

Glenn E. Weadock, MCSE, MCT, MCITP, MCP, MCTS, A+
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Summary

Founder and president of Independent Software, Inc. (ISI), a Denver-area IT consulting firm active since 1982. Provides expert witness services in Web, browser, and office automation patent cases. Teaches high-level technical seminars through Global Knowledge. Author of 18 commercial books on Windows, Web design, networking, and productivity.

Expert Witness and Legal Consulting

Glenn has testified as an expert witness in court on three occasions, has been deposed on five occasions, and has provided technical expert consulting services. His clients include DLA Piper LLC, Fish & Richardson, LLP, Gray Cary Friedrich & Ware, the United States Department of Justice, and Zelle Hofmann Voelbel & Mason LLP.

Primary Expertise Areas

- Microcomputer operating systems, including clients (workstations) and servers, and including all versions of DOS, Windows, and Active Directory
- Computer networking, including DNS, DHCP, TCP/IP, file services, print services
- Internet and Web technologies, including browsers, the HTTP protocol, Web site design, Web page design, and e-commerce
- History and development of computer user interface design, from Apple II to today
- Office automation, including network printing
- IT support

Testimony in Court

Certain Printing and Imaging Devices and Components Thereof, ITC Investigation No. 337-TA-690 (2010-2011). Testified on behalf of plaintiff in a patent case between Ricoh (Ricoh Company, Ltd., Ricoh Americas Corporation and Ricoh Electronics, Inc.) and Oki Data (Oki Data Corporation and Oki Data Americas, Inc.) regarding remote printer configuration technologies.

United States v. Microsoft, Civil Action No. 98-1232 (TPJ), United States District Court for the District of Columbia (1998). Testified on behalf of plaintiff as one of 12 expert witnesses for the US Department of Justice in the landmark antitrust trial on issues of corporate computing practices and Web browser integration in the Windows 95 and Windows 98 operating systems. Prepared briefings for US assistant attorney general Joel Klein and lead prosecutor David Boies.

United States v. Microsoft, Civil Action No. 94-1564, United States District Court for the District of Columbia (1998). Testified on behalf of plaintiff as the US Department of Justice's sole witness in a contempt hearing regarding the bundling of Windows 95 and Internet Explorer.

Settled prior to Court Testimony

Ricoh Company Ltd. and Ricoh Americas Corporation v. Oki Data Corporation and Oki Data Americas Inc., Civil Action No. 09-694-SLR, United States District Court, Delaware (2009-2010). Hired by plaintiff in a patent case regarding printer technologies. Prepared expert reports and was deposed.

Girafa.com v. Amazon Web Services, LLC, Amazon.com, Inc., Alexa Internet, Inc., IAC Search & Media, Inc., Snap Technologies, Inc., Yahoo! Inc., Smartdevil, Inc., Exalead, Inc. and Exalead, S.A., Case No. 07-87-SLR, United States District Court, Delaware (2008-2009). Hired by defendant in a patent case regarding the use of thumbnail images in browser-based user interfaces. Prepared expert reports.

International Business Machines v. Amazon, Case No. 9:2006-CV-242, United States District Court, Eastern District of Texas (2006-2007). Hired by defendant in a patent case regarding e-commerce and the Internet.

Charles E. Hill & Associates v. Amazon.com Inc., America Online Inc., Barnesandnoble.com Inc., Buy.com Inc., Ebay Inc., Eddie Bauer Inc., The Gap Inc., International Business Machines Corporation, Intimate Brands, Inc., J. Crew Group, L L Bean Inc., Lands' End Inc., Limited Brands Inc., Quixtar Inc., Recreation Equipment Inc., Sears Roebuck and Co., Spiegel Inc., and Williams-Sonoma Inc., Case No. 2-02-CV-186, United States District Court, Eastern District of Texas (2003-2005). Hired by defendant in a patent case regarding Web communications technologies (specifically HTTP) in e-commerce applications. Prepared expert reports and was deposed.

Consulting only

Alcatel-Lucent USA Inc. v. Amazon.com, et al., Case No. 6:09-CV-422, United States District Court, Eastern District of Texas (2010). Provided consulting and research assistance in a patent case involving the use of graphical objects in a user interface.

Joe Comes and Riley Paint, Inc. v. Microsoft Corporation, Case No. 05-CV-562, United States District Court, S. D. Iowa, Central Division (2005). Provided consulting regarding impact of Microsoft's alleged violation of Iowa competition law on user productivity.

