CourseMate provides instructors with all of the reporting tools needed to track student engagement, while students can access interactive study tools in a dynamic, online learning environment.

CourseMate Features Include:

- **Engagement Tracker**, a Web-based reporting and tracking tool, allows you to monitor your students’ use of course material and assess their engagement and preparation.
- An **Enhanced eBook** provides students with an interactive, online-only version of the printed textbook.
- **A Student Learning Pathway**, customized to the book you’ve adopted, features a variety of integrated digital media.
- **A Simple, user-friendly interface** for instructors and students.

**Computer Science/Programming Titles Available with CourseMate:**

# TABLE OF CONTENTS

## Computer Science

### INTRODUCTION TO COMPUTER SCIENCE


### INTRODUCTION TO PROGRAMMING

#### Java


#### Python


#### C++

- *Programming with Visual C++: Concepts and Projects* | Allert 8

#### C


### DATA STRUCTURES

- *Data Structures and Algorithms in Java, Fourth Edition* | Drozdek **NEW EDITION** 12

### OPERATING SYSTEMS


### COMPUTER ORGANIZATION

- *Computer Organization: Principles, Analysis and Design* | Jin/Hatfield **NEW TITLE** 17

### ADVANCED TOPICS

- *Ethics in a Computing Culture,* | Brinkman/Sanders **NEW TITLE** 18
- *Transparent Computing* | Zhou/Zhang 20
- *Building Parallel Programs: SMPs, Clusters, and Java, International Edition* | Kaminsky 23
- *Modern Multimedia Systems* | Havelar/Medioni 24
# TABLE OF CONTENTS

## Programming

### CONCEPTS

<table>
<thead>
<tr>
<th>Title</th>
<th>Author</th>
<th>Edition</th>
</tr>
</thead>
<tbody>
<tr>
<td>An Object-Oriented Approach to Programming Logic and Design</td>
<td>Farrell</td>
<td>NEW EDITION</td>
</tr>
<tr>
<td>Just Enough Programming Logic and Design, Second Edition</td>
<td>Farrell</td>
<td>NEW EDITION</td>
</tr>
<tr>
<td>Programming with Mobile Applications: Android™, iOS, and Windows® Phone 7</td>
<td>Duffy</td>
<td>NEW TITLE</td>
</tr>
<tr>
<td>Android Boot Camp for Developers using Java™, Comprehensive</td>
<td>Hoisington</td>
<td>NEW TITLE</td>
</tr>
<tr>
<td>Android Boot Camp for Developers using Java™, Introductory</td>
<td>Hoisington</td>
<td>NEW TITLE</td>
</tr>
</tbody>
</table>

## PROGRAMMING

### Alice


### Java


### C++


### C#


### Visual Basic


### Mobile Applications

| Programming with Mobile Applications: Androd™, iOS, and Windows® Phone 7 | Duffy | NEW TITLE | 38 |
| Android Boot Camp for Developers using Java™, Comprehensive | Hoisington | NEW TITLE | 39 |
| Android Boot Camp for Developers using Java™, Introductory | Hoisington | NEW TITLE | 40 |

## WEB DEVELOPMENT

<table>
<thead>
<tr>
<th>Title</th>
<th>Author</th>
<th>Edition</th>
</tr>
</thead>
<tbody>
<tr>
<td>ASP.NET Programming with C# and SQL Server, International Edition</td>
<td>Gosselin</td>
<td>43</td>
</tr>
<tr>
<td>Principles of HTML, XHTML, DHTML</td>
<td>Gosselin</td>
<td>45</td>
</tr>
</tbody>
</table>

www.cengageasia.com
TABLE OF CONTENTS

HELP DESK

A Guide to Computer User Support for Help Desk and Support Specialists,
A Guide to Customer Service Skills for the Service Desk Professional,
Third Edition | Knapp  49
ABOUT THE AUTHORS

G. Michael Schneider
G. Michael Schneider is a Professor Emeritus of Mathematics and Computer Science at Macalester College in St. Paul, Minnesota and a Visiting Professor of Computer Science at Columbia University in New York. His interests include parallel processing, computer networks, and computer science education. He has written textbooks on software development, data structures, computer organization, and a breadth-first overview of computer science. Schneider was a member of the committee that authored the ACM/IEEE Computing Curriculum 2001. He has received Fulbright Grants to teach computer science curriculum development in Mauritius, Malaysia, Nepal and Mongolia.

Judith Gersting
Judith Gersting is a Professor Emeritus of Computer Science at the University of Hawaii at Hilo and at Indiana University-Purdue University at Indianapolis, where she now teaches part-time. Gersting has written a number of college textbooks. Her areas of specialization include theoretical computer science and computer science education.
Greg Anderson, David Ferro & Robert Hilton

ISBN: 978-0-538-47573-0
January 2010
640 pages

Written for the beginning computing student, this text engages readers by relating core computer science topics to their industry application. The book is written in a comfortable, informal manner, and light humor is used throughout the text to maintain interest and enhance learning. All chapters contain a multitude of exercises, quizzes, and other opportunities for skill application.

KEY FEATURES
- Intended for an introductory course in computer science for majors and non-majors.
- Introduces students to real-world material that will be useful both in academic and industry environments.
- Features two new chapters that cover user interface design and problem solving.
- Includes a thoroughly revised Programming chapter that discusses the latest version of Java and now contains coverage of C++.
- Offers many new exercises and examples in every chapter.

CONTENTS

ABOUT THE AUTHORS
Greg Anderson
Greg Anderson has over 23 years of industry software engineering experience and provided educational seminars across North America for over 12 years.

David Ferro
David is an Associate Professor in Computer Science at Weber State University and has also taught in History, Honors, and IS&T departments there.

Robert Hilton
Robert Hilton is a faculty member in the Computer Science department at Weber State University.

Foundations of Computer Science, Second Edition
Behrouz A. Forouzan & Firouz Mosharraf

ISBN: 978-1-84480-700-0
©2008
450 pages

New Edition in Jan 2014!

KEY FEATURES
- all new material on Computer Ethics and Computer Crimes
- new chapter on Artificial Intelligence, including computer graphics and virtual reality
- coverage of the LINUX operating system
- revised chapter on security with sections on steganography
- pedagogical features include: improved and augmented figures and screen-shots, improved and augmented exercises, selection solutions at the end, key terms provided by page numbers, a test bank, augmented PowerPointTM presentations on the companion Web site which includes lesson plans for lecturers

D.S. Malik

©2012
1088 pages

Designed for a first Computer Science (CS1) Java course, JAVA PROGRAMMING: FROM PROBLEM ANALYSIS TO PROGRAM DESIGN, 5e motivates students while building a cornerstone for the Computer Science curriculum. This text approaches programming using the latest version of Java, and includes updated programming exercises and programs. The engaging and clear-cut writing style will help students learn key concepts through concise explanations and practice in this complex and powerful language.

KEY FEATURES
• VISUAL DIAGRAMS: More than 240 visual diagrams help readers comprehension by clearly illustrating difficult concepts.
• PROGRAMMING CODE WITH DESCRIPTIONS: Programming code used in examples is accompanied by a description of what each line in the code does, leading readers step-by-step through the programming process.
• PROGRAMMING EXAMPLES: Extensive programming examples demonstrate the accurate, concrete stages of Input, Output, Program Analysis and Algorithm Design, and a Complete Program Listing, which challenge readers to write Java programs with a specified outcome.
• NEW: New debugging sections have been added, and many of the older ones have been rewritten. These sections are indicated with a debugging icon.
• NEW: Contains more than 120 exercises, 25 new programming exercises, and numerous new examples spread throughout the book.
• NEW: In Chapters 6 and 12 the GUI figures have been captured and replaced in Windows 7 Professional environment.

CONTENTS

SUPPLEMENTS
Instructor Resources
Fundamentals of Python: First Programs, International Edition
Kenneth A. Lambert

ISBN: 978-1-111-82446-4
©2012
496 pages

KEY FEATURES
• Early emphasis on problem solving and algorithm development.
• Covers multiple design strategies, including top-down design and recursive design with functions, object-based programming, and object-oriented design.
• Engages students' interest with modern applications such as graphics, graphical user interfaces (GUIs), networks, and image processing.
• Walks student's through the development of complete programs in numerous case studies.
• Provides exercises at the end of each section to reinforce students' understanding of each concept.
• Includes sets of programming projects to give students practice in problem solving.
• Offers complete source code for all program examples at the publisher's Web site.

