

S E C O N D   E D I T I O N

# IT Systems Management

RICH SCHIESSER

## **Praise for *IT Systems Management, Second Edition***

*IT Systems Management, Second Edition*, is one of those definitive books that will serve as the foundation for a whole new breed of IT professionals. Apart from the innovative content, instructors and students will appreciate the added features such as revision questions and answers per chapter, additional reading suggestions, and real-life experiences. The supporting material for instructors makes it quick and easy to develop courses for IT Systems Management.

**Prof. Les Labuschagne**  
**Director: School of Computing**  
**University of South Africa (UNISA)**

In Rich's second edition of *IT Systems Management*, he has built a true bridge between academia and today's IT professional working in a highly complex, ever changing environment. Now both student and practitioner have a common play-book available to guide us through the 21<sup>st</sup> century technology landscape. I strongly recommend this book as mandatory reading, whether on the front lines of support or for the senior executive working on navigating a long-term strategy for an organization.

**Mike Marshall**  
**Director, MMT Production Service**  
**Association of Retired Persons (AARP)**

Managing IT infrastructures has always been a complex undertaking and most managers had to learn its ins and outs through experience. Rich Schiesser's *IT Systems Management* text offers a much more humane approach in that one can gain the breath of exposure to the topic without suffering the negative consequences resulting from knowledge gaps. This text offers insights into this topic that only someone who had been intimately involved over a long period of time could provide. Students and technical managers alike can profit from this treatise. I highly recommend this as a source book for academic courses in this area. It has too long been an ignored topic.

**Dr. Gary L. Richardson**  
**Program Coordinator**  
**Graduate Technology Project Management Program**  
**University of Houston**

The 2<sup>nd</sup> edition of *IT Systems Management* uses a managerial approach to handling IT systems. The techniques described in the book are appropriate for professionals in the Telephony and Information technology industries. Schiesser offers in-depth looks at processes and procedures, and provides "how to" approaches to customer

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