twice the exposure for "short" money. How can you go wrong with that? Here is the link so you can have a look right now.

We also welcome new contributor RingCentral, who beguiles us with "How a Cloud Phone System Uniquely Supports your Mobile Workforce." Live in NaSPA's home state of Wisconsin? Laurie Procknow presents a relevant piece on, "The Future of Wisconsin IT." Look inside for these and others from our select contributors.

ATTENTION HAM RADIO OPERATORS. Here is your chance to participate in a different kind of "network." You may not realize it but NaSPA's founder Scott Sherer, your Editor Sharon Wrobel, and yours truly are avid hams. We will be hosting a radio network in the near future to build awareness of NaSPA. If you are a licensed amateur radio operator and you would like to participate as a Net Control Operator or just check in, email me for more information. If it is successful we may make it a regular thing.

Finally, we would like to recognize one of NaSPA's most active chapters the New York Metro Chapter and it's Chapter President Mark Nelson, Mark is a z/OS Security Server (RACF) Design and Development Manager for IBM Corporation, which has graciously supported NaSPA by offering their fine facilities in downtown New York for many years. Their recent chapter meeting included such timely topics as: "z/OS V2.1 Update", and "The New and Improved z/OSMF V2.1", by Greg Daynes, System z Deployment Architect, IBM.

If you live or work in the Metro New York area, why not JOIN NASPA NOW. ***It's Free.*** When you reach the sign up screen just select the New York Metro chapter and see what you have been missing. Thanks again to Mark Nelson and his successful NaSPA chapter, and thanks to all of you who contribute to a strong and vibrant NaSPA.

Leo A. Wrobel, President
Editor in Chief Technical Support Magazine
President@Naspa.com

technical SUPPORT
Supporting Enterprise Networks and Operating Environments

NaSPA

October/November 2014
Volume 6, Number 10

Published exclusively for NaSPA, Inc.
Network and Systems Professionals Association

www.NaSPA.com

NaSPA Officers

President	Leo A. Wrobel
Secretary/Treasurer	Sharon M. Wrobel

NaSPA Board of Directors

Chairman	Scott Sherer
Directors	Leo A. Wrobel Sharon M. Wrobel
Board Advisor	Bill Elder

e-mail addressses available on www.NaSPA.com

***Technical Support*™ Magazine**

Editor-in-Chief	Leo A. Wrobel president@NaSPA.com
Managing Editor	Sharon M. Wrobel sharon@b4ci.com
Associate Editor	Jim Justen jmjusten@gmail.com
Graphic Designer	Michelle Robinson m.robinson@techenterprises.net
Vice President of Staff Operations	Scott Sherer sherer@NaSPA.com
Membership Department	Nicole Cheever, 414-908-4945 Ext. 116, Manager NaSPA_membership@ NaSPA.com
Advertising Sales	Jill Tucker, 414-908-4945 Ext. 111 j.tucker@NaSPA.com
CustomerCare Center	Bonnie Kuchinski, 414-908-4945 Ext. 450 customercare@NaSPA.com
List Rental	Jill Tucker, 414-908-4945 Ext. 111 j.tucker@NaSPA.com

7044 South 13th Street, Oak Creek, WI 53154
(414) 908-4945, (414) 768-8001 Fax

Notice: You have received this magazine because you are a member of NaSPA, the Network and Systems Professionals Association, Inc., or you are a NaSPA subscriber. NaSPA believes this publication to be of value to you and your career. If you wish to opt-out and not receive this magazine in the future or would like to change your delivery address, please send an email with your request to Customer Care, customercare@NaSPA.com.

©2014 NaSPA. All Rights Reserved.

October/November 2014 Volume 6, Number 10

Contents

2 **President's Letter**

Articles

4 **The Passive Optical LAN: Providing Enterprises Mega Improvements in Network Performance and Flexibility**
By Ed Sullivan

7 **The Future of IT in Wisconsin**
By Laurie Prochnow

9 **8 Tips to Beat Your Competition in Sales**
By Marc Wayshak

15 **How a Cloud Phone System Uniquely Supports Your Mobile Workforce**
RingCentral® White Paper

News Releases

- *American Sentinel University Offers New Healthcare-focused Online Master of Business Intelligence and Computer Science Programs*
- *Asia-Pacific Disaster Preparedness Strengthened through Delivery of GFV Satcom Certification to 21 Militaries*

Cover Story

20 **Reinvigorate Your Career in Technology**
By John West Hadley

Join NaSPA now!

Call for Authors

Technical Support Magazine brings you an eclectic collection of articles, of interest to Information Technology professionals of all types. Do you have valuable insights and ideas that can be shared with NaSPA members? Fresh, timely ideas are important to our members, even if you have never published before. Our editorial staff is here to help and welcomes your submission. It's never too late to start. Contact president@naspa.com for more information or to submit your article for review for possible inclusion in a future edition of *Technical Support*.

NaSPA Mission Statement:

The mission of NaSPA, Inc., a not-for-profit organization, shall be to serve as the means to enhance the status and promote the advancement of all network and systems professionals; nurture member's technical and managerial knowledge and skills; improve member's professional careers through the sharing and dispersing of technical information; promote the profession as a whole; further the understanding of the profession and foster understanding and respect for individuals within it; develop and improve educational standards; and assist in the continuing development of ethical standards for practitioners in the industry.

NaSPA serves Information Systems technical professionals working with z/OS, OS/390, MVS, VM, VSE, Windows Operating Systems, Unix, and Linux.

Call 414-908-4945, Ext. 116 or
e-mail NaSPA_membership@NaSPA.com
for more information.

The information and articles in this magazine have not been subjected to any formal testing by NaSPA, Inc. or Technical Enterprises, Inc. The implementation, use and/or selection of software, hardware, or procedures presented within this publication and the results obtained from such selection or implementation, is the responsibility of the reader.

Articles and information will be presented as technically correct as possible, to the best knowledge of the author and editors. If the reader intends to make use of any of the information presented in this publication, please verify and test any and all procedures selected. Technical inaccuracies may arise from printing errors, new developments in the industry and/or changes or enhancements to components, either hardware or software.

The opinions expressed by the authors who contribute to *NaSPA Technical Support* are their own and do not necessarily reflect the official policy of NaSPA, Inc. Articles may be submitted by members of NaSPA, Inc. The articles should be within the scope of host-based, distributed platforms, network communications and data base, and should be a subject of interest to the members and based on the author's experience. Please call or write for more information. Upon publication, all letters, stories and articles become the property of NaSPA, Inc. and may be distributed to, and used by, all of its members.

NaSPA, Inc. is a not-for-profit, independent corporation and is not owned in whole or in part by any manufacturer of software or hardware. All corporate computing professionals are welcome to join NaSPA, Inc. For information on joining NaSPA and for membership rates, see www.NaSPA.com.

Notice: You have received this email because you are a member of NaSPA http://www.NaSPA.com, the Network and Systems Professionals Association, Inc., or a subscriber to *Technical Support* magazine. NaSPA believes this publication to be of value to you and your career. If you wish to opt-out and not receive this magazine in the future or would like to change your delivery address, please send an email with your request to Customer Care, customercare@NaSPA.com.

All product names and visual representations published in this magazine are the trademarks/registered trademarks of their respective manufacturers.

7044 S. 13th Street, Oak Creek, WI 53154-1429.

The Passive Optical LAN: Providing Enterprises Mega Improvements in Network Performance and Flexibility

By Ed Sullivan

The Passive Optical LAN can accommodate the burgeoning need for enterprise bandwidth – easily and less expensively

Enterprise networks around the world are becoming progressively choked by the integration of bandwidth-hungry Internet-based applications. The growing usage of streaming video content, integration of digital voice services into the LAN, video conferencing and other online activities not only contribute to the enterprise bandwidth dilemma, but also can pose significant security issues to conventional copper-based networks.

With dramatically increasing demand for bandwidth among user populations, many enterprises are finding the right data communications solution is the Passive Optical LAN (POL). Essentially composed of point-to-multipoint fiber conducted through unpowered splitters, POLs are telecommunications networks that enable enterprises to simultaneously converge multiple services such as data, VOIP, video, building security and management services and wireless devices. Also, compared to conventional copper-structured cabling, POLs offer significant "green" incentives, a much smaller cabling footprint, and a future-proof architecture that can grow with bandwidth demand.

"Many users of fiber optic cable services such as Verizon's FIOS™ in their homes or businesses are, perhaps unknowingly, quite familiar with the basic benefits of the POL," explains A.G. Melson at Optical Cable Corporation (OCC), Roanoke, VA.

"Because these cable TV providers have fiber optic backbones that can travel great distances without a degradation of signal (which occurs with copper-based cable), they can deliver higher bandwidth services such as high-definition TV, high-speed Internet, and digital telephone – individually or bundled," Melson explains.

OCC is a manufacturer of a broad line of data communication cabling and connectivity solutions. In the POL arena, the company offers specifically designed products to cover the entire network "signal path" from the OLT (optical line terminal) all the way to the ONT (optical network terminal) next to individual users' workstations or desktops.

Melson likens POL technology (also referred to as a Passive Optical Network, or PON) to a FIOS™-type architecture routed throughout a building or enterprise campus, rather than a residential neighborhood. The single-mode fiber network backbone is connected to splitters, each of which will provide fiber to 32 "customers." In total, a single POL can be connected to hundreds or even thousands of individual users, providing them with a multitude of enterprise and outside telecommunications applications.

Industry suppliers project that in the not-too-distant future between 10% and 30% of population of conventional LAN architecture will move toward POL. The typical POL network will serve 200-plus users.

The benefits of POL are many, and should encourage enterprises such as universities, hospitals, corporate campuses, and multi-dwelling units - any facilities with relatively high-density populations of users – to install or retrofit this architecture.

Technical and economic advantages

"The performance benefits of POL are substantial," says Dr. Ian Timmins, Vice President of Engineering, Enterprise Connectivity Products at OCC. "Fiber offers high-performance bandwidth over much greater distances than copper-based infrastructures. When you install a POL you're really setting yourself up with a highly reliable infrastructure that's far more future-proof than any conventional copper-based network."

