Acknowledgments

We would like to acknowledge the following people for their kindness and support in making this book possible.

Richard Kristof and Duncan Anderson of Global Knowledge, for their generous access to the IT industry's best courses, instructors, and training facilities.

Ralph Troupe, Rhonda St. John, and the team at Callisma for their invaluable insight into the challenges of designing, deploying, and supporting world-class enterprise networks.

Karen Cross, Lance Tilford, Meaghan Cunningham, Kim Wylie, Harry Kirchner, Kevin Votel, Kent Anderson, and Frida Yara of Publishers Group West for sharing their incredible marketing experience and expertise.

Mary Ging, Caroline Hird, Simon Beale, Caroline Wheeler, Victoria Fuller, Jonathan Bunkell, and Klaus Beran of Harcourt International for making certain that our vision remains worldwide in scope.

Annabel Dent of Harcourt Australia for all their help.

David Buckland, Wendi Wong, Daniel Loh, Marie Chieng, Lucy Chong, Leslie Lim, Audrey Gan, and Joseph Chan of Transquest Publishers for the enthusiasm with which they receive our books.

Kwon Sung June at Acorn Publishing for his support.

Ethan Atkin at Cranbury International for his help in expanding the Syngress program.