

CHAPTER 5

Network Applications, Web 2.0, Distance Learning, and Telecommuting

Chapter Outline

5.1 Network Applications

5.2 Web 2.0

5.3 E-Learning and Distance Learning

5.4 Telecommuting

Learning Objectives

- Describe the four major network applications.
- Discuss the various techniques, applications, and web sites that fall under the umbrella of Web 2.0.
- Differentiate between e-learning and distance learning.
- Understand the advantages and disadvantages of telecommuting for both employers and employees.

Chapter Opening Case



Hannaford Bros. HQ

communications??

↑ communications??



Checking out

comm??



Advertising meats

5.1 Network Applications

- Discovery
- Communications
- Collaboration
- Web services

Discovery

Discovery allows users to browse and search data sources, in all topic areas, on the Web.

- Search engines
- Metasearch engines
- Discovery of material in foreign languages

Four Largest Search Engines

Google



Yahoo



Microsoft Network



Ask



Other Interesting Search Engines

FilesTube

- Search and download files from file sharing and upload sites



GoSasa

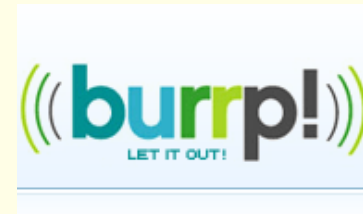
- Metasearch engine that finds free online classified ads of all kinds



Interesting Search Engines (continued)

Burrrp

- Urban lifestyle guide will help you find a Thai restaurant in New York or a night spot in Mumbai



WeShow

- Human-powered search engine for finding online video



Interesting Search Engines (continued)

SearchCrystal

Allows you to visualize search results



Gnosh

Metasearch tool that lets you search large media sites as well as social search engines

The logo for Gnosh is the word "gnosh" in a bold, blue, lowercase, sans-serif font.

Metasearch Engines

Surf-Wax



Metacrawler



Mamma



Metasearch Engines (continued)

KartOO



Dogpile



Publication of Material in Foreign Languages

Translation products include:

- Altavista



- Google



- Trados



Altavista Translator



The screenshot shows a Windows Internet Explorer browser window displaying the Altavista Babel Fish Translation website. The browser's address bar shows the URL <http://babelfish.altavista.com/>. The website's header includes the Altavista logo and navigation links for Home and Tools. The main content area is titled "Babel Fish Translation" and features two primary translation options: "Translate a block of text" and "Translate a Web page". Each option includes a text input field, a language selection dropdown menu, and a "Translate" button. To the right of the main content, there is a "Global Services" section with links for "Calling Cards", "World Travel", "Language School", "Cellular Phones", "Learn Spanish", and "Study Abroad". At the bottom of the page, there are links for "Business Services", "Submit a Site", "About AltaVista", "Privacy Policy", and "Help". A copyright notice for "© 2006 Overture Services, Inc." is visible at the bottom center. The browser's status bar at the bottom indicates the page is powered by SYSTRAN and is zoomed to 100%.

Google Language Tools

The screenshot shows the Google Language Tools page in a Windows Internet Explorer browser window. The browser title is "Language Tools - Windows Internet Explorer" and the address bar shows "http://www.google.com/language_tools". The page features the Google logo and the text "Language Tools" with a link to "About Google".

Search Specific Languages or Countries

Search pages written in: any language
Search pages located in: any country
Search for:

Tip: If you typically search only pages in a specific language or languages, you can save this as your default search behavior on the [Preferences](#) page.

Translate

Translate text:

Spanish to English

or

Translate a web page:

Spanish to English

The browser's status bar at the bottom shows "Done", "Internet", and "100%" zoom level.

Discovery (continued)

- Portals
- Commercial (public) portals
- Affinity portals
- Mobile portals
- Corporate portals
- Industrywide portals

Commercial Portal (example)

The image shows a screenshot of the Yahoo! homepage as it appeared in a Windows Internet Explorer browser window. The browser's address bar shows the URL <http://www.yahoo.com/?rs=1>. The page features the classic Yahoo! layout with a search bar at the top, a navigation menu, and various content sections.

Browser Window: Windows Internet Explorer, Address: <http://www.yahoo.com/?rs=1>, Live Search, Settings.

Search Bar: Web | Images | Video | Local | Shopping | more | Web Search

Navigation: My Yahoo! | My Mail | Page Options

Left Sidebar (Navigation): Answers, Autos, Finance, Games, Groups, HotJobs, Maps, Mobile Web, Movies, Music, Personals, Real Estate, Shopping, Sports, Tech, Travel, TV, Yellow Pages

Featured Section: Oct 21, 2007
Meet the Sudoku king
The first-ever U.S. Sudoku champion has been crowned.
» How long did he take to finish?
• Use search to solve NYT crossword
• Find ways to cheat at Sudoku

Featured Snippets:
Who's the first U.S. Sudoku champion?
Wedding flowers lead to \$400,000 lawsuit
Halloween gadgets to spook out your house
TV's top five stories of the week

In the News Section: World | Local | Finance
As of 1:21 p.m. CDT
• Wildfire burns church, homes in Malibu | California fires
• U.S. forces kill 49 in raid on Baghdad's Sadr City
• Hillary Clinton rejects front-runner label | '08 campaign
• Cuba holds first local elections without Castro | Key issue
• Libya's Gaddafi says weak nations need landmines for defense
• Former POWs struggle with torture debate | Viewpoints
• Max McGee, hero of first Super Bowl, dies after fall from roof

Right Sidebar (Services): Check your mail status: Sign In | Free mail: Sign Up
Mail | Messenger | Radio
Weather | Local | Horoscopes