POL over single-mode fiber represents a major bandwidth upgrade for enterprise networks currently operating with 1or 10 Gb to the desktop. Also, single-mode fiber reach for POL is in the 10-20 kilometers range, whereas conventional copper architecture is typically limited to a 100-meter channel.

Timmins adds that CapEx and OpEx advantages are significant as well. POL is significantly less costly than copper-based LANs. Investments in wiring closets and associated electronics and are eliminated as well as climate control costs. Installation costs are reduced because the fiber cables are less expensive and easier to install. POL flattens the LAN by reducing the number of switches and routers on a network by connecting devices to a single switch rather than separate switches. Reaching multiple users with each fiber gives POL flexibility not present when compared to copper-based LANs.

This architecture also addresses the "green" initiative and saves on costs at the same time. There is no electric power requirement for electronics between the OLT and users. The need for a telecommunications room, or wiring closet, is replaced with zone enclosures, eliminating the need for a closet cooling system while reducing power consumption.

POLs are also considerably more secure than legacy Ethernet networks. They are free from cross talk and interference. Conventional Ethernet LANs emit electromagnetic signals that can be intercepted. POLs, which contain all optical fiber, do not. They are non-flammable and require no EMI or FRI shielding. Plus, the POL supports security mechanisms such as AES (advanced encryption standard) 128-bit encryption.

Ease of installation

Generally speaking, POLs are easier to installed because they are simpler consisting mainly of fiber optics passing through splitters that deliver services to the user faceplates (to which their equipment is attached). Also, pathway space requirements, such as the headspace over drop ceilings, are reduced significantly.

A typical POL "zone" configuration is composed of an MDF (main distribution frame) that runs fiber to a zone distribution enclosure that is typically mounted in the ceiling. The zone distribution enclosure contains splitter cassettes (1 to 32 splitters) from which fibers are run to the user via ONT (optical network terminal). A copper patch cord connects the ONT to the user's Ethernet NIC (network interface card).

Some suppliers have developed proprietary POL devices to enhance ease of system installation. For example, OCC has developed two ceiling-mount zone enclosure versions. A standard model, which supports up to three 1-32 splitters, is 8-1/2 in. deep. A low-profile model, which is only 4 in. deep, is available for areas where there is less headroom above drop ceilings (due to air conditioning ductwork, fans etc.). The latter model supports a single 1-32 splitter.

The company also offers a small wall-mount enclosure for a 1-32 splitter for enterprises that require some additional ports after the initial POL installation. This model features removable adapter plate components for easier installation.

For retrofit installations, OCC offers a full line of rack-mount, preconfigured enclosures. "These are available for those retrofit installations where rack space is already in place, and the customer would prefer to continue using it," Timmins explains. "However, with retrofit POL solutions, having existing telcom closet space is unnecessary."

For information contact: Optical Cable Corporation, 5290 Concourse Drive, Roanoke, Virginia, 24019; Phone: (800) 622-7711, Canada (800) 443-5262; FAX: 540-265-0724; Email: info@occfiber.com; Visit the web sit www.occfiber.com.

About the Author

Ed Sullivan is a Hermosa Beach, CA-based writer. He has researched and written about high technologies, healthcare, finance, and real estate for over 25 years.

Give Your Information Technology Career That "Extra Edge."

Get Published with NaSPA

The **N**etwork **a**nd **S**ystems **P**rofessionals **A**ssociation (NaSPA) has provided award winning publications like *Technical Support Magazine* to Information Technology (IT) professionals worldwide since 1986. Our publications begin and end with people like YOU. NaSPA has published the work of hundreds of IT professionals for the benefit of thousands of members and IT practitioners. Do you have what it takes to be a NaSPA contributor? We invite you to find out today.

Call for Original Articles and Technical Papers

NaSPA invites you to submit a 1000-1500 word article or research paper for one of our publications. The topic is open as long as it is germane to IT, however mainframe, data center, and other high end operations and systems programming subjects will be given preference.

You must be a NaSPA Member in good standing. *Gold Membership is FREE.* Platinum Members enjoy higher publication priority for only $39.00 yr. All members receive:

- ***Technical Support* Magazine Subscription**
- **Employer Advertising Discounts**
- **Expansive On-Line Technical Library**
- **Job Placement and Hiring Site**
- **Discounts on NASTEC and IDCE Shows**
- **Discounts on Auerbach and Cisco Press Publications**
- **Home and Car Insurance Discounts**
- **More**

NaSPA®

Restrictions apply and all articles become property of NaSPA. For more info and author agreement Email president@naspa.com. First time authors welcome. Remember, whether you are already in the IT profession or are still in school, articles look GREAT on a resume! Corporate submissions acceptable if they are not overt sales pitches. **What are you waiting for? Get your name out there today in one of NaSPA's great publications!**

The Future of IT in Wisconsin

By Laurie Prochnow

Information technology is frequently associated with computer software and online interfaces, but now professionals have more opportunities than ever to explore. Laurie Prochnow, president of Management Recruiters of Wausau, an affiliate of MRINetwork, discusses the industry drivers, hiring trends and the things that matters most to Wisconsin professionals who are weighing job opportunities in the field.

One of the current drivers in the IT marketplace has to do with security issues. News headlines have screamed at us about companies who lost what was supposed to have been secure data. Because of some of these actions, people have been forced to get new credit card numbers. These security concerns have called for specialists who can set up secure safety walls and impenetrable fortresses from hackers who continue to embarrass many companies. Security breaches not only hurt their image, but more importantly their bottom line.

Cloud technology is also becoming popular, especially in the business arena. Companies need experts to show them how to leverage this tool and make it effective for their organizations. As a result, IT professionals who can show organizations the value and benefits of cloud technology to their businesses are in high demand.

Networking and communications within the company are additionally important and may involve contact management systems for sales people. Uses of iPads, phones, and portable devices have skyrocketed. Connection and protection of that information is what creates a challenge for IT professionals. Secure communication between locations and even direct contact with vital vendors is critical. Besides having to be technically knowledgeable, they also need to present to management the value and cost savings, in understandable, non-IT mumbo jumbo.

The high demand for many of these positions has created a need for talent that most hiring managers have not experienced. Unless, they were in the mania before Y2K, it's a whole new experience for them. Gone are the days where you could just throw an ad in a local paper or even post on one of the big web sites like Monster or CareerBuilder. You will have to hunt them out at alternatives like LinkedIn, Twitter or through trendy and informative blogs. We're in the market of instant information. So, your hiring process cannot take too long or today's candidates will get bored and move to a faster paced environment. Company culture is considerably important to Millennials; this generation which will compose the majority of the workforce by 2022, will be looking for a laid back casual atmosphere with limited management infringement on their function. More than likely they will want to know the reason and importance of what they are doing, because they want to make a difference. Flexibility will remain a priority as many will face full schedules. Your culture and people-fit with potential new hires will be vital. Brief, concise values and a mission statement that shows they are part of something bigger than just your company, is what speaks most to Millennials.

In Wisconsin we're seeing manufacturing business improving and thereby the addition of IT professionals with manufacturing experience. These positions may include Business Analysts, Project Managers and Application developers. Specific regions that are experiencing growth in manufacturing are the Fox Valley area, Central Wisconsin and parts of Milwaukee.

Service and retail businesses are more likely to rely heavier on the Internet and are utilizing IT professionals with those skill sets.

Smaller communities in Wisconsin are likely to have challenges in attracting new young IT professionals. They will need to emphasize creative perks and work on selling the community. Technical schools seem to be coordinating with local businesses to bring IT professionals with the desired skills. They have learned they need to supply up-to-date skills and technology for workers of the future.

Insurance businesses that are based in Wisconsin are making their products and information available on mobile devices. There is growing concern about the security of information taken online, whether it is for ordering products or just supplying an e-mail address. They will need IT professionals who are knowledgeable about security and firewall issues.

The banking industry has been buried with demands for additional paperwork especially regarding mortgage lending. They need to store that confidential information.

In addition they also face concerns around retarding security for their websites and now mobile devices that can accept automatic check depositing. Larger banks have an advantage over many community banks trying to manage all this technology. Yet they need the products to compete in the highly competitive banking marketplace.

Research and biotechnology companies located in the Madison area continue to demand IT professionals with solid communication and business skills.

Job seekers will be looking for quick, honest, realistic job interviews. Remember they have grown up with information at their fingertips, so don't skip over any challenging factors your company is facing. Many will enjoy the added challenge. Make sure your technology is leading or bleeding technology. Fast Internet and fun tools like coverage of iPhones, iPads are essential perks. Make sure the environment is designed for collaboration with modern furniture and work areas. Location is everything in real estate but it's also becoming that way in terms of work locations. I recommend setting up an office in a trendy location. In my community, businesses are looking to be in the downtown area close to culture, shopping, food, living spaces and be totally accessible for young professionals. Flexibility on working hours and time off is critical. Outside of the company's business, candidates will increasingly look at how they can become involved in their communities, and their ability to work on volunteer options on company time.

As we continue to face the challenges of a shrinking labor pool in many other functional environments besides IT, the importance of these factors will continue to escalate. Insuring that your organization is an employer of choice will need to be a priority as you seek to attract and retain the best IT talent.

About the Author

Laurie Prochnow is president of Management Recruiters of Wausau, an affiliate of MRINetwork. For two decades, the company has conducted business in Wausau, throughout Wisconsin and in the Midwest, generally making them true regional specialists in search and recruitment of banking, manufacturing and information technology professionals. The organization recently celebrated 20 years of business as a Wausau-based recruitment firm.

8 Tips to Beat Your Competition in Sales

Marc Wayshak

Your competitors are out there right now trying to sell your customers and prospects. That's the bad news. The good news is that, with the right selling strategy, it is easy to stand out from the competition. Here are eight tips to effectively stand out from and then beat the sales competition:

1. **Break the pattern:** If most salespeople are doing the same thing (which they are), then you want to do the exact opposite. By doing the opposite of what a prospect expects the typical salesperson to do, you break the prospect's defense pattern and can engage in a more productive sales conversation.

2. **No more enthusiasm:** Old-school salespeople are over-the-top enthusiastic and not genuine. In order to be totally distinct, drop the fake enthusiasm. Instead be genuinely interested in prospects' worlds. Remember that you are most interesting to someone by being interested in them.