CONTENTS
1. Introduction.
2. Data Types and Expressions.
3. Control Statements.
4. Strings and Text Files.
5. Lists and Dictionaries.
6. Design with Functions.
8. Design with Classes.
9. Graphical User Interfaces.
11. Searching, Sorting, and Complexity. (Online only)

SUPPLEMENTS
Instructor Resources
Gary Bronson’s A FIRST BOOK OF C++, 4e, International Edition takes a hands-on, applied approach to the first programming language course for students studying computer science. The book begins with procedural programming in C, and then gradually introduces object-oriented programming features and the C++ language syntax that enables first-time programmers to use them.

KEY FEATURES
- Gives introductory programming students a solid foundation in the C++ programming language.
- Guides students through the syntax and semantics of C++ before introducing classes.
- Offers a variety of end-of-section problems, including skill-building and programming exercises.
- The ANSI/ISO C++ iostream library and namespace mechanism are used in all programs.
- NEW! Part I has been restructured to include arrays, files, and pointers, so it can be used as the basis for a complete introductory semester course in C++.
- NEW! The four chapters covering object-oriented programming have been revised and moved to Part II so that they form a logical continuations from structured programming to object-oriented programming.
- NEW! More than 50 new exercises have been added, and each exercise is labeled to indicate its function (Practice, Program, Modify, Debug, Desk check, or For thought).
- NEW! Three new Chapter Supplements have been added to introduce the fundamentals of object-oriented design and the Unified Modeling Language (UML).

CONTENTS

SUPPLEMENTS
Instructor Resources

Programming with Visual C++: Concepts and Projects
James Allert
ISBN: 978-1-4239-0186-0
February 2008
704 pages

www.cengageasia.com

D.S. Malik

ISBN: 978-1-133-52634-6
©2013
1392 pages

C++ PROGRAMMING: FROM PROBLEM ANALYSIS TO PROGRAM DESIGN, 6E, International Edition remains the definitive text for a first programming language course. D.S. Malik’s time-tested, student-centered methodology uses a strong focus on problem-solving and full-code examples to vividly demonstrate the how and why of applying programming concepts and utilizing C++ to work through a problem. This new edition includes updated end-of-chapter exercises, new debugging exercises, an earlier introduction to variables and a streamlined discussion of user-discussion of user-defined functions to best meet the needs of the modern CS1 course.

KEY FEATURES
• NEW Reorganized content introduces variables earlier and streamlines user-defined functions in response to instructor demand.
• NEW Updated end-of-chapter exercises emphasize timely and relevant problems, providing ample opportunities for practice.
• NEW Optional CourseMate brings course concepts to life with digital Lab Manual activities, engaging videos, interactive quizzes, flashcards, and study games tied directly to the text.
• A full-color interior precisely displays syntax highlighting, emphasizing C++ keywords and comments for beginning programmers. More than 300 visual diagrams illuminate difficult concepts.
• Numbered full-code examples throughout walk students through the stages of Input, Output, Problem Analysis, and Algorithm Design to illustrate key topics in each chapter. Every programming example includes a full explanation and sample run.

CONTENTS

SUPPLEMENTS
Instructor Resources
CourseMate
D.S. Malik

©2013
1616 pages

C++ PROGRAMMING: PROGRAM DESIGN INCLUDING DATA STRUCTURES, 6E, International Edition remains the definitive text for the CS1/CS2 course sequence. D.S. Malik's time-tested, student-centered methodology uses a strong focus on problem-solving and full-code examples to vividly demonstrate the how and why of applying programming concepts and utilizing C++ to work through a problem. This new edition includes updated end-of-chapter exercises, new debugging exercises, an earlier introduction to variables and a streamlined discussion of user-discussion of user-defined functions.

KEY FEATURES
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CONTENTS

SUPPLEMENTS
Instructor Resources
CourseMate

ABOUT THE AUTHOR
D.S. Malik
Dr. D.S. Malik teaches Mathematics and Computer Science at Creighton University. He received his Ph.D. from Ohio University in 1985. He has published more than 45 papers and 15 books on abstract algebra, fuzzy automata theory and languages, fuzzy logic and its applications, information science, and programming.
Gary Bronson

©2013
752 pages

This proven, pragmatic text is designed specifically for today’s first- and second-year engineering and science students with a wealth of new applications and examples taken from real situations involving electrical and structural engineering, fluid mechanics, mathematics, power generation, and heat transfer challenges. The book starts with a solid foundation in procedural programming before moving into a reorganized, clear presentation of object-oriented concepts. Dynamic case studies, career spotlights and engineering-driven applications showcase the relevance of concepts students are learning to their careers. Helpful tips demonstrate how to avoid common C++ programming errors, while updates ensure that students are learning the most recent C++ code standards.

KEY FEATURES
- Completely reorganized Part II provides additional clarity with timely updates of object-oriented concepts.
- Expanded, revised exercises throughout this edition reflect today’s latest engineering-based challenges.
- Coverage starts with solid introduction to procedural programming before introducing object-oriented design.
- Foundational coverage offers both procedural and object-oriented viewpoints.
- Clear presentation interweaves thorough explanations and frequent examples.
- Engaging, interactive applications and features showcase engineering topics.
- Important coverage of ANSI/ISO standards demonstrates their influence on programming and business today.
- The latest coverage includes the most recent C++ code standards as well as the standard template library.

CONTENTS

SUPPLEMENTS
Instructor Resource
Data structures serve as a foundation upon which many other computer science fields are built. Thus, some knowledge of data structures is a prerequisite for students who wish to work in the design, implementation, testing, or maintenance of virtually any software systems. The Java language, an object-oriented descendant of C and C++, has gained popularity in industry and academia as an excellent programming language due to widespread use of the Internet. Thus, the use of Java to teach a data and algorithms course is well justified.

NEW TO THIS EDITION
• A section on treaps (6.10)
• A section on k-d trees (6.11)
• A section on k-d B-trees (7.1.5)
• A section on generational garbage collection (12.3.4)

FEATURES
• Emphasizes the connection between data structures and their algorithms, with an analysis of the algorithms' complexity

CONTENTS

SUPPLEMENTS
Instructor Resources
DATA STRUCTURES AND ALGORITHMS IN C++, INTERNATIONAL EDITION, 4E
Adam Drozdek

©2013
74 pages

Experienced author Adam Drozdek highlights the fundamental connection between data structures and their algorithms, giving equal weight to the practical implementation of data structures and the theoretical analysis of algorithms and their efficiency. It provides the balance of theory and practice students need to excel in a variety of applications in a modern, object-oriented paradigm.

NEW TO THIS EDITION
• New sections in this edition discuss additional sorting methods (Sections 9.1.3.1; 9.3.6), while coverage of a new hashing technique (Section 10.5.1) demonstrates how to more efficiently index and retrieve items in a database.

FEATURES
• New coverage in this edition thoroughly introduces treaps (Section 6.10), details both k-d trees (Section 6.11) and k-d B-trees (Sections 7.1.5), and explains generational garbage collection (Section 12.3.4).
• Dynamic case studies in most of this edition's chapters further highlight key concepts while providing insights into a broad range of practical data structures implementation.
• This edition's well-developed theoretical analysis centers on both the complexity and efficiency of algorithms to help you cultivate your students' strong abstract-thinking skills with an approach that enables you to seamlessly integrate algorithms into your course.
• Manageable examples of C++ code throughout this edition reinforce the practical importance of data structures as readers work to design, implement, test, or maintain virtually any software system.

CONTENTS

SUPPLEMENTS
Instructor Resources
Data Structures Using C++,
D.S. Malik

July 2009
976 pages

KEY FEATURES
• Designed for a CS2 one-semester course focused on data structures.
• Reinforces concepts through extensive diagrams and examples.
• Features complete Programming Examples throughout that outline the critical steps to writing a program for a case study including Input/Output, Algorithm Design, Main Algorithm, and Complete Program.
• Offers robust end-of-chapter exercises that provide ample opportunity for practice.

CONTENTS

SUPPLEMENTS
Instructor Resources

Data Structures: A Pseudocode Approach Using C,
Second Edition
Richard F. Gilberg & Behrouz A. Forouzan
ISBN: 978-0-534-39080-8
October 2004
672 pages

Brian L. Stuart

ISBN: 978-0-538-74953-4
January 2008
600 pages

Principles of Operating Systems: Design and Applications is an ideal resource for anyone who wants to gain a basic understanding of operating systems in the context of the applications in which they are used. The main focus of this text is to foster an understanding of operating system fundamentals: what types of services they provide, how various applications interface with them, and the restrictions they have on those applications. Making this book unique in its approach is the inclusion of a wide range of example systems and detailed case studies of the Linux and Inferno operating systems. By combining a traditional set of topics with this real-life contextual background, readers will achieve an enriched understanding of the material, which they can immediately apply to the world of operating systems.

