

- 1 Voice and Data Communications Patricia Morreale
- 1.1 Advanced Intelligent Networks (AIN) Patricia Morreale p. 1
- 1.2 Computer Telephone Integrated (CTI) Michel Gilbert p. 18
- 1.3 Voice over IP Matthew Kolon p. 30
- 1.4 Local Area Networks John Amoss p. 38
- 1.5 Token Ring Specifics John Amoss p. 56
- 1.6 Summary p. 60
- 2 Intranets Teresa Piliouras and Andrew Resnick
- Introduction p. 1
- 2.1 Internet and Intranet Management Concepts Teresa Piliouras p. 2
- 2.2 Internet Security John Braun p. 28
- 2.3 Virtual Private Networking Solutions Endre Sara p. 30
- 2.4 Effective Website Design Karen M. Freundlich p. 38
- 2.5 Web-Enabled Data Warehousing Dermot Murray p. 40
- 2.6 E-commerce Technologies: A Strategic Overview Mihir Parikh p. 49
- 2.7 Internet Protocols John Braun p. 55
- 3 Network Management and Administration Kornel Terplan
- Introduction p. 2
- 3.1 Management Concepts Joe Ghetie p. 4
- 3.2 Management of Emerged and Emerging Technologies Kornel Terplan p. 21
- 3.3 Commercial Network and Systems Management Standards Kornel Terplan p. 43
- 3.4 Telecommunications Management Network (TMN) Endre Szebenyi p. 66
- 3.5 TINA Takeo Hamada and Hiroshi Kamata and Stephanie Hogg p. 99
- 3.6 Telecommunications Support Processes Kornel Terplan p. 120
- 3.7 Management Frameworks and Applications Kornel Terplan p. 140
- 3.8 Customer Network Management Kornel Terplan p. 162
- 3.9 Aspects of Managing Outsourcing Solutions: Aiming for Success Carel Marsman p. 170
- 3.10 Support Systems for Telecommunication Providers Kornel Terplan p. 183
- 3.11 Performance Management of Intranets Kornel Terplan p. 203
- 4 Future Telecommunications: Trends and Directions James Anderson
- 4.1 Introduction p. 1
- 4.2 User Needs p. 2
- 4.3 Application Trends p. 11
- 4.4 Systems and Service Integration p. 19
- 4.5 New Product and Service Creation p. 27
- 4.6 Telecommunications Tariffing p. 33
- 4.7 Telecommunications Strategies p. 37
- Index p. 1