3. **Quit pitching:** Prospects are trained to be weary of a canned pitch. The smooth sales pitch has been around for literally over 100 years: National Cash Register (N.C.R.) famously perfected it in the late 1800s. Still, these ineffective sales pitches are the go-to approach for most salespeople. Doing the same will make you seem sleazy.

4. **Persuasion is Cheesy:** Persuasion tactics are not only predictable, but they also inherently assume that every prospect is a good fit for what you sell. This is not the case! In fact, at least 50% of the prospects you meet are not going to be a good fit for you, for a number of reasons. Rather than assume that you should persuade prospects, ask questions to determine whether there is a match between their challenges and your solutions.

5. **Focus on Them:** Most salespeople spend most of their time in selling situations talking about themselves and their organizations. This is a "me"-focused approach to selling – and it turns prospects off. Instead, focus on the prospect's world in an effort to understand what is really going on with them and their businesses. Be prospect-focused.

6. **It's about the prospects' challenges:** You do not sell a product or service; you sell a solution to your prospects' challenges. By asking about a prospect's challenges, you earn their trust and gain a clear understanding of whether the prospect is qualified for the solution you have to offer.

7. **Pressure is passé:** Nothing turns off prospects more than high-pressure closing techniques. For over 100 years, salespeople have been preemptively sliding contracts across the table and eagerly asking, "So, are you ready to move forward?" Your prospects have been training their entire adult lives to sidestep this tactic.

8. **Use a doctor's mindset:** Stop thinking like a salesperson. Instead, think like a doctor. When a prospective patient walks into a doctor's office with a problem, does the doctor state her solution at the beginning of the visit? No way. Instead, the doctor spends time examining the problem, asking questions and then – only when she's confident she has the right answers – offers a solution. Apply this same approach to your selling.

Now that you have the strategy to stand out from and then beat the competition, it's time to take action. Which of the eight tips will be most useful to you? Please share in the comments.

About the Author

Marc Wayshak is the bestselling author of two books on sales and leadership, Game Plan Selling and Breaking All Barriers, as well as a regular contributor for Entrepreneur Magazine and the Huffington Post Business section. As a sales strategist, Marc created the Game Plan Selling System to revolutionize the way salespeople, entrepreneurs and companies approach selling. Marc's sales strategy is based upon his experiences as an All-American athlete, Ivy League graduate, startup entrepreneur and years of research, training and selling. He holds an MBA from the University of Oxford and a BA from Harvard University. Get his free eBook on 25 Tips to Crush Your Sales Goal at GamePlanSelling.com. You can call him at (617) 203–2171 or email him at Info@MarcWayshak.com. (Twitter: @MarcWayshak)

MRINETWORK
MANAGEMENT RECRUITERS OF WAUSAU
BUILDING THE HEART OF BUSINESS
25 YEARS
RING OF HONOR PLATINUM MEMBER

Banking
Information Technology

We are consistently in your marketplace building relationships with the most talented individuals to ensure that we have access to the talent companies need in today's competitive environment.

Proven methodology.
Timely solutions.
Searches that don't fail.

Contact us today and let's get started!
(715) 842-1750
Visit our web page at mriwausau.com

Auerbach Publications
The Final Word in Enterprise Computing and Networking

CRC Press
Taylor & Francis Group
AUERBACH PUBLICATIONS

NaSPA®

SNEAK PREVIEW OF JOB POSTINGS

Members! Here is Your Special "Sneak Preview" of Upcoming New Jobs, posting soon on the NaSPA Job Site

The following is a sample of the awesome jobs posted by employers in just the last 30 days on the NaSPA Job Site. NaSPA sincerely appreciates all the people who think of NaSPA first when they are looking for the ideal Information Technology candidate. They find the best people, and help NaSPA at the same time. These jobs have not hit our site yet so now you can have a "sneak preview" ahead of other applicants by virtue of your NaSPA membership. Visit the NaSPA Job Site right now and see what else is new!

Job Name **Online Optimization Manager**
Position Title **Online Optimization Manager**
Location(s) **Lake Forest, Illinois, United States**

Online Optimization Manager. Lake Forest, IL. Apply behavior science methodology to search marketing strategy and eCommerce software test design/implementation. Identify and validate hypotheses related to customer onsite search behavior. Work with: HTML, SQL and APIs, A/B, MVT, behavioral targeting tests, Google Analytics Google Adwords. Required: Master's degree (US or foreign equivalent) in Computer Science/Bioscience/Engineering/related. Bachelor's Degree (US or foreign equivalent) in Computer Science/Bioscience/Engineering/related plus 5 years related, progressive experience will substitute for Master's Degree in Computer Science/Bioscience/Engineering/related. Employer will accept any suitable combination of education, training and experience equivalent to a Master's degree in Computer Science/Bioscience/Engineering/related. NO PHONE CALLS. Forward resumes to: Grainger Management LLC, Attn: Mr. Henry Galatz, Ref. SN, 100 Grainger Parkway, B4.C52, Lake Forest, IL 60045.

Job Name **Computer Systems Analysts**
Position Title **Computer Systems Analysts**
Location(s) **Lake Mary, Florida, United States**

Computer Systems Analysts req'd to gather & analyze projects' techn. reqs to dsgn, test, implmnt, migrate, patch & support Service Oriented Architecture and Server environments using adv. knowledge of technologies & practice mgmt/ticketing systems including ITIL Processes, Apache Web Srvrs, IBM Portal/MQ/Websphere/Weblogic, IIS, AIA, Oracle 8i/9i/10g App Srvr, OEM/SOA, Tomcat, LDAP, Siteminder, Shell Scripts, SNOW/Remedy. Act as subj. matter expert for Web Technologies. Req'd: MS in Comp.Sci/Apps, Biz, Engg, Technology or related + 0 yrs exp.; OR alternatively, a BS degree in one of same fields +5 yrs progressively responsible exp. Foreign/Equiv. degrees ok. Mail Resumes to Cyberbest Technology Inc., Attn: CSAJOB, 1307 S. International Pkwy #2061, Lake Mary, FL 32746

Job Name **Technical Consultants**
Position Title **Technical Consultants**
Location(s) **Irving, Texas, United States**
Other Client Locations, United States

Tech Consultant, Irving, TX & other client locations (Multiple Openings): MS (BS + 5 yrs exp) in CS, MIS, CIS, Eng (any), Bus, or related in any one of the skill set: 1. Perf Req analysis, Sys study & impl solutions u/ing DaRT solution. Provide global prod sup, incident & problem mgmt in FI/CO mod. Prep bus req Docs, sys dsgn specs docs, & gap ana. Analyze reqs, process mappings & prep blue print docs, & process integ specs. Provide blue print & dsgn to convert legacy systems to SAP. Config SAP FI (GL, AP, AR), CO-CCA & Banking mods based on user needs. Dsgn & deploy new interfaces in GL, AP, Asset A/Cing, Cost Center A/Cing, new GL with legacy systems. Dsgn & dev interfaces for Ariba MM processes u/ing SAP-PI integration processes. Dsgn, dev & impl SAP interface for tax adjustment postings leveraging on RFC function calls, mappings between SAP & Vertex SIC, User exits & Web dynpro. Plan & execute enhancements, & change mgmt processes in MM, FI & CO. Debug SAP ABAP prog. Resp ensuring prod sup incident & problem mgmt in SLAs for FI-GL, FI-AP, FI-AR, FI-AM, CO-CCA, CO-PCA mod, Travel Mgmt & Treasury. W/2yrs exp & ref AG11317-102014. 2. SAP Netweaver devt in SAP PI, Webdynpro, ABAP & Security. Interface dev for public sector orgn between SAP ECC & Maximo u/ing SAP PI; between SAP ECC & Benefit Focus for employee benefits integration; & between SAP ECC & CS Stars. Setup interface for secure ACH file transmission. Inv B2B integration u/ing SAP PI Seeburger adapter. Perf ABAP Webdynpro dev u/ing FPM frame work. Dev SAP PI Java mapping, Integ flows, Proc modelling, NWDS7.31, & Java IDOC adapter. Perf PI Message alerting integration W/ solution manager & process monitoring. Coord SAP PI interface dev W/ external parties like Banks & other 3rd party sys. ABAP proxy dev for HCM & FI mod u/ing ABAP objects services. Diagnose & resolve issues related to HCM struct authoz, position based security. Dsgn, dev, test & deploy role based authorz & manage CUA. Dev ABAP Object services, OO ABAP prog, BAPI/User Exits, module pool program u/ing control framework. Use Adobe Forms, BSP W/MVC & Visual composer. W/2yrs exp & ref AAN11386-102014. 3. Ident gaps & pro proper sol & est realization stage SAP implm. Dsgn new commn framework & pro flexible sol for maint. Dsgn Interface between SAP ECC & contract mgmt appln. Dev tech specs RICEFW objects in SAP mod. Create cust BAPIs thru multiple interfaces. Dev master conv ABAP prog on needs. Intg SAP Data Services to std hist details & onwards. Prep bus req, sys dsgn specs & tech specs docs. Ana req, proc mappings & prep blue print doc & proc integ specs. Pro blue printing & dsgn to convert from legacy to SAP. Config SAP SD, PS, FI/CO, & HCM mod for bus critical req. Debug & troubleshoot complex SAP ABAP prog. Plan & exe enhancement, & change mgmt proc in SAP SD, PS, FI/CO,& HR modules. Resp for prod supp incident & prob mgmt to SLAs in SAP ABAP for SD, PS, FI/CO, & HR mod. W/2yrs exp & ref DA11316-102014. 4 Inv SAP Web Appln Dev u/ing BSP, WebDynpro & FPM, Process Controlled workflows & HCM process forms including form designing, & workflow dev. Inv SAP SRM Process-Controlled & Application-Controlled workflows, Work on classic, extended, & standalone scenarios. Inv impl external Catalog for SRM-MDM. Config org structure for various purchasing orgs. Dsgn layouts in Scripts, Smart & Adobe Forms. Work on SAP BRF+ Projects. Develop WebDynpro, Workflows, OOP concepts, FPM, & web services. Work W/HCM process forms (ESS & MSS forms), Workflows, Form Designing & BADI impl. Archive u/ing SARA & AOBJ transactions. Generate ALV Interactive reports & Layout sets. Cond perf ana & tuning u/ing SAP ABAP tools like run time analysis & SQL trace. Utilize SRM, CRM, MM, SD, FI, WM, & HR mod of SAP to perform: ABAP, BAPI, RFC, User Exits, BADI's, Implicit/Explicit Enhancemnts, IDOC, & BSP W/2yrs ex[& ref KK11335-102014. 5. Dev reusable SAP WebDynpro comp for portal iView to use as std selection screen for ECM portal rep. Prep Funct & Tech specs for running appln SAP portal. Dev cust function mod to convert smart forms O/P to PDF W/export parameter XSTRING. Work on SAP ABAP Data Dictionary Objects to create new Custom tables. Perf unit, integration, validation & UAT testings. Dsgn diff iViews & impl diff methods in WebDynpro components. Dev outbound interface to send info u/ing SAP XI/PI. Dsgn & dev SAP custom infotype screen enhancement u/ing dialog programming. Dev ALV report based on requirements. Prep tech specs for funct spec & dsgn architect for proj. Work on NetWeaver developer studio to dsgn WebDynpro forms. Create Custom ABAP WebDynpro Appln for HR Personal Action Forms. Integrate Adobe Forms W/ WebDynpro for reports. Dsgn workflow based on needs. Duties entail working with SAP ECC: ABAP, HCM ABAP, WebDynpro ABAP, Workflow & Portal iViews W/2 yrs exp & ref MVK11312-102014. 6. Inv in SAP R/3 ABAP & ABAP-HR impl, roll-out, upgrade, supp & testing. Dsgn & dev interface architect, conversion strategy, impl & integ between SAP & legacy appn u/ing Webservices, BAPI, IDocs, & Flat file transfer. Use RICEF objects, dev reports (Classical & Object Oriented), ALV (List, Grid & Hierarchical), BDC, LSMW, DDIC, BAPI, User Exits, BAdi, SAP Job Scheduling, ABAP Query, SQVI, RFC, Enhancement Framework, Workflow, RTTD, ABAP Debugging, & Perf tuning. Use cross application technologies ALE, IDocs, BAPI, Function Mod, RFC, ABAP Proxies, Webdynpro & Webservices. Dev & maintain DDIC objects-tables,