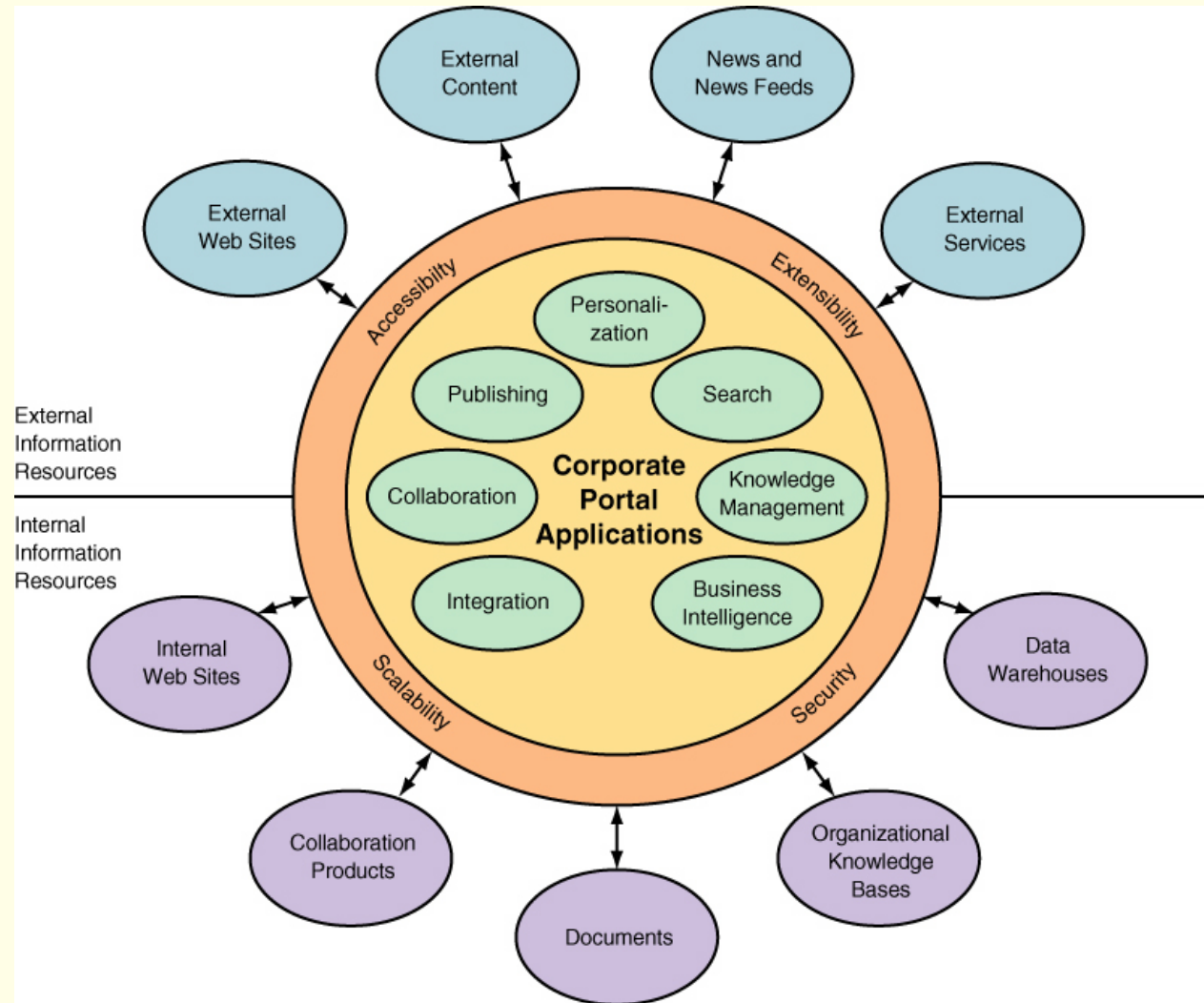
Advertisement: What is Your Credit Score?
TransUnion: You are here (640)
Experian: You are here (635)
EQUIFAX: You are here (618)
Find Out Instantly! | privacymatters.com

Bottom: Be a Better Searcher | The all-new Yahoo! Search

Affinity Portal (example)

The screenshot shows a Windows Internet Explorer browser window displaying the Auburn University Office of Alumni Affairs website. The address bar shows the URL <http://www.aualum.org/>. The browser's search bar contains the text "commercial portal". The website header features the Auburn University logo and the text "OFFICE OF ALUMNI AFFAIRS" and "ALUM AUBURN ALUMNI ASSOCIATION ...because you believe!". A navigation menu includes links for "Alumni", "Membership", "Scholarships", "Clubs", and "Auburn Magazine". The main content area features a large photograph of a group of people holding a banner that reads "War Eagle Travelers in Alaska". Below the photograph, there are several news and promotional sections: "Latest News" with links to "Housel to address Student Alumni Association", "Auburn University enrollment tops 24,000 students for first time", and "Auburn University adds weekly newsletter"; "JOIN ONLINE" with a "2007 Liberty Mutual Coach of the Year" award announcement and an "LSU PRE-GAME PEP RALLY in Mobile Oct. 19th"; and an "ALUM Survey" titled "What makes you feel more connected to Auburn?". The footer of the website includes the Auburn University logo and the text "Aubie, War Eagle VII (Nova), Jordan Hare Stadium, or 'War Eagle!'". The browser's status bar at the bottom shows the URL <http://www.auburn.edu/> and the page is zoomed to 100%.

