

NICs NETWORK INFORMATION CONNECTION

AN ESSENTIAL SUPPORT RESOURCE FROM THE INSTITUTE FOR NETWORK PROFESSIONALS

Planning and Decision Making

by Darryl Alder

A good leader has a plan and planning is a part of almost everything they do. For some tasks leaders plan almost unconsciously. But for more complicated jobs, careful planning helps guarantee success. This is the kind of planning this leadership skill cultivates.

What the Skill Can Do

Albert Schweitzer is an example of planning for life-long objectives. He was born in 1875, the son of a minister. Theology and music were a part of his daily life and by the age of nine he played the organ for his village's church services. At the age of eighteen, he decided to spend twelve years studying music, theology, and philosophy. After 30 he would devote his life to serving mankind.

During Albert's schooling he found his soul mate, Helene Bresslau, a nurse who also wanted to serve others. They married and he began additional study to become a doctor, even though it delayed his original plan by seven years. After he became a doctor, Albert and Helene traveled to equatorial Africa to build and operate a hospital at their own expense. Because he had prepared well early on, his music and the books he had written funded this important project. Unfortunately World War I interrupted their plans and they were forced to return to Europe.

When the War ended Albert returned to his plans. In due time, the hospital became world famous and many people sent money for its support. His humanitarian efforts eventually won him the Nobel Peace Prize.

Schweitzer used the skill of planning to guide his lifetime pursuits. Likewise, we can use these steps to make career plans, and we can use them on a smaller scale for projects such as building a network or making a decision.

Understanding the Skill

A consultant once told LaurieBeth Jones, author of *Jesus CEO*, "A good idea is worth one dollar. The **plan** for implementing that idea is worth a million dollars." She suggests: "So few people have plans that people will flock to almost anyone who comes up with a vivid sketch of how something should or could be done."

Jones explains that a group of people who have boards, hammers, and nails are not necessarily building anything, but the leader who hears hammering thinks they are doing their job because

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What Institute
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If you are career planning, try making a personal mission statement first. You can start one on-line at the FranklinCovey Website:

(www.franklincovey.com/customer/missionform.html).

something is going on. “As a society we like the sound of hammering, but we are uncomfortable with the sound of thinking, which is silence.” (Jones, *Jesus CEO* pp.87-88)

There are six steps to effective planning and the first few are the “sound of thinking.”

To illustrate the planning process, suppose you were just starting out in your career and wanted to select a direction to take.

1. Consider the Task

Ask what is the objective of work? What do you value most? Is it more income or do you need to feel satisfaction? Do you want a team setting or like to work alone? What do you want to accomplish? Do you want a long-term source of income? Does personal/family time matter? Does industry contribution come to play? How do you qualify? Will you need to certify and take courses? Self-study or computer based training (CBT)?

As you can see there are many aspects for consideration. Taking the time to think about your purpose before you start, helps insure you arrive at your intended destination.

Continuing our example, this person likes helping others, meeting new people and thinks teaching would be great; however, he lacks industry experience. The short-term choice is certification and a few years of work experience before teaching.

2. Consider Resources

Ask what will be needed to accomplish this objective. This could include people (yourself and others), equipment, credentials, courses, and so forth. Write these down and decide which is best. After finding work at a large company - hopefully in network management - our example has chosen to get the MCSE at an ATEC, but is planning to use self study and CBTs to complete the Plus Internet part of the certification after finding work at a large company, hopefully in network management.

3. Consider Alternatives

The third step is to identify alternatives; this means making a “Plan B.” To do this just look back at the objectives you found satisfactory and make your second place choices. In our example, the new professional chooses

consulting as the alternative and decides to working at a Microsoft Solution Provider is a good place for employment.

4. Write it Down

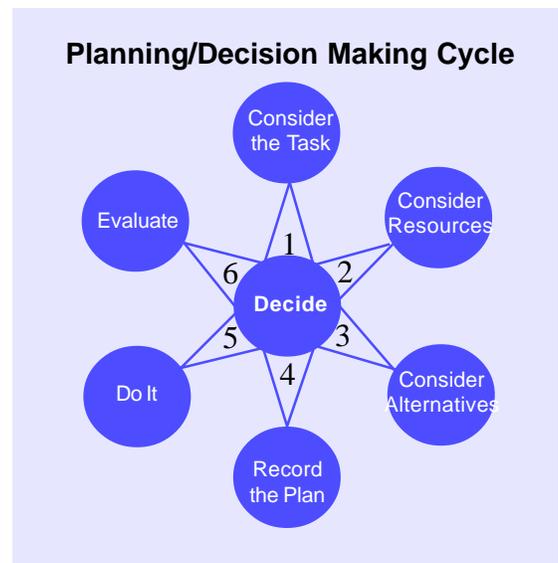
The fourth step is to write it all down, both Plan “A” and “B.” Review the plan. Share it with others. Adjust for flaws.

