



## IT Manager's Handbook, Second Edition: Getting your new job done

*By Bill Holtsnider, Brian D. Jaffe*

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Many technical professionals are tossed into their new position of managing an IT department without enough training or experience ? let alone a clear idea of what is expected of them. Other technicians are trying to decide if they should join the ranks of management, and want the real facts about managing – and managing other technical pros – before they decide.

To compound the issue, most companies have become highly dependent on their IT departments for their day-to-day business operations ? often including revenue generation ? so the tasks are critical and the learning curve is steep.

The IT Manager's Handbook, 2nd edition provides essential information needed to manage the new responsibilities thrust on you (or the ones you would like to have): vital tasks such as creating budgets, evaluating technologies, administering compliance, and managing staff.

A completely updated and expanded second edition that provides practical, easily accessible management advice written specifically for new IT managers:

- Brings you up to speed on those business practices most critical to effective IT operations: recruiting, budgeting, resource planning, managing personnel, and working with vendors.
- Includes expanded coverage on such critical IT management topics as security, disaster recovery, storage, government/regulatory compliance, and project management.
- Organizes information modularly so you can delve directly into only the topics that you need.
- Provides a unique management perspective on those specific technical issues with the most significant business ramifications.
- Includes new material on key technology topics such as open source, wireless, handhelds, outsourcing, offshoring, and operations, as well as updated coverage of e-commerce, remote access, intranets, and LAN/WAN management.

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### **Editorial Review**

#### **Review**

"The IT Manager's Handbook, 2nd Edition is a must-read for new IT leaders. The technology industry changes so rapidly that this edition will even be helpful to veteran IT leaders. The ever-changing world of technology challenges IT leaders to stay current; the authors do a great job of highlighting the changes in IT you need to know about. In a nutshell, the Handbook educates the reader on nearly every aspect of IT. Every IT manager needs to move aside a few technical manuals to make room for Holtsnider & Jaffe's 2nd Edition, IT Manager's Handbook. They have captured the role of every IT Leader and their book should be mandatory for anyone moving into this position." --Jim Chilton – Vice President and CIO, SolidWorks Corporation

"Had this book been available 10 years ago, it would have eased my transition from a purely technical role to a technology management role. Even after a number of years as an IT Manager, I found helpful insights in the first edition of this book and this second edition has added an expanded base of topics to help any new manager succeed. " --Brian McMann, Director, IT Systems, New Global Telecom

"This book is a must-read for a new IT Manager. It is a comprehensive guide to assist the new manager perform the wide variety of job tasks within the organization that s/he will be facing. The seasoned IT Manager/CIO may already know the information presented, but there are sections that provide relevant information and excellent advice to address current issues. For both types of readers, excellent and useful references and resources are included at the end of each Chapter." -- Mark Landmann, Partner, Infusion Group LLC

#### **From the Back Cover**

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### Features

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### About the Authors

Bill Holtsnider is an experienced writer, educator and software professional, with more than 22 years of experience working in the computer industry. He is the author of several books and a wide range of technical and marketing documentation.

Brian D. Jaffe is a seasoned veteran in the IT community, with more than 20 years of professional experience at several Fortune 500 companies. His articles have appeared in Computerworld, InfoWorld, eWeek, and The New York Times.

### About the Author

Bill Holtsnider is an experienced writer, educator, and software professional with more than 26 years of experience working in the computer industry. His IT expertise includes working in such diverse areas as stock portfolio management, identity management, and software development. He is the author of six books and a wide range of technical and marketing documentation.

Brian D. Jaffe is a seasoned veteran in the IT community. As an IT professional, he has worked for several Fortune 500 companies including Bristol-Myers Squibb, Time Warner, Philip Morris, and The Interpublic Group of Companies. Currently he is Senior Vice President for Global IT at McCann Worldgroup in New York City, one of the country's leading advertising agencies. His articles have appeared in Computerworld, InfoWorld, eWeek, and The New York Times.

## **Users Review**

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#### **Rita Dubois:**

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#### **Jessica Kelly:**

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