A Corporate Portal Framework



Corporate Portal (example)

Webtop Applications

- Administration
 - System Logout
 - System Admin
- My eBusiness
 - Catalog Central
 - Catalog Admin
 - Site Ads Manager
- My Groupware
 - Help Publisher
 - Workflow Manager
 - Events Publisher
 - Events Calendar
 - List Manager
 - Contact Manager
 - Newsletter Mgr
 - Office Appt. Mgt
 - Task Manager
 - Web Forum
- My Productivity
 - Content Manager
 - Content Directory
 - Vendor Manager
 - Customer Manager
 - Support Desk
 - Time Tracker
 - Web URL Manager
- My Financial
 - Sales Order Mgr
 - Billing Manager
 - PO Manager
 - Expense Manager
- My Utilities
 - System Stats
 - Site Page Stats
 - Julian Date Calc
 - Mortgage Calc
 - HTML Doc Creator

EVE iPortal Administration Control Panel
EVE iSystem L.04.02000-2002 By X-tier.Com Inc.

General System Information

EVE™ iPortal
Evolution 4.0.0
XIERE Build 4.2.1
General License #78608625
Licensed & Copyright ©2000-2005
by X-tier SAE Inc.

X-tier Customer Care: 1-888-951-8661

Functional Since: 9/10/2003 3:06:38 AM
Address (URL): http://www.x-tier.net
General Email: info@x-tier.net
Space Usage: 108.39 MB of 20 MB allowed. (88.39 MB over quota!)
Datastore Size: 79.44 MB allocated.
EVE's Evelet Registry: -Click Here -

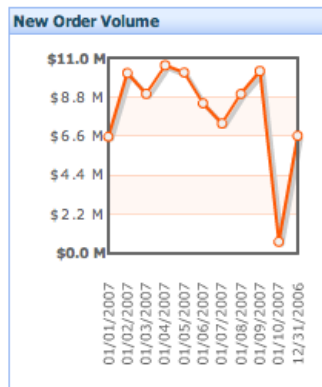
Evelet Licensing: Please remember any subscription to a fee-based Evelet for more than 48 hours will be invoiced for the entire month.

Add/Remove Subscribers	Add/Remove Modules	Add/Remove Groups
Add/Remove eMedia	Answer Post Feedback	Add/Remove Forms
Add/Remove Links	Add/Remove Looks	Add/Remove Services
Initiate Email Campaign	Add/Remove Files	Add/Remove Trusts
Adjust Security Mode	Adjust Security Monitoring	Add/Remove Agents
Add/Remove Feeds	Add/Remove Actions	Add/Remove Settings

Privacy Terms Of Use

Powered by **EVE**™ copyright© 2000-2005 by X-tier SAE Corporation, all rights reserved.

Corporate Portal (example)




Corporate News

New CFO appointed

Toaster Inc. is pleased to announce the appointment of Enrico Franconi as its new Chief Financial Officer. Mr. Franconi began his duties on April 8, 2006.

Prior to this, Mr. Franconi has held diverse CFO roles for Sanoma Industries, VNU and Shell International and notes, "I think it's incredibly interesting to work for a company that is not only in continuous development, but also constantly adapting as a service provider—and taking advantage of new opportunities arising in the field of e-distribution."



After studying business economics and information management at the University of Groningen in the Netherlands, Mr. de Franconi began his career in 1979 at Shell International where he served in various financial management positions for Shell Chemicals, the Nederlandse Aardolie Maatschappij (NAM) and Brunei Shell. Between 1990 and 1999, Mr. Franconi was the finance manager for Shell's Exploration and Production Ventures in Burma, Russia, Kazakhstan and Peru. In 1999, he moved to the Dutch industry conglomerate, VNU, where he was closely involved in the respective sales of VNU's magazines to Wegener NV and newspaper divisions to Sanoma, the Finnish electronics concern.

New & Updated

- Employee Performance Review**
Employee Performance Evaluation and Status Reports more...
- Employee Warning Notice**
Warning of employees misdoings more...
- Training budget**
The Training Budget template records quarterly training costs, calculates total training costs for the year, and compares the training costs to the... more...
- Peer Review**

My Workflow Tasks

Task Id	Type	State	Caption	Received
1010541	Leave Requests	Accepted	My Christmas Vacation 1/4/2007	11:02:02 PM
1011378	Leave Requests	Information	Sick	12/20/2006 4:44:15 PM
1011379	Leave Requests	Information	leave	12/19/2006 4:49:19 AM
1011233	Leave Requests	Information	leave for a day	12/5/2006 11:42:28 PM
1011230	Leave Requests	Information	leave for 2 days	12/5/2006 6:33:40 AM
1010501	Leave Requests	Information	Sabir Awan	10/9/2006 3:04:02 PM
1010325	Leave Requests	Information	Curso de Informatica	9/23/2006 11:00:14 PM

Calendar

January 2007 2. Week Of January 7, 2007

Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	7 Jan 2007	123 (*)
31	1	2	3	4	5	6	Mon	8 Jan 2007	123 (*)
7	8	9	10	11	12	13	Tue	9 Jan 2007	123 (*)
14	15	16	17	18	19	20	Wed	10 Jan 2007	123 (*)
21	22	23	24	25	26	27	Thu	11 Jan 2007	EXPIRED (*) 123 (*)
28	29	30	31	1	2	3	Fri	12 Jan 2007	123 (*)
							Sat	13 Jan 2007	123 (*)

Portal Applications

- Employee Directory
- WebMail
- Contacts
- Organization Units
- Calendar & Tasks
- eMail Templates

Offline Info

[Learn How](#) to Use Adenine Offline!