structures, data elements, domains, search helps. Create table maint & events in table maint generator. Perf data masking tech & config change pointers for table logs. Work on SAP PI on IDoc to file, Proxy to file scenarios & SOAP adapters, Adobe forms in SAP, HRAS, Web Services, WebDynpro for ABAP, FPM in WD4A, Workflows & BSP. Modify SAP std funct u/ing user-exits, BADIs & expertise on SAP framework (Implicit & Explicit Enhancements). Inv in perform ana u/ing runtime ana, trace & debugging W/1yr exp & ref PKT11349-102014. 7. Ana, dsgn & dev SAP tech OOABAP, Enhancement framework, PI 7.3, WebDynpro ABAP, FPM, BRF+ & Adobe Forms. Perf ABAP/4 Progr SAP R/3 impl, supp & upgrade proj u/ing versions 4.7, ECC 6.0 in various environments. Integ u/ing PI W/various adapters-SFTP, JDBC, File, web service & Proxy u/ing ABAP Mapping & Graphical Mapping. Dsgn & dev RICEFW Objects in SAP-Reports, Interfaces, Conversions, Enhancements, Forms & Workflow. Dsgn simple & complex layouts u/ing SAP Scripts, Smart Forms & Adobe Forms. Def & code conversions & Interfaces u/ing LSMW, BAPI, RFC, & BDC. Inv dialogue prog mod pool prog for dsgn custom screens & trans u/ing Screen Painter & Menu Painter. Config RFC destinations, partner profiles & ports u/ing ALE/IDOC, & RFC. Dev enhance to handle custom require during processing SAP inbound/outbound IDOC. Duties entail working W/SAP ABAP, XI/PI, BSP, SRM, BRF+, Travel Mgmt, Web Dynpro ABAP, FSCM, SAP Industry Solutions of IS-Oil (OGSD) & AFS. Mail resume to Mouri Tech, LLC, 1303 W. Walnut Hill Lane, Suite #285, Irving, TX 75038 or email jobs@mouritech.com. Travel required for other client locations within the US.

Job Name **Business Systems Analyst**
Position Title **Business Systems Analyst**
Location(s) **Richmond City, Virginia, United States**

Precision Global Solutions, Inc. seeks a Business Systems Analyst at ichmond City, VA to liaise between bus units & IT depts assisting w/dvlpng docs. such as User Req., Design Docs., Interface Specs, Issues & Concerns Documentation. Learn bus policies & procedures, then dvlp documentation containing the bus solutions/scenarios, policies, & procedures. Document software test scenarios & perform Software Acceptance Testing, Unit Testing & System Integration Testing. Participate, monitor, & assist in User Acceptance Testing (UAT). Analyze test results against pre-defined expectations. Ability of investigation & analysis of bus. problems & dvlpmnt of bus. process workflows that depict reqd policy & be able to communicate the processes to bus units & to software dvlpmnt teams. Responsible for system integration testing using IBM Clear Quest to track defect & trace back requisite Pro reqmts, Dvlp software reqmts. specs, documentation including; work data flow & entity relations diagrams using Visio OR other diagram capturing software. Reqd skills: exp w/Agile, Scrum, Waterfall or RUP Methodologies; exp. in translating reqmts. into optimized designs & identifying design alternatives & implications on functionality, effort, performance & operations; exp w/conducting use case based analysis of bus processes; dvlpng use case diagrams, activity diagrams, and sequence diagrams. Tools: MS Office, MS Visio, IBM Rational Requisite Pro, Jazz Server tool, Jazz Reqmnt Mgmt tool, Jazz Quality Mgmt tool, Snag-IT, Java Server Pages (JSP), JSF (Faces), MS SQL, Oracle SQL. Master's & 1 yr of exp reqd. Apply to Precision Global Solutions, Inc. at 1 Bradford Rd, East Brunswick, NJ 08816

Job Name **SAP BW Analyst**
Position Title **SAP BW Analyst**
Location(s) **Canton, Michigan, United States**

Data Solutions, Inc. has job opening through headquarters in Canton, MI for full-time SAP BW Analyst to perform requirements gathering, analysis and design; write technical specifications; configuration in the SAP/BI environment; articulate and validate that the technical solution meets the business requirements; design, implement and support complex ETL processes (SAP R/3, and non-SAP systems); leverage best practices in BI/BW solution and service delivery; prepare project related documentation during stages of the project; development and support of reporting solutions problem solving, debugging, and unit testing; provide support and maintenance during stages of the BI project lifecycle; design test plans, scenarios, scripts, procedures for SAP BI/BW.

Job location: multiple undetermined worksites in U.S. (relocation req'd). Master in Computer Sci. or Business Admin +2 yrs exp. (will accept foreign education equivalent).

M-F, 8a-5p, $80,000/yr

Mail resume to:
Recruit & Employ Office
Data Solutions, Inc.
ATTN: Job Ref #: DAT201618
P.O. Box 56625
Atlanta, GA 30343

Job Name **Network Engineer**
Position Title **Network Engineer**
Location(s) **New York, New York, United States**

Network Engineer, Bloomberg LP (New York, NY). Design and manage the Bloomberg financial information network and the various multicast and unicast data feeds from stock exchanges including SIAC, NYSE Euronext, NASDAQ, OMX, CME, ARCA, Eurex, LSE, LME, Euronext, and TSE, to trading systems and electronic trading platforms. Proactively ensure that entrusted networks operate optimally and keep track of al elements from bandwidth and CPU to licenses and processes. Contribute to the design, development and deployment of appropriate network solutions and identify, test and develop new network technologies collaboratively that increase value for the business. Identify technology gaps and develop and implement appropriate solutions. Maintain high availability and performance of distributed networks. Create formal guidelines, policies and procedures related to ensuring the smooth and error-free operations of entrusted networks. Ensure network and processes conform to approved standards and read and research relevant current and future technologies and trends. Generate weekly reports of network activities using reporting systems, provide rapid troubleshooting and repair of network related issues and create and maintain clear and accurate network documentation. $149,000/annual salary, 40hs/wk, 9am-5pm, Mon-Fri. Requires Master's degree in Electrical Engineering, Computer Science or a related field plus 1 year of experience as an Engineering Specialist, System Engineer, Technology Consultant or a related position. One year of experience with the following skills is required: improvement of system and network performance; TCP and IP protocol based network application administration and troubleshooting; Shell, Perl, and C programming; Cisco routers and switches; Routing protocols including RIP, BGP, OSPF, and EIGRP; Broadcast and multicast troubleshooting using IGMP and CGMP; Enterprise level system, WAN and LAN network design; and Network administration, monitoring and intrusion detection tools. Employer will accept any suitable combination of education, training or experience. Please send resume to: Recruitment and Employment Office, Bloomberg LP, Attn: Job Ref #BLO15484, P.O. Box 56625, Atlanta, GA 30343.

Job Name **Software Developer**
Position Title **Software Developer**
Location(s) **Lake Mary, Florida, United States**

Software Developer required to design & implement apps for IBM Customer Information Control Systems using the following: COBOL, DB2 (mainframe environ.), C++, UNIX Shell Script., Oracle 11g, JavaScript, MY/PL SQL, VSAM, Linux and LAMP. Docmnt, modify, supp. dvlpmnt projects, dvlp **testing apps, support EUs & document progs. Req'd: BS in Comp. Sci., Engineering, IT or related field + 2 years of progressively responsible exp. in programming/development. Mail Resumes to Cyberbest Technology Inc., Attn: SD1JOB, 1307 S. International Pkwy #2061, Lake Mary, FL 32746**

Job Name **IT Manager**
Position Title **IT Manager**
Location(s) **San Jose, California, United States**

IT Manager (San Jose, CA) Designs & develops custom applications framework services & reusable components for the development teams. Travel required to unanticipated locations throughout the US.

