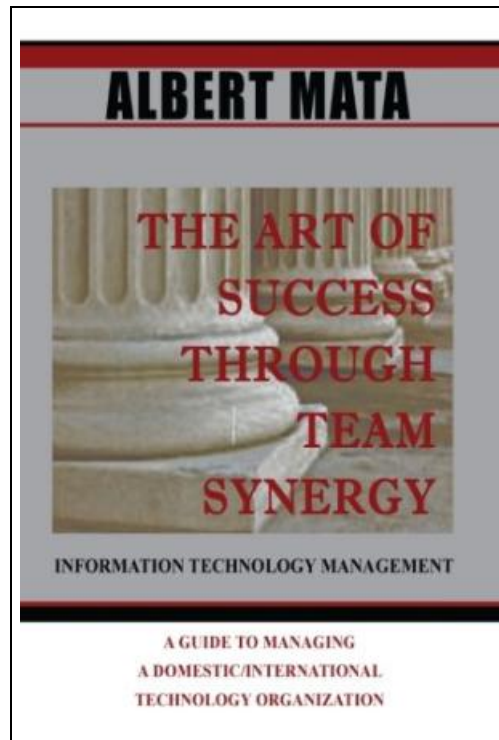


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Book Publishers of El Paso. Paperback. Condition: New. 224 pages. Dimensions: 9.0in. x 6.0in. x 0.5in. The ideas of this book have come from my broad experience in the Information Technology (IT) arena, both domestically and internationally. The techniques and approaches detailed are a compilation of successful practical experiences applied to an ever changing IT environment. In today's technology world, IT managers have to be a leader, a friend, a mentor, an all knowing tech, and at times even a psychologist. These are just a few examples of the many hats the challenging management role requires. There are thousands of IT related books and manuals that can help a manager function more effectively. However, most are related to theories that have become outdated and obsolete due to extreme advancements in technology; these changes create the need for new management techniques. Over the last 15 years there have been dramatic changes in the way a company utilizes technology to do business. Hardware, software, and infrastructure concepts are amongst the areas that have become extremely challenging, even for the most veteran technician. On the other hand, there is one crucial aspect to the systems environment that has rarely changed over many years of business - that is the IT employee. From manual input processes to advanced barcode data entry systems (SQL servers), from basic programming to advanced systems (AS400s), from passive hubs to smart switches and routers (Cisco), the human factor will always play a crucial role in administering a successful information technology environment. Therefore, I have put together many ideas and concepts through years of my work and study that have proven to be effective in building a strong technology team. It is not a summarization of the management process, but rather a compilation of techniques and approaches to many of the...



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