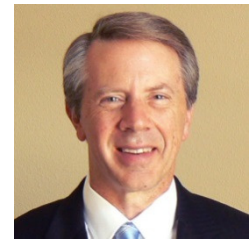


**Glenn E. Weadock, MCSE, MCSA, MCT, MCITP, MCP, MCTS, A+**  
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## Summary

Founder and president of Independent Software, Inc. (ISI), a Denver-area IT consulting firm active since 1982. Provides expert witness services in Web, browser, e-commerce and networking patent cases. Teaches high-level technical seminars through Global Knowledge and online courses through Pluralsight. Author of 18 commercial books on Windows, Web design, networking, and productivity.

## Expert Witness and Legal Consulting

Glenn has testified as an expert witness seven times, has been deposed 17 times, and has written 25 expert reports. His clients include Arent Fox LLP, DLA Piper LLP, Fenwick & West LLP, Fish & Richardson, LLP, Gray Cary Friedrich & Ware, Kaye Scholer LLP, Meister Seelig & Fein, Morrison & Foerster LLP, the United States Department of Justice, the United States Patent and Trademark Office, and Zelle Hofmann Voelbel & Mason LLP.

### Primary Expertise Areas

- Operating systems, including clients (workstations) and servers, and including all versions of DOS, Windows, and Active Directory
- Computer networking, including DNS, DHCP, TCP/IP, virtualization, file and print services
- Internet and Web technologies, including browsers, the HTTP protocol, Web site design, Web page design, and e-commerce
- Computer system user interface design, from Apple II to today
- Office automation, including network printing
- Computer-based audio and video

### Cases (most recent first)

**Google Inc. v. Spring Ventures Ltd.**, Case No. IPR2017-01652 and Case No. IPR2017-01653, Inter Partes Review (2017). Hired by patent owner to rebut IPR petitions; wrote an expert declaration and consulted on patent owner's responses.

**US v. Clifford Eric Lundgren**, Case No. 16-80090-CR-Hurley/Hopkins, United States District Court, Southern District of Florida (2016-2017). Hired by defendant in a criminal case involving alleged software counterfeiting. Wrote an expert report and testified in district court.

**Real Living Real Estate, LLC, v. SCS Realty Investment Group, LLC**, case reference No. 1425016639, New Jersey (2016). Hired by defendant in an arbitration case regarding franchisor web services. Wrote expert declarations and testified at arbitration hearing.

**Tranxition Inc. v. Lenovo (United States) Inc.**, Civil Action 3:12-cv-1065-HZ, United States District Court, Oregon (2014-2015). Hired by plaintiff in a patent case regarding the migration of computer settings. Wrote two expert declarations.

**Freedom Scientific, Inc. v. Apple, Inc.**, Civil Action 8-14-CV-00132-JDW-MAP, United States District Court, Middle District of Florida, Tampa Div. (2014-2015). Hired by defendant in a patent case regarding accessibility software for vision-impaired users. Wrote an expert declaration.

**SurfCast Inc. v. Microsoft Corporation**, Case 2:12-cv-333-DBH, United States District Court, District of Maine (2012-2014). Hired by plaintiff in a patent case regarding the simultaneous display of multiple information sources. Prepared expert reports on infringement and validity and was deposed twice. Prepared expert declarations and was deposed in a parallel Inter Partes Review.

**LendingTree, LLC v. Zillow, Inc., Nextag, Inc. and Adchemy, Inc.**, Case 3:10-cv-00439 FDW-DCK, United States District Court, Western District of North Carolina (2013-2014). Testified on behalf of defendants in a patent case regarding coordinating loans over the Internet. Prepared expert reports on noninfringement and invalidity, was deposed, and testified in district court.

**Optimize Technology Solutions, LLC, v. Staples, Inc., et al**, Civil Action 2:11-cv-00419-JRG, United States District Court, Eastern District of Texas (2013-2014). Hired by plaintiff in a patent case regarding displaying pre-customized content on Web sites. Wrote two infringement expert reports and one validity expert report. Was deposed three times.

**Disney Enterprises, Inc. v. David Kappos, Honorable Under Secretary of Commerce for Intellectual Property and Director of the U.S. Patent and Trademark Office**, Case 12-cv-687-LMB/TRJ, United States District Court, Eastern District of Virginia (2012-2013). Hired by defendant in a patent case regarding Web-based e-commerce and browser cookies. Prepared rebuttal expert report, was deposed, and testified in district court.

**Symantec Corporation v. Acronis, Inc., Acronis International GmbH, and OOO Acronis, and related counterclaims**, Case 3:11-cv-05310 EMC, United States District Court, Northern District of California (2013). Hired by defendant in a patent case regarding online data backup.