[Synchronize](#) (recommended)

Updated Yesterday at 9 AM
3 modified offline items

[Work Offline](#) [Configure](#)

My Applications

- Recruiting: Leave Request
- Recruiting Manager: Job Candidate Tracker
- Recruiting Manager: Recruiting Requisitions
- Order Entry
- Requirements Manager

Start New Workflow

- Leave Request



Industrywide Portal (example)

The screenshot shows a Windows Internet Explorer browser window displaying the Truck.Net website. The browser's address bar shows the URL <http://www.truck.net/>. The website's header features the Truck.Net logo with the tagline "The Next Evolution in Trucking" and a red semi-truck. A prominent banner reads "We think you should get paid what you deserve. Period." with a Heartland Express logo. Below the banner is a navigation menu with links for Home, Trucking Jobs, PodCasts, Blogs, Loads, RoundTable, Classifieds, and News. The main content area is titled "Home" and contains a smaller version of the "We think you should get paid" banner. Below this are several categorized sections: Associations (DOT, Trucking Associations, State/Province Associations, Non-Profit Organizations), Electronics (Wireless Technology, Tracking, 2-Way Radios, Radio Receivers, On Board Computers, Inventory Control, Miscellaneous, Antenna and Amps, Collision Avoidance, On-Board Scales), Companies (Truck.Net Clients, Trucking Companies Online, OEM Truck Companies, OEM Trailer Companies, Engine Manufacturers, 800 Directory, Career Profiles, Hazmat Carriers, Moving Companies), Latest News (Oct 20, 2007 Local News (The Sudbury Star)), Community (Personal Webpages, Trucking), Trucking Software (Document Management, Log), and Education & Safety (Truck Driving Schools). The right sidebar contains advertisements for JEVIC, To Apply Online, Seasonal Driver Jobs (www.upsjobs.com), Dedicated to professional truckers, and TransCore Fuel Card. The browser's status bar at the bottom shows the URL <http://adserve.truck.net/www/delivery/ck.php?n=ae5256ad>.

Communication

- Electronic mail (e-mail)
- Web-based call centers (customer call center)
- Electronic chat room

Electronic Mail



Call Centers



Call Center in the United States



Call Center in India

Electronic Chat Room

The screenshot shows the Yahoo! Messenger website in a Windows Internet Explorer browser window. The browser's address bar displays the URL `http://messenger.yahoo.com/chat.php`. The page features the Yahoo! Messenger logo, navigation links, and promotional banners. A prominent banner encourages users to chat with friends using the new Yahoo! Messenger, listing features like one-on-one chat, PC-to-PC calls, and emoticons. Below this, there are sections for 'Make Cheap PC-to-Phone Calls*' and 'New Messenger for the Web'. A table provides sample rates for various international locations.

Yahoo! My Yahoo! Mail Make Y! your home page Search: Web Search

YAHOO! MESSENGER Sign In New User? Sign Up Messenger Home - Help

Download | Features | IMVironments | Mobile | Voice | For New Users | Messenger for the Web | Blog

Chat with friends using the all new Yahoo! Messenger

- Chat one-on-one with friends or [join chat rooms](#)
- Take chats to the next level with free PC-to-PC calls
- Express yourself with Emoticons, Avatars, Audibles

[Tips for chatting safely](#)

Plus IM with **Windows Live™ Messenger** friends, share files up to **1GB**, and enjoy the best **IM** experience on the net.

Make Cheap PC-to-Phone Calls*
Make free worldwide PC-to-PC calls. Plus call regular or mobile phones in the U.S. and worldwide for as low as 1¢/min.
[Find out more](#)

Sample Rates*

U.S.	1¢/min	Canada	1¢/min	Beijing	1.5¢/min
London	1¢/min	Madrid	1.5¢/min	Mexico City	1.9¢/min

New Messenger for the Web
IM from any web browser - no download required.
[Find out more](#)

Coming soon: Messenger for Windows Vista
Check out the upcoming Yahoo! Messenger built for the new Microsoft Windows Vista operating system.

Done Internet 100%

Voice Communication

Two examples of Internet telephony (VoIP)

Skype



Vonage



Collaboration

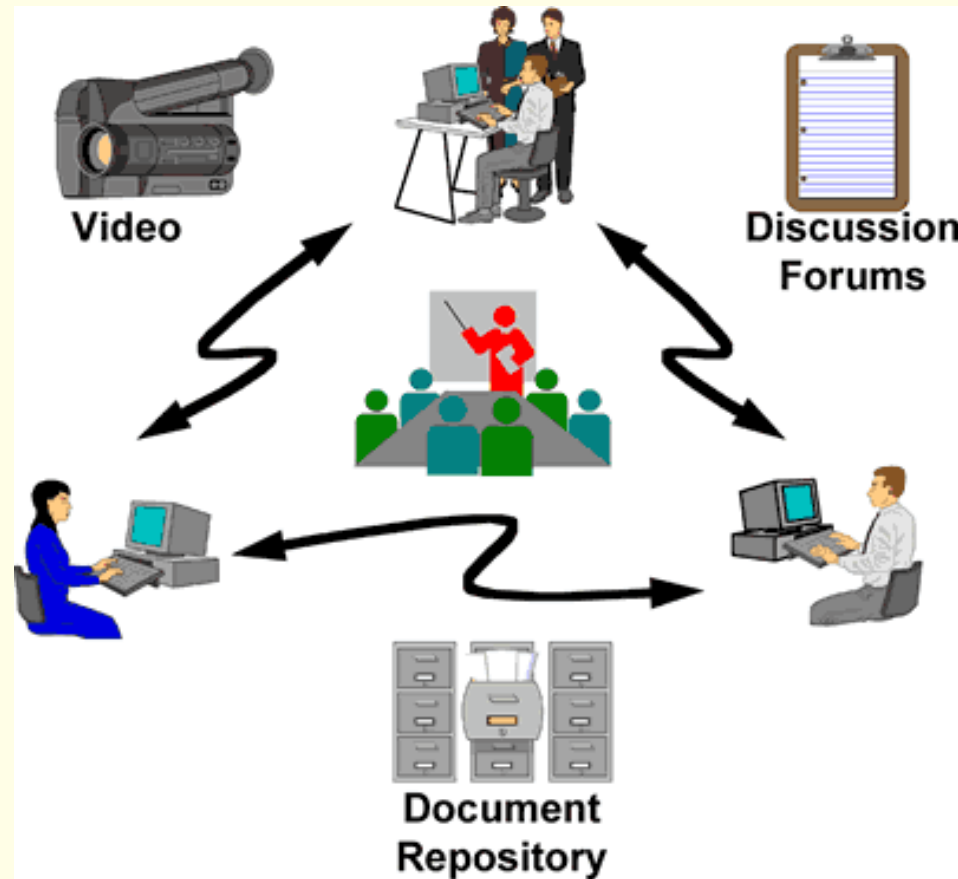
Collaboration refers to efforts of two or more entities (individuals, teams, groups or organizations) who work together to accomplish certain tasks.