Press about *US v. Microsoft* Mentioning Glenn

New York Times, "At Hearing, Microsoft and US Spar," Jeri Clausing, 1/13/98

CNN Interactive, "Has Microsoft Complied? A Resounding No, Justice Department Says," 1/13/98

PC Week Online, "Denver Consultant to Testify on Behalf of DOJ," Michael Moeller, 1/13/98

PC Week Online, "Microsoft, DOJ Spar Over Compliance, Integration," Michael Moeller, 1/13/98

Computer Reseller News, "Microsoft Presses Windows 95-IE Case," Darryl K. Taft and Joe Wilcox, 1/13/98

Wall Street Journal, "U.S. Argues Microsoft Purposely Defied Judge," John R. Wilke and David P. Hamilton, 1/14/98

New York Times, "Federal Judge Confronts Microsoft Over Browser," Jeri Clausing, 1/14/98

Washington Post, "Judge Criticizes Microsoft Arguments," Rajiv Chandrasekaran, 1/14/98

Bloomberg News, "Microsoft Defense Receives Setback at Hearing," Greg Stohr and Anne Marie Squeo, 1/14/98

Rocky Mountain News, "Denverite Tackles Microsoft: Software Consultant Shows D.C. Court How to Remove Browser from Windows 95," Jerd Smith, 1/14/98

New York Times, "U.S. and Microsoft Argue in Court Whether Judge Is Being Defied," Stephen Labaton, 1/14/98

San Francisco Chronicle, "U.S. Judge Scolds Microsoft; Firm May Wind up in Contempt over Tactics," Julia Angwin, 1/14/98

USA Today, "Judge Scolds Microsoft; Court Order under Review," Paul Davidson, 1/14/98

Dallas Morning News, "Microsoft Exec, Judge Wrangle over Order in Browser Case," Associated Press, 1/15/98

WebWeek.com, "Judge Considers Whether Microsoft Is Guilty of Contempt," Kathleen Murphy, 1/19/98

Rocky Mountain News, "Speaking Plainly: Evergreen Consultant Demystifies Windows 95 in Microsoft Antitrust Case," Jerd Smith, 2/15/98

Wall Street Journal, "Microsoft Trial Promises Stars, Impact, Legal Fireworks," John R. Wilke, 10/16/98

CNN Money, "Windows/IE Takes Stage: Fed Witness Weadock Says Browser Bundle Offers No Customer Benefit," Declan McCullagh, 11/13/98

Wall Street Journal, "Next Witness Sees Few Benefits from Integration of Explorer," Mark Boslet, 11/13/98

Washington Post, "Expert Witness Assails Microsoft," Rajiv Chandrasekaran, 11/14/98

New York Times, "Microsoft Is Said to Irk Some Big Users," Joel Brinkley, 11/14/98

Business Week, "Bundling Is Bad. Is Not! Is Too! – Microsoft spars with an expert witness on the pros and cons of an integrated browser," Heather Green and Susan Garland, 11/16/98

PC World, "Gates Deposition Amuses Judge," Elizabeth Wasserman, 11/16/98

Wired, "Explorer: Benefit or Burden?," Declan McCullagh, 11/17/98

New York Times, "On Tape, Gates Seems Puzzled by Words Like 'Market Share,'" Steve Lohr and Joel Brinkley, 11/17/98

Wall Street Journal, "A Taped Gates Debates Some Definitions," Keith Perine, 11/17/98

New York Times, "Microsoft Hampered OS/2, I.B.M. Official Tells Court," Joel Brinkley, 11/18/98

Los Angeles Times, "Microsoft Trial Takes a Consumer Turn," Jube Shiver Jr., 11/18/98

PC World Business, "MS/DOJ: Boeing Wants to Pick Browser," Patrick Thibodeau, 11/18/98

Chicago Tribune, "Ruling in Sun Lawsuit a Blow for Microsoft," 11/18/98

Network World, "Witness Grilled on IE Integration," Elizabeth Wasserman, 11/23/98

The Industry Standard, "Govt. Has Cause for Good Cheer," Marc Ferranti and Margaret Johnston, 12/21/98

Washington Post, "Ready with the Techno-Testimony: The Digital Age Is Producing a New Breed of Expert Witness," David Segal, 1/15/99