5. Work the Plan

The fifth step is to carry out or at least begin the plan.

6. Evaluate

The final step is to evaluate the plan. If its a big project, use several evaluations along the way



and make adjustments as necessary. How would you do it differently? What changes are needed next time?

Putting the skill to work

Whether you’re laying out a new network or just planning a vacation, try using these steps. It will surprise you to see how easy and complete planning can be. Planning is an important skill in building teamwork. If a leader involves the group members in decisions and gains their commitment, it guarantees success by “living the experience in advance.”

Planning is an easy concept few people do effectively. Each step must be followed by a decision or action before moving to the next step. The steps work for all kinds of projects and decision making.

How to Write E-Mail and Not Offend Those Receiving It

I'm not sure who wrote the original piece, but many people have added bits and pieces. Thank you all!

1. Big companies don't do business via chain letter. Bill Gates is not giving you \$1000, and Disney is not giving you a free vacation. There is no baby food company issuing class-action checks. You can relax; there is no need to pass it on "just in case it's true". Furthermore, just because someone said in the message, four generations back, that "we checked it out and it's legit", does not actually make it true.

2. There is no kidney theft ring in New Orleans. No one is waking up in a bathtub full of ice, even if a friend of a friend swears it happened to their cousin. If you are hellbent on believing the kidney-theft ring stories, please see: <http://urbanlegends.tqn.com/library/weekly/aa062997.htm> And I quote: "The National Kidney Foundation has repeatedly issued requests for actual victims of organ thieves to come forward and tell their stories. None have." That's "none" as in "zero". Not even your friend's cousin.

3. Neiman Marcus doesn't really sell a \$200 cookie recipe. And even if they do, we all have it. And even if you don't, you can get a copy at: <http://www.bl.net/forwards/cookie.html> Then, if you make the recipe, decide the cookies are that awesome, feel free to pass the recipe on.

4. We all know all 500 ways to drive your roommates crazy, irritate co-workers and creep out people on an elevator. We also know exactly how many engineers, college students, Usenet posters and people from each and every world ethnicity it takes to change a light bulb.

5. Even if the latest NASA rocket disaster(s) DID contain plutonium that went to particulate over the eastern seaboard, do you REALLY think this information would reach the public via an AOL chain letter?

6. There is no "Good Times" virus. In fact, you should never, ever forward any email containing any virus warning unless you first confirm it at an actual site of an actual com-

pany that actually deals with viruses. Try: <http://www.norton.com/>. And even then, don't forward it. We don't care.

7. If you still absolutely MUST forward that 10th-generation message from a friend, at least have the decency to trim the eight miles of headers showing everyone else who's received it over the last 6 months. It sure wouldn't hurt to get rid of all the that begin each line. Besides, if it has gone around that many times - I've probably already seen it.

8. Craig Shergold in England is not dying of cancer or anything else at this time and would like everyone to stop sending him their business cards. He apparently is also no longer a "little boy" either.

9. If you're e-mailing someone looking for help — *free* help, in particular — try to keep it brief. If I have to press Page Down to see your signature, there's a good chance I won't get to it any time soon.

10. Be careful with those 700K attachments to unsuspecting recipients. Not all of us live in an area with cable modems or XDSL.

11. If your firm runs a spam generator, put a "to be removed from this list..." message at the TOP of the message. When employees who have subscribed to a listserve leave, the listserve still sends them mail, which gets junked and copied to the postmaster. Some listserves are so stupid that they can't figure out that someone's gone and so it would be nice for the postmaster to be able to inform the listserve/spam generator that it is simply wasting its time and bandwidth. Most spam letters, however, put the "how to be removed from this list" message at the bottom of the list. Sadly, the postmaster gets a truncated version of the original letter, and so never sees the removal URL.



Windows 98 – Tips & Features

by Brett Berger

Many people look at Windows 98 and ask themselves “Why should I upgrade?” At first glance, Windows 98 looks much like its forerunner, Windows 95, and as a matter of fact, there aren’t too many visual changes that can be noted, but Windows 98 is a better-polished version of Windows 95 with some great-new features. Here are a few new options in Windows 98.