- Work group
- Virtual group (team)

Collaboration (continued)

- Virtual collaboration
- Workflow technologies
- Groupware
- Teleconferencing
- Videoconference
- Web conferencing
- Real-time collaboration tools

Workflow and Groupware Technologies



Telepresence Systems



Leading Telepresence Systems

Cisco Telepresence 3000



Leading Telepresence Systems (continued)

Hewlett-Packard Halo System



Leading Telepresence Systems (continued)

Polycom HDX 9000



Whiteboards



5.2 Web 2.0

Web 2.0 is a loose collection of information technologies and applications, and the Web sites that use them.



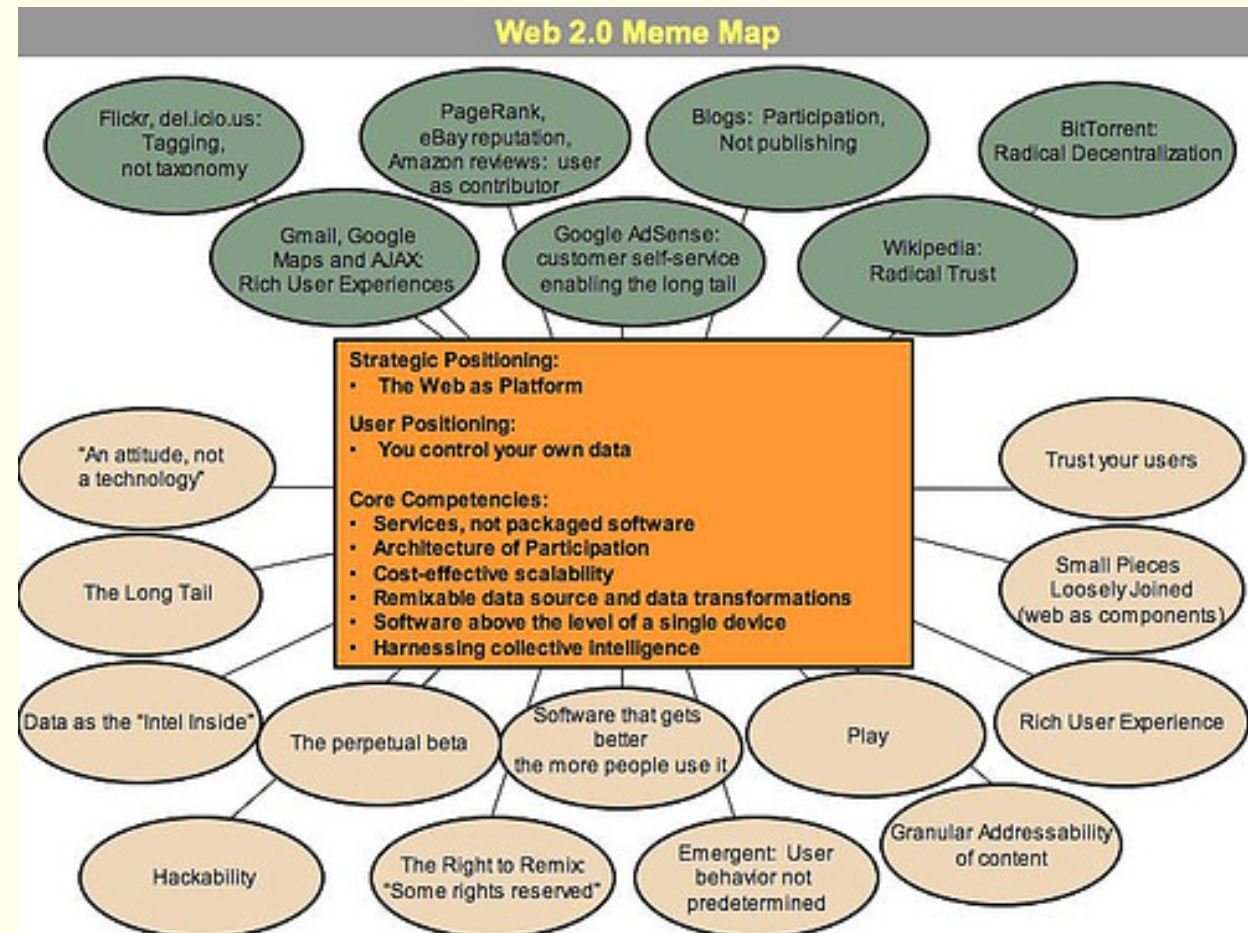
Most Common Web 2.0 Memes



Tim O'Reilly's Web 2.0 Meme Map

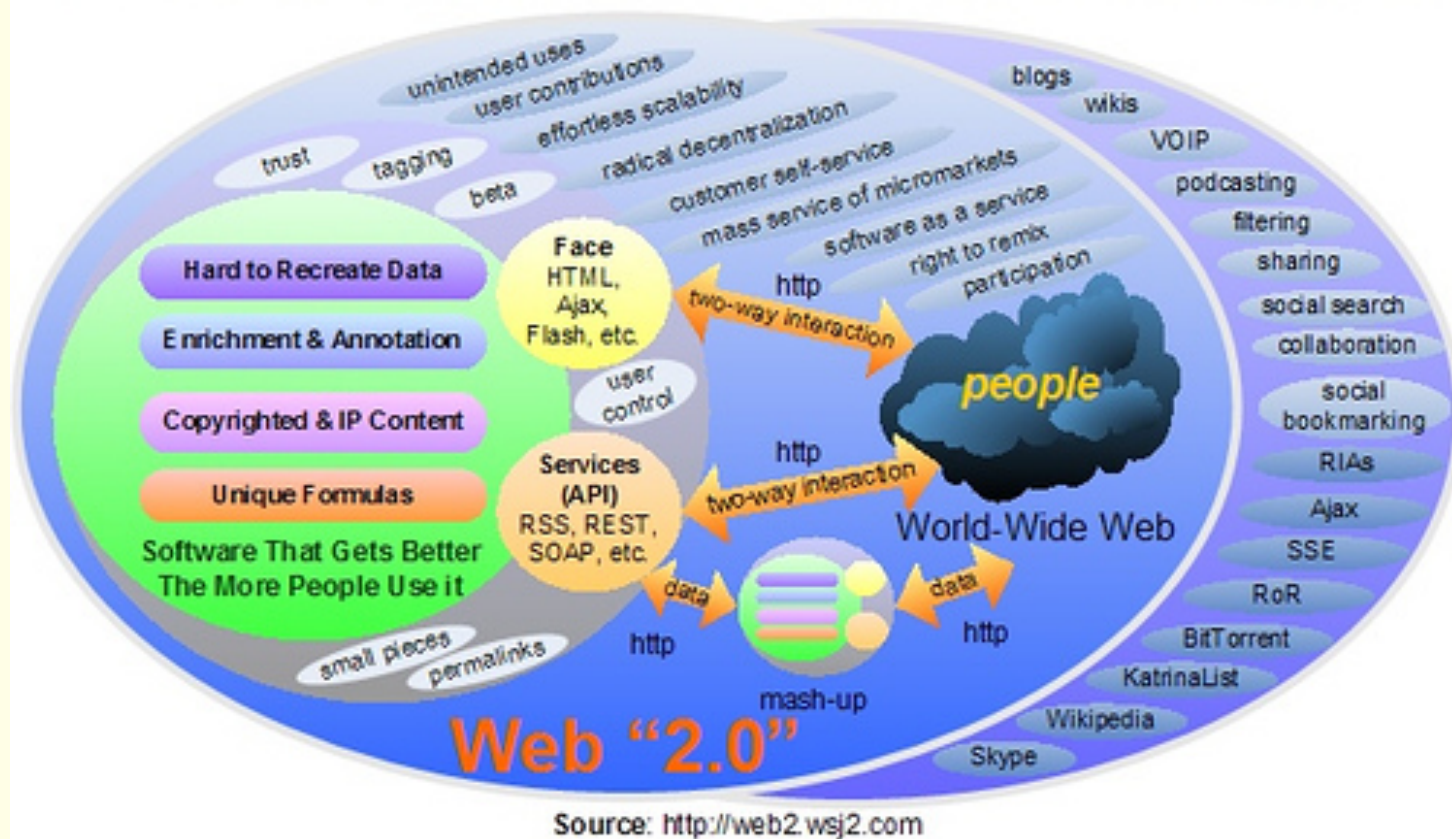


COURTESY: O'REILLY MEDIA



Web 2.0 (continued)

Elements of the Web's Next Generation



Web 2.0 (continued)

A look at some of the many Web 2.0 sites



Web 2.0 Information Technologies and Applications

AJAX



Tagging

Blogs and blogging

A list of most
“linked-to” [blogs](#)



Example of Tagging

Signed in as Frank [Account](#) [Favorites](#) [Watchlist](#) [Blogs](#) [Profile](#) [Help](#) [About](#) [Sign Out](#)