National Bureau of Economic Research, "Economic Perspectives on Software Design: PC Operating Systems and Platforms," Steven J. Davis, Jack MacCrisken, Kevin M. Murphy, Working Paper #8411, August 2001

World War 3.0: Microsoft and its Enemies, Ken Auletta, Random House, 2001

Business: Its Legal, Ethical, and Global Environment, Seventh Edition, Marianne M. Jennings, Thomson/West, 2006

The Microsoft Case: Antitrust, High Technology, and Consumer Welfare, William H. Page and John E. Lopatka, The University of Chicago Press, 2007

Press about *IBM v. Amazon*

Financial Times, "IBM Sues Amazon in Patent Dispute," Richard Waters, 10/23/06

CNBC Television, "IBM v. Amazon: IBM files a patent infringement suit against the online retail giant," Jim Goldman, 10/23/06

IP Frontline, "IBM Files Patent Infringement Lawsuits against Amazon," 10/23/06

eWeek, "IBM Sues Amazon for Violating 18-Year-Old Patents," Evan Schuman, 10/23/06

InternetNews.com, "IBM Sues Amazon," Nicholas Carson, 10/23/06

ECommerceTimes.com, "IBM Sues Amazon for Patent Infringement," Keith Regan, 10/23/06

ComputerWorld, "IBM Sues Amazon.com over Patents," Juan Carlos Perez, 10/23/06

USA Today, "IBM Sues Amazon over Web Patents," 10/23/06

Bloomberg, "IBM Sues Amazon.com on Patents," Rob Hof, 10/23/06

Ars Technica, "IBM Sues Amazon for Patent Infringement," Nate Anderson, 10/23/06

New York Times, "IBM Sues Amazon.com over Patents," Steve Lohr, 10/24/06

Los Angeles Times, "IBM Sues Amazon in Patent Dispute," Evan Schuman, 10/24/06

ZDNet, "Why IBM's patent suit against Amazon could be bad news for the entire Web," David Berlind, 10/27/06

Information Week, "Amazon Countersues IBM as Patent Infringement Case Heats Up," Paul McDougal, 12/14/06

IP Law & Business, "Big Suites: IBM v. Amazon.com," Ann Sherman, 4/30/07
PC World, "IBM, Amazon Settle Patent Fight," Peter Sayer, 5/8/07
Associated Press, "Amazon Settles Patent Suits with IBM," Elizabeth M. Gillespie, 5/9/07

Press about *Charles E. Hill & Associates v. Amazon et al.*

Los Angeles Times, "E-commerce Battles 'Me'-commerce: A Lone Patent Holder Asserts Vast Rights over Shopping on the Web," David Streitfeld, 2/8/03

IT Consulting

ISI has provided 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. Current IT consulting activities are limited given Glenn's expert witness and teaching activity.

ISI's client list has included Accenture, AT&T, Avaya Communications, British Columbia Insurance Company, Caterpillar Engine Division, Data-Tech Institute, Ernst & Young, Ford Motor Company, 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 West, and United Way.

Sampling of Projects

Avaya Communications. Hired to train IT staff on Internet technologies, website design, Windows 95 and Windows 98. (2001-2002)

Ernst & Young, LLP. Hired to develop and present tailored technical briefings for IT managers and technicians in preparation for the company's rollout of Windows 2000 and Active Directory. Traveled to 20 US cities, London, and Singapore. (2000-2001)

Superconducting Supercollider Laboratory. Consulted on setup of computer support Help Desk for multinational, multilingual scientific community. (1993)

Travelhost Magazine. Programmed multiuser corporate database of sales leads; designed screens and reports. (1987-1989)

Technical Seminars

Glenn designs and presents technical seminars through Global Knowledge and, in the past, through ISI. He has developed and led public and private (corporate) technical seminars throughout the US, Canada, England, and Asia. Glenn has conducted more than 300 intensive 2-, 3-, and 5-day public and on-site seminars since 1988. He has co-written two Microsoft Official Curriculum (MOC) classes on Server 2008.