KEY FEATURES
• Rich illustrations provide clear, visual explanations of hard-to-grasp concepts.
• Selected code fragments from real systems are incorporated throughout the book, allowing readers to see first-hand how pieces fit together.
• Coverage of the wide variety of operating systems that goes beyond Windows and Linux, addressing the reality that there are many other valuable operating systems in existence.
• End-of-chapter exercises reinforce key concepts and provide the opportunity to apply what has been learned.
• PowerPoint slides and an Instructor’s Manual are available under Instructor Downloads on www.cengage.com.

CONTENTS

SUPPLEMENTS
Instructor Resources

Ann McIver McHoes & Ida M. Flynn

February 2010
600 pages

Now in its Sixth Edition, *Understanding Operating Systems* continues to provide a clear and straightforward explanation of operating theory and practice. As in previous editions, the book’s highly-regarded structure begins with a discussion of fundamentals before moving on to specific operating systems. This edition has been updated and modernized; now included are enhanced discussions of the latest innovation evolutions (multi-core processing, wireless technologies, PDA and telephone operating systems, and Blu-ray optical storage) and how they affect operating systems. Revised Research Topics in the exercise section encourage independent research among students. Content in the final four chapters has been updated to include information about a few of the latest versions of UNIX (including specific mention of the latest Macintosh OS), Linux, and Windows.

**KEY FEATURES**
- Exercises throughout the text have been expanded and updated.
- New exercises have been added to all the four specific OS chapters (UNIX, MS-DOS, Windows, and Linux) to help users apply the concepts discussed in Part I of the text.
- A new feature in each chapter, “Interesting Search Topics,” spurs individual research to explore the most current technologies discussed in each chapter.
- Coverage includes the fundamentals of operating systems: what they are, what they do, how they function, how they can be evaluated, and how they compare to one another.
- Technical topics are discussed in a not-so-technical manner, allowing students to grasp the complexities of standalone vs. networked computing systems.

**CONTENTS**

**SUPPLEMENTS**
Instructor Resources

www.cengageasia.com
COMPUTER ORGANIZATION: Principles, Analysis and Design
Lan JIN and Bo HATFIELD

ISBN: 978-981-4392-51-8
©2013
600 pages

This book is intended for use in an undergraduate course on computer organization for computer science and computer engineering majors. The depth and breadth of coverage of its contents are suitable not only for academic teaching in colleges and universities, but also for reading and reference by computer professionals and specialists. The book features an analytical approach to all aspects of modern computer design—the design of all major functional units of a computer is learned by way of the analysis of their characteristics. It presents the detailed design process of these functional units and especially their interconnection to construct the datapath and the control unit of a computer. The last chapter of the book pushes this approach further to the design of the contemporary high-performance pipelined processor.

KEY FEATURES
• Clarifies the concepts taught in each section using worked examples in each chapter.
• Allows instructors to assess the level of understanding of their students with end-of-chapter questions and problems.
• Includes the latest topics in the field of computer organization, such as solid-state drives and multi-core architecture.
• Supports the teaching of this course with ancillaries such as Instructor’s Solutions Manual and PowerPoint slides.

1. Introduction
2. The Representation of Information in a Computer
3. Logic Design of Combinational Circuits
4. Logic Design of Sequential Circuits
5. The Arithmetic Logic Unit
6. Complex Arithmetic Operations
7. Instruction Set Architecture
8. The Central Processing Unit
9. The Control Unit
10. Primary Memory
11. Input/Output
12. Pipelining

ABOUT THE AUTHORS
Dr. Lan JIN received his BS in Electrical Engineering from Tsinghua University, China, and PhD in Electrical Engineering from Moscow Electrical Engineering Institute, USSR. Dr Jin served in the faculty of Tsinghua University, Massachusetts Institute of Technology and the Pennsylvania State University before he joined California State University, Fresno as Professor of Computer Science in 1989. His current research interests are parallel and distributed computer systems.

Dr. Bo HATFIELD received her BS in Computer Science from Southwestern Jiaotong University, China, and MS and PhD in Computer Engineering from The Pennsylvania State University. Since 2001, Dr. Hatfield has been serving as a professor of computer science at Salem State University, USA. She has taught many computer science and computer engineering courses. Her current research interests are data mining, artificial neural networks, and parallel and distributed computer systems.
ETHICS IN A COMPUTING CULTURE introduces key ideas in moral theory and professionalism to explore the hottest topics in computer ethics. With a unique blend of theory, application, and critical thinking exercises, each chapter underscores the interdisciplinary links between computing and diverse areas of study. Abundant multicultural cases are presented throughout to highlight contrasts and conflicts in ethical perspectives across the globe.

KEY FEATURES
• Focus on reflection - Decades of educational research show that critical reflection, through both reading and writing, are key to student cognitive development. ETHICS IN A COMPUTING CULTURE allows instructors to easily put this approach into practice.
• Question types relate directly to critical thinking rubrics (e.g. the WSU critical thinking rubric) - Research questions focus on evidence (WSU level 5), Position questions focus on formulating positions (WSU level 2), and Context questions focus on the effects of changing context (WSU level 6). Instructors can easily map our questions onto existing evaluation frameworks, making data collection for ABET evaluations simpler.
• Diverse perspectives in every chapter - Many universities are requiring global topics in general education courses. ETHICS IN A COMPUTING CULTURE contains diversity-oriented or multicultural cases in every chapter.
• Interdisciplinary perspectives in every chapter - Computing is inherently interdisciplinary. Every chapter includes interdisciplinary cases to illustrate the links between computing and other disciplines.

CONTENTS

SUPPLEMENTS
Instructor Resources

www.cengageasia.com

Michael Sipser

©2013
504 pages

The number one choice for today's computational theory course, this revision continues the book's well-known, approachable style with timely revisions, additional practice, and more memorable examples in key areas. A new first-of-its-kind theoretical treatment of deterministic context-free languages is ideal for a better understanding of parsing and LR grammars. You gain a solid understanding of the fundamental mathematical properties of computer hardware, software, and applications with a blend of practical and philosophical coverage and mathematical treatments, including advanced theorems and proofs.

KEY FEATURES
- Current revisions reflect the latest industry developments with new examples and exercises to ensure comprehension.
- Additional exercises, problems and examples emphasize the practical application of theory.
- Expanded math topics offers support for readers who need review.
- New coverage of determinantistic context-free languages provides unique, clear and thorough explanation.
- This edition's exceptional treatment of challenging topics incorporates both formal and informal definitions and descriptions of methods to ensure student retention and prepare readers for more advanced study.
- Worked-out examples encourage reader understanding.
- Reader-friendly approach makes even the most complex topics approachable for students at all levels.

CONTENTS

SUPPLEMENTS
Instructor Resources
Transparent Computing: Concepts, Architecture, and Implementation

Yuezhi ZHOU and Yaoxue ZHANG

©2010
376 pages

With the rapid development of computers, the computing paradigms also witness continuous evolutions which have fundamentally changed our work and lifestyles. Today’s computer systems still demand too much “attention” from people and thus keep the vision of “disappearance of technology” only a dream. Reasons for such problems should be analyzed and new computing architectures and paradigms developed. Transparent computing, based on recent developments of computer and network technologies, introduces new ideas and solutions to the blueprint of service-sharing computing.

This book offers a systematic discussion on the ideas and concept behind transparent computing based on the analysis of computer evolution and computing paradigms, their problems and related causes of traditional computing paradigms, and the underlying von Neumann architecture. It then proceeds to propose a new spatio-temporally extended von Neumann architecture based upon “network thinking,” and a new computing paradigm based on such new architecture—transparent computing. It also further elaborates on the meta operating system (e.g., 4VP+), the method to realize transparent computing in local area network environments.

KEY FEATURES
• Presents and summarizes the work of the authors, who have researched in ubiquitous/pervasive computing and transparent computing since 2000.
• Proposes “transparent computing”, a new computing paradigm which decouples software from the underlying hardware, and lets users freely select and run various operating systems on demand as services from any computing devices at any time.
• Introduces the meta operating system, and its implementation through 4VP+, the interactive protocols and virtualization layers to implement the functions of meta operating system.
• Provides application examples of transparent computing system, and discusses the future development of this new concept in the last two chapters.