Technorati™ [Search](#) [Tags](#) [Blog Finder](#) [Explore](#)

What's this? This page shows the most recent posts from your favorite blogs. Add blogs by entering URLs, or clicking the star in any search result. [More Favorites Help](#) »

My Favorites [Search My Favorites](#)

[Posts from Favorites](#) **[Blogs from Favorites](#)** [OPML](#) [Download OPML](#)

Blogs from My 50 favorites by freshness ▼

Search Engine Watch Blog by **Danny Sullivan**
32 minutes ago
Provides constant updates of the latest search engine marketing and other search news from Search Engine Watch and across the web.
<http://blog.searchenginewatch.com/blog>
[12,365 links from 3,165 blogs](#)

gapingvoid by **Hugh MacLeod**
1 hour ago
hugh "cartoons drawn on the back of business cards" madeod is a creative director who writes about the new grim realities of advertising and marketing.
<http://www.gapingvoid.com>
[6,817 links from 2,554 blogs](#)

Add a Favorite
URL:
Tags:

Frank's Favorites Tagged:

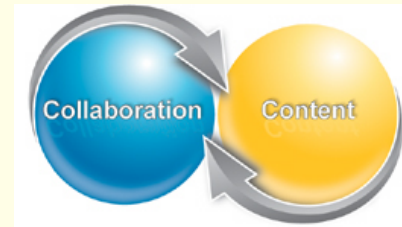
blogging	1
blogosphere	1
business	1
frankgruber	1
marketing	1
somewhatfrank	1
tech	1
techcrunch	1
technology	1
web2.0	1