To apply submit resume: Jade Global, Inc., 1731 Technology Dr., Ste. 350, San Jose, CA 95110, Attn: Jennifer Philp, HR Assistant / email Jennifer.Philp@jadeglobal.com. Must reference "IT Manager"

Job Name **IT jobs**
Position Title **IT jobs**
Location(s) **Cupertino, California, United States**

IT: multiple positions currently available in Cupertino, CA area. Travel/reloc. to various unanticipated locations as req'd. Senior Systems Analysts: Architect & design software programs using Java, Oracle, Business Objects, Teradata, Mac OS X technologies. Senior Programmer Analysts: Install s/w changes in a pre-production environment for user testing & training; Architect & design s/w programs using Oracle, Java, Unix, Mac OS X technologies. Programmer Analysts: Self/Unit Test; Debug; Work with Oracle, SQL, PL/SQL, Mac OS X technologies, UNIX, Java.

Send resume to: EXILANT Technologies Private Limited, 20195 Stevens Creek Blvd, Suite 220, Cupertino, CA 95014. APPLICANTS MUST DESIGNATE TITLE BEING APPLIED FOR

Job Name **nanda**
Position Title **Programmer Analyst**
Location(s) **Bensalem, Pennsylvania, United States**

Programmer Analyst: Design, Develop, Test & implement application software using .Net Framework, WPF, WCF, XML Web Services, Workflow Foundation, Windows development, MVP Design Patterns, C#, Asp.net, Test Driven Development,.Net Web Services, Infragistics, SQL Navigator& Reporting Services, MS SQL Server, VC++, Oracle. Frequent travel required. Requires: Bachelor's degree in science, computer science, business, engineering or related with 5 yrs exp. Will accept any suitable combination of education, training and experience. Hrs: 8am-5pm (Mon-Fri), Employer NANDA INFOTECH SERVICES DBA EDP, Work Location: Bensalem, PA, Salary Offered: $111,426, Mail Resumes to: Recruitment and Employment Office, NANDA INFOTECH SERVICES DBA EDP, Attn: Job Ref #: NAN15870, P.O. Box 56625, Atlanta, GA 30343

Position Title **Kronos Time & Attendance Analyst**
Location(s) **St. Louis, Missouri, United States**
Kronos Time & Attendance Analyst
Payroll Department
BJC HealthCare, St. Louis

The professional we select for this vital role will have the unique opportunity to deliver business automation improvements and maximize the benefits of our software package designed to provide automated scheduling, time and attendance, and labor productivity. This individual will provide expertise on complex system applications; lead project teams; build complex reports and presentation materials; and facilitate or lead cross-functional teams through projects and/or issues to achieve important objectives. Leveraging significant knowledge of cross-functional departments, this person will analyze work processes and identify opportunities for improvements in work and staffing practices and procedures. Additional responsibilities include:

- Directing system administration, implementation, upgrades, and training.
- Designing, implementing, and supporting the adoption of new processes to increase efficiency while maximizing results.
- Eliciting and sharing best practices with nursing and support services departments.
- Facilitating cross-functional teams and leading projects with enterprise-wide scope to implement process improvements in the areas of scheduling and labor productivity.
- Promoting standardization of processes in compliance with organizational policies.
- Monitoring and measuring quantitative improvements at the system or facility level, including data integrity, process-improvement outcome analysis, issue tracking, and resolution.
- Acting as the technical and procedural expert for management to identify and quantify multiple complex data sources to manage and support business needs and technical issues for new functional development.
- Maintaining optimal operation of scheduling and labor-productivity applications in collaboration with IT or external software vendors.
- Serving as a liaison and resource for application-function configuration between internal and external resources, including the resolution of problems for systems and business issues.
- Leading and coordinating technical implementations, upgrades, functional design, and system administration.
- Identifying and meeting training and support needs, assessing tools, and creating support materials.

• So Employers, what are you waiting for? Advertise Today with NaSPA! If you do, we will do our best to help you by posting your position in this special section as space is available. Visit the NaSPA Job Site today and list your position for only $175! That's right, only $175.

• Members, be sure to check this section of Technical Support every month for your special preview! And visit the NaSPA Job Site for much more.

CLICK HERE FOR MORE

Fed Your Job Prospects Lately?

Food for Technology Careers since "Back in the Day"

Since 1986, NaSPA (the Network and Systems Professionals Association) has been the premier not for profit advocate to Information Technology and Network professionals worldwide. For over 28 years, professionals have coursed through NaSPA training programs, subscribed to its award winning publications, attended its conferences and trade shows, and enjoyed the many other benefits of NaSPA membership. Now you can find one of the most useful EMPLOYMENT SITES in the industry, proudly sponsored by one of the most trusted names in information technology.

Nourish Your Organization, or Your Career, with the NaSPA Job Site!

Whether you are looking for the perfect employment candidate, or are an I.T. Professional looking to advance a career, you owe it to yourself to have a look. It's all in one place you can *truly trust.* The time may never be better than now because for a limited time NaSPA membership is complimentary. Explore the many benefits NaSPA offers to jumpstart your career. If you are hiring, don't do anything until you talk to us! Dollar for dollar we are the best value in the industry for finding that next candidate. Visit our EMPLOYMENT SITE or email Jill Tucker at j.tucker@naspa.com.

NaSPA®
NETWORK AND SYSTEMS PROFESSIONALS ASSOCIATION

www.naspa.com

7044 S. 13th St.
Oak Creek, Wisconsin 53154
(414) 908-4945 x 111

How a Cloud Phone System Uniquely Supports Your Mobile Workforce

RingCentral® White Paper

What's the first thing you do when you wake up in the morning? According to a recent study, 84% of smartphone owners check their phones as soon as the alarm clock rings. As society becomes increasingly hooked on being connected anytime and anywhere, the notion of "work" as a place to go from 9 to 5 is changing. For many people, the work environment is now fluid — constrained only by the number of reception bars on their wireless devices. In fact, Gartner predicts that the bring your own device (BYOD) trend will result in a 200 – 300% increase in mobile workers in 2014.

As the workplace transcends the conventional borders of corporate data and telephony networks, managing business communications is becoming much more complex—especially for IT leaders. For example, BYOD offers benefits such as eliminating the need to provision a company-owned device for every employee. However, BYOD and an increasingly mobile workforce introduce a new set of challenges, such as:

- **Slow response times and the potential to lose business** due to cumbersome mobile connectivity with the office voicemail system
- Managers and colleagues who are **unable to reach mobile workers by dialing an extension**
- Partners or **customers who are unable to contact employees** via the main corporate number
- Caller ID displays **personal mobile or home numbers** rather than your business number
- Your valuable business contacts or critical "book of business" residing on **employee-owned mobile devices**
- The risk of **exposing IP or confidential company information** on a lost or stolen mobile device

Do these scenarios sound familiar? Keeping pace with the new, untethered workforce requires an innovative business phone system—one built from the ground up for the unique needs of employees on the move.

A cloud phone system integrates mobile workers

Conventional PBX architectures route call between extensions via wiring in a building and connect those calls to the outside telephone network. The problem with these systems is that they were never designed to accommodate devices outside of the closed network. As a result, connecting remote workers to on-premise PBX systems requires clumsy workarounds that often deliver less-than-optimal results. For example, retrieving voicemails usually requires mobile users to dial into the system manually. And features such as direct extension dialing from a mobile device are simply unavailable on many older phone systems (or require substantial upgrades to realize).

However, when you move the PBX out of the building and into the cloud, mobile workers have direct access to the same phone system used by onsite workers. They enjoy the same business desk phone features—such as extension dialing and direct voicemail access—as office staff.

Figure 1: *Moving up: With full-featured PBC functionality hosted in the cloud, workers on the go enjoy the same business desk phone features – such as extension dialing and direct voicemail access – as office staff.*

A cloud VoIP phone system provides all the capabilities necessary to make the mobile worker an integral part of your business. These capabilities offer additional benefits such as giving customers access to mobile employees from a corporate number or displaying your company identity when employees dial out from their personal devices.

Additionally, a cloud phone system such as RingCentral Office® that includes an enterprise-class mobile app can fulfill all the communications needs of mobile workers—enabling them to be connected and productive from anywhere. The secure RingCentral mobile app for iPhone®/iPad® or Android™ essentially transforms a smartphone into a full-featured business phone. It also gives smartphone users business SMS, voicemail, and online faxing, as well as audio conferencing and web meetings.

Figure 2: *An enterprise-class cloud business phone system provides a secure mobile app that essentially transforms a smartphone into a full-feayured desk phone.*

Transform your mobile workforce

Putting the company phone system at your remote workers' fingertips delivers a number of transformative business benefits. Having a single number for phone, fax, and text messages means customers and colleagues no longer have to dial multiple contact numbers to reach one person. The cloud system also makes it simple to access voicemail from outside the office—reducing delays in responding to customers or partners. In addition, eliminating the use of personal phone numbers protects employee privacy and helps preserve customer relationships if there is a change in personnel.

Enable rapid communication

Workers typically have two phones: desk and mobile. Having two numbers can cause problems and delays in communication when employees leave the office. For example, if a voicemail is left on the office number, a busy mobile worker might not check it until the end of the day—potentially losing a deal or damaging a relationship.

The RingCentral cloud phone system and mobile app ensure that calls to office desk numbers seamlessly follow employees when they leavethe office. Having a single number also unifies a mobile worker's business communications—voice, voicemail, fax, text, audio conferencing, and web meetings. So in essence, a smartphone with the RingCentral mobile app enables workers to take the business phone system with them wherever they go.

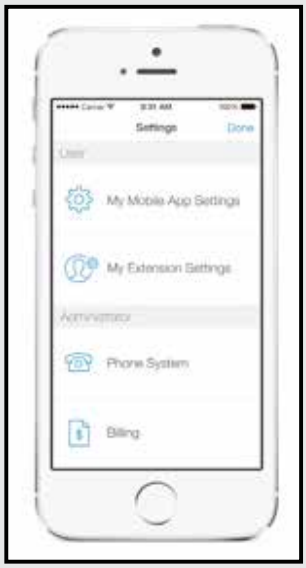


Figure 3: *The RingCentral cloud phone system unifies business communications–voice, voicemail, fax, text, audio conferencing, and web meetings–using a single number.*

Figure 4: *RingCentral mobile app users get integrated access to voice, voicemail, fax, business SMS, audio conferencing, and web meetings.*

The seamless integration provided by the cloud means managers and co-workers can reach mobile employees with a quick extension-dial from a company directory—which is accessible via the mobile app.

