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Soggetti	Computer technical support
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Note generali	An Auerbach book.
Nota di bibliografia	Includes bibliographical references.
Nota di contenuto	Front Cover; Contents; Preface; About the Author; Chapter 1 - The BYOD Revolution; Chapter 2 - Making a Financial Case for BYOD; Chapter 3 - Integrating BYOD into Performance Measurement and Management Systems; Chapter 4 - Assessment and Mitigation of Risks in a BYOD Environment; Chapter 5 - Guidelines for Managing and Securing Mobile Devices in the Enterprise; Chapter 6 - Cloud Best Practices; Chapter 7 - Configuration Management in a BYOD Environment; Chapter 8 - Content Management, Mobile and Otherwise; Chapter 9 - Integrating BYOD into Resource Management Chapter 10 - BYOD Means Social NetworkingQuick Start 1: Software-Based Authentication; Quick Start 2: BYOD: Making It Work for Your Firm; Quick Start 3: Software Selection from Multiple Packages; Quick Start 4: The Make-Buy Decision; Quick Start 5: Balanced Scorecard Metrics; Quick Start 6: Common BYOD Mistakes; Quick Start 7: BYOD Corporate Policy; Quick Start 8: Mobile Device Management Functionality Guide; Quick Start 9: Legal Issues with BYOD; Quick Start 10: Managing Online Content Checklist; Quick Start 11: Selecting a Content Management System Checklist Quick Start 12: BYOD Lessons LearnedQuick Start 13: BYOD Risks; Quick Start 14: Getting Started with BYOD; Quick Start 15: BYOD Security Tips; Quick Start 16: Cloud Migration Tips; Quick Start 17:

Hitching Your Network to BYOD; Appendix A: Security Glossary; Appendix B: Employee Mobile Device Agreement; Appendix C: Mobile Device Security Checklist; Appendix D: Security Configuration Recommendations for Apple iOS 5 Devices; Appendix E: Traditional IT Metrics Reference; Appendix F: Cloud Procurement Questions; Appendix G: Computer Use Policy; Appendix H: Benchmarking Data Collection Methods
Appendix I: Wireless Device Agreement
Appendix J: Mobile Device Management Vendors; Appendix K: Best Practices Security Checklist; Back Cover

Sommario/riassunto

This book explains and then helps readers live with the psycho-techno phenomenon that is bring your own technology (BYOT). Readers will learn how to understand these new end-users and their demands, as well as the strategic and tactical ramifications of these demands. Next, it covers the broad range of technical considerations such as selection, connectivity, training, support, and security. The text includes best practices and case studies of well-known companies, including IBM, Ford, and CarFax--