Courses codeveloped for Microsoft

MOC 6431, Managing and Maintaining Server 2008 Network Infrastructure (2008)

MOC 6432, Managing and Maintaining Server 2008 Active Directory (2008)

Courses codeveloped and taught for Global Knowledge

Implementing and Maintaining Windows Vista (2006)

Migrating to Windows Vista (2006)

Deploying Group Policy for Windows 2003, 2000, and XP Systems (2003)

Courses taught, but not developed, for Global Knowledge

Configuring, Managing, and Maintaining Windows Server 2008 R2 (2009)
Configuring and Troubleshooting a Windows Server 2008 Network Infrastructure (2008+)
Migrating to Server 2008 (2008+)
Configuring and Troubleshooting Windows Server 2008 Active Directory Domain Services (2008+)
Managing and Maintaining Windows 2008 Server (2008-2009)
Managing and Maintaining a Windows 2003 Server Environment (2003+)
Planning, Implementing, and Maintaining a Microsoft Windows Server 2003 Active Directory Infrastructure (2003+)
Microsoft Windows Server 2003 (2003+)
Microsoft Windows 2003 Configuring Active Directory Services (2003+)
Systems Management Server (SMS) 2003 (2005-2006)
MCITP Enterprise Support Technician Bootcamp (2010+)
Managing Windows Environments with Group Policy (2009+)
Planning and Managing Windows 7 Desktop Deployments and Environments (2010+)
Administering and Maintaining Windows 7 (2010+)
Installing and Configuring the Windows 7 Client (2010+)
Implementing, Configuring, and Troubleshooting Windows Vista (2006+)
Deploying Microsoft Windows Vista Business Desktops (2007+)
Installing and Configuring the Windows Vista Operating System (2007+)
Configuring Windows Vista Mobile Computing and Applications (2007+)
Maintaining and Troubleshooting Windows Vista Computers (2007+)
Installing, Configuring, Troubleshooting, and Maintaining Windows Vista (2007+)
Deploying Microsoft Office Professional Plus 2007 (2007-2009)
Hands-On Windows XP Professional (2003-2008)
Windows 2003/XP Troubleshooting (2003-2008)

Courses developed independently

Windows 95/98 Architecture (1998-2001)
Supporting & Troubleshooting Windows 98 (1998-2001)
MCSE Windows XP (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)
Customer Service for the Technical Support Professional (1998-2001)
The Help Desk Manager's Workshop (1999-2001)
Managing and Implementing Windows 2000 Server (2002)

Courses developed for 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)

Courses taught, but not developed, for Data-Tech Institute

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

Commercial Books

Glenn has written 18 commercial print books, with translations in six languages, and was a contributing author for a 19th book.

Using Macromedia Studio MX 2004, Special Edition

by Michael Hurwicz, Glenn Weadock, Emily Weadock, et al.
Sybex, 2003. ISBN 0-7897-3042-1

A guide to the latest versions of Dreamweaver, Flash, and Fireworks, with a strong dose of ColdFusion and ActionScript.

Upgrading Your Home PC

by Glenn Weadock

Sybex, 2001 (Polish translation, 2002). ISBN 0-7821-2960-9

A visual guide for home and small office PC users to the most popular PC hardware upgrades, with photographs by the author and step-by-step procedures.

Look & Learn Dreamweaver 4

by Glenn Weadock

Hungry Minds, 2001. ISBN 0-7645-3507-2

The second entry in the visual series designed by best-selling graphics author Deke McClelland. This book teaches Dreamweaver via 196 annotated screen shots and 56 step-by-step examples.

MCSE Windows XP Professional For Dummies

by Glenn Weadock, MCSE

IDG, 2001. ISBN 0-7645-1631-0

This Microsoft-approved study guide targets exam #70-270, "Installing, Configuring, and Administering Microsoft Windows XP Professional" and includes hundreds of example questions.

MCSE Windows 2000 Network Infrastructure For Dummies

by Glenn Weadock, MCSE

IDG, 2000. ISBN 0-7645-0711-7

This study guide for Microsoft exam #70-216, "Implementing and Administering Microsoft Windows 2000 Professional," includes hundreds of example questions.

MCSE Windows 2000 Professional For Dummies

by Glenn Weadock, MCSE

IDG, 2000. ISBN 0-7645-0653-6

This Microsoft-approved study guide targets Microsoft exam #70-210, "Installing, Configuring, and Administering Microsoft Windows 2000 Professional."

Windows 2000 Registry For Dummies

by Glenn Weadock

IDG, 1999 (Chinese translation, 2001). ISBN 0-7645-0489-4

Update of Windows 98 Registry For Dummies.

MCSE Windows 98 For Dummies

by Glenn Weadock

IDG, 1999 (Dutch translation, 2002). ISBN 0-7645-0483-5

A comprehensive study guide to Microsoft exam #70-098, "Implementing and Supporting Microsoft Windows 98." Includes hundreds of sample questions.