Join audio conferences and web 14 from anywhere

Having an array of conference options available from users' smartphones means that key team members can join planned or impromptu meetings and begin collaborating from anywhere. This capability not only ensures that the right experts are in the conference but also helps build stronger, more collaborative teams that make better decisions faster. Ease of participation enables employees to get work done from remote locations, which contributes greatly to the work-life balance that so many highly skilled workers seek.

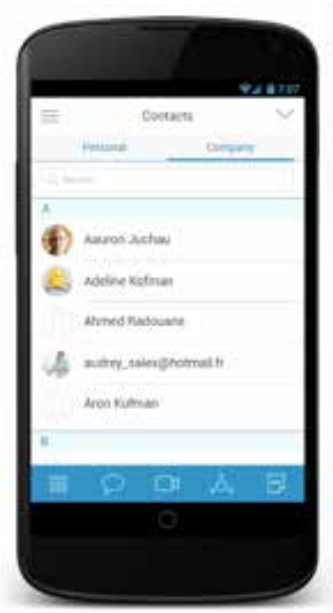


Figure 5: *RingCentral mobile app users enjoy direct access to the corporate directory.*

Figure 6: *Mobile users can participate in web meetings and video conferences on their smartphones.*

Maintain a professional identity at all times

Eliminating personal cell phone numbers as primary contacts is critical in many businesses. This is especially true when customer loyalty is tied to a phone number or when having customer contact information residing solely on the employee's device is not optimal. Finance, real estate, and high-tech are just a few examples of industries where having contacts reside in the cloud offers important benefits. For example, if an employee leaves suddenly, the company retains access to the customer contact information, and the former employee can no longer access that information.

You can also control which number customers and partners use to contact an employee, as well as the outbound SMS message and caller ID number that the employee's customers and contacts see. You can even use multiple numbers, which offers benefits in a variety of situations, such as doing business under different names in different areas of the country.

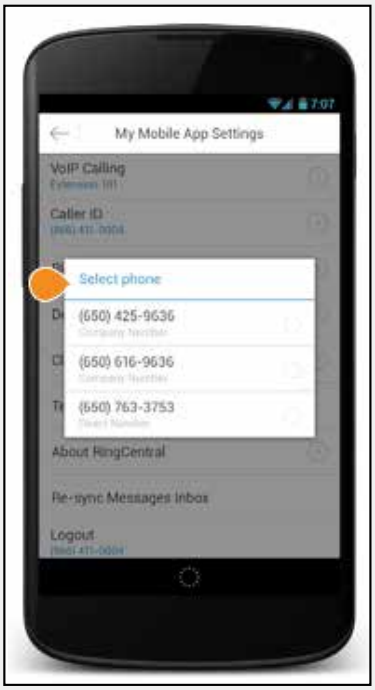


Figure 7: *Mobile users can choose which number appears on SMS messages or caller ID*

Lower costs and gain visibility in BYOD billing

The free RingCentral mobile app makes it easy to transform employee- owned devices into secure corporate business phones. RingCentral Office also includes voice, fax, text, conferencing, and web meetings in a simplified bill with a low, monthly subscription fee.

Additionally, the RingCentral system helps companies address the recent California court ruling that states when employees must use their personal cell phones for work-related calls, employers are required to reimburse "a reasonable percentage of their cell phone bills." IT can use RingCentral Reports to determine how much employees use their devices for business calls, and then reimburse them accordingly.

Enable rapid disaster recovery

To minimize potential service interruptions due to natural disasters, RingCentral houses its core technology infrastructure and global network in geographically redundant data centers located on both coasts. And should your region experience power outage or loss of Internet connectivity, your business can continue to operate without interruption. Using the RingCentral mobile app, employees can use all the features of your corporate phone system via their mobile devices—as seamlessly as if they were in the office with a fully functioning phone system.

Protect valuable corporate data

If a mobile worker's device were lost or stolen, would your IP or company confidential information be at risk? Too often, sensitive company data and business contacts reside on employee-owned mobile devices, outside the protection and control of IT. With RingCentral, customer contacts and other critical corporate data reside in the cloud; only the app resides on the device. If a device is lost or stolen, your sensitive data remains safe—controlled and accessible by you. If an employee leaves the company, the data remains available in the cloud, where IT can access it.

Additionally, the RingCentral cloud is secured in Tier 1 data centers, where experts update the data security based on the latest best practices and regulatory compliance requirements. This not only reduces risk such as toll fraud or non-compliance penalties but also eliminates the need for your IT department, or IT teams at each business location, to become security experts.

Summary: A phone system designed with mobility in mind

From web meetings to BYOD, major trends are driving a rapid increase in mobile workers. However, many companies are finding their conventional, on-premise PBX systems are not up to the task of supporting a mobile workforce. As a result, many organizations suffer from security risks, employees using private cell numbers, lack of access to the corporate directory, and other pitfalls associated with phone systems not designed for mobility. RingCentral Office is built from the ground up to support phone users without regard to hardware within a building. It not only integrates mobile workers into the business but also adds an enterprise-grade mobile app that brings mobile worker productivity and connectedness to a new level.

About RingCentral

Since 2003, RingCentral has been breaking down the communication barriers created by complex on-premise hardware. RingCentral's cloud phone system delivers business communications solutions that free people to work the way they want in today's mobile, distributed and always-on work world. Delivered on a state-of-the-art cloud infrastructure, RingCentral helps more than 300,000 customers thrive in a new world of work. Learn why.

For more information, please contact a sales representative, visit http://www.ringcentral.com or call 855-774-2510.

NEWS RELEASE

FOR IMMEDIATE RELEASE

American Sentinel University Offers New Healthcare-focused Online Master of Business Intelligence and Computer Sciene Programs

– Enhanced Programs Reflect Latest Healthcare Industry Trends –

AURORA, Colo. – Oct. 7, 2014 – American Sentinel University, an accredited career-focused online university, announced its redesigned online Master of Science Business Intelligence and Analytics (MSBIA) and Master of Computer Science and Healthcare Computing (MCSHC) degree programs will begin Oct. 6, 2014.

"As a leading provider of high-demand healthcare degrees, American Sentinel understands the constant need for a better educated healthcare industry. By enhancing our programs and courses, students are offered a new level of education," says Blair Smith, Ph.D., dean, informatics-management-technology programs at American Sentinel University. "The learning outcomes mapped to these enhancements provide the healthcare industry with highly-prepared professionals who will play a significant role in patient safety, quality of care and managing modern medical technological shifts."

New Focus on Healthcare Business Intelligence and Analytics

The MSBIA is a nationally accredited 36-credit hour online program designed to prepare students to understand and apply technologies that identify, extract and analyze business data. The program teaches students to quantify business operations and how to use data to understand and improve them.

The redesigned MSBIA program keeps up with current industry trends such as big data, cloud and mobile computing. The MSBIA program provides greater emphasis on clinical and healthcare business intelligence and the need for analytics in modern business practice.

"As one of the first universities in the nation to offer a graduate business intelligence degree, American Sentinel recognizes that BI is a key component in emerging and growing business trends," says Smith. "We've updated this program to reflect the latest industry trends as business intelligence and analytics look to play an even bigger role in healthcare organizations."

Developing Computer Science and Healthcare Computing

The MCSHC is a nationally accredited 36-credit hour online program designed for professionals interested in building on the skills necessary to design and develop real-world administrative information systems and methodologies.

The redesigned MCSHC program provides students with the knowledge to develop information systems, as well as recommend data management, analytic and information presentation requirements for healthcare decision-making and solution inquiry systems.

Students will be exposed to and proficient in the understanding of technology platforms used in e-health and telehealth applications, including an aptitude in health data evaluation.

The program is also suitable for students interested in general computer science as the content, assignments and projects are applicable to many industries and disciplines in addition to healthcare.

"Working professionals can benefit from our redesigned programs and gain advanced knowledge and experience that are essential to keeping their company or organization competitive and helping them increase their job security and upward mobility," says Smith.

Enrollment Begins on Oct. 6, 2014

American Sentinel University will begin accepting enrollment applications for its Master of Science Business Intelligence and Analytics and Master of Computer Science and Healthcare Computing degree programs on Oct. 6, 2014. For more information, please visit http://www.americansentinel.edu/degree-programs, call 1.866.922.5694 or email the American Sentinel admissions team at admissions@americansentinel.edu

About American Sentinel University

American Sentinel University delivers the competitive advantages of accredited associate, bachelor's master's, and doctorate-level online degree and certificate programs focused on the needs of high-growth sectors, including healthcare, informatics, management, technology, and geospatial information systems. The university is accredited by the Distance Education and Training Council (DETC), which is listed by the U.S. Department of Education as a nationally recognized accrediting agency and is a recognized member of the Council for Higher Education Accreditation. For required student consumer information, please visit: www.americansentinel.edu/doe

NaSPA®
NETWORK AND SYSTEMS PROFESSIONALS ASSOCIATION

Experts.com
Knowledge Connected™

Reinvigorate Your Career in Technology

By John West Hadley, Career Search Counselor
www.JHACareer.com

Some time back, I did a keynote presentation for an IEEE Smart Tech conference, titled "How to Reinvigorate Your Career in Technology." The concepts were simple, but as is often the case, the devil is in the details.

Whether you are currently in an active job search, worried about your tenure at your current job, or simply seeking to move up to a new and interesting opportunity at your current employer, the first critical step is the same:

Uncover and pursue your passion.

Do you highlight your JAVA, C++, or systems project management skills in your résumé because those are what you love to apply in your work day-to-day? Or are they just there because you think that's what might sell you to a prospective employer? When did you last sit down and think about what you really love to do?

I like to think about it as if you were looking down at a three legged stool, where one leg is your passions, another is your skills, and the third is your work / life goals. It is very common that we start from the skills we already have, and let those dictate our choices. Or we start from the salary we think we want, and make assumptions about whether a certain path can lead there. Both constraints put blinders on our thinking, and prevent us making choices that could be more fulfilling.

