# Instant messaging rules: a business guide to managing policies, security, and legal issues for safe IM communication

Flynn, Nancy, author

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Abstrak

Instant Messaging is a powerful business communications tool, but it can get companies into a big mess - quickly. The "Instant Messaging Handbook" addresses the potentially costly legal, regulatory, productivity, security, training, and management challenges that IM brings to the workplace. This timely guide offers workable solutions for establishing and enforcing rules and policies, controlling IM content, deploying security and monitoring technology, maintaining employee productivity, and maximizing the business potential of IM technology. A best practices toolkit for workplace IM usage, the "Instant Messaging Handbook" will help employers keep their organizations out of harm's way, while giving employees access to a cutting-edge, productivity enhancing tool.