Registry Checker

From DOS go to C:\Windows> and then type “ScanReg”

From Windows: Start, Run... then type “ScanRegW”

Have you ever installed a new device that caused conflicts all over the Device Manager? Many of us have dealt with the “Plug and Pray” function of Windows 95 and it can be very frustrating. Windows 98 has a new utility that allows you to return to the configuration you previously had before that new device or software caused a conflict or problem. It’s called ScanReg. With ScanReg, your system

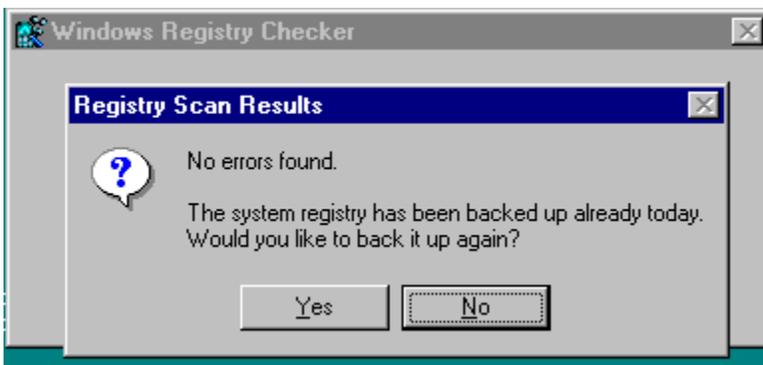
can be helpful if that new device or software doesn’t allow you to get into Windows. To access ScanReg from Dos go to your Windows directory and type ScanReg. It will wait to start, then scan the registry. It will then give you options. You should choose “View Backups” which will then provide a list of your last five backup cab files (with dates). Simply choose the backup you want to restore and then click restore. To fix your problem, though, you must know about when your problems started happening.

Creating a boot disk

From DOS, go to C:\Windows\Command> and then type “bootdisk”

At times you need to transfer the system files from your bootdisk to hard drive. Many people procrastinate making a bootdisk until it is too late to do so. In Windows 98, if you can get to a DOS prompt, you can make a bootdisk fairly simple. First go to the Windows\Command directory. Insert a blank disk and type bootdisk. It will ask you which drive, choose A: then it will create the bootdisk. Reboot with the bootdisk still in, and choose “boot with CD-ROM support.” It will take you to the A: prompt and then simply type “SYS C:” and then press enter. The system files will be transferred. Reboot and load setup defaults in the Bios and you should be back up and running.

After a format, the Windows 98 bootdisk will automatically load the CD-ROM drivers. When rebooting with the newly created bootdisk in, you will be prompted to choose an option from the menu. Choose “boot with CD-ROM support” and your computer will be ready to switch to your CD-ROM drive, type “**setup**” and go through the setup process.



keeps a backup copy of your registry configuration. (Including all user information, program settings, and preferences) Each time you restart your system, Registry Checker automatically scans your registry for errors, and if it encounters a problem, then it automatically replaces the registry with the backup copy. You can also use ScanReg from DOS, which

System Configuration Utility

Click on Start, Run... and type “msconfig”

Editing the Config.sys or the Autoexec.bat can be difficult at times. Being a technician that supports Windows, telling customers over the phone how to remove or “rem” a line can sometimes be difficult or even impossible. With Windows 95, you have to go into an MSDOS editor to edit these files, allowing for the possibility of typing errors. With the new System Configuration Utility in Windows 98, you can modify the system configuration through the use of checkboxes. For example, if you want to remove or “rem” a line in the Config.sys so that line won’t be executed, then you can go into the System Configuration Utility and take the checkmark out of the box next to the line you want to remove. This removes that line from executing or loading following boot ups. This can speed up your troubleshooting procedures tremendously. The System Configuration Utility is Microsoft’s attempt to reduce the typing errors associated with Notepad and Sysedit. There are six tabs that can be accessed. Described below are the six tabs and an example of what you can use them for.

General

- Enables or prevents the loading of all, or specific device drivers and software.
- Diagnostic startup will boot the system to the start menu and allow you to manually choose what is processed next.
- Config.sys, autoexec.bat, system.ini, and winstart.bat can be backed up.