CONTENTS
1. Introduction.
2. Ubiquitous/Pervasive Computing and Transparent Computing.
11. Future Development.

www.cengageasia.com
Dan R. Olsen, Jr.

January 2009
672 pages

This innovative text focuses on the architectures, mathematics, and algorithms that are integral to creating reliable user interfaces. The first sixteen chapters cover the concepts required for current graphical user interfaces, including specific emphasis on the Model-View-Controller architecture. The second part of the book provides an overview of key research areas in interactive systems, with a focus on the algorithms required to implement these systems. Using clear descriptions, equations, and pseudocode, this text simplifies and demystifies the development and application of a variety of user interfaces.

KEY FEATURES
• Intended for an upper-division or graduate course in computer graphics.
• Offers coverage of event-handling techniques and how they integrate with modern development environments.
• Discusses architectures for implementing both simple and complex interactive components.
• Includes an extensive appendix that covers many of the algorithms and mathematics referenced in the text.
• Provides various techniques for text entry and discusses their comparative advantages in different situations.

CONTENTS
This book gives advanced undergraduate students an overview of programming languages through general principles combined with details about many modern languages. Major languages used in this edition include C, C++, Smalltalk, Java, Ada, ML, Haskell, Scheme, and Prolog; many other languages are discussed more briefly. The text also contains extensive coverage of implementation issues, the theoretical foundations of programming languages, and a large number of exercises, making it the perfect bridge to compiler courses and to the theoretical study of programming languages.

KEY FEATURES

• Overview of the history of programming languages, and introduces the idea of abstraction and the concept of different language paradigms.
• Covers syntax in some detail, including the use of BNF, EBNF, and syntax diagrams.
• Covers the central semantic issues of programming languages.
• Overview of modules and abstract data types, including language mechanisms for equational, or algebraic, specification.
• Introduces the three principal methods of formal semantics: operational, denotational, and axiomatic.
• NEW! The chapter on object-oriented programming is now the last of the three chapters on programming paradigms instead of the first one. The order of these chapters now reflects the increasing complexity of the underlying models of computation of each programming paradigm (functions, logic, objects).
• NEW! Object-oriented programming in Chapter 5 is now introduced with Smalltalk rather than Java.

CONTENTS
1. Introduction.
2. Language Design Criteria.
3. Functional Programming.
4. Logic Programming.
5. Object-Oriented Programming.
7. Basic Semantics.
8. Data Types.
10. Control II – Procedures and Environments.
11. Abstract Data Types and Modules.
13. Parallel Programming.

SUPPLEMENTS
Instructor Resources
Building Parallel Programs: SMPs, Clusters, and Java, International Edition
Alan Kaminsky

ISBN: 978-0-538-78605-8
February 2009
632 pages

KEY FEATURES
- Clear, contemporary approach that emphasizes the leading programming language, Java. Students learn how to create complete, working parallel programs that enable them to run programs across several computers and test many versions of one problem simultaneously.
- Covers the key techniques for successful parallel programming on SMPs and clusters, today’s primary categories of parallel computers. No other text leaves students as well prepared for parallel programming success in today’s modern computing environment.
- Gives students hands-on practice with programs written in Java as they use the author-developed Java class library, Parallel Java. This tool is ideal for Java programmers just beginning to program in parallel.

CONTENTS

SUPPLEMENTS
Instructor Resources
Modern Multimedia Systems
Parag Havaldar & Gerard Medioni

ISBN: 978-981-4352-60-4
©2011, June 2011

Modern Multimedia Systems brings together the different aspects of a modern multimedia pipeline from content creation, compression, distribution and digital rights management. Drawing on their experience in industry, Havaldar and Medioni discuss the issues involved in engineering an end-to-end multimedia pipeline and give plenty of real-world examples including digital television, IPTV, mobile deployments, and digital cinema pipelines. The text also contains up-to-date coverage of current issues in multimedia, including a discussion of MPEG-4 and the current progress in MPEG-21 to create a framework where seamless data exchange will be possible.

KEY FEATURES
• Suitable for use in an upper-level undergraduate course or in a graduate level Multimedia course.
• Synthesizes key areas of multimedia, such as networks, databases, graphics, video, audio, and compression, into one book.
• Organized in four parts, each with many visual figures, exercises, and programming assignments.

CONTENTS

SUPPLEMENTS
Instructor Resources
From the respected instructor and author Paul Addison, PRINCIPLES OF PROGRAM DESIGN: PROBLEM SOLVING WITH JAVASCRIPT, International Edition gives your students the fundamental concepts of good program design, illustrated and reinforced by hands-on examples using JavaScript. Why JavaScript? It simply illustrates the programming concepts explained in the book, requires no special editor or compiler, and runs in any browser. Little or no experience is needed because the emphasis is on learning by doing. There are examples of coding exercises throughout every chapter, varying in length and representing simple to complex problems. Students are encouraged to think in terms of the logical steps needed to solve a problem and can take these skills with them to any programming language in the future. To help reinforce concepts for your students, each chapter has a chapter summary, review questions, hand-on activities, and a running case study that students build on in each chapter.

KEY FEATURES
- Early OOP and GUI introduction: This book presents object-oriented programming and graphical user interfaces, with hands-on examples, in Chapter 3. An optional project, called the Object Lesson, is included at the end of each subsequent chapter, which applies traditional programming concepts from the chapter to OOP and GUI applications.
- Direct application of concepts: Problem solutions are developed in pseudo code and converted to JavaScript in each chapter, so that students get to see programming concepts put into action.
- Good programming practices: Students are encouraged to develop good techniques and habits, and follow prescribed conventions and styles, including program documentation, comments in code, and consistent indentation and naming procedures.

CONTENTS
1. The Craft of Programming.
2. The JavaScript Language.
3. Objects, Events, and Graphical User Interfaces.
4. The Sequence Structure.
5. The Selection Structure.
6. The Repetition Structure.
7. Complex Conditions.
8. Modules and Functions.
9. Menus and Data Validation.
10. Arrays.
11. Building Programs.
12. Sorting Data.
13. Recursion.

SUPPLEMENTS
Instructor Resources

Joyce Farrell

ISBN: 978-1-133-52636-0
©2013
720 pages

This popular text takes a unique, language-independent approach to programming with a distinctive emphasis on modern conventions. The book’s clear, concise writing style eliminates highly technical jargon while introducing universal programming concepts and encouraging a strong programming style and logical thinking. Clear revised explanations utilize flowcharts, pseudocode, and diagrams to ensure even readers with no prior programming experience fully understand modern programming and design concepts. Farrell’s proven learning features help students gain a better understanding of the scope of programming today while common business examples help illustrate key points. Readers can use this proven book alone or paired with a language-specific companion text that emphasizes C++, Java or Visual Basic.

KEY FEATURES
• Carefully revised explanations clearly guide readers with no prior programming experience.
• Additional flowcharting and pseudocode-based exercises in every chapter provide diverse practice opportunities.
• Unique language-independent approach provides a solid foundation in programming logic.
• Business-based examples clearly illustrate key points.
• Wealth of proven practice opportunities keeps students engaged and actively learning.
• Comprehensive approach explores all topics students need for logical programming success.
• Flexible text approach makes it ideal for using the book alone or paired with a language-specific companion text.
• Optional CourseMate online resources
• CourseMate brings programming concepts to life with a wealth of learning resources and study aids, including an eBook with note-taking capabilities, interactive quizzing, flashcards, and study games. At least three Video Lessons for each chapter, created by the text author, expand on key concepts. Engagement Tracker, a first-of-its-kind tool, helps monitor student engagement in your course. For more information visit www.cengage.com/coursemate.

CONTENTS
1. An Introduction to Programming
2. Program Design Elements
3. Structured Programming
4. Decision-Making
5. Creating Loops
6. Using Arrays
7. Using Files
8. Handling Data
9. Modularization
10. An Introduction to Object-Oriented Programming
11. Advanced Object-Oriented Programming
12. Events, Threads, and Animation
13. The UML
14. Using Databases

SUPPLEMENTS
Instructor Resources
CourseMate

www.cengageasia.com
Prepare beginning programmers with the most important principles for developing structured program logic with Farrell’s highly effective A BEGINNER’S GUIDE TO PROGRAMMING LOGIC AND DESIGN, INTRODUCTORY, 7E, International Edition. This popular text takes a unique, language-independent approach to programming with a distinctive emphasis on modern conventions. The book’s clear, concise writing style eliminates highly technical jargon while introducing universal programming concepts and encouraging a strong programming style and logical thinking. This edition’s clearer, revised explanations utilize flowcharts, pseudocode, and diagrams to ensure even readers with no prior programming experience fully understand programming and design concepts. Farrell’s proven learning features help students gain a better understanding of the scope of programming today while common business examples help illustrate key points. New optional CourseMate online learning and study tools offer a complete eBook and Video Lessons by the author to expand on key concepts. Use this proven book alone or with a language-specific companion text that emphasizes C++, Java or Visual Basic for the introduction your students need for solid logic and programming success.