You should always start with the passion leg. That's the place where you will have the most energy, the drive to develop whatever skills you may be missing, and will show the genuine interest that will impress potential employers. Once you are very clear on that piece, you can figure out how to pursue that passion in a way that will satisfy your work / life goals, and what skills you may need to emphasize (or develop) to market yourself to move in that direction.

Here's a concrete example.

I was an actuary for many years. Along the way I conceived or worked intensely on a variety of systems projects, but I had none of the traditional credentials for a systems role. I wasn't a computer science major in college, didn't have any systems or project management certifications, and the extent of my programming skills was Algol W, Basic and Fortran.

When my company went through a merger, I decided I wanted to make a career change, and went out to pursue a systems role. Over the next few months, I had lots of conversations with lots of people, and was very consistent in presenting what it was that I was interested in doing. I went to a conference in Montreal, presented my 'pitch' to the person next to me at lunch, who responded, *"would you like a consulting project?"*

I returned to New Jersey, went into their offices for an hour and a half meeting, and left with a six figure consulting assignment I loved. And they were so pleased with what I did that I continued to consult on a variety of projects for them full time for five years.

To help you decide on and pursue your passion, the second step is to uncover your unique value proposition (UVP). To do this, try answering these questions:

1. **What's my current skillset?**
2. **What's my desired skillset?**
3. **What problems have I solved?**
4. **What results have I created?**
5. **Which of those am I most interested in re-creating?**

This will give you a set of building blocks to draw on in creating your UVP. Now think about how you will express it.

The expression of your UVP is often difficult. Part of this is that we never get taught how to do this well, and part is that the vast majority of people use the same ineffective methods, so if we copy what we commonly see, we fall into the same traps.

Consider this situation:

You are at a professional association meeting, and someone asks what you do. You might say, *"I'm a network engineer."* Or *"I run the computer network for a large pharmaceutical organization."*

Either answer is accurate, but both completely miss the boat. Those answers concentrate on answering the literal question, *"What do you do?"* The better answer comes from imagining that the real question you were asked is "Why should I pay your salary?", or if you are a consultant, "Why should I buy your services?"

By answering one of the latter questions, you will give a bit of the answer to the original question, but in the process will be addressing why someone might be interested in the answer, creating engagement that leads to further conversation.

For example, that network engineer might instead answer, *"I help pharmaceutical companies reduce systems downtime to essentially zero."* Wouldn't that be a more interesting answer?

Of course, your complete UVP is going to be more than just a one-liner. But following this approach and building a quiversful of sharpened arrows like that one that you can draw upon will give you critical building blocks for any conversation and how it might unfold. You can then weave these into your full UVP. (For more on how you might tell your full story, see www.JHACareers.com/HEROStory.htm.)

The third critical step to reinvigorating your career (or landing your next job), is to build and equip your network so that opportunities find you.

If all of your effort goes into searching for open positions and then applying to them, unless you get very lucky you will likely have a long search. The reason is that once a position is posted, everyone knows about it, and you are now competing head to head against all of them. On the other hand, if you focus your energy on being known by people of influence in your target industry, companies and job area, you have the chance to go to the front of the line, or even to be fit to an opportunity that ends up being shaped in part to match your skills and interests. After all, most studies point to the majority of jobs never making it to the posting stage, or only being posted as a formality because there is already someone in mind (hence so many references "the hidden job market").

Think about all of the people you've worked for over the years. Add in everyone else you worked with in just about any capacity, people you've met at conferences and classes, friends, relatives, those you've played team sports with, fellow members of civic or other clubs, fellow alumni, and anyone else you can think of. Don't worry if you haven't talked to them in years, if you had a relationship at some point, it's not too late to warm it up.

You should have a pretty long list of potential contacts, likely in the hundreds. If not, dig harder. Think about LinkedIn connections who you could reach out to, and other ways in which you could create warm contact. For example, most of us feel a strong affinity to where we got our undergraduate degrees, so you could look for potential contacts in your industry in your alumni directory, and reach out to them along the lines of, *"Jim, I'm a fellow Stanford grad, and I noticed that you are working for a company that is really interesting to me. Would you have a few minutes to chat?"*

Now you can prioritize your contact list. Start with those who are most closely connected to your target industry, target companies, and target job area, but don't just ignore those who aren't. Everyone knows other people who could be of help to you, just start with those who seem the most likely on the surface.

Work to set up 1-on-1 conversations with all of those people, in person whenever practical. If you're in an active job search, then I'd recommend targeting a minimum of 5 meetings per week.

When you sit down with them, think 'equip and engage'.

First, you equip them by making sure they understand your unique value proposition – what you are looking for next, and why you would be an outstanding candidate.

Next you work on having a brainstorming conversation that gets them engaged in your search, avoiding direct 'help me find a job' questions like *"who do you know that's hiring?"* or *"can you take my résumé to the hiring manager for ...?"*

Finally, you use the brainstorming to also seek a referral to someone else of interest to meet. Notice I didn't say 'someone who has an opening'. If you do a good job with equipping and engaging, and the other party knows of someone like that they will always volunteer it. So if you have to ask that directly, you need to reexamine what you are doing!

So follow these three simple rules to lead you to interesting new opportunities in your career:

1. Uncover and Pursue Your Passion
2. Create Your Unique Value Proposition
3. Build and Equip Your Network so that Opportunities Find You

---

About the Author

John Hadley helps job seekers who are frustrated with their search. He also works with professionals struggling to achieve the visibility that leads to new opportunities at work.

After graduating from Stanford University, John worked as an actuary in the insurance industry for 20 years, ultimately as Chief Actuary of his company. He then opened a successful systems consulting practice, which generated over $2 million in revenues. 11 years ago he started his Career Search Counseling business, and has helped hundreds of clients land the job and pay they deserve.

John is a sought-after writer and speaker, publishing a monthly Career Tips Email newsletter to over 9,000 subscribers, each month bringing advice on marketing yourself for a career search, or for accelerating your career. You can find a variety of career resources on his website at www.JHACareers.com.

NEWS RELEASE

ASIA-PACIFIC DISASTER PREPAREDNESS STRENGTHENED THROUGH DELIVERY OF GVF SATCOM CERTIFICATION TO 21 MILITARIES

Leading Satellite Industry Companies Provide Unprecedented Support to the GVF for 'Satcom Endeavor' Humanitarian Assistance Disaster Response Communications Interoperability Program

TUESDAY, 7 October 2014

KATHMANDU, Nepal – The effectiveness of Asia-Pacific disaster preparedness and response has been enabled through the recent certification of participants from more than 20 militaries on the use of satellite communications systems to ensure that in a crisis or disaster there are trained individuals available throughout the region who can assist with relief efforts.

The one-week training program was held as part of the "Satcom Endeavor" information-sharing module of "Pacific Endeavor", a joint program of militaries from throughout the region sponsored by the US Pacific Command. The training was provided by GVF, the international association of the satellite communications industry, with support from leading providers of bandwidth, earth stations, integration, and online, interactive training.

"GVF's Member companies and partners were instrumental to the success of the satcom training and certification program," said David Hartshorn, Secretary General of GVF. "SES and SatProf provided Scholarships and expert support for the training, while systems, services and subject-matter specialists were made available by AQYR, GATR Technologies, Integrasys, Mahdi Bagh Computers, Mercantile, and SpeedCast."

"Thanks to their support, we were able to achieve our goal of ensuring that all participants obtained valuable knowledge and lessons learned from actual field experience, and were able to pass the rigorous training," said Steve Birnbaum, Chairman of the GVF's Humanitarian Assistance & Disaster Response Programs. "They are now able to return to their countries, and stand ready to use their new skills, relationships and ideas for improved collaboration to help save lives during any disasters that may strike the Asia-Pacific region in the future."

During Satcom Endeavor, which was expanded from two days in 2012 to eight days in 2014, representatives from all 21 participating militaries achieved the GVF Basic Satcom Professional Certification, and either began or completed training for GVF Advanced Satcom Professional Certification. Several of the participants also earned GVF's new General Auto-Point Terminal Operator Certification, and hands-on practical exercises were conducted on standard 1-meter VSAT, the AQYR 1-meter auto-point antenna, and the GATR inflatable 2.4-meter antenna.

"Our goal is very simple," said Riaz Lamak of Mahdi Bagh Computers and a GVF Co-ordinator for Satcom Endeavor. "We want to provide training that can help save lives. Militaries need quick deployments as satellite communications is an important base for connectivity. Although you'd have fiber and other means of communications, the most important thing is that people are trained so that the network works properly, the signals don't drop, and communications happen," he said.

ABOUT GVF (www.gvf.org)

GVF is the global association of the satellite communications industry. Supported by 200 companies based in every major region of the world, GVF promotes higher standards of service, greater levels of market access, improved regulatory conditions, and heightened awareness by the private and public sectors of the advantages afforded by state-of-the-art fixed and mobile satellite broadband solutions. For more information about GVF's Satcom Endeavor supporters, please visit the websites of the following industry leaders:

ABOUT AQYR (www.aqyrtech.com)

AQYR is a Tactical SATCOM Solutions provider. AQYR designs and manufactures 2-way Ku/Ka-band full auto-acquisition ground terminals and portable GBS receive suites. These patented, easy to use satellite auto-positioners came out of our 10 years as a division of Windmill International, Inc. Our products are designed for use by Military & Defense, Public Sector, and Commercial & Enterprise markets. They have no ITAR restrictions and carry a Commodity Jurisdiction designation by the U.S Department of State.

ABOUT GATR Technologies (www.gatr.com)

GATR's Antenna Systems are highly-deployable inflatable satellite communication terminals that enable high-bandwidth satellite communications in remote areas. Deploying in two cases and weighing less than 200 lbs /91 kg for a 2.4m single band terminal (1 case – 70 lb/32 kg for a 1.2m), the GATR reduces logistical size (packaged weight and volume) up to 85% while delivering the same performance as a rigid antenna. The GATR is currently used by the U.S. Military, Intelligence, Homeland Security, and Humanitarian Aid organizations at Ku-, C-, and WGS certified X- and Ka-band.

