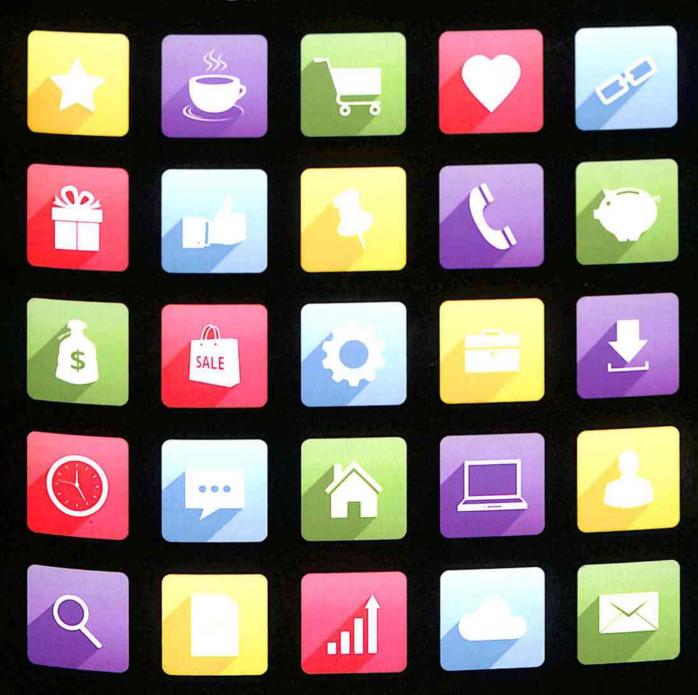
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A Practical Approach to Design, Implementation, and Management

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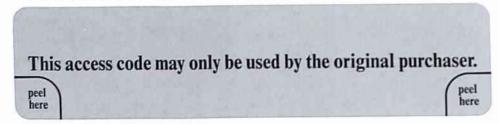


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ISBN-10: 0-13-294326-3 ISBN 13: 978-0-13-294326-0 To Sheena, for her patience, understanding, and love.

To our beautiful children Kathryn, Michael and Stephen with all our love.

And to my brother, Francis, who died during the writing of this book.

Thomas M. Connolly

To my past, present, and future students at UWS.

Carolyn F. Begg

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