KEY FEATURES
- New Explanations Clarify Processes For Those With No Prior Programming Experience.
- New Additional Flowcharting And Pseudocode-Based Exercises In Every Chapter Provide Diverse Practice Opportunities.
- Optional Coursemate Online Resources Provide Interactive Learning, Study And Exam Preparation Tools.
- Book’s Unique Language-Independent Approach Provides A Solid Foundation In Programming Logic.
- Business-Based Examples Clearly Illustrate Key Points And The Significance Of Concept You Are Learning.
- Appealing, Full-Color Presentation Visually Reinforces Concepts With Helpful Charts And Diagrams.
- Wealth Of Proven Practice Opportunities Ensures You Are Actively Learning.
- Flexible Text Approach Is Allows Options For Using The Book Alone Or Paired With A Language-Specific Companion Text.

CONTENTS

SUPPLEMENTS
Instructor Resources
CourseMate
Just Enough Programming Logic and Design, Second Edition

Joyce Farrell

©2013
312 pages

Find exactly what you need to master the fundamentals of programming logic with the concise JUST ENOUGH PROGRAMMING LOGIC AND DESIGN, 2E. This unique, language-independent introduction to programming logic provides seven chapters focused on key programming and logic content in a direct, efficient format that helps you progress through the subject matter quickly. Everyday examples and clear explanations in a streamlined presentation make this a perfect choice even if you have no prior programming experience. Twenty-five brief new videos from the author expand on and clarify topics, while new Debugging Exercises and a wealth of review and programming exercises in each chapter help you hone your skills.

CONTENTS

SUPPLEMENTS
Instructor Resources


Joyce Farrell

ISBN: 978-1-133-18823-0
©2013
560 pages

This book takes a unique, language-independent approach to ensure readers develop a strong foundation in traditional programming principles and object-oriented concepts before learning the details of a specific programming language. The author presents object-oriented programming terminology without highly technical language, making the book understandable even for readers with no previous programming experience. Common business examples and carefully revised chapters clearly illustrate key points. A wealth of updated programming exercises in every chapter provide diverse practice opportunities, while new Video Lessons expand on key topics. Use this book alone or with a language-specific companion that emphasizes C++, Java or Visual Basic.

CONTENTS

SUPPLEMENTS
Instructor Resources
www.cengageasia.com
Java Programs to Accompany Programming Logic and Design, Seventh Edition

Jo Ann Smith

©2013
224 pages

CONTENTS

Microsoft® Visual Basic® Programs to Accompany Programming Logic and Design, Seventh Edition

Jo Ann Smith

ISBN: 978-1-133-52608-7
©2013
224 pages

CONTENTS

C++ Programs to Accompany Programming Logic and Design, Seventh Edition

Jo Ann Smith

ISBN: 978-1-133-52580-6
©2013
224 pages

CONTENTS
Help Your Students Understand The Logic Of Programming

Visual Logic is a simple but powerful tool for teaching programming logic and design without traditional high-level programming language syntax. It uses flowcharts to explain essential programming concepts, including variables, input, assignment, output, conditions, loops, procedures, graphics, arrays, and files.

KEY FEATURES
- Offers the ability to interpret and execute flowcharts, providing students with immediate and accurate feedback about their solutions.
- Combines the power of a high-level language with the ease and simplicity of flowcharts.
- Can be used with a number of Course Technology programming books, particularly those designed for an early course in programming in which students are learning concepts and fundamentals, using flowcharts.

Visual Logic flowchart solution to High-Low Game

Visual Logic graphic output (TicTacToe)

Visual Logic graphic output (Ticking Clock)

Visual Logic execution output for High-Low Game

A Guide to Working with Visual Logic
Thad Crews
ISBN: 978-0-324-60119-0
August 2008
140 pages

Most customers bundle the Visual Logic programming tool with a Farrell Programming Logic and Design text.

For a demonstration and FAQs, visit www.visuallogic.org

www.cengageasia.com

Charles W. Herbert

©2011
304 pages

AN INTRODUCTION TO PROGRAMMING USING ALICE 2.2, 2e, International Edition provides students with a solid introduction to concepts of programming, logic, and related mathematics through the use of Alice, a proven tool for motivating beginning programmers. This new edition has been fully updated to take advantage of the new movie making, virtual reality, and gaming capabilities of Alice 2.2. All chapters are supported with robust exercise sets and visual diagrams.

KEY FEATURES
• Motivates beginning programmers through a highly visual method, allowing students to see their work come to life.
• Includes colorful graphics, screen shots, and examples that illuminate programming concepts.
• Presents an approachable step-by-step pedagogy with numerous accompanying screenshots, creating the ideal learning experience for new programmers.
• New! Fully updated for the latest release of Alice, version 2.2.
• New! Includes two new chapters on Gaming and Movies.
• New! Coverage of recursion and data structures has been simplified and integrated into a single chapter.

CONTENTS
1. Introduction.
3. Events.
5. Boolean Logic.
7. Movies.
8. Games.

SUPPLEMENTS
Instructor Resources

ABOUT THE AUTHOR
Charles W. Herbert
Charles W. Herbert has been teaching Computer Science and Computer Information Systems at Community College of Philadelphia since 1984, where he has served as the Chair of the CIS Department, Director of Computer Science, and Director of Technical Education. He has worked extensively as a professional programmer. Using his background in curriculum development, he is currently a Principal Investigator for an NSF funded team exploring the use of virtual reality programming in community college computing courses. He is the co-author of Alice 2.0: Introductory Concepts and Techniques.

Joyce Farrell

©2014
976 pages

With JAVA PROGRAMMING, 7E, International Edition even first-time programmers can quickly develop useful programs while learning the basic principles of structured and object-oriented programming. The text explains concepts clearly and reinforces the reader-friendly presentation with meaningful real-world exercises. Full programming examples emphasize learning in context. Updated “You Do It” sections, all-new programming exercises, and new continuing cases help students build skills critical for ongoing programming success. Find additional tools to equip beginning programmers with a solid foundation in Java programming in the optional CourseMate with Video Lessons created by the text author.

NEW TO THIS EDITION
• “You Do It” step-by-step programming exercises reinforce key topics from the chapter in a brief and manageable form. Students focus on mastering one new concept at a time as they engage in experiences that lead to success.
• Each chapter highlights two running Case Problems featuring projects that continue to grow throughout the semester, requiring readers to apply concepts learned in each new chapter.
• Each chapter contains several new programming exercises not seen in previous editions.

KEY FEATURES
• Each chapter begins with a list of objectives so that you and your students can review the topics presented in the chapter at a glance.
• Each chapter includes numerous figures to further clarify key content. Code figures are frequently 25 lines long or shorter, illustrating one concept at a time.
• Every complete program shown in this edition is included in a file. Students can run and modify these programs in order to experiment with the programming language.

CONTENTS

SUPPLEMENTS
Instructor Resources

www.cengageasia.com
An Introduction to Programming with C++,

Diane Zak

©2013
768 pages

The book’s exceptional visually-driven presentation helps clarify concepts with useful IPO charts, flowcharts and code examples throughout. New videos and PDF files for each chapter demonstrate how readers can complete exercises using various compilers. To ensure professional success, Microsoft® Visual Studio 2012® is available as an optional bundle, guiding readers in using quality code throughout the entire application lifecycle.

NEW TO THIS EDITION
• Now your students can learn how to complete exercises throughout the text using various compilers with helpful new PDF files available for download on cengagebrain.com.
• A full chapter is devoted to Classes and Objects in this edition. New appendices list common syntax errors and guide students to the helpful How To boxes throughout for a clean, easy-to-use presentation.

KEY FEATURES
• Known for its functional visual style, this edition makes extensive use of flowcharts, IPO charts, and code examples throughout each chapter to clarify and illustrate key concepts at a glance.
• A wide variety of practical exercises, labs, mini-quizzes, and contemporary examples to keep readers involved and enthusiastic about programming concepts.
• All end-of-chapter exercises are leveled and clearly identified to guide reader practice.