Windows 98 Registry For Dummies

by Glenn E. Weadock and Mark B. Wilkins

IDG, 1998 (French translation, 2000). ISBN 0-7645-0437-1

Update of Windows 95 Registry For Dummies.

Windows 95 Registry For Dummies

by Glenn E. Weadock and Mark B. Wilkins

IDG, 1998. ISBN 0-7645-0359-6

Exploration of the Windows Registry, a collection of hardware and software settings that governs nearly every aspect of the operating system.

Small Business Networking For Dummies

by Glenn E. Weadock

Foreword by Eric Schmidt, CEO of Novell Inc.

IDG, 1998. ISBN 0-7645-0289-1

A guide to building a computer network for a small business. this book identifies the key decision areas then steps through building a network in logical steps, with tips for ongoing management.

Bulletproofing Windows 98

by Glenn E. Weadock and Gerald R. Routledge

McGraw-Hill, 1998. ISBN 0-07-913689-3

A follow-up to "Bulletproofing Windows 95," this book provides over 650 pages of technical tips. A main selection of McGraw-Hill's Computer Book Club.

Intranet Publishing For Dummies

by Glenn Weadock

IDG, 1997. ISBN 0-7645-0222-0

This book shows how to publish important information on your company intranet to save money, improve business processes, and empower employees.

Creating Cool PowerPoint 97 Presentations

by Glenn Weadock and Emily Weadock

IDG, 1997 (Indian edition 1998; Spanish translation 1999). ISBN 0-7645-3017-8

This book shows how to enliven slideshows with both PowerPoint's built-in tools and third-party software.

Bulletproofing Client/Server Systems

by Richard J. Martin and Glenn E. Weadock

McGraw-Hill, 1997. ISBN 0-07-067622-4

This book covers how to build client/server systems, intranets, and extranets; make them perform crisply; secure them; ensure their reliability; and support them over time.

Bulletproofing Windows 95

by Glenn E. Weadock

Foreword by Fred Langa, *Windows Magazine*

McGraw-Hill, 1997 (Korean translation 1998). ISBN 0-07-067631-3

Proactive troubleshooting for organizations rolling out Windows 95, this book deals with installation, memory, DOS, printing, networking, file and display systems, security, and desktop management. Byte Magazine's computer book of the month for August 1997.

Bulletproofing NetWare

by Glenn E. Weadock and Mark Wilkins
McGraw-Hill, 1996. ISBN 0-07-067621-6

Proactive troubleshooting for NetWare 3 or 4. Deals with file and directory services, print services, communication services, security, backups, DOS and Windows clients, and LAN infrastructure.

Bulletproof Your PC Network

by Glenn Weadock
Foreword by Jim Seymour, *PC Magazine*
McGraw-Hill, 1995. ISBN 0-07-067620-8

The bulletproofing book for organizations using Windows 3.x and NetWare 3.x, this title covers DOS, memory, Windows, printing, networking, communications, and security, presenting a total of 210 tips – both quick fixes and long-term solutions. First in a series.

Exploding the Computer Myth

by Glenn Weadock
John Wiley & Sons, 1995. ISBN 0471132918

This book challenges the myth that computers automatically improve organizational productivity, and presents keys to successful automation with numerous case studies from the business world. Used as a textbook at Rutgers University Graduate School of Management.

Press about Glenn's Books

“With the help of this excellent book by Glenn Weadock, you can preserve the value of your technology investments and keep the total cost of owning and running a network to a minimum... Small Business Networking For Dummies can help you realize your own vision of competing and winning in a networked world... Using this book, you can build your small business network into a vital asset, and take control of tomorrow.”

—Eric Schmidt, Chairman of the Board, Chief Executive Officer, Novell, Inc.

“Exploding the Computer Myth looks to me to be the most important business computer book of the decade. Glenn Weadock sifts through the mountains of computer hype and promise to find you the hard kernels of truth.”

—Jerry Pournelle, Senior Editor of *Byte Magazine*

“Glenn leaves us with a major challenge – that it is necessary for top management to be involved with computer technology for the right moves to be made. Fortunately, his book starts the process.”

—Ludvik F. Koci, President, Detroit Diesel Corporation, on Exploding the Computer Myth

“I have a two-and-a-half-foot shelf full of notebooks I've assembled over the years of my own tricks to make PCs and networks run more smoothly. Bulletproofing Your PC Network is going on that much smaller shelf, right next to my desk, where I keep the most succinct and important reference tools I turn to first when the phone rings and someone says ‘We've got a problem, Jim.’”