**Symantec Corporation v. Acronis, Inc., Acronis International GmbH, and OOO Acronis, and related counterclaims**, Case 3:12-cv-05331 JST, United States District Court, Northern District of California (2013), regarding a patent on an incremental backup method.

**IconFind, Inc. v. Google Inc.**, Case 2:11-CV-00319-GEB-JFM, United States District Court for the Eastern District of California (2012). Hired by defendant in a patent case regarding coding, categorizing, and retrieving network pages and sites. Performed invalidity research and began work on expert report on invalidity.

**Yahoo! Inc. v. Augme Technologies, Inc. and World Talk Radio, LLC**, Case C-09-5386 JCS, United States District Court, Northern District of California (2012). Hired by plaintiff in a patent case regarding managing digital content including streaming media.

**Augme Technologies, Inc. v. Yahoo! Inc.**, Case 3:09-cv-05386-JCS, United States District Court, Northern District of California (2012). Hired by defendant in a patent case regarding code modules for adding function to a Web page. Prepared expert report on invalidity and was deposed.

**Certain Printing and Imaging Devices and Components Thereof**, ITC Investigation 337-TA-690 (2010-2011). Testified on behalf of plaintiff in a patent case between Ricoh and Oki Data regarding remote printer configuration technologies. Prepared expert reports on infringement and validity, presented technical briefing for Judge, was deposed, and testified in court.

**Ricoh Company Ltd. and Ricoh Americas Corporation v. Oki Data Corporation and Oki Data Americas Inc.**, Civil Action 09-694-SLR, United States District Court, Delaware (2009-2011). Hired by plaintiff in a patent case regarding printer technologies. Prepared expert reports on infringement and non-invalidity and was deposed.

***Girafa.com v. Amazon Web Services, LLC, Amazon.com, Inc., Alexa Internet, Inc., IAC Search & Media, Inc., Snap Technologies, Inc., Yahoo! Inc., Smartdevil, Inc., Exalead, Inc. and Exalead, S.A.***, Case 07-87-SLR, United States District Court, Delaware (2008-2009). Hired by defendant in a patent case regarding the use of thumbnail images in browser-based user interfaces. Prepared expert reports on invalidity and non-infringement.

***International Business Machines v. Amazon***, Case 9:2006-CV-242, United States District Court, Eastern District of Texas (2006-2007). Hired by defendant in a patent case regarding e-commerce and the Internet. Researched invalidity on three patents.

***Charles E. Hill & Associates v. Amazon.com Inc., America Online Inc., Barnesandnoble.com Inc., Buy.com Inc., Ebay Inc., Eddie Bauer Inc., The Gap Inc., International Business Machines Corporation, Intimate Brands, Inc., J. Crew Group, L L Bean Inc., Lands' End Inc., Limited Brands Inc., Quixtar Inc., Recreation Equipment Inc., Sears Roebuck and Co., Spiegel Inc., and Williams-Sonoma Inc.***, Case 2-02-CV-186, United States District Court, Eastern District of Texas (2003-2005). Hired by defendant in a patent case regarding Web communications technologies (specifically HTTP) in e-commerce applications. Prepared expert report on non-infringement and was deposed.

***United States v. Microsoft***, Civil Action 98-1232 (TPJ), United States District Court for the District of Columbia (1998). Testified on behalf of plaintiff as one of 12 expert witnesses for the US Department of Justice in the landmark antitrust trial on issues of corporate computing practices and Web browser integration in the Windows 95 and 98 operating systems. Prepared briefings for US assistant attorney general Joel Klein and lead prosecutor David Boies. Testified in federal court.

***United States v. Microsoft***, Civil Action 94-1564, United States District Court for the District of Columbia (1998). Testified in federal court on behalf of plaintiff as the Department of Justice's sole witness in a contempt hearing regarding the bundling of Windows 95 and Internet Explorer.

### **Consulting only**

***Alcatel-Lucent USA Inc. v. Amazon.com, et al.***, Case 6:09-CV-422, United States District Court, Eastern District of Texas (2010). Provided consulting and research assistance in a patent case involving the use of graphical objects in a user interface.

***Joe Comes and Riley Paint, Inc. v. Microsoft Corporation***, Case 05-CV-562, United States District Court, S. D. Iowa, Central Division (2005). Provided consulting regarding impact of Microsoft's alleged violation of Iowa competition law on user productivity.

## **IT Consulting**

ISI has provided system management, network maintenance services, security and backup services, technical education, computer-based training, computer strategy studies, performance analysis, technical support management, Website design, computer graphics and multimedia services. Glenn has designed, installed and supported hundreds of systems and networks. Current IT consulting activities are limited given Glenn's expert witness and teaching activity.