CONTENTS

SUPPLEMENTS
Instructor Resources

About the Author
Diane Zak
Diane Zak holds a Bachelor of Science degree in Computer Information Systems, a Bachelor of Science degree in Accounting, and a Master of Arts degree in Adult and Continuing Education. She has taught at various computer training centers and was most recently a professor at College of DuPage in Illinois.

Object-Oriented Programming Using C++,

Joyce Farrell

ISBN: 978-0-538-74709-7
June 2008
752 pages
ABOUT THE AUTHOR
Barbara Doyle
Dr. Barbara Doyle has served as Professor of Computing Sciences at Jacksonville University since 1992. Dr. Doyle received her undergraduate degree from the University of Kentucky and Ph.D. from the Florida Institute of Technology. She is an active professional with ACM, CSAB, and SIGCSE. She has been a Program Evaluator for the Computing Accreditation Commission of ABET since 2001 and was elected Commissioner to the ABET-CAC board in 2009. Doyle also serves as a training mentor to new computer science program evaluators for the Computing Accreditation Commission.

CONTENTS

SUPPLEMENTS
Instructor Resources

www.cengageasia.com

Joyce Farrell

©2014 848 pages

Guide today's beginning programmers in the fundamentals of the C# language with Farrell's MICROSOFT® VISUAL C# 2012: AN INTRODUCTION TO OBJECT-ORIENTED PROGRAMMING, 5E, International Edition. Approachable examples and a clear, straightforward pedagogy help readers establish a strong background in both structured and object-oriented programming concepts, introducing critical skills that are easily transferrable to other programming languages. The latest edition of this book incorporates the most recent versions of both C# and Microsoft® Visual Studio® 2012 to ensure students have the contemporary skills necessary for professional success.

NEW TO THIS EDITION
• This edition is written and tested using the latest versions of C# and Microsoft® Visual Studio® 2012 to ensure readers have the most up-to-date skills for professional success.
• Each chapter highlights two running Case Problems featuring projects that continue to grow throughout the semester, requiring readers to apply concepts learned in each new chapter.
• Each chapter contains several new programming exercises not seen in previous editions.
• Many of the debugging exercises in this edition are now revised to emphasize and prepare students to detect and correct faulty logic in addition to problems in syntax.

KEY FEATURES
• Detailed step-by-step programs encourage readers to analyze, test, and modify code written by others.

CONTENTS

SUPPLEMENTS
Instructor Resources

ABOUT THE AUTHOR
Joyce Farrell
Joyce Farrell has authored a wide variety of successful programming textbooks recognized for their clear, direct writing style and effective presentation. In addition to this text, she has written PROGRAMMING LOGIC AND DESIGN, 7E; AN OBJECT-ORIENTED APPROACH TO PROGRAMMING LOGIC AND DESIGN; JAVA™ PROGRAMMING; and OBJECT-ORIENTED PROGRAMMING USING C++. A well-respected instructor, Farrell has taught Computer Information Systems at Harper College in Palatine, Illinois. She has also taught at the University of Wisconsin at Stevens Point and McHenry County College in Crystal Lake, Illinois.

Diane Zak

©2014
592 pages

CLEARLY VISUAL BASIC: PROGRAMMING WITH MICROSOFT® VISUAL BASIC 2012, 3E by best-selling programming author Diane Zak uses a simple, proven, step-by-step approach that’s ideal for readers learning a first programming language. Clear, brief chapters introduce the latest Visual Basic 2012 in small, manageable segments without cumbersome technical jargon. This easy-to-follow book focuses on the fundamentals, emphasizing broader Visual Studio 2012 methods rather than specific Visual Basic functions, to ensure readers master essential programming skills that can easily transfer to other languages.

NEW TO THIS EDITION
• This edition explores the most important updates to Microsoft® Visual Studio® 2012. All code examples are presented using Windows 8 and have been thoroughly tested using both Windows 7 and 8.
• This edition clearly illustrates and clarifies concepts with vivid examples throughout each chapter drawn directly from business today.
• Ten updated Review Questions in every chapter, as well as numerous new exercises to provide extra choices for applications and study.

KEY FEATURES
• Most chapters in this concise edition are less than 25 pages, focusing on the key concepts for Visual Basic success.
• Each chapter contains a diverse assortment of exercises that feature various types of practice in a range of difficulty. This breadth ensures all types of learners have the opportunity to practice key programming skills.

CONTENTS

SUPPLEMENTS
Instructor Resources

www.cengageasia.com

Diane Zak

©2014
928 pages

PROGRAMMING WITH MICROSOFT® VISUAL BASIC 2012, 6E, International Edition by best-selling author Diane Zak is the ideal choice for your introduction to programming course. Students learn to master the basics of effective programming as they work through a wealth of hands-on applications in this book’s engaging real-world setting. Numerous learning features address today’s varied learning styles with an approachable visual presentation, helpful step-by-step tutorials, and engaging “You Do It” activity boxes.

NEW TO THIS EDITION

• This edition explores the most important updates to Microsoft® Visual Studio® 2012, from easily writing asynchronous code to utilizing caller information to simplify tracing and debugging. All code examples are presented using Windows 8 and have been thoroughly tested using both Windows 7 and 8.
• Many examples and exercises in each chapter are all-new or have been thoroughly revised, giving your students ample opportunity for hands-on practice.

KEY FEATURES

• Exercises are clearly differentiated as Introductory, Intermediate, and Advanced for your convenience. Students can also practice skills with Discovery exercises and fun “Swat The Bugs.”
• Students gain a thorough understanding of maximizing breakpoints as a powerful tool for debugging programs. The book also guides readers in stepping through code to ensure precision in programming.
• Stunning, effective interior design adds excitement and visually guides students as they master today’s Visual Basic concepts and skills.
• Engaging, trackable, and affordable, CourseMate offers a variety of interactive quizzes, flashcards, videos, and an interactive eBook to address students’ varied learning styles and help them review for tests and prepare for class. You can assess student engagement in your course using the CourseMate’s Engagement Tracker.

CONTENTS


SUPPLEMENTS

Instructor Resources

ABOUT THE AUTHOR

Diane Zak

Diane Zak’s programming textbooks are known for their friendly and readable style, providing a pleasant, uncomplicated learning experience. She crafts each of her textbooks carefully, always with the student in mind. Diane Zak holds a Bachelor of Science degree in Computer Information Systems, a Bachelor of Science degree in Accounting, and a Master of Arts degree in Adult and Continuing Education. She has taught at various computer training centers and was most recently a professor at College of DuPage in Illinois.


Diane Zak

ISBN: 978-0-538-75789-8
July 2008
776 pages

New Edition in Sept 2013!
Programming with Mobile Applications: 
Android™, iOS, and Windows® Phone 7

Thomas J Duffy

©2013
416 pages

This unique, hands-on tutorial approach combines clear presentations with numerous screenshots and step-by-step instructions to guide readers in developing applications for Google™ Android™, Apple® iOS, and Windows® Phone 7. Readers learn to create identical native and Web apps for each platform, which allows comparing each platform's development processes. The book's complete coverage ranges from platform architecture to native app life cycle management with an emphasis on fundamental programming concepts. This book's unique coverage of multiple platforms not only demonstrates the portability of apps that readers create, but also ensures an solid understanding of programming principles that benefits readers throughout any career.

KEY FEATURES
• Unique approach teaches how to create native apps for three major smartphone platforms• Up-to-the-minute coverage addresses fundamental programming concepts.
• Modular approach allows maximum flexibility in instruction.
• Well-organized presentation allows clear platform comparisons.
• Hands-on, tutorial-based instruction offers step-by-step guidance with helpful screenshots.
• Thought-provoking discussion topics encourage critical examination of today's issues.

CONTENTS
2. Developing for Small Devices.
5. Google Android: Motorola MOTODEV Studio.
6. Apple iOS.
7. Microsoft Windows Phone 7.
8. Web Applications.

