

Contents

INTRODUCTION	xi
SECTION I STRATEGIC PLANNING	1
I-1 Managing Enterprise Systems Without a Strategy: A Case Study	3
I-2 Developing a Strategic Information Plan	11
I-3 New IS Strategies for Competitive Leadership	27
I-4 Delivering IS Service Quality	41
I-5 Achieving Quality Outsourcing	51
I-6 Acquiring and Deploying Advanced Information Technology	59
I-7 Using JAD for Strategic Initiatives	71
SECTION II DATA CENTER MANAGEMENT	85
II-1 Centers of Excellence: Empowering People to Manage Change	87
II-2 Building a Data Center Service Culture	95
II-3 Cost-Effective Management Practices for the Data Center	103
II-4 IT Outsourcing: Current Trends, Benefits, and Risks	117
II-5 How to Select an Outsourcing Vendor and Negotiate Terms	131
II-6 Outsourcing Desktop Support Services	143
II-7 Outsourcing the Help Desk Function	149
II-8 The Help Desk in a Distributed Environment	163

Contents

II-9	Fine Tuning the Help Desk: Goals and Objectives	175
II-10	Milestones in Implementing Help Desk Automation	185
II-11	Automating the Data Center	193
SECTION III	ENTERPRISE SYSTEMS OPERATIONS AND MANAGEMENT	207
III-1	Integrating the Web and Enterprisewide Business Systems	209
III-2	Enterprise Client/Server Planning	219
III-3	Enterprise Network Design Technology	231
III-4	Planning, Designing, and Optimization of Enterprise Networks	243
III-5	Windows NT Project Planning	259
III-6	Networked Imaging Systems Requirements	273
III-7	Implementing Massively Parallel Processing	291
III-8	How to Handle Data Loss and Back-up	303
III-9	Legacy Data Base Conversion	309
SECTION IV	NETWORKING	317
IV-1	New Modem Technologies and Trends	319
IV-2	An Ethernet Technology Tutorial	331
IV-3	Introduction to 100BASE-T: Fast (and Faster) Ethernet	343
IV-4	Voice and Video on the LAN	355
IV-5	Computer Telephony: An Evolving Technology	365
IV-6	Virtual Networking Management and Planning	373
IV-7	The Data Center Manager's Guide to Ensuring LAN Reliability and Availability	383
SECTION V	CONTINGENCY PLANNING	397
V-1	Overview of Business Continuity Planning	399
V-2	Introduction to Data Center Recovery Planning	417
V-3	Developing a Data Center Recovery Plan	427

V-4 Producing a Data Center Recovery Plan 451

V-5 Network Disaster Recovery Planning 467

SECTION VI COMPUTER SECURITY 487

VI-1 Enterprise Security Architecture 489

VI-2 Network and Internet Security 505

VI-3 Securing Distributed Data Networks 523

VI-4 Security Management for the World Wide Web 535

VI-5 Access Security in a Windows NT Environment 561

VI-6 Understanding Public Key Cryptology 571

VI-7 Malicious Software and Hacking 577

VI-8 How to Trap a Network Intruder 603

SECTION VII CAREER AND PERSONNEL MANAGEMENT 611

VII-1 Fostering Loyal and Long-Term Employees
by Raising Organizational Identification 613

VII-2 IT Organizational Styles 621

VII-3 Implementing Employee Empowerment 631

VII-4 IT Career Planning 639

VII-5 Developing a Personal Business Plan 647

VII-6 Developing People Skills: New IT Priority 655

ABOUT THE EDITOR 663

INDEX 665