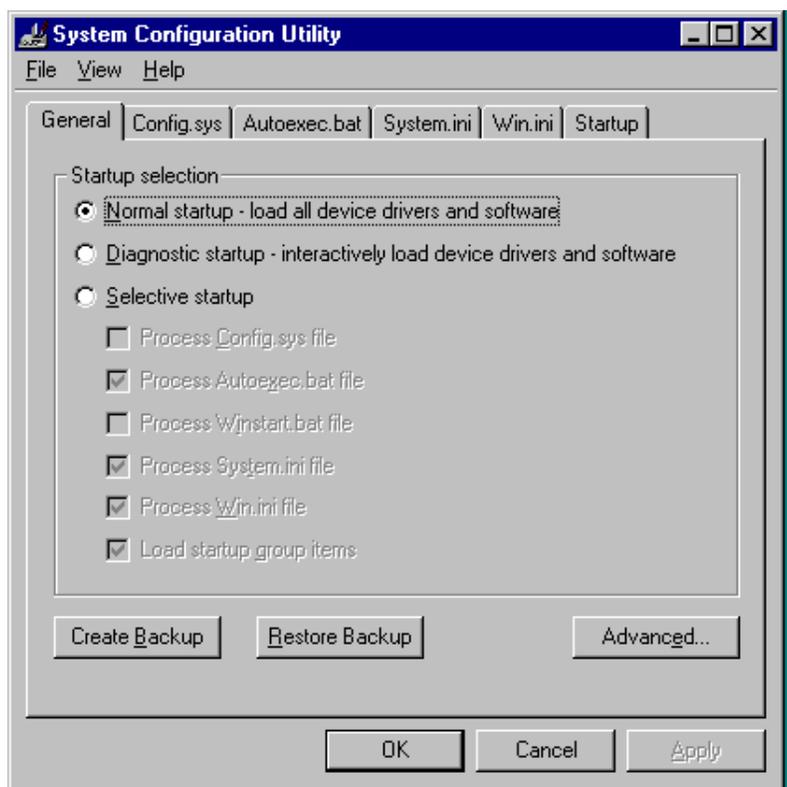
Config.sys, Autoexec.bat, System.ini, and Win.ini

- Uncheck the lines you don’t want to run upon the following bootups.
- To edit a line, click it and then click edit.

Startup

- Allows the user to enable or disable items loaded at startup.
- Removes third party utilities that are loaded in the systray.
- Hkey_Local_Machine\SOFTWARE\Microsoft\Windows\Currentversion\Run

Windows 98 isn’t as a dramatic upgrade as Windows 95 was, but Windows 98 does have many enhanced features that can be used to boost your productivity and save time. Overall, the Windows 98 new features are worth the upgrade.



Resume and Cover Letter Writing

by Darryl Alder

What is it about writing a resume that holds us back? Most of us love to talk about what we do and are glad to share our successes with others. So what is it that makes that document so hard to write?

If you look at the reasons to write a resume, the problem becomes clearer. A resume should be a brief summary of one's professional experience and qualifications. It is most often submitted with an employment application. Primarily, at first glance I see two problems with this:

1. It is supposed to be brief
2. It is submitted with an employment application.

Waiting until you know about a job offer is usually too late to create a good quality resume. Writing a comprehensive one well in advance can be dangerous. You're apt to make it too long and crowded to get your reader's attention.



Here is an idea which helps me solve both of these problems. I keep a list of the great things I have done for all my employers ... back to my teenage years. This is a list of about fifty really showy projects I can take most of the credit for. I update it every few months with the new items I am proud of at the top. I use this list to cut and paste resumes together quickly.

Having a "brag sheet" like this helps you recognize your great contributions. And making the list is great for curing the blues. When someone at work is not recognizing your gifts, just click, open, and give yourself a pat on the back. It also empowers you, so that you are ready at the drop of a hat take advantage of a better opportunity. *But the main reason for my Personal Summary is that it helps me get the love affair I have with my past out of my system.*

All of my accomplishments I put there, love there, and leave there. When it's time to write a resume I pluck a few relevant accomplishments. I try to closely fit the position description and leave all the other items off. That way I provide a very updated, but brief list for my reader.

Usually five or six accomplishments, briefly described, is enough for the reader. Why risk overwhelming them? Save one or two things about yourself for the interview. Besides, if they want someone to migrate their company to NT, do they really need to know all your old DOS skills and that you can make nifty Lotus spread sheets?

Take the time to really think through each of these accomplishments. What makes them meaningful to you? How did it help the employer? What savings or growth occurred because of your contribution? Sure it's nice you can monitor a network, but how much faster did it run after your efforts? What did that represent in time and energy saved? It's expected that you keep logs and back-ups, but when the system fails, how quickly can you restore it? These are the kinds of scenarios that will make your future employer sit up and take notice.

Here's a few more tips. Don't write a resume to you; write it to the potential employer. Look at the posted job description and make your resume prove you meet each of the criteria. Go to their website and read their history, mission and current projects. Add references to these in the cover letter for your resume. This will really grab their attention

All too often, your cover letter and resume will come to someone in HR, so shy away from industry acronyms; besides, a LAN Administrator doesn't sound as cool as a Local Area Network Manager.