SUPPLEMENTS
Instructor Resources

ABOUT THE AUTHOR
Thomas J. Duffy
Professor Tom Duffy currently serves as Chair of the Computer Science Department and Program Coordinator for the computer science degree program at Norwalk Community College in Norwalk, Connecticut. In addition to his teaching, he owns and manages Bright Moments Software, a software development company that specializes in today’s most effective Web technologies and design solutions. In addition to this book, Professor Duffy has written a successful book on JavaScript and numerous professional articles.

www.cengageasia.com

Corinne Hoisington

©2013
480 pages

Gain a strong foundation in Java programming with the confidence and technical skills to build actual, successful mobile applications with ANDROID BOOT CAMP FOR DEVELOPERS USING JAVA™, COMPREHENSIVE: A BEGINNER’S GUIDE TO CREATING YOUR FIRST ANDROID APPS. Written by award-winning technology author Corinne Hoisington, this book prepares readers with a thorough introduction to both Java™ and the secrets to creating effective mobile applications. It’s the ideal choice for readers who already have a little programming experience or are new to Java. The book offers a hands-on tutorial approach with clear, step-by-step instruction and numerous screen shots to guide readers through tasks efficiently. Learners gain a solid understanding of programming logic and Java tools for Android today and into the future.

KEY FEATURES
• Insightful new mobile applications text addresses today’s demands and tomorrow’s emerging technology needs.
• Award-winning author brings trusted, practical expertise to book’s presentation.
• Solid introduction to Java and building mobile applications emphasizes strong programming logic and critical java tools.
• Helpful callouts offer quick, practical tips invaluable both now and on-the-job.
• Practical learning features and exercises extend learning beyond the classroom.
• Precise case projects and leveled assignments ensure a variety of hands-on practice and learning opportunities.
• Hands-on tutorial approach provides step-by-step instruction.
• Valuable instructor support provides time-saving tools for your dynamic learning environment.

CONTENTS

SUPPLEMENTS
Instructor Resources

ABOUT THE AUTHOR
Corinne Hoisington
Corinne Hoisington is a professor at Central Virginia Community College in Lynchburg, VA with over 20 years of teaching experience. Professor Hoisington is the 2004 recipient of the Microsoft Most Valuable Professional in Computer Programming award. A dynamic speaker, she regularly presents on new technology and education trends to instructors across the United States.

Corinne Hoisington

ISBN: 978-1-133-59439-0
©2013
240 pages

Gain a strong foundation in Java programming with the confidence and technical skills to build actual, successful mobile applications with ANDROID BOOT CAMP FOR DEVELOPERS USING JAVA™, INTRODUCTORY: A BEGINNER’S GUIDE TO CREATING YOUR FIRST ANDROID APPS. Written by award-winning technology author Corinne Hoisington, this book prepares readers with a thorough introduction to both Java™ and the secrets to creating effective mobile applications. It’s the ideal choice for readers who already have a little programming experience or are new to Java. The book offers a hands-on tutorial approach with clear, step-by-step instruction and numerous screen shots to guide readers through tasks efficiently. Learners gain a solid understanding of programming logic and Java tools for Android today and into the future.

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• Precise case projects and leveled assignments ensure a variety of hands-on practice and learning opportunities.
• Hands-on tutorial approach provides step-by-step instruction.
• Valuable instructor support provides time-saving tools for your dynamic learning environment.

CONTENTS
1. Voila! Meeting the Android.
2. Simplify! The Android User Interface.
5. Investigate! Android Menus & Loop Structures.

SUPPLEMENTS
Instructor Resources

www.cengageasia.com
Joel Sklar

©2012
496 pages

Now updated to include the latest Web design technologies and trends, this Fifth Edition features all-new sections on HTML5, CSS3, CSS page layouts, and enhanced navigation as well as technical updates and new screen shots throughout. Beginning with the Web design environment and the principles of sound Web design, students will continue to planning site layout and navigation, and progress to Web typography, colors and images, working with CSS, and more.

KEY FEATURES
• NEW! Updated discussion and exploration of Web 2.0 topics.
• NEW! An introduction of brand new design techniques.
• NEW! A new chapter on creating Floating Layouts replaces the old chapter on Framed Layouts.
• NEW! End of chapter material has been updated.
• NEW! Illustrations and screen shots throughout reflect current browsers and relevant visualizations of key concepts.
• NEW! Sections on HTML5 and CSS3 describe the benefits and use of these new coding standards
• NEW! “Page Layouts” chapter describes how to build both flexible and fixed page designs using CSS

CONTENTS
2. Designing the Site.
3. Planning the Site.
4. Introducing Cascading Style Sheets.
5. Creating Web Typography.
6. Using the CSS Box Model.
10. Working with Data Tables.
11. Creating User Input Forms.
12. Putting It All Together.

SUPPLEMENTS
Instructor Resources
Now in its fifth edition, *JavaScript* guides beginning programmers through Web application development using the JavaScript programming language. As with previous editions of this book, Don Gosselin introduces key Web authoring techniques with a strong focus on industry application. A real-world project, similar to what students would encounter in a professional setting, is developed throughout each chapter. Since professional Web development jobs often require programmers to add features to an existing site, each chapter project uses a professionally designed Web site. After completing the course, students will be able to use JavaScript to build professional quality, dynamic Web sites.

**KEY FEATURES**

- Teaches Web page authoring techniques to students with little to no prior programming experience using the JavaScript language.
- Includes a new *Short Quiz* element that tests students to prove that they understand the concept or technique for each major section.
- Includes *Pointers and Facts* in each chapter that provide students with practical advice and proven strategies related to the concept being discussed.
- Provides plenty of opportunities for skill application through updated end-of-chapter *Reinforcement Exercises* and *Discovery* projects.

**CONTENTS**


**SUPPLEMENTS**

Instructor Resources

www.cengageasia.com
ASP.NET Programming with C# and SQL Server, International Edition

Don Gosselin

July 2009
704 pages

ASP.NET Programming with C# and SQL Server covers the basics of ASP.NET, C#, and SQL Server along with advanced topics including object-oriented programming and how to build Web sites that incorporate authentication and security. After completing this text, you will be able to use ASP.NET to build professional quality, database-driven Web sites.

KEY FEATURES
- Goals at the beginning of each chapter provide students with a quick reference to the contents of the chapter, as well as a useful study aid.
- Help features assist students in finding more information on a concept or technique.
- Short Quizzes throughout the chapter help students test their knowledge of a concept or technique.
- Pointers provide students with practical advice and proven strategies related to the concept being discussed. They also contain cross-references to other sections in the book or to related Web sites.
- Facts contain notes and comments that provide additional helpful information on specific techniques and concepts.
- Careful features point out troublesome issues students need to watch out for with a particular technique or concept.
- This book can be purchased with Microsoft® Visual Studio 2008 software. Contact your sales representative for more information.

CONTENTS

SUPPLEMENTS
Instructor Resources

ABOUT THE AUTHOR
Don Gosselin
Don Gosselin is a technical communications expert with more than 20 years experience. His extensive technology experience includes application development, technical writing, training, and curriculum development. In addition to JavaScript, he has written or contributed to textbooks on Java programming, Microsoft Visual C++, Web design technologies, Web programming languages, XHTML, and PHP programming with MySQL.

Don Gosselin, Diana Kokoska & Robert Easterbrooks

January 2010
712 pages

This book covers the basics of PHP and MySQL along with introductions to advanced topics including object-oriented programming and how to build Web sites that incorporate authentication and security. After you complete this course, you will be able to use PHP and MySQL to build professional quality, database-driven Web sites.

KEY FEATURES
- Enables users to utilize PHP and MySQL to build professional quality, database-driven Web sites, all with open source software.
- Covers the basics of PHP and MySQL along with advanced topics including object-oriented programming and how to build Web sites that incorporate authentication and security.
- Short Careful warnings called point out troublesome issues that you need to watch out for when writing PHP scripts.
- Short Quizzes serve as quick comprehension checks at the end of each major topic assess understanding of the section material.
- Reinforcement Exercises include both guided and free-form exercises that reinforce the skills learned in the chapter and build on your learning experience by providing additional ways to apply your knowledge in new situations.
- Discovery Activities apply the skills learned in the chapter to expand the functionality of an ongoing comprehensive Web site project.

CONTENTS

SUPPLEMENTS
Instructor Resources

www.cengageasia.com
Principles of HTML, XHTML, and DHTML: The Web Technologies Series
Don Gosselin

ISBN: 978-0-538-47461-0
©2011
700 pages

PRINCIPLES OF HTML, XHTML, AND DHTML teaches students the basics of building structured Web pages with HTML and XHTML, how to add text and images to Web pages, how to create frames, tables, and forms, and how to format and design Web pages using Cascading Style Sheets (or CSS). This text gives equal treatment to both HTML and XHTML, covering all new HTML 5 features while highlighting the differences between the languages. The book will also include enhanced coverage of DHTML, as HTML, X/HTML, and DHTML are commonly taught in the same course. Each chapter provides clear, non-technical explanations of the important concepts and techniques of a particular language or tool. The focus, however, is on learning-by-doing as students complete typical Web authoring tasks, such as adding tables to Web pages.