ISI's client list has included Accenture, AT&T, Avaya Communications, British Columbia Insurance Company, Caterpillar Engine Division, Data-Tech Institute, Ernst & Young, Ford Motor Company, IBM, InSource Group, Intel, IRS, Los Alamos National Laboratory, Lucent Technologies, Mary Kay Cosmetics, MCI, Professional Accounting Services, Stanford University, SQ Learning, Superconducting Supercollider Lab, Travelhost Magazine, US Army, US West, and United Way.

### **Sampling of Projects**

**Avaya Communications.** Hired to train IT staff on Internet technologies, website design, Windows 95 and Windows 98. (2001-2002)

**Ernst & Young, LLP.** Hired to develop and present technical briefings for IT managers and technicians for the rollout of Windows 2000 and Active Directory. Traveled to 20 US cities, London, and Singapore. (2000-2001)

**Superconducting Supercollider Laboratory.** Consulted on setup of computer support Help Desk for multinational, multilingual scientific community. (1993)

**Travelhost Magazine.** Programmed multiuser corporate database of sales leads; designed screens and reports. (1987-1989)

## **Technical Seminars**

Glenn designs and presents technical seminars through Global Knowledge and, in the past, through ISI. He has developed and led public and corporate technical seminars throughout the US, Canada, England, and Asia. Glenn has conducted more than 300 intensive 2-, 3-, and 5-day seminars since 1988. He has co-written two Microsoft Official Curriculum (MOC) classes on Server 2008.

### **Courses codeveloped for Microsoft**

*MOC 6431, Managing and Maintaining Server 2008 Network Infrastructure (2008)*

*MOC 6432, Managing and Maintaining Server 2008 Active Directory (2008)*

### **Courses codeveloped and taught for Global Knowledge**

*Implementing and Maintaining Windows Vista (2006)*

*Migrating to Windows Vista (2006)*

*Deploying Group Policy for Windows 2003, 2000, and XP Systems (2003)*

### **Courses taught, but not developed, for Global Knowledge**

*Upgrading Your Skills to MCSA: Windows Server 2016 (2016+)*

*Installing and Configuring Windows 10 (2016+)*

*Identity with Windows Server 2016 (2016+)*

*Supporting and Troubleshooting Windows 10 (2016+)*

*Administering System Center 2012 Configuration Manager (2015+)*

*Deploying and Managing Windows 10 Using Enterprise Services (2015+)*

*Designing and Implementing a Server Infrastructure (2015+)*

*Configuring Advanced Windows Server 2012 Services (2015+)*

*Implementing a Desktop Infrastructure (2015+)*

*Administering Windows Server 2012 (2014+)*  
*Installing and Configuring Windows Server 2012 (2013+)*  
*Configuring Windows 8.1 (2014+)*  
*Configuring Windows 8 (2013+)*  
*Configuring, Managing, and Maintaining Windows Server 2008 R2 (2009)*  
*Configuring and Troubleshooting a Windows Server 2008 Network Infrastructure (2008+)*  
*Migrating to Server 2008 (2008+)*  
*Configuring & Troubleshooting Windows Server 2008 Active Directory Domain Services (2008+)*  
*Managing and Maintaining Windows 2008 Server (2008-2009)*  
*Managing and Maintaining a Windows 2003 Server Environment (2003+)*  
*Planning, Implementing, and Maintaining a Microsoft Windows Server 2003 Active Directory Infrastructure (2003+)*  
*Microsoft Windows Server 2003 (2003+)*  
*Microsoft Windows 2003 Configuring Active Directory Services (2003+)*  
*Systems Management Server (SMS) 2003 (2005-2006)*  
*MCITP Enterprise Support Technician Bootcamp (2010+)*  
*Managing Windows Environments with Group Policy (2009+)*  
*Planning and Managing Windows 7 Desktop Deployments and Environments (2010+)*  
*Administering and Maintaining Windows 7 (2010+)*  
*Installing and Configuring the Windows 7 Client (2010+)*  
*Implementing, Configuring, and Troubleshooting Windows Vista (2006+)*  
*Deploying Microsoft Windows Vista Business Desktops (2007+)*  
*Installing and Configuring the Windows Vista Operating System (2007+)*  
*Configuring Windows Vista Mobile Computing and Applications (2007+)*  
*Maintaining and Troubleshooting Windows Vista Computers (2007+)*  
*Installing, Configuring, Troubleshooting, and Maintaining Windows Vista (2007+)*  
*Deploying Microsoft Office Professional Plus 2007 (2007-2009)*  
*Hands-On Windows XP Professional (2003-2008)*  
*Windows 2003/XP Troubleshooting (2003-2008)*

