

## Internet Quest



### Networking

What is networking? Find out all the basics you need to know about effective networking from this article by contacting the Career Resource Center, sponsored by Career Mosaic and Fortune Magazine. Go to [www.mhhe.com/cec9](http://www.mhhe.com/cec9).

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### Telecommuting

Many people are telecommuting in today's workforce. What are the benefits and drawbacks of telecommuting? Review the International Telework Association & Council (ITAC) Web site to find out all you need to know about telecommuting. Go to [www.mhhe.com/cec9](http://www.mhhe.com/cec9).

## REVIEW OF KEY POINTS

- E-mail, voice mail, fax machines, broadcast fax, fax by request, Internet faxing, and pagers have reduced the amount of time it takes to send a message. Personal computers have enhanced the quality of documents prepared. All this technology has reduced start-up costs for businesses.
- Cell phones, personal computers, printers, and modems are innovations that have allowed for greater processing, efficiency, and quality of communication.
- The Internet (the Net), World Wide Web (WWW), intranet, extranet, e-mail, and instant messaging are some of the technological advances that have enabled us to communicate to/from anywhere in the world.
- Groupware promises to further enhance how we communicate in business today.

## CASE 12.1

### Remedying the Situation

Jeff Gordon is the manager of information services at Machine Testing Systems (MTS) Corporation's Powertrain Division in Ann Arbor, Michigan. MTS world headquarters is in Eden Prairie, Minnesota. Jeff also is responsible for administering MTS's Noise and Vibration Division (NVD) in Madison Heights, Michigan, which does not have a full-time information technologies staff. Jeff administers the NVD local domain via remote access through the MTS corporate Virtual Private Network.

**One day, the NVD server goes down and the NVD users are unable to dial in to their local domain. You are one of the NVD users. What steps would you take to remedy the situation?**

# CHAPTER 12 REVIEW

## CASE 12.2

### Market Effects

According to Techweb.com (3/9/01), “Cisco Systems Inc. confirmed that it would cut its full-time workforce between 7 and 11 percent over the rest of the year because of a slow-down that CEO John Chambers says will last longer than anticipated.”

Analysts say Cisco is “feeling the effects of a tighter budget because its customers—service providers and enterprise businesses—aren’t investing in networks.” In addition, they say Cisco is “preparing to operate in a tougher environment worldwide.”

**If you were an employee with Cisco, what would you do to follow the global market and Cisco’s place in it?**

**As a research director, what would you suggest Cisco do?**

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and find out more about this information portal.

## Communicating in Your Career

### Compare and Save

You’re the owner of a medium-size business titled John’s Pack and Ship. You need to compare prices on countywide digital subscriber lines so that each of your countywide satellite drop-off locations will have high-speed access to your main office.

How would you find this information to compare prices?

## Ethics in Action

### Responsibility and Recourse

Your business just received the latest update on its Web site design software. Your colleague loves state-of-the-art technology and told you that he took the software to load on his home computer since he works long hours during the weekends. The company policy states that employees cannot violate license agreements and cannot copy software. What are the legal and ethical issues involved? Should you report this to your supervisor?