Appearance can really matter, since yours may come in a pile with fifty others. You need to get it noticed, but remain professional. The key is less is often more.

In a cover letter and resume, go for simple. Most reader's eyes will fall in an arc from upper left to lower right, so place vital information in those areas. Keep the layout open, readable and use plenty of white space (this actually helps create emphasis). Also remember to keep the point size comfortably large (at least 10, but 12 is better) and stay away from exotic fonts.

Elements of a Simple Resume

First of all, the reader needs to know how to contact you. List your name, address, phone/fax numbers, E-mail address and personal webpage-if you have one.

Use a two line objective statement to define yourself (and not that you want to work for some great company in an equally nice city). For example: I am a certified network computing professional with *X* years experience in *list a platform or two*. My greatest proficiencies are *list two or three*.

Now comes the good part. List five or six major accomplishments that match the listed job qualifications. State what you did, how things were better, for whom and at what cost/savings.

The rest of the resume could include an employment history, education/certification, awards/honors and limited personal interests and information. Many companies do not allow you to reveal gender, religion or ethnic origin, so be especially careful with the last two areas in this list.

Don't write "references upon request" on your resume. Give them to them on a separate sheet. If they want them they have them, if not they can toss them.

Elements of a Simple Cover Letter

This letter is your introduction. Brief, catchy and direct is best. The resume is a cold list of facts and skills, but the cover letter is a place to show your personality to the reader. Keep it professional, but if you must, have some fun. This is the place to brag about one or two of your strengths and tell them why they need you. More often than not, your cover letter will be the reason for the interview.

You can explain that since they are looking, they should be interested in your qualifications. Explain where you are now and list a few things you have done there to gain experience. Then go on to illustrate how your education, experience and skills qualify you for the job. Make a bulleted list of your accomplishments and refer them to the details on the resume. Close with the expectation that you should talk soon and that you will call to set something up.



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Tool Tip Of The Month

by EdKrach



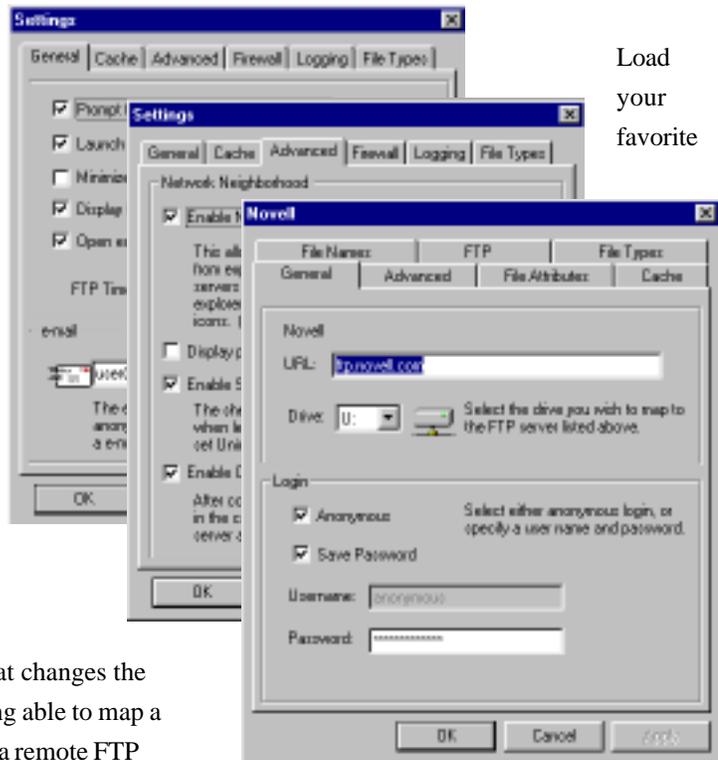
There are many FTP utilities out there today, and everyone seems to have his favorite one. I've included several on past Technical Resource CDs. They all seem to do the same thing...upload files and download files across an IP network. Having done a lot of work on the Web, I've tried many tools. One thing that always bothered me was the number of steps needed to edit a file on a remote web site.

1. Launch FTP program
2. Download file to edit
3. Launch editor
4. Load file into editor
5. Edit file
6. Save file
7. Upload file

I came across a great utility that changes the way FTP is used. Imagine being able to map a drive to a remote FTP site. With an FTP site mapped as a drive letter, you can double click on a file and it will be loaded after it's associated application launches. Make some quick edits, click save and you're done. It can even be done from a DOS prompt.