### **Courses developed independently**

*Windows 95/98 Architecture (1998-2001)*  
*Supporting & Troubleshooting Windows 98 (1998-2001)*  
*MCSE Windows XP (1998-2001)*  
*Windows 2000 Architecture (2000-2002)*  
*Getting Started with Windows 2000 (2000-2002)*  
*Windows 2000 Rollout: A Technical Overview (2000-2002)*  
*Troubleshooting & Supporting Windows 2000 (2000-2002)*  
*MCSE Windows 2000 Professional (2001-2002)*  
*MCSE Windows 2000 Network Infrastructure (2001-2002)*  
*Learning Dreamweaver 4 (2001-2002)*  
*Technical Writing for Computer Professionals (2000-2002)*  
*Customer Service for the Technical Support Professional (1998-2001)*  
*The Help Desk Manager's Workshop (1999-2001)*  
*Managing and Implementing Windows 2000 Server (2002)*

### **Courses developed for Data-Tech Institute**

*Supporting and Troubleshooting Windows 95 (1995-98)*  
*Windows 95 on NetWare (1995-97)*  
*Troubleshooting and Fine-Tuning the Networked PC (1992-97)*  
*Re-Engineering the Computer Help Desk (1993-97)*  
*Customer Service Excellence for the Help Desk Professional (1990-97)*

*Setting Up and Managing a Computer Help Desk (1989-1993)*  
*The IBM PC Survival Course (1988-91)*

**Courses taught, but not developed, for Data-Tech Institute**

*Supporting and Troubleshooting the Windows Registry*  
*Supporting and Troubleshooting Windows 3.0*  
*Supporting and Troubleshooting Windows 3.1*  
*Understanding LANs*

**On-Line Classes**

Glenn writes on-line IT courseware under contract with *Pluralsight*, the premier provider of online training for IT administrators and software developers. He developed, in cooperation with Wilkins Solutions of Ontario, a 9-course series on configuring Windows 10 in the enterprise. He also developed the bulk of a 4-course series on installing and configuring Windows 10. His current project is a course on writing better technical reports.

## **Commercial Books**

Glenn has written 18 commercial print books, with translations in six languages, and was a contributing author for a 19<sup>th</sup> book.

### Using Macromedia Studio MX 2004, Special Edition

by Michael Hurwicz, Glenn Weadock, Emily Weadock, et al.

Sybex, 2003. ISBN 0-7897-3042-1

*A guide to the latest versions of Dreamweaver, Flash, and Fireworks, with a strong dose of ColdFusion and ActionScript.*

### Upgrading Your Home PC

by Glenn Weadock

Sybex, 2001 (Polish translation, 2002). ISBN 0-7821-2960-9

*A visual guide for home and small office PC users to the most popular PC hardware upgrades, with photographs by the author and step-by-step procedures.*

### Look & Learn Dreamweaver 4

by Glenn Weadock

Hungry Minds, 2001. ISBN 0-7645-3507-2

*The second entry in the visual series designed by best-selling graphics author Deke McClelland. This book teaches Dreamweaver via 196 annotated screen shots and 56 step-by-step examples.*

### MCSE Windows XP Professional For Dummies

by Glenn Weadock, MCSE

IDG, 2001. ISBN 0-7645-1631-0

*This Microsoft-approved study guide targets exam #70-270, "Installing, Configuring, and Administering Microsoft Windows XP Professional" and includes hundreds of example questions.*

### MCSE Windows 2000 Network Infrastructure For Dummies

by Glenn Weadock, MCSE

IDG, 2000. ISBN 0-7645-0711-7

*This study guide for Microsoft exam #70-216, "Implementing and Administering Microsoft Windows 2000 Professional," includes hundreds of example questions.*

### MCSE Windows 2000 Professional For Dummies

by Glenn Weadock, MCSE

IDG, 2000. ISBN 0-7645-0653-6

*This Microsoft-approved study guide targets Microsoft exam #70-210, "Installing, Configuring, and Administering Microsoft Windows 2000 Professional."*

### Windows 2000 Registry For Dummies

by Glenn Weadock

IDG, 1999 (Chinese translation, 2001). ISBN 0-7645-0489-4

*Update of Windows 98 Registry For Dummies.*

### MCSE Windows 98 For Dummies

by Glenn Weadock

IDG, 1999 (Dutch translation, 2002). ISBN 0-7645-0483-5

*A comprehensive study guide to Microsoft exam #70-098, "Implementing and Supporting Microsoft Windows 98." Includes hundreds of sample questions.*

