

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 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, Internet technologies, and networking.

Expert Witness and Legal Consulting

Glenn has testified as an expert witness seven times, has been deposed 19 times, and has written 28 expert reports and declarations. 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 US Department of Justice, the US Patent and Trademark Office, the US Securities and Exchange Commission, and Zelle Hofmann Voelbel & Mason LLP.

Primary Expertise Areas

- Operating systems, including all client and server versions of Windows
- Computer networking, including Active Directory, DNS, DHCP, TCP/IP, virtualization, file and print services
- Internet and Web technologies, including browsers, servers, the HTTP protocol, Web site design, Web page design, intranets, 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)

Facebook, Inc. and Instagram, LLC v. Search and Social Media Partners, LLC, Case No. IPR2018-01622, Inter Partes Review (2018). Hired by patent owner to rebut IPR petition; wrote an expert declaration and consulted on patent owner's response.

Avocent Huntsville, LLC v. ZPE Systems, Inc., Case No. 3:17-cv-04319-WHO-KAW, United States District Court, Northern District of California (2018). Hired by plaintiff in a patent case regarding network management devices; wrote an expert declaration on claim construction and consulted on technology tutorial.

Google Inc. v. Spring Ventures Ltd., Case No. IPR2017-01652 and Case No. IPR2017-01653, Inter Partes Review (2017-2018). Hired by patent owner to rebut IPR petitions; wrote three expert declarations and was deposed three times.

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

MCSA: Windows 10 Boot Camp (2017+)

Upgrading Your Skills to Windows Server 2016 MCSA (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

Online Classes

Glenn writes online IT courseware under contract with *Pluralsight*, the premier provider of online training for IT administrators and software developers (www.pluralsight.com).

- Glenn wrote three of the nine courses in the CompTIA A+ certification track:
 - “Mobile Devices” (2019)
 - “Operating Systems” (2019)
 - “Computer Security” (2019)
- In cooperation with Wilkins Solutions of Ontario, Glenn developed a series on configuring Windows clients in enterprise networks in preparation for the Microsoft MCSA exams:
 - “Plan Desktop and Device Deployment” (2015-2018)
 - “Configure Networking” (2015-2018)
 - “Configure Storage” (2015-2018)
 - “Data Access and Protection” (2015-2018)
 - “Manage Identity” (2015-2018)
 - “Manage Remote Access” (2015-2018)
 - “Plan and Implement Intune” (2015-2018)
 - “Manage Apps” (2015-2018)
 - “Manage Updates and Recovery” (2015-2018)
- In cooperation with Andrew Bettany, Glenn developed a 4-course series on installing and configuring Windows 10 in preparation for the Microsoft MCSA exams:
 - “Installing and Configuring Windows 10” (2016-2018)
 - “Implementing Windows 10” (2016-2018)
 - “Configuring Windows 10 Core Services” (2016-2018)
 - “Managing and Maintaining Windows 10” (2016-2018)
- Glenn created two advanced courses on Windows Server 2016:
 - “Implementing Windows Server 2016 Connectivity and Remote Access” (2017)
 - “Windows Server 2016 Security Hardening” (2017)
- Glenn’s course on techniques for writing better technical reports debuted in 2017.

Commercial Books

Glenn has written 18 commercial print books, with translations in six languages, and was a contributing author for a 19th 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 Dreamweaver, Flash, and Fireworks website development tools

Upgrading Your Home PC

by Glenn Weadock; photographs by the author

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

Look & Learn Dreamweaver 4

by Glenn Weadock

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

Dreamweaver website design 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

Microsoft-approved study guide targeting exam #70-270, "Installing, Configuring, and Administering Microsoft Windows XP Professional" and including hundreds of example questions

MCSE Windows 2000 Network Infrastructure For Dummies

by Glenn Weadock, MCSE

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

Study guide for "Implementing and Administering Microsoft Windows 2000 Professional"

MCSE Windows 2000 Professional For Dummies

by Glenn Weadock, MCSE

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

Study guide for "Installing, Configuring, and Administering Microsoft Windows 2000 Pro"

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

Study guide for Microsoft exam "Implementing and Supporting Microsoft Windows 98"

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

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

Bulletproofing Windows 98

by Glenn E. Weadock and Gerald R. Routledge

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

Sequel to "Bulletproofing Windows 95;" a main selection of McGraw-Hill's Computer Book Club

Intranet Publishing For Dummies

by Glenn Weadock

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

How to publish information for employees using Web technologies

Creating Cool PowerPoint 97 Presentations

by Glenn Weadock and Emily Weadock

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

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

How to build, tune, secure, and support client/server systems, intranets, and extranets

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 Windows 95: installation, memory, DOS, printing, networking, file and display systems, and security. 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 3/4, dealing 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

Quick fixes and long-term solutions for Windows 3.x and NetWare 3.x, covering DOS, memory, Windows, printing, networking, communications, and security; first in a series

Exploding the Computer Myth

by Glenn Weadock

John Wiley & Sons, 1995. ISBN 0471132918

Challenges the myth that computers automatically improve productivity, and presents keys to successful automation via case studies from the business world; used 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 (MCSA¹): 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

MCSA¹: Microsoft Windows Server 2003

MCSA¹: 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.

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.