The tool that lets you do this is WebDrive from RiverFront Software. It integrates with most Windows 95/98 programs making it transparent to your applications. WebDrive will change the way you work with files on remote servers. Backup up web sites now can be done with Microsoft Backup or any other Windows 95/98 backup program. You can even drag and drop the web site and the entire directory structure will be copied.

Load your favorite



Web authoring tool and go to work directly on the site. It makes creating and editing single pages a snap.

WebDrive is very easy to use and comes with a couple of applications, while the rest is seemingly transparent to the user.



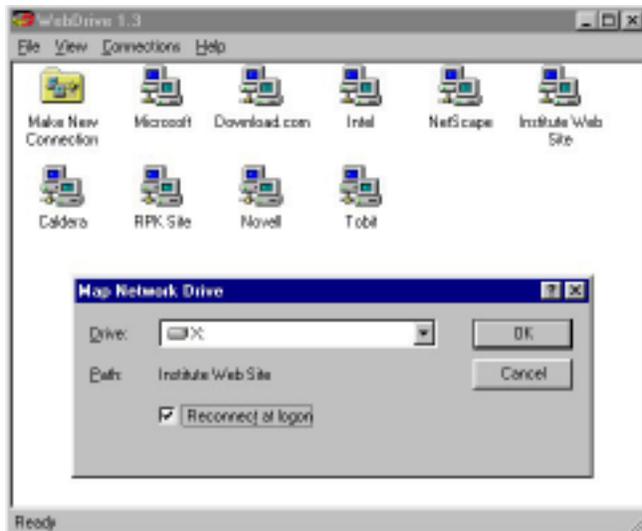
The Site Manager Application

Use this application to set up your connection information such as FTP site, user name, password, and drive letter to map when connected. If you've used Windows 95 dial up networking before, the interface will be familiar.

Setting up your site is very straightforward through the use of a series of tabbed menus, WebDrive even supports Firewalls and Proxy servers.

The Network Provider

This portion of WebDrive allows you to use the Map Network Drive button in Explorer to connect to an FTP site. When enabled, the WebDrive network provider integrates FTP drive's into the Windows file system. You can make FTP drive mappings persistent so when you boot Windows 95, it will automatically map a network drive to an FTP site. This feature would be useful for a company with a remote

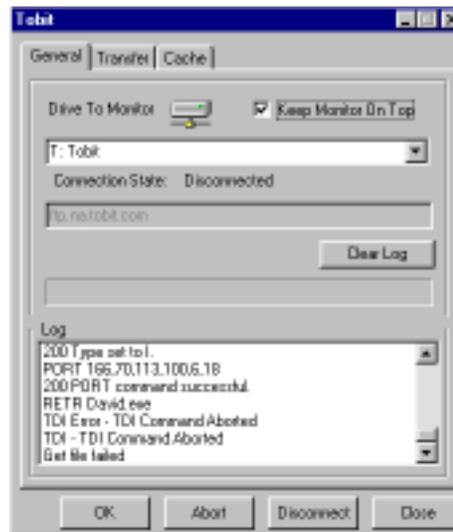


FTP site and a dedicated connection to the Internet.

Network Monitor Application

Use this application to monitor FTP commands, give connection status, and file transfer statistics. This application normally runs minimized as an icon in the Windows 95 system

tray on the toolbar. To display the network monitor user interface, double click the icon or use the right mouse button to display a menu.



WebDrive currently runs only on Windows95/98. RiverFront software tells me that an NT version is in the works. Send an email to

ntwebdrive@riverfrontsoftware.com if you want to be informed of the beta.

All in all, WebDrive has made my job of managing the Institute's web site and FTP server much easier which means I have more time to find other great tools. Where do you find WebDrive? You'll find it on the Q4 issue of the Institute for Network Professionals Technical Resource CD due out mid December. Look in the Shareware Showcase section.

If you cannot wait for the next Institute CD, then head out to www.riverfrontsoftware.com and download it. It's a 1.7 MB download and costs only \$39.95. It's money well spent!

Own a Slice of the World In Which You Live

by DeniBerger

Whether you are starting out or you've been in the career field for a while, you probably ask the same questions that we all do. What can we do to prepare for retirement? Some of you may think that putting twenty dollars a month in the bank will give them enough money to survive when the time comes for them to retire. Others may think that they do not have the money to invest. To tell you the truth, you can't afford not to invest. None of us want to work for the rest of our lives. All of us look forward to retiring some day. Here is an overview of the different ways to invest your money.