### Windows 98 Registry For Dummies

by Glenn E. Weadock and Mark B. Wilkins

IDG, 1998 (French translation, 2000). ISBN 0-7645-0437-1

*Update of Windows 95 Registry For Dummies.*

Windows 95 Registry For Dummies

by Glenn E. Weadock and Mark B. Wilkins

IDG, 1998. ISBN 0-7645-0359-6

*Exploration of the Windows Registry, a collection of hardware and software settings that governs nearly every aspect of the operating system.*

Small Business Networking For Dummies

by Glenn E. Weadock

Foreword by Eric Schmidt, CEO of Novell Inc.

IDG, 1998. ISBN 0-7645-0289-1

*A guide to building a computer network for a small business. this book identifies the key decision areas then steps through building a network in logical steps, with tips for ongoing management.*

Bulletproofing Windows 98

by Glenn E. Weadock and Gerald R. Routledge

McGraw-Hill, 1998. ISBN 0-07-913689-3

*A follow-up to "Bulletproofing Windows 95," this book provides over 650 pages of technical tips. A main selection of McGraw-Hill's Computer Book Club.*

Intranet Publishing For Dummies

by Glenn Weadock

IDG, 1997. ISBN 0-7645-0222-0

*This book shows how to publish important information on your company intranet to save money, improve business processes, and empower employees.*

Creating Cool PowerPoint 97 Presentations

by Glenn Weadock and Emily Weadock

IDG, 1997 (Indian edition 1998; Spanish translation 1999). ISBN 0-7645-3017-8

*This book shows how to enliven slideshows with both PowerPoint's built-in tools and third-party software.*

Bulletproofing Client/Server Systems

by Richard J. Martin and Glenn E. Weadock

McGraw-Hill, 1997. ISBN 0-07-067622-4

*This book covers how to build client/server systems, intranets, and extranets; make them perform crisply; secure them; ensure their reliability; and support them over time.*

Bulletproofing Windows 95

by Glenn E. Weadock

Foreword by Fred Langa, *Windows Magazine*

McGraw-Hill, 1997 (Korean translation 1998). ISBN 0-07-067631-3

*Proactive troubleshooting for organizations rolling out Windows 95, this book deals with installation, memory, DOS, printing, networking, file and display systems, security, and desktop management. Byte Magazine's computer book of the month for August 1997.*

Bulletproofing NetWare

by Glenn E. Weadock and Mark Wilkins

McGraw-Hill, 1996. ISBN 0-07-067621-6

*Proactive troubleshooting for NetWare 3 or 4. Deals with file and directory services, print services, communication services, security, backups, DOS and Windows clients, and LAN infrastructure.*



### Bulletproof Your PC Network

by Glenn Weadock

Foreword by Jim Seymour, *PC Magazine*

McGraw-Hill, 1995. ISBN 0-07-067620-8

*The bulletproofing book for organizations using Windows 3.x and NetWare 3.x, this title covers DOS, memory, Windows, printing, networking, communications, and security, presenting a total of 210 tips – both quick fixes and long-term solutions. First in a series.*

### Exploding the Computer Myth

by Glenn Weadock

John Wiley & Sons, 1995. ISBN 0471132918

*This book challenges the myth that computers automatically improve organizational productivity, and presents keys to successful automation with numerous case studies from the business world. Used as a textbook at Rutgers University Graduate School of Management.*

## **Magazine and Newspaper Articles**

“Configuring PCs: CONFIG.SYS and AUTOEXEC.BAT,” *Systems/3X World*, September 1988, Vol. 16 No. 9, pp. 88-90, and October 1988, Vol. 16 No. 10, pp.86-88

“Desktop Publishing: What You Can Realistically Expect for Your Money,” *Dallas Downtown News*, August 10 1987

“Computer Waste: Latent Brainpower Is Unused,” *Dallas Downtown News*, April 1987

“Optical Data Storage May Be Quantum Leap for Computers,” *Dallas/Fort Worth Business Journal*, April 27 1987

“Mini-Micro Hybrids Rival Local Networks,” *Mini-Micro Systems: The Magazine for Computer Systems Integration*, September 1986, Vol. XIX No. 11, pp. D1-D10

## **Other Publications**

### **White Papers for Global Knowledge Website**

“Backing up Servers to the Microsoft Cloud,” 2015

“Dynamic Access Control: Beyond Classic NTFS Permissions,” 2015

“Hyper-V Replicas in Windows Server 2012,” 2015

“Crossroads for XP Users: Windows 7 or Windows 8?,” 2014 (and related Webinar)

