

## **Glenn E. Weadock, MCSE, MCT, MCP, MCTS, A+**

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### **Consulting**

Glenn is President of Independent Software, Inc. (ISI), a Denver-area computer consulting firm he co-founded in 1982. ISI provides system management, network maintenance services, security and backup services, technical education, computer-based training, computer strategy studies, performance analysis, technical support management, Website design, computer graphics and multimedia services. Glenn has designed, installed and supported hundreds of systems and networks.

ISI's client list has included, at various times: Accenture, AT&T, Avaya Communications, British Columbia Insurance Company, Caterpillar Engine Division, Denver Neighborhood Resource Center, Data-Tech Institute, Ernst & Young, Ford Motor Company, Gray Cary Friedrich & Ware, IBM, Intel, IRS, Los Alamos National Laboratory, Lucent Technologies, Mary Kay Cosmetics, MCI, Quantum Corp., Stanford University, StarQuest Learning Systems, Superconducting Supercollider Laboratory, Travelhost Magazine, US Army, US Department of Justice, US West, and United Way.

### **Technical Seminars**

Glenn designs and presents technical seminars through ISI (see [www.i-sw.com](http://www.i-sw.com) for a complete list) and through Global Knowledge ([www.globalknowledge.com](http://www.globalknowledge.com)). He has developed and led public and private (corporate) technical seminars throughout the US, Canada, England, and Asia. Glenn has conducted more than 250 intensive 2-, 3-, and 5-day public and on-site seminars since 1988. He has recently finished co-writing two Microsoft Official Curriculum classes on Server 2008.

### **Commercial Books (most recent at top)**

Glenn has written 18 commercial print books, with translations in four languages. His books have received praise from computer journalists Jim Seymour, Jerry Pournelle, and Fred Langa.

*Using Macromedia Studio MX 2004*, Sams, 2003 (contributing author)

*Upgrading Your Home PC*, Sybex, 2001 (Polish translation, 2002)

*Look & Learn Dreamweaver 4*, Hungry Minds, 2001

*MCSE Windows XP Professional For Dummies*, IDG, 2001

*MCSE Windows 2000 Network Infrastructure For Dummies*, IDG, 2000

*MCSE Windows 2000 Professional For Dummies*, IDG, 2000

*MCSE Windows 98 For Dummies*, IDG, 1999 (Dutch translation, 2002)

*Windows 2000 Registry For Dummies*, IDG, 1999 (Chinese translation, 2001)

*Windows 98 Registry For Dummies* (with Mark Wilkins), IDG, 1998 (French translation, 2000)

*Windows 95 Registry For Dummies* (with Mark Wilkins), IDG, 1998

*Small Business Networking For Dummies*, IDG, 1998

*Bulletproofing Windows 98* (with Gerald Routledge), McGraw-Hill, 1998

*Intranet Publishing For Dummies*, IDG, 1997

*Creating Cool PowerPoint 97 Presentations* (with Emily Weadock), IDG, 1997  
(Indian edition 1998; Spanish translation 1999)

*Bulletproofing Client/Server Systems* (with Richard J. Martin), McGraw-Hill, 1997

*Bulletproofing Windows 95*, McGraw-Hill, 1997

*Bulletproofing NetWare* (with Mark Wilkins), McGraw-Hill, 1996

*Bulletproof Your PC Network*, McGraw-Hill, 1995

*Exploding the Computer Myth*, John Wiley & Sons, 1995

### **E-books, White Papers, and Blogs**

Glenn wrote electronic booklets for the now-defunct MightyWords.com (a joint venture of Barnes & Noble and fatbrain.com) on computer security and mobile computing. He has also authored nearly a dozen white papers, many of which are still available at the Global Knowledge website. Topics include Windows Server 2008, Windows Vista, and Group Policy. Glenn writes a running blog for the Network World magazine website, at [www.networkworld.com/community/weadock](http://www.networkworld.com/community/weadock).