Just for Starters

As with every concept, financial planning has some basics. Proper planning is essential to reaching your financial goals. First of all, you need to set a date as to when you want to reach your goal. You may feel like your goal is impossible at first, but be patient; time is what matters. After you have set your goals, you need to track your expenses until you can create a yearly cash/flow statement. To find out where you are currently, list the value of your assets and then list all that you owe. Subtract your debts from your assets and you will have a current net worth balance sheet. Once you have created your worksheets, you need to develop a budget. The idea with a budget is to try to increase your income and reduce your expenses. If you don't make it work the first month, try again until you feel comfortable with the money that you are able to save.

Another thing that you need to do is look at your taxes. Many times there are things that you can do to reduce the amount of taxes you pay each year. There are professional advisors that can help you. It is important that you seek help before trying it on your own, especially if you do not have experience in the field. Once you get your financial status in order, you can further your investments.

Stocks

What is a stock? A stock is a way for a company to raise money without creating debt. For example, company ABC has just finished their first fiscal year and they realize that in order to progress, they need more money. The executives get together and talk about their options. They can either borrow from a bank, find someone who has an exceptional amount of money that they want to donate, or sell some of the share in the company. By selling shares the company creates stock.

Why do people buy stocks? Well, all of us want to be paid more from someone else than we get paid by ourselves. By investing our money in stock we anticipate that we will receive a high return. Of course, there are times that the value of stock goes down and we lose money. None of us knows how high or how low the stock market will rise or fall. If you look at your investments on a day to day basis, you will drive yourself crazy. The best thing to do when looking into stocks is to look at them long-term. By looking at them long term you will notice that the grid gradually goes up.

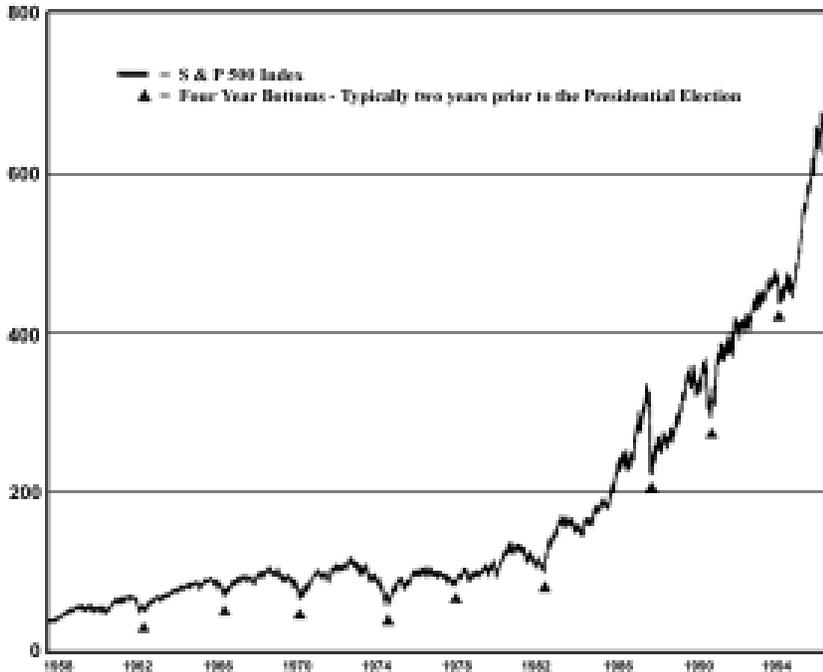
Bonds

What is a bond? A bond is a company's promise to pay back a specific amount of money at a certain interest rate over a certain period of time. Corporations use bonds for the same reason that they use stocks, to bring in revenue. Of course, the company could again borrow money from a bank but it is less expensive if they choose to sell bonds. Bond prices go up as interest rates go down because the bond is more attractive. Bond prices go down as interest rates go up, as the bond is less attractive.

Mutual Funds

A mutual fund is a company that pools or combines money from different investors, and generally purchases stocks, bonds or other

securities. Mutual funds are the most popular form of investment because they allow the little guy to invest in the big guy's realm. The idea with a mutual fund is that you are investing your money in several different pieces of the market. Therefore, you own a slice of the world you live in. If you own a slice of the world you live in, you grow the capital you live in which means that you have a say in what decisions are made.



As with every investment mutual funds need to be carefully examined. The most important thing to look at is the prospectus, the fund's selling document that contains information about risks, costs, investment goals, and past performance. It is imperative that you look at this document before you invest any of your money. If you fail to do so you may be surprised to note that all of the return does not go to you.

Each type of mutual fund has a different return and has different risks. As a general rule, the higher the potential return, the higher risk of loss. There are three ways that you can earn money from your investments: dividends, price increase, and securities that have increased in price but have not sold.