“Windows 8 Features You Should Know About,” 2012

“Sysinternals: Free Windows Server 2008 Utilities You Should Know About,” 2011

“Windows Server 2008: Object Accidental Deletion Protection,” 2011

“Minimizing Windows 7 Interface Shock,” 2011

“Leveraging Windows 7 for Better User Support,” 2011

“Hyper-V Server 2008 R2: Free Virtualization without a Server Operating System,” 2010

“Speeding up File Transfers in Windows 7,” 2010

“Getting to Know MED-V,” 2010

“Windows 7 and Windows XP Mode,” Global Knowledge white paper, 2010

“Top Ten Things Every IT Pro Should Know about IE8 on Windows 7,” 2010

“Assessing Your Organization’s Readiness for Windows 7,” 2010

“Windows 7 and AppLocker,” 2010

“Ten Things You Should Know about Windows 7 vs. Windows XP,” 2009

“Ten Things You Should Know about Windows 7,” 2009

“Windows 7 Review Guide,” 2009

“Windows 7, BitLocker, and BitLocker-to-Go,” 2009  
“Windows Server 2008 Migration Considerations,” 2008  
“Implementing Device Restrictions in Vista and Server 2008,” 2008  
“Windows Server 2008 Backup and Restore,” 2008  
“Windows Server 2008 Hyper-V,” 2008  
“Windows Server 2008 Starter GPOs,” 2008  
“Windows Server 2008 and New Group Policy Settings,” 2007  
“Longhorn and Group Policy Architecture Changes,” 2007  
“Windows Server 2008 Core Edition,” 2007  
“Workstation Security Enhancements in Windows Vista,” 2007  
“Windows Server 2008 Server Manager,” 2007  
“Windows 2000/2003/XP Security Architecture Overview,” 2003

### **E-books**

“MightyWords Technical Briefings: Mobile Computing and Windows 2000 Professional,” E-book published by MightyWords Inc., Santa Clara, California, ISBN 0-7173-0390-X, 2001

“Computer Security and Windows 2000,” E-book published by MightyWords Inc., Santa Clara, California, ISBN 0-7173-0427-2, 2001

### **Blogs**

Glenn wrote a running blog on Windows Server 2008 for the *Network World* magazine website from 2009 to 2010.

### **Videos**

Glenn was content developer and on-camera presenter for several technical videos, including:

*Identity with Windows Server 2016*, 2-day course, Microsoft Official Curriculum On-Demand, 2017  
*Administering System Center Configuration Manager and Intune*, 2-day course, Microsoft Official Curriculum On-Demand, 2016

*Windows 95 Advanced*, Technology Interchange Group, 1995

*Windows on NetWare*, Technology Interchange Group, 1994

*Troubleshooting and Fine-Tuning the Networked PC*, Technology Interchange Group, 1995

*The Help Desk Analyst's Workshop*. Technology Interchange Group, 1994

Glenn also acted as editor and on-camera presenter for the following videos:

*Accessing the Internet*, Technology Interchange Group, 1994

*Enabling Networks for Internet Access*, Technology Interchange Group, 1995

*Finding It on the Internet*, Technology Interchange Group, 1995

*Understanding, Configuring, and Optimizing TCP/IP*, Technology Interchange Group, 1996

*Internet Security Solutions*, Technology Interchange Group, 1996

### **Certifications**

CompTIA A+

Microsoft Certified Trainer (MCT) (since 2007)

Microsoft Specialist: Configuring Windows Devices

Microsoft Certified Solutions Associate (MCSA): Windows 10

Microsoft Certified Solutions Associate (MCSA): Windows 8

Microsoft Certified Solutions Associate (MCSA): Windows Server 2012

Microsoft Certified IT Professional (MCITP): Enterprise Desktop Administrator on Windows 7

MCITP: Enterprise Desktop Support Technician on Windows 7

Microsoft Certified System Administrator (MCSA<sup>1</sup>): Windows 7  
Microsoft Certified Technology Specialist (MCTS): Windows 7, Configuration  
MCSA: Windows Server 2008  
MCTS: Windows Server 2008 Active Directory, Configuration  
MCTS: Windows Server 2008 Network Infrastructure, Configuration  
MCITP: Enterprise Support Technician on Windows Vista  
Microsoft Certified System Engineer (MCSE): Microsoft Windows Server 2003  
MCSE: Microsoft Windows Server 2000  
MCSA<sup>1</sup>: Microsoft Windows Server 2003  
MCSA<sup>1</sup>: Microsoft Windows 2000  
MCTS: Microsoft Windows Vista Configuration  
Microsoft Certified Professional (MCP): Windows XP Professional Product Specialist  
MCP: Windows 2000 Server Product Specialist  
MCP: Windows 2000 Professional Product Specialist  
MCP: Windows NT Server 4.0 Product Specialist  
MCP: Windows 98 Product Specialist  
MCP: Windows 95 Product Specialist  
MCP: Windows 95 Migration Specialist  
MCP: Windows 3.1 Product Specialist