—Jim Seymour, columnist for *PC Magazine*

“Glenn Weadock has assembled a massive amount of information to help you not only get your Windows 95-based system or systems up and running right, but keep them running day after day after day. Glenn's methodical approach will help you prevent many problems before they even start.

And, when trouble does arise, chances are you'll find a solution laid out for you, in clear, concise form, in the pages of this book.”

—Fred Langa, Editorial Director of *Windows Magazine*, on [Bulletproofing Windows 95](#)

“I don’t often use the book of the month as my lead, but this one deserves it. I found out more about Win 95 problems in half an hour with it than I have in a month of experimenting. It doesn’t cover everything, and some of the problems covered are obscure, but this is a book you really need.”

—Jerry Pournelle, Senior Editor of *Byte Magazine*, on [Bulletproofing Windows 95](#) in his August 1997 column

“As an editor for the *For Dummies* series, I can say, unequivocally, that Glenn Weadock goes the extra mile to ensure that his books are as accurate possible. Weadock also manages to make the subject fun, entertaining, and accessible.”

—Kyle Looper, editor, IDG Books Worldwide

“This book is what every PowerPoint presenter has been waiting for. It is an invaluable guide for presenters who want to jump out of the box of canned PowerPoint presentations and reach new heights of excellence. It is one of those rare books meant to be read and re-read... The chapters on visual design alone make this book required reading for every presenter.”

—David Fine, author, on [Creating Cool PowerPoint 97 Presentations](#)

“Weadock clearly knows his stuff and, best of all, he knows how to translate that knowledge into a good read. The book is full of wit and humor, wrapped nicely around an incredible amount of useful information.”

—Paul Thurrott, columnist, on [Windows 2000 Registry For Dummies](#)

“This book’s unique step-by-step approach flattens the Web designer’s learning curve.”

—Joseph Lowery, author, on [Look & Learn Dreamweaver 4](#)

Magazine and Newspaper Articles

“Configuring PCs: CONFIG.SYS and AUTOEXEC.BAT,” *Systems/3X World*, September 1988, Vol. 16 No. 9, pp. 88-90, and October 1988, Vol. 16 No. 10, pp.86-88

“Desktop Publishing: What You Can Realistically Expect for Your Money,” *Dallas Downtown News*, August 10 1987

“Computer Waste: Latent Brainpower Is Unused,” *Dallas Downtown News*, April 1987

“Optical Data Storage May Be Quantum Leap for Computers,” *Dallas/Fort Worth Business Journal*, April 27 1987

“Mini-Micro Hybrids Rival Local Networks,” *Mini-Micro Systems: The Magazine for Computer Systems Integration*, September 1986, Vol. XIX No. 11, pp. D1-D10

Other Publications

White Papers for Global Knowledge Website

“Sysinternals: Free Windows Server 2008 Utilities You Should Know About,” 2011

“Windows Server 2008: Object Accidental Deletion Protection,” 2011

“Minimizing Windows 7 Interface Shock,” 2011

“Leveraging Windows 7 for Better User Support,” 2011

“Hyper-V Server 2008 R2: Free Virtualization without a Server Operating System,” 2010

“Speeding up File Transfers in Windows 7,” 2010
“Getting to Know MED-V,” 2010
“Windows 7 and Windows XP Mode,” Global Knowledge white paper, 2010
“Top Ten Things Every IT Pro Should Know about IE8 on Windows 7,” 2010
“Assessing Your Organization’s Readiness for Windows 7,” 2010
“Windows 7 and AppLocker,” 2010
“Ten Things You Should Know about Windows 7 vs. Windows XP,” 2009
“Ten Things You Should Know about Windows 7,” 2009
“Windows 7 Review Guide,” 2009
“Windows 7, BitLocker, and BitLocker-to-Go,” 2009
“Windows Server 2008 Migration Considerations,” 2008
“Implementing Device Restrictions in Vista and Server 2008,” 2008
“Windows Server 2008 Backup and Restore,” 2008
“Windows Server 2008 Hyper-V,” 2008
“Windows Server 2008 Starter GPOs,” 2008
“Windows Server 2008 and New Group Policy Settings,” 2007
“Longhorn and Group Policy Architecture Changes,” 2007
“Windows Server 2008 Core Edition,” 2007
“Workstation Security Enhancements in Windows Vista,” 2007
“Windows Server 2008 Server Manager,” 2007
“Windows 2000/2003/XP Security Architecture Overview,” 2003