Dividends are paid when the fund receives income. The shareholder can choose to keep the money or they can choose to put it back into the fund. When the price of the fund increases, the fund has capital gain. At the end of the year the fund generally pays the shareholders their percentage of the gain minus any capital losses. Funds usually give you a choice as to how you want your money returned.

Each investment that you make has its pros and cons. There are many financial planners that are willing to take their time to give a brief overview of what they think is the best way to invest your money. It is very important that you do not go out and invest your money without knowing the ins and outs of the program that you are beginning. If you are ever in doubt, take the time and sit down with someone that can help. Even if it costs a small fee, you will be thankful you did.

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NICs
1372 South 740 East
University Office Park
Orem, UT 84097-8083

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 1372 SOUTH 740 EAST
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 801 223 9444-801 223 9486 FAX
 WWW.INPNET.ORG-INFO@INPNET.ORG



What Institute Members Are Saying

I just received my 3rd Quarter Institute CD yesterday. The packing looks great, and the contents are terrific. Don't know how you guys do this! But don't think about stopping any time soon.

Tim Wessels
 New England Network Solutions, Inc

My job goes way beyond networking. I am a technical marketer for a division of IBM. My customers expect me to know every facet of systems, from applications to networks to hardware and infrastructure. The CD is a goldmine of reference materials and knowledge. I use it constantly in my work.

Bill Diamond
 IBM Trivoli Systems

I am starting to discover that the newsletters are terrific... What is more, the quarterly CD's have been very useful. Thank you and others for the effort; the membership has definitely been worth it.

Gary E. Masters
 President, Broadcast Resources, Inc.

The CD is a perfect help in my business as a free lance network consultant and also in teaching NetWare/MS courses. It's well worth the annual fee. Thank you for the great work.

Peter Burri
 Zeiningen, Switzerland

I find the benefit of the CD is increasing with each issue. I'm getting to the point where I depend on it as a technical resource more and more. In many respects it offers "one stop shopping" when I am in the field

Randy Bunger

The licensed software allows me to evaluate the various products. With the license key I don't have to drop everything I'm working on to evaluate based on a time bomb. Like most people I also recommend these products to management at work if I find them useful.

C.C Dixon

Thanks for the personal e-mail and it's nice to know that the Institute takes such a personal interest in it's members. I have received everything so far and I'm anxiously awaiting the next CD as the last one was really full of great bargains.

Ron Stroble

I REALLY appreciate having the newsletter a) in electronic format, and b) in a non-OS-specific format like PDF! (I spend about half of my time on an HP-UX and half on NT-WS, and have PDF readers on both.)

Mickey Uppendahl, MCNE, MCSE, CNP
 HP-Corvallis

I read the white papers when I need information and use the links to find other info. It is a useful tool to keep in my tool kit. When I go to different clients I take the CD (and others) because you never know when you might need something inside.

Kevin James
 C.C.S.C., SNR Consultant

I've just recently had time to re-review the CD and really wanted to let you know (and everyone else that was involved in putting it together) what a great resource it is!! I discovered that I had lost/ misplaced (or never got) my Q2 CD. I called the Institute on 2 separate occasions and received excellent support from the lady that answered the phone and received a new Q2 CD just a few days ago (as well as setting me up to access the members area . . . virtually instantly!). Please pass on my thanks and appreciation to everyone there.

Freeman D. Fessler
 Eastman Kodak Company

'KUDOS!!' to the folks that are making this possible. You guys are making this membership and being a member of this association really useful. Once again, 'WAY TO GO!!' and you keep up the good work. I appreciate the time you take to keep us members informed.

James Eninoku

Keep up the great work you guys are doing. This organization is definitively heading in the right direction with guys like you.

Michel Biedermann, PhD, MCNE, MCP
 Information and Telecomm. Technologies Citizens Securities

I'm looking forward to the next CD - It's probably the single most useful CD in my library. People always want to borrow it, but I'm not keen to part with it. Instead I suggest they should join up themselves.

Colin Lewis

My CD has been very useful in the classroom as well. It is nice to have one CD with Service Packs and Updates, backup & disk imaging programs, and Web browsers on it. I have been demo'ing many of the trial apps when discussion turns to limitations of Microsoft's or Novell's backup apps. Keep up the great work!

Michael Van der Creek

I just received the CD. Another fantastic job!! There is so much information on it, just like the last one, that it takes quite a while to review. I am sure all the moaners out there never really take the time to review it. Who needs an Internet connection for patches when you have the disk. It's great. Thanks

Tamara Shadbolt