### **Microsoft Courses Certified to Teach**

Installing and Configuring Windows 10  
Deploying and Managing Windows 10 Using Enterprise Services  
Designing Security for Microsoft Networks  
Fundamentals of Network Security  
E-Learning - Microsoft Security Guidance Training II  
E-Learning - Microsoft Security Guidance Training III  
Deploying and Managing a Public Key Infrastructure  
Configuring Windows 8.1  
Supporting Windows 8.1  
Upgrading Your Skills to MCSA Windows 8  
First Look Clinic: Windows 8.1 for IT Professionals  
Hands-On Lab: Windows 8.1 for IT Professionals  
Installing and Configuring Windows Server 2012  
Administering Windows Server 2012  
Configuring Advanced Windows Server 2012 Services  
First Look Clinic: Windows Server 2012 R2  
Hands-On Lab: Windows Server 2012 R2  
Storage and High Availability with Windows Server  
Deploying and Migrating Windows Servers  
Designing and Implementing a Server Infrastructure  
Implementing a Desktop Infrastructure  
Upgrading Your Skills to MCSA Windows Server 2012  
Installing and Configuring Windows 7 Client  
Troubleshooting and Supporting Windows 7 in the Enterprise  
Planning and Managing Windows 7 Desktop Deployments and Environments  
Updating your Windows Server 2003 Server Administrator Skills to Windows Server 2008  
Planning Windows Server 2008 Server Roles  
Creating a Windows Server 2008 Server Deployment Plan  
Managing a Windows Server 2008 Server Infrastructure  
Monitoring and Maintaining Windows Server 2008 Servers  
Managing Applications in a Windows Server 2008 Environment  
Maintaining Windows Server 2008 Active Directory Domain Services  
Maintaining Security in a Windows Server 2008 Environment

Planning for Windows Server 2008 High Availability and Recovery  
Updating Your Windows Server 2003 Technology Skills to Windows Server 2008  
Configuring, Managing and Maintaining Windows Server 2008-based Servers  
Fundamentals of Windows Server 2008  
Configuring and Troubleshooting a Windows Server 2008 Network Infrastructure  
Configuring and Troubleshooting Identity and Access Solutions with Windows Server 2008 Active Directory  
Implementing and Administering Microsoft Internet Information Services (IIS) 6.0  
Administering the Web Server (IIS) Role of Windows Server  
Using Microsoft Virtual Server 2005 (E-learning)  
Microsoft Visual Basic Scripting Edition and Microsoft Windows Script Host Essentials  
Implementing Microsoft Windows SharePoint Services  
Managing Enterprise Desktops using the Microsoft Desktop Optimization Pack  
Automating Administration with Windows PowerShell  
Advanced Automated Administration with Windows PowerShell  
Cloud & Datacenter Monitoring with System Center Operations Manager  
IT Service Management with System Center Service Manager  
Fundamentals of a Windows Server Infrastructure  
Active Directory Services with Windows Server  
Networking with Windows Server  
Virtualizing Enterprise Desktops and Apps  
Deploying Windows Vista Business Desktops  
Installing, Configuring, and Troubleshooting Windows Vista  
Configuring Windows Vista Mobile Computing and Applications - MODL  
Installing, Configuring, Troubleshooting, and Maintaining Windows Vista  
Supporting Windows Vista and Applications in the Enterprise  
Supporting the Microsoft Windows Vista Operating System and Applications  
Implementing and Managing Microsoft Exchange Server 2003  
Designing a Microsoft Exchange Server 2003 Organization (eLearning)  
Upgrading Your Skills from Microsoft Exchange Server 5.5 to Microsoft Exchange Server 2003 (E-learning)  
Troubleshooting Microsoft Exchange Server 2003  
Managing a Microsoft Windows Server 2003 Environment  
Managing a Microsoft Windows Server 2003 Environment (E-learning)  
Maintaining a Microsoft Windows Server 2003 Environment  
Implementing a Microsoft Windows Server 2003 Network Infrastructure: Network Hosts  
Implementing, Managing & Maintaining a Microsoft Windows Server 2003 Network Infrastructure: Network Services  
Implementing, Managing, and Maintaining a Microsoft Windows Server 2003 Network Infrastructure: Network Services  
Planning and Maintaining a Microsoft Windows Server 2003 Network Infrastructure  
Planning, Implementing, and Maintaining a Microsoft Windows Server 2003 Active Directory Infrastructure  
Designing a Microsoft Windows Server 2003 Active Directory and Network Infrastructure (E-learning)  
Implementing and Administering Security in a Microsoft Windows Server 2003 Network  
Updating Support Skills from Microsoft Windows NT 4.0 to Windows Server 2003  
Installing, Configuring & Administering Microsoft Windows XP Professional  
Installing, Configuring, and Administering Microsoft Windows XP Professional Service Pack 2  
Deploying Microsoft Office Professional Plus 2007  
Implementing and Maintaining Audio/Visual Conferencing and Web Conferencing Using Microsoft Office Communications Server 2007