### **Expert Witness Appearances and Legal Consulting**

Glenn appeared as an expert witness in Federal court on two occasions. In January 1998, Glenn consulted with the Department of Justice and eventually testified as the DOJ's sole technical expert in a contempt hearing regarding Windows 95 and Internet Explorer. Microsoft settled that case shortly thereafter. In November 1998, he testified as an expert witness, along with computer science professors from Princeton and MIT, in the *US vs. Microsoft* antitrust trial, on issues of corporate computing practices and Web browser integration. In both proceedings, Glenn wrote his direct testimony, gave depositions, was cross-examined in court, and helped prepare various exhibits, including videotape demonstrations. He also prepared informational briefings for Joel Klein (US assistant attorney general) and David Boies (lead prosecutor). Glenn has also worked as a consulting expert in connection with patent lawsuits *IBM v. Amazon* and *Charles E. Hill v. eBay et al.*

### **Videos**

Glenn was scriptwriter, workbook author and on-camera presenter for several technical videos marketed by Technology Interchange Group, including *Windows 95 Advanced*, *Windows on NetWare*, *Troubleshooting and Fine-Tuning the Networked PC*, and *The Help Desk Analyst's Workshop*. Glenn also co-created the videos *Accessing the Internet*, *Enabling Networks for Internet Access*, and *Finding It on the Internet*.

### **Certifications**

CompTIA A+

Microsoft Certified Trainer (MCT)

Microsoft Certified System Engineer (MCSE), Windows 2003, Windows 2000

Microsoft Certified System Administrator (MCSA), Windows 2003, Windows 2000

Product Specialist (MCP or MCTS): Windows Vista, NT Server 4.0, Windows XP Pro, Windows 2000 Server, Windows 2000 Professional, Windows 98, Windows 95, Windows 3.1

### **Advisory Positions**

Glenn has served as a technology mentor for Inc. magazine's small-business website, [www.inc.com](http://www.inc.com).

### **Professional Associations**

Association for Computing Machinery (ACM)

### **Education**

B.S. in General Engineering, Stanford University, with distinction, 1980

Phi Beta Kappa (Stanford University, 1980)

Tau Beta Pi, engineering honor society (Stanford University, 1980)

## **Detail of Seminar Work (most recent at top)**

Courses that Glenn has codeveloped for Microsoft include:

*MOC 6431, Managing and Maintaining Server 2008 Network Infrastructure (2008)*  
*MOC 6432, Managing and Maintaining Server 2008 Active Directory (2008)*

Courses that Glenn has codeveloped and taught for Global Knowledge include:

*Managing and Administering Windows Vista (2006)*  
*Migrating to Windows Vista (2006)*  
*Deploying Group Policy for Windows 2003, 2000, and XP Systems (2003)*

Courses that Glenn has taught, but did not develop, for Global Knowledge include:

*Configuring Active Directory Services*  
*Systems Management Server 2003*  
*Managing and Maintaining Windows 2003 Server*  
*Hands-On Windows XP Professional*  
Various Microsoft Official Curriculum, including 5105, 5115, 5116, 5117, 5118

Courses that Glenn developed through Independent Software include the following:

*Windows 95/98 Architecture (1998-2001)*  
*Supporting & Troubleshooting Windows 98 (1998-2001)*  
*MCSE Windows 98 (1998-2001)*  
*Windows 2000 Architecture (2000-2002)*  
*Getting Started with Windows 2000 (2000-2002)*  
*Windows 2000 Rollout: A Technical Overview (2000-2002)*  
*Troubleshooting & Supporting Windows 2000 (2000-2002)*  
*MCSE Windows 2000 Professional (2001-2002)*  
*MCSE Windows 2000 Network Infrastructure (2001-2002)*  
*Learning Dreamweaver 4 (2001-2002)*  
*Technical Writing for Computer Professionals (2000-2002)*  
*The Help Desk Analyst's Workshop (1998-2001)*  
*The Help Desk Manager's Workshop (1999-2001)*  
*Managing and Implementing Windows 2000 Server (2002)*

Glenn wrote the following courses offered by Data-Tech Institute:

*Supporting and Troubleshooting Windows 95 (1995-98)*  
*Windows 95 on NetWare (1995-97)*  
*Troubleshooting and Fine-Tuning the Networked PC (1992-97)*  
*Re-Engineering the Computer Help Desk (1993-97)*  
*Customer Service Excellence for the Help Desk Professional (1990-97)*  
*Setting Up and Managing a Computer Help Desk (1989-1993)*  
*The IBM PC Survival Course (1988-91)*

Glenn also taught the following Data-Tech courses:

*Supporting and Troubleshooting the Windows Registry*  
*Supporting and Troubleshooting Windows 3.0*  
*Supporting and Troubleshooting Windows 3.1*  
*Understanding LANs*