New tagging feature

New Tab (used to be shown in right rail)

Web 2.0 Information Technologies and Applications (continued)

Wikis



Wikis used in business

Really Simple Syndication (RSS)



Podcasts and Videocasts



Categories of Web 2.0 Sites

Social Networking Sites

Aggregators

Mashups

Social Networking Sites



facebook



myspace
.com



Linked in™



KIVA.ORG
loans that change lives



TagWorld



twitter



last.fm™
the social music revolution

More Social Networking Sites

Check out this BusinessWeek [slideshow](#)

Radar Networks has developed Twine, which claims to be the first Web 3.0 social networking site



Aggregators



Mashup (Skibonk)

Ski Bonk - Ski Resorts, Live Weather Conditions, and more on a Google Map - Windows Internet Explorer

http://www.skibonk.com/ski/index.jsp?where=Crested+Butte%2C+Colorado%2C+US&name=&_booleanHelper_onlyOpenR

Google "bloglines logo" Go Bookmarks 14 blocked Check AutoLink AutoFill Send to bloglines logo Settings

Ski Bonk - Ski Resorts, Live Weather Conditions, and ...

NEW! Click icon for YouTube Videos! Also try: [Golf Bonk](#) or [Weather Bonk](#). about mobile contact addToYourSite

Location: Crested Butte, Colorado. Name Contains: Only Operating Resorts go

Map Satellite Hybrid

Popular Searches: [Tahoe](#) [Colorado](#) [Denver](#) [France](#) [Utah](#) Latest Comments: [Centennial Park](#) [Crans-Montana](#) [Thyon \(3/5\)](#)

Snow Overlay:

Ski Resorts: show: Conditions [xnew](#)
Too many locations to display. Zoom in to see more.

Name	Lift	Runs	Conditions	Base
Pine Creek	n/a	n/a	n/a	n/a"
Snowshoe Hollow	n/a	n/a	n/a	n/a"
Ski Hesperus	n/a	n/a	n/a	n/a"
Howelsen Hill	n/a	n/a	n/a	n/a"
Kendall Mountain	n/a	n/a	n/a	n/a"
Echo Mountain Park	n/a	n/a	n/a	n/a"
Arapahoe Basin	1	1	Packed powder Grooming: Yes	18-18"
Loveland	1	1	Packed powder Grooming: Yes	18-18"
Pebble Creek	0	0	Plan to Open N/A	0-0"
Aspen Mountain	0	0	Opens 11/22	0-0"
Aspen Highlands	0	0	Opens 12/08	0-0"
Beaver Creek	0	0	Opens 11/21	0-0"
Breakerside	0	0	Opens 11/08	0-0"

Done Internet 100%

Mashup (HealthMap)

The screenshot shows the HealthMap website interface within a Windows Internet Explorer browser window. The browser's address bar displays the URL <http://www.healthmap.org/en>. The page title is "HealthMap | Global disease alert map - Windows Internet Explorer".

The main content area features the "HealthMap" logo and the title "Global disease alert map". It is associated with the "Children's Hospital Informatics Program" and the "Harvard-MIT Division of Health Sciences & Technology". The language is set to "English", with a link to "Español" and an "About" link.

The interface includes several navigation and filtering options:

- Zoom to:** N. America, S. America, Europe, Africa, Mideast, Asia, Australia, World
- Map Style:** Map, Satellite, Hybrid
- Feeds:** ProMED Mail, World Health, EuroSurveillance, Google News, Moreover
- Diseases, last 30 days:** Select: all, none, info
 - Dengue Fever (75)
 - Cholera (72)
 - Avian Influenza (53)
 - Bluetongue (43)
 - Salmonella (31)
 - E. coli (30)
 - West Nile Virus (29)
 - Diarrhea (26)
 - Tuberculosis (26)
- Alerts by country:** Zoom to country:

The central map displays a world map with numerous yellow and orange markers indicating disease alerts across various countries. The map is currently set to "Map" style and is zoomed to a global view. The browser's status bar at the bottom shows "Done" and "Internet" with a 100% zoom level.

Mashup (ChicagoCrime)

CHICAGOCRIME.ORG AV
4200 N
A freely browsable database of crimes reported in Chicago.

Browse by: [Crime type](#) - [Street](#) - [Date](#) - [Police district](#) - [ZIP code](#) - [Ward](#) - [Location](#) - [Route](#) - [City map](#) Search: **GO**

Gambling / Bookmaking / horses

Latest reported crimes

- SEPT. 8 [HN578068](#)
10:10 p.m. 9100 block S. Woodlawn Ave. [Apartment](#)
- JUNE 23 [HN422827](#)
12:17 a.m. 0 block N. Central Ave. [Apartment](#)
- JUNE 12 [HM410956](#)
9 p.m. 5700 block W. Erie St. [Alley](#)
- NOV. 12 [HL731218](#)
1:15 p.m. 6900 block W. North Ave. [Street](#)

Crime classifications key

- Society - 4 crimes
- Society (domestic) - 0 crimes

Done Internet 100%

More Mashups

Check out this *BusinessWeek* [slideshow](#)

