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Sommario/riassunto	Companies seeking to use communications technology as a delivery or payment platform for digital services are particularly at risk from fraudsters, hackers and accidental revenue leakage. They need to understand both their strategic and operational risks as well as those affecting their stakeholders - partners and customers. Effective risk management is as much about awareness, culture, training and organization as it is about technology. Mark Johnson's practical guide, Demystifying Communications Risk, provides managers with an understanding of the nature and implications of the risks they fac