

ACTOR

Bringing the Power of Boundary Crossing Into the Heart of Your Business

Jessica Lipnack & Jeffrey Stamps

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Acknowledgments

In the beginning, there was our literary agent, Mike Snell. When we first contacted Mike, we had more of a desire for a book than a fully formed idea for one. With his help, the idea became this book. Mike shepherded us through the proposal process, discussing ideas, and reading drafts. Then he found us our incomparable editor, Jim Childs at Oliver Wight Publications.

What a handoff. Jim belongs in the Editors' Hall of Fame. He taught us how to write (not insignificant, given that we already thought we were writers); encouraged us to tell stories; convinced us to speak our own ideas; and maintained his sense of humor through numerous long phone calls. Thank you, Jim. You are one-of-a-kind.

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He was the first to return a fully marked-up manuscript, loaded with good ideas. Another Digital manager, John Manzo, read the how-to chapters in detail, and told us how-to. Bob Glorioso gave the first half of the book a thorough reading through the eyes of the executive who built Digital's first mainframe. George Metes has been a longtime conspirator on many of these ideas (his *Enterprise Networking* book, written with Ray Grenier, led Jean-Pierre Pellegrin to us). Ulf Fagerquist is a tireless visionary who included us in many fascinating projects where we tried out ideas.

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Jessica Lipnack and Jeffrey Stamps West Newton, Massachusetts January 1993