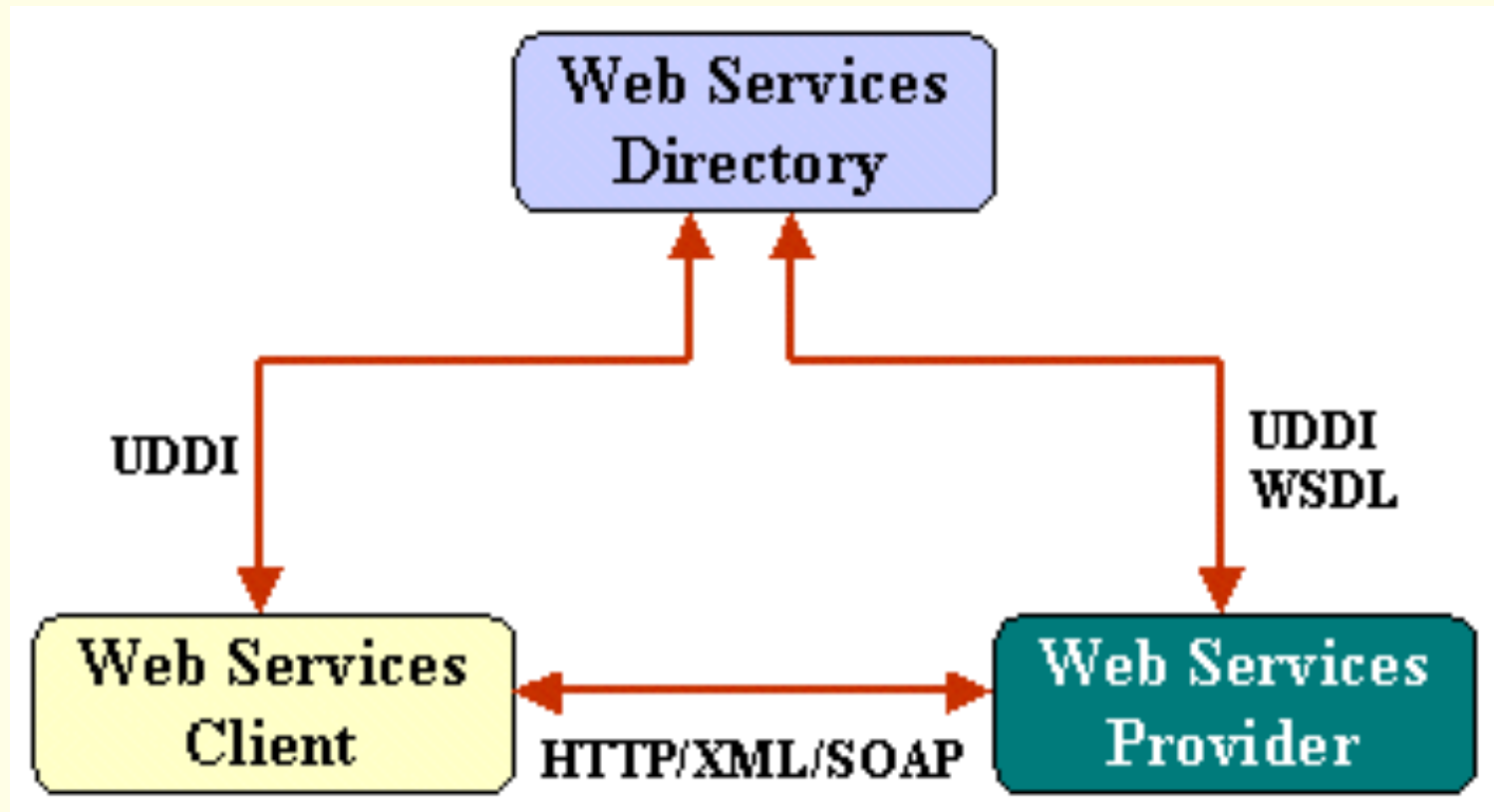
Web Services and Service-Oriented Architecture

- **Web services** are applications delivered over the Internet that users can select and combine through almost any device, from personal computer to cell phones.
- A **service-oriented architecture** is an IT architecture that makes it possible to construct business applications using web services.

Four Protocols of Web Services

- Extensible Markup Language (XML)
- Simple Object Access Protocol (SOAP)
- Web Services Description Language (WSDL)
- Universal Description, Discovery, and Integration (UDDI)

Web Services Architecture



Widgets

Time widget



Weather widget

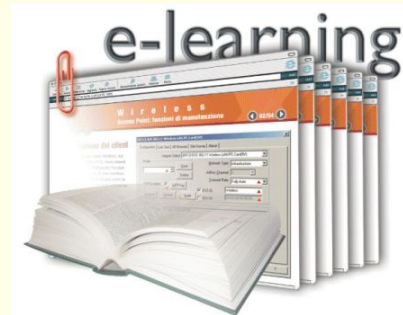


Date widget



E-Learning and Distance Learning

E-Learning



Distance learning



Benefits of E-Learning

- Self-paced learning increases content retention.
- Online materials deliver high-quality, current content.
- Students have the flexibility of learning from any place at any time at their own pace.
- Learning time generally is shorter, and more people can be trained due to faster training time.
- Training costs can be reduced.

Drawbacks of E-Learning

- Instructors may need training to be able to teach electronically.
- The purchase of additional multimedia equipment may be necessary.
- Students must be computer literate and may miss the face-to-face interaction with instructors.
- There are issues with assessing students' work, as instructors really do not know who completed assignments.

Virtual Universities (example)



5.4 Telecommuting

Telecommuting allows workers to work anytime and anyplace.

Telecommuting Benefits

■ **For Employees**

- Reduced stress, improved family life
- Employment opportunities for single parents and persons with disabilities

■ **For Employers**

- Increased productivity
- Ability to retain skilled employees

Telecommuting Disadvantages

■ **For Employees**

- Feelings of isolation
- No workplace visibility
- Potential for slower promotions

■ **For Employers**

- Difficulties in supervising work
- Potential information security problems
- Additional training costs

Do you want to telecommute?



Chapter Closing Case



Banknorth



First Vermont Bank, a part
of the TD Banknorth family