E-books

“MightyWords Technical Briefings: Mobile Computing and Windows 2000 Professional,” E-book published by MightyWords Inc., Santa Clara, California, ISBN 0-7173-0390-X, 2001

“Computer Security and Windows 2000,” E-book published by MightyWords Inc., Santa Clara, California, ISBN 0-7173-0427-2, 2001

Blogs

Glenn wrote a running blog on Windows Server 2008 for the *Network World* magazine website from 2009 to 2010.

Videos

Glenn was scriptwriter, author and on-camera presenter for several technical videos, including:

Windows 95 Advanced, Technology Interchange Group, 1995
Windows on NetWare, Technology Interchange Group, 1994
Troubleshooting and Fine-Tuning the Networked PC, Technology Interchange Group, 1995
The Help Desk Analyst’s Workshop. Technology Interchange Group, 1994

Glenn also acted as editor and on-camera presenter for the following videos:

Accessing the Internet, Technology Interchange Group, 1994
Enabling Networks for Internet Access, Technology Interchange Group, 1995
Finding It on the Internet, Technology Interchange Group, 1995
Understanding, Configuring, and Optimizing TCP/IP, Technology Interchange Group, 1996
Internet Security Solutions, Technology Interchange Group, 1996

Certifications

CompTIA A+
Microsoft Certified Trainer (MCT) (since 2007)

Microsoft Certified Information Technology Specialist (MCITP): Enterprise Desktop Administrator on Windows 7
MCITP: Enterprise Desktop Support Technician on Windows 7
MCITP: Enterprise Support Technician on Windows Vista
Microsoft Certified System Engineer (MCSE): Microsoft Windows Server 2003
MCSE: Microsoft Windows Server 2000
Microsoft Certified System Administrator (MCSA): Microsoft Windows Server 2003
MCSA: Microsoft Windows 2000
Microsoft Certified Technology Specialist (MCTS): Windows 7 Configuration
MCTS: Microsoft Windows Vista Configuration
Microsoft Certified Professional (MCP): Windows XP Professional Product Specialist
MCP: Windows 2000 Server Product Specialist
MCP: Windows 2000 Professional Product Specialist
MCP: Windows NT Server 4.0 Product Specialist
MCP: Windows 98 Product Specialist
MCP: Windows 95 Product Specialist
MCP: Windows 95 Migration Specialist
MCP: Windows 3.1 Product Specialist

Patents

U.S. Patent 4,512,157, *Solar powered fluid heating system*, April 23 1985 (inventor)
U.S. Patent 4,483,320, *Solar powered fluid heating system*, November 20 1984
(co-inventor with Otto K. Wetzel, Jr.)

Advisory Positions

Glenn served for two years as a technology mentor for Inc. magazine's small-business website, www.inc.com.

Professional Associations

Association for Computing Machinery (ACM)

Employment History

1985-present: **President, Independent Software, Inc., Golden, Colorado**
Expert witness services, technical seminars, and IT consulting. Develop and present intensive technical seminars on networking and operating systems. Perform computer strategy studies; market research; system design and implementation; project management; vendor negotiations; custom software; user training. Diverse clientele including real estate, law, and engineering firms; manufacturers; medical clinics; non-profit organizations, etc.

1982-1985: **Associate, Wetzel Enterprises Inc., Dallas, Texas**
Engineering research and consulting. Designed innovative solar water heating system. Built solar research lab and programmed automated HP data acquisition computer. Wrote residential energy analysis microcomputer program. Managed one technical assistant.

1981: **Technical Editor, Solar Engineering Magazine, Dallas, Texas**
Solicited and edited technical papers for trade monthly.

1980-1981: **Product Manager, Northrup Inc., Hutchins, Texas**

Co-created new heat exchanger manufacturing firm (Pyradyne Inc., subsidiary of ARCO). Responsible for all marketing activities. Improved manufacturing processes. Obtained approvals from certificatory agencies.

Education

Bachelor of Science in General Engineering, Stanford University, With Distinction, 1980

(self-designed major in energy technologies, with emphasis on renewable resources)

Phi Beta Kappa (Stanford University, 1980)

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

National Merit Scholarship, Stanford University, 1976