Acknowledgments

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

Ralph Troupe, Rhonda St. John, Emlyn Rhodes, 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, Frida Yara, Bill Getz, Jon Mayes, John Mesjak, Peg O'Donnell, Sandra Patterson, Betty Redmond, Roy Remer, Ron Shapiro, Patricia Kelly, Andrea Tetrick, Jennifer Pascal, Doug Reil, and David Dahl of Publishers Group West for sharing their incredible marketing experience and expertise.

Jacquie Shanahan, AnnHelen Lindeholm, David Burton, Febea Marinetti, and Rosie Moss of Elsevier Science for making certain that our vision remains worldwide in scope.

Annabel Dent and Paul Barry of Elsevier Science/Harcourt Australia for all their help.

David Buckland, Wendi Wong, 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.

Jackie Gross, Gayle Voycey, Alexia Penny, Anik Robitaille, Craig Siddall, Darlene Morrow, Iolanda Miller, Jane Mackay, and Marie Skelly at Jackie Gross & Associates for all their help and enthusiasm representing our product in Canada.

Lois Fraser, Connie McMenemy, Shannon Russell and the rest of the great folks at Jaguar Book Group for their help with distribution of Syngress books in Canada.

Thank you to our hard-working colleagues at New England Fulfillment & Distribution who manage to get all our books sent pretty much everywhere in the world. Thank you to Debbie "DJ" Ricardo, Sally Greene, Janet Honaker, and Peter Finch.