## **Microsoft Certification Exams Passed**

Configuring Windows 10  
Configuring Advanced Windows Server 2012 Services  
Implementing a Desktop Infrastructure  
Designing and Implementing a Server Infrastructure  
Administering Windows Server 2012  
Installing and Configuring Windows Server 2012  
Supporting Windows 8.1  
Configuring Windows 8.1  
Windows Server 2008 Network Infrastructure, Configuring  
Windows Server 2008 Active Directory, Configuring  
Pro: Windows 7, Enterprise Desktop Administrator  
Pro: Upgrading to Windows 7 MCITP Enterprise Desktop Support Technician  
Pro: Windows Server 2008, Server Administrator  
Pro: Microsoft Desktop Support –Enterprise  
TS: Configuring Microsoft Windows Vista Client  
Managing and Maintaining a Microsoft Windows Server 2003 Environment for an MCSA Certified on Windows 2000  
Planning, Implementing, and Maintaining a Microsoft Windows Server 2003 Environment for an MCSE Certified on Windows 2000  
Designing a Microsoft Windows Server 2003 Active Directory and Network Infrastructure  
Implementing and Administering a Microsoft Windows 2000 Directory Services Infrastructure  
Managing a Windows 2000 Network Environment  
Installing, Configuring, and Administering Microsoft Windows 2000 Server  
Installing, Configuring, and Administering Microsoft Windows XP Professional  
Implementing and Administering a Microsoft Windows 2000 Network Infrastructure  
Installing, Configuring, and Administering Microsoft Windows 2000 Professional  
Implementing and Supporting Microsoft Internet Information Server 4.0  
Implementing and Supporting NT Server 4.0 in the Enterprise  
Implementing and Supporting NT Server 4.0  
Networking Essentials  
Implementing and Supporting Microsoft Windows 98  
Implementing and Supporting Microsoft Windows 95  
Microsoft Windows 3.1

## **Patents**

U.S. Patent 4,512,157, *Solar powered fluid heating system*, April 23 1985 (inventor)  
U.S. Patent 4,483,320, *Solar powered fluid heating system*, November 20 1984  
(co-inventor with Otto K. Wetzel, Jr.)

## **Advisory Positions**

Glenn served for two years as a technology mentor for Inc. magazine's small-business website, [www.inc.com](http://www.inc.com).

## **Professional Associations**

Association for Computing Machinery (ACM)

## **Education**

Bachelor of Science in General Engineering, Stanford University, With Distinction, 1980  
(self-designed major in energy technologies, with emphasis on renewable resources)  
Phi Beta Kappa (Stanford University, 1980)  
Tau Beta Pi, engineering honor society (Stanford University, 1980)  
National Merit Scholarship, Stanford University, 1976

## Employment History

- 1985-present:       **President, Independent Software, Inc., Golden, Colorado**  
Expert witness services, technical seminars, and IT consulting. Develop and present intensive technical seminars on networking and operating systems. Perform computer strategy studies; market research; system design and implementation; project management; vendor negotiations; custom software; user training. Diverse clientele including real estate, law, and engineering firms; manufacturers; medical clinics; non-profit organizations, etc.
- 1982-1985:       **Associate, Wetzel Enterprises Inc., Dallas, Texas**  
Engineering research and consulting. Designed innovative solar water heating system. Built solar research lab and programmed automated HP data acquisition computer. Wrote residential energy analysis microcomputer program. Managed one technical assistant.
- 1981:               **Technical Editor, Solar Engineering Magazine, Dallas, Texas**  
Solicited and edited technical papers for trade monthly.
- 1980-1981:       **Product Manager, Northrup Inc., Hutchins, Texas**  
Co-created new heat exchanger manufacturing firm (Pyradyne Inc., subsidiary of ARCO). Responsible for all marketing activities. Improved manufacturing processes. Obtained approvals from certificatory agencies.