ABOUT INTEGRASYS (www.integrasys-sa.com)

INTEGRASYS was founded in 1990 by a group of Hewlett-Packard engineers. Since then INTEGRASYS has evolved towards todays company, offering a wide range of satellite Carrier Monitoring products. Currently INTEGRASYS is the Carrier Monitoring Technology Leader for Satellite Communications. INTEGRASYS has developed a Carrier Monitoring Product Line, including Satmotion Pocket system, the Best VSAT Line Up tool for decreasing the installation costs and time. It enables to measure the CrossPol Isolation in the installer location, no more phone calls to the NOC are required.

ABOUT MAHDI BAGH COMPUTERS (www.mbcin.com)
Mahdi Bagh Computers (MBC) is a leading member of the International Satellite Communications sector. Drawing upon extensive experience in Deploying, Commissioning, Auditing, Consulting, Maintaining & Operating VSAT/SATCOM networks throughout India as well as assignments worldwide. MBC is serving as GVF's provider of onsite workshops for Capacity Building; The Hands On Skills Tests that will be delivered to trainees as part of the Certification Programme and is a GVF global liaison managing GVF Network Validation & Benchmarking Initiatives. For more information, contact riaz.lamak@gmail.com.

ABOUT MERCANTILE (www.mos.com.np)
Mercantile Communication established in 1994, marking the debut of Internet Communication has emerged as the leading bandwidth provider for other Internet Service Providers in Nepal. It has also diversified into providing comprehensive range of excellent value added services for Internet such as Internet and Intranet applications development, content designing, development and hosting. Mercantile has combined a set of products and services that meet the immediate information technology needs of a small business: Internet access, basic and enhanced hosting services, Web design, Intranet applications, and most exciting to small business, E-Commerce tools. Mercantile is continually developing a new and innovative suite of services that make it a faster, easier and smarter Internet experience.

ABOUT SES (www.ses.com)
SES is a world-leading satellite operator with a fleet of more than 50 geostationary satellites. The company provides satellite communications services to broadcasters, content and internet service providers, mobile and fixed network operators and business and governmental organisations worldwide. SES stands for long-lasting business relationships, high-quality service and excellence in the broadcasting industry. The culturally diverse regional teams of SES are located around the globe and work closely with customers to meet their specific satellite bandwidth and service requirements. SES (Euronext Paris and Luxembourg Stock Exchange: SESG) holds participations in Ciel in Canada and QuetzSat in Mexico, as well as a strategic participation in satellite infrastructure start-up O3b Networks.

ABOUT SpeedCast (www.speedcast.com)
SpeedCast is a leading global network and satellite communications service provider offering high-quality managed networks services in over 60 countries; and a global maritime network serving customers worldwide. Headquartered in Hong Kong, with 14 international sales & support offices and 24 teleport operations, SpeedCast has a unique infrastructure to serve the requirements of customers globally. With over 4,000 links on land and at sea supporting mission critical applications, SpeedCast has distinguished itself with a strong operational expertise and a highly efficient support organization, which are the foundation of SpeedCast's success. SpeedCast is publicly listed on the Australian Stock Exchange under the ticker SDA (ASX:SDA).

NaSPA®
NETWORK AND SYSTEMS PROFESSIONALS ASSOCIATION

Introducing the World's Fastest, Most Flexible, and Easy to Use Disaster Recovery System

- **Rapidly Recover From Natural Disasters, Network Outages and Other Complex System Failures**
- **Stay in CONTROL - No Matter WHAT HAPPENS**
- **No Equipment to Buy, No Capital Expenses**
- **Available Now From Your Local Phone Company, or CALL US Directly for Immediate Set-Up**

"Houston, we have a problem."

- Astronaut Jim Lovell, Apollo 13, April 13, 1970

Does this phrase sound familiar? It should, and not just because you saw the movie. Any disaster begins almost exactly the same way. You don't know what happened. You don't know how bad it is. You don't know what has been affected. You don't know what to tell the media. What you DO know is that until you have some hard information, you are recovering blind. How would YOU communicate with your responders after a disaster?

We have all seen the movies where the General picks up the "Red Phone" and is in instant control of a situation. Today, commercial organizations and government demand "military-grade" command and control. They find it with us.

Welcome to FailSafe Communications

FailSafe offers a telephone company-grade service for recovery of critical communications. Our Command and Control services allow for almost instant *situation analysis* by executives and responders. This allows your recovery plan to change quickly, and allows executives to make informed decisions based on each unique event. Just as important, FailSafe recovers inbound calls transparently, without changing phone numbers. Remember, when customers stop calling in, the cash register stops. Either way, the key to successful recovery is COMMUNICATIONS. With FailSafe you cover all the bases and are *always in control.*

In a hurry? Download our Complete Brochure HERE.

In 1986 our principals made disaster recovery history when we were the first in America to locate a disaster recovery center inside a telephone office. Today we offer a phone company-grade disaster recovery service "in the cloud." We serve police, fire departments, 911 centers, universities, banks, credit unions and others in conjunction with their local phone company. If your service provider is a member of our network, our service can be conveniently charged on your your phone bill. If not, no problem. We can sign you up directly and activate you in days.

Hear it yourself. Dial 1 (866) 501-8430 now for recorded information from our actual system. Better yet, why not sign up for our free online demo held EVERY WEDNESDAY. Discover how to keep your business running, and yourself in control, when it matters most.

ARE YOU A SERVICE PROVIDER?

Now Hiring Sales Agents and Channel Marketers including Independent Telephone Companies, CLECs, VARs, Network Integrators and VoIP providers. Learn More HERE.

Fast, Reliable, Affordable , and Available Now In Your Area

FailSafe Communications Inc.

"For Your Information.. We've Got Connections!" ™

(866) 501-8430

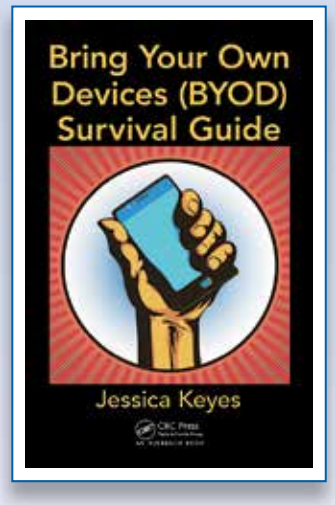
Info@failsafecommunications.com

ENJOY SPECIAL SAVINGS ON THE BOOKS YOU NEED TO

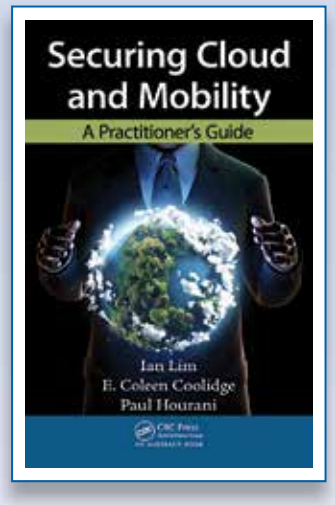
SAVE 25%

Ensure Agile, Resilient, and Energy-Efficient Networks and Systems

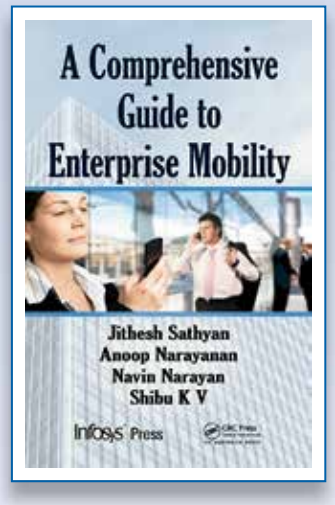
ISBN: 978-1-4665-0340-3



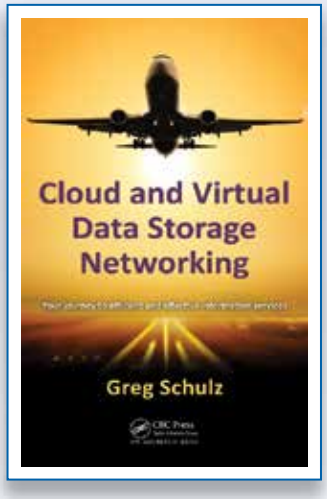
ISBN: 978-1-4665-6503-6



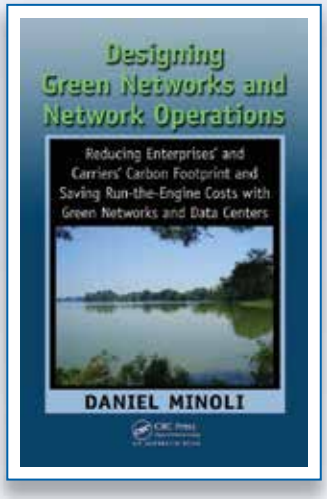
ISBN: 978-1-4398-5055-8



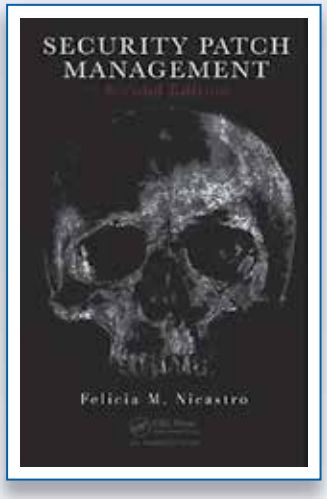
ISBN: 978-1-4398-6735-8



ISBN: 978-1-4398-5173-9



ISBN: 978-1-4398-1638-7



ISBN: 978-1-4398-2499-3

ISBN: 978-1-4398-3487-9

Sign Up for Our Free Newsletters and Connect with CRC Press IT Books on Facebook, Twitter, and LinkedIn to Keep the Discounts Coming!

INFORMATION SECURITY TODAY
The final word in information systems security

IT Today
In-depth... insightful... for today's technology leaders

IT Performance Improvement
Improving organizational performance through IT

WWW.CRCPRESS.COM

CRC Press
Taylor & Francis Group

Order online and enter discount code **GWN13** to **SAVE 25%**, plus *FREE Standard Shipping*

www.auerbachpublications.com