KEY FEATURES
• Assumes no prior knowledge of HTML, XHTML, or CSS; this text is ideal for the beginning Web programmer.
• Offers extensive diagrams and tables that help readers to visualize common components and relationships.
• Displays code examples in a consistent format, including brief code snippets as well as more complete code listings.
• Provides extensive end-of-chapter material such as Reinforcement Exercises, Comprehension Checks, and Discovery Projects.
• Includes coverage of advanced topics such as the use of JavaScript, how to incorporate multimedia and executable content into a Web page, how to organize and define XML, and how to use Extensible Stylesheet Language (XSL).

CONTENTS
1. Introduction to Web Page Development.
3. Working with Text and Images.
4. Formatting with Cascading Style Sheets.
5. Building Tables and Lists.
6. Gathering Data with Forms.
7. Incorporating Multimedia and Executable Content.
8. Introduction to JavaScript.
10. Manipulating the Browser Object Model.
11. Validating Form Data with JavaScript.

SUPPLEMENTS
Instructor Resources
Jason Miletsky

ISBN: 978-0-538-74527-7
February 2009
644 pages

Principles of Internet Marketing: New Tools and Methods for Web Developers helps readers understand the “why” behind the “how” of Web site development. It teaches the importance of the brand and how that relates to Web site development, the reasons sites are developed, how they build an audience, and most importantly, how companies use the Web to earn revenue and build recognition among their desired market. You will learn the strategies used to drive traffic to a site, the tools that are available to keep audiences coming back (with a focus on social media tools), and the role marketing plays in the building a successful Web site.

KEY FEATURES
• Interviews featuring high-profile individuals (such as Ward Cunningham, and Konstantin Guericke, of LinkedIn) discussing industry-related topics.
• Screen shots demonstrating different types of Web marketing from numerous companies and organizations.
• Tables and statistics illustrating how the Web has changed and continues to change at a rapid pace.
• Key Terms with definitions at the end of each chapter.
• Review Questions and Projects to assess one’s retention of the concepts and gain some hands-on practice on the Web.

CONTENTS

SUPPLEMENTS
Instructor Resources

ABOUT THE AUTHOR
Jason Miletsky
Jay Miletsky is CEO and executive creative director of Mango (formerly PFS Marketwyse), a leading marketing communications agency in the New York Metro area. His marketing work has included successful consultation and campaigns for companies including Hershey’s, AmerisourceBergen, Emerson Electric, JVC, The Michael C. Fina Company, and more. Miletsky is a featured speaker for numerous companies and seminars as well as a guest lecturer for universities. He is the author of 10 books, including Perspectives on Marketing and Perspectives on Branding, and he blogs regularly at jaymiletsky.com and getperspectives.com. You can follow him on Twitter at http://twitter.com/jaymiletsky.

Fred Beisse

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674 pages

This useful guide focuses on the informational resources and technical tools needed most to function effectively in a support position. Readers learn to handle troubleshooting and problem solving, successfully communicate with clients, determine a client’s specific needs, train end-users and even handle budgeting and other management priorities. This edition prepares readers to work with the latest developments, from Web and e-mail-based support to Windows® 7 and cloud computing. Leading HelpSTAR® and Microsoft® Office Project Professional 2010 software accompanying the text further reinforce user-support knowledge and skills.

KEY FEATURES
• New coverage addresses areas of emerging importance, including cloud computing and the utility software toolkit.
• Updates throughout this edition reflect the latest in support industry trends.
• New ongoing case project demonstrates how specific chapter concepts work together to provide overall effective support.
• Increased coverage of budgeting and other help desk management concepts better prepare students for today’s business challenges.
• New coverage prepares students to support Windows® 7.
• Practical, straightforward approach to technical issues helps students build critical skills with confidence.
• Compelling role-playing scenarios spur dynamic class discussion.
• Numerous case studies illustrate troubleshooting and problem solving skills at work in real situations.
• Professional software enables hands-on, real business practice.

CONTENTS

SUPPLEMENTS
Instructor Resources
ABOUT THE AUTHOR
Donna Knapp
Donna Knapp has more than thirty years of experience in the IT industry as a well-respected practitioner, sought-after consultant, and exceptional educator. She currently works with ITSM Academy as Curriculum Development Manager. Donna holds the ITIL® Expert certification and is a member of the ITIL International Examination Panel. She is a Certified Process Design Engineer (CPDE)® and is also certified in ISO/IEC 20000. Donna is the author of THE ITSM PROCESS DESIGN GUIDE: DEVELOPING, REENGINEERING, AND IMPROVING IT SERVICE MANAGEMENT, A GUIDE TO SERVICE DESK CONCEPTS, as well as A GUIDE TO CUSTOMER SERVICE SKILLS FOR SERVICE DESK PROFESSIONALS. She has developed a number of highly successful seminars, including “Achieving Customer Service Excellence for Service Desk Professionals” and “ITIL at the Service Desk.”

NEW TO THIS EDITION
• THE LATEST CONCEPTS KEEP READERS ON THE FOREFRONT OF PROGRESS. This edition introduces today’s computer user support with the most up-to-date concepts, the latest advancements in research, and emerging professional trends.
• NEW “TECHNOLOGY TRENDS” DEMONSTRATE HOW ADVANCEMENTS IN TECHNOLOGY IMPACT USER SUPPORT. The author discusses the influence of virtualization, cloud computing, and consumerization (bring your own device) on the service desk, as well as mobile, social, and multi-generational support.
• UPDATED ITIL® 2011 BEST PRACTICES KEEP READERS CURRENT WITH THE WORLD’S LEADING APPROACH TO IT SERVICE MANAGEMENT. All references to ITIL best practices now reflect ITIL 2011 standards.
• UPDATED CASE PROJECTS SUPPORT BLENDED LEARNING. Service Desk University Case Projects throughout this edition now reflect the latest technology developments and current trends. Revised Case Projects better support a blended learning strategy for all learning styles.

KEY FEATURES
• USEFUL FIGURES AND SCREEN SHOTS CLARIFY HOW CONCEPTS APPLY IN TODAY’S BUSINESS WORLD. Invaluable figures and screen captures throughout this edition illustrate meaningful, real examples of key service desk concepts in action.

CONTENTS

SUPPLEMENTS
Instructor Resources

www.cengageasia.com
Donna Knapp

March 2010
400 pages

The Third Edition of A Guide to Customer Service Skills for the Service Desk Professional explores the changing role of the service desk professional. Each chapter describes a particular skill required to deliver effective customer support and provides proven techniques for mastering that skill. Research and references have been updated in each chapter, and ITIL® Version 3 vocabulary and concepts are reflected throughout the text. Trends currently affecting the information technology industry are described along with how those trends are influencing the service desk. The text focuses on providing individuals with practical instruction on the business, soft, and self-management skills needed to execute the expanding mission of the service desk.

KEY FEATURES
• Covers the transition from help desk to service desk and reflects current support industry best practices and trends.
• Provides an up-to-date discussion of current industry trends such as supporting technically savvy customers, multichannel support, the adoption of best practice frameworks and standards such as ITIL®, and an ever increasing and changing workload.
• Describes technology trends influencing the skills required at the service desk such as the increased use of e-mail, knowledge management technologies, and Web-based technologies such as instant messaging and chat.
• Offers additional tips, review questions, projects, and case studies.

CONTENTS

SUPPLEMENTS
Instructor Resources
<table>
<thead>
<tr>
<th>Author</th>
<th>Title</th>
<th>ISBN</th>
<th>Edition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allert</td>
<td>Programming with Visual C++: Concepts and Projects</td>
<td>978-1-4239-0186-0</td>
<td></td>
</tr>
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<td>978-0-324-60199-0</td>
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<td>An Object-Oriented Approach to Programming Logic and Design, Fourth Edition</td>
<td>978-1-133-68283-0</td>
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<td>Gosselin</td>
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</tr>
<tr>
<td>Havalder, Medioni</td>
<td>Modern Multimedia Systems</td>
<td>978-0-8400-3125-9</td>
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<td>Building Parallel Programs: SMPs, Clusters, and Java, International Edition</td>
<td>978-0-538-78605-8</td>
<td></td>
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</tbody>
</table>
M
ISBN: 978-1-133-52634-6 ................................................................. 19
ISBN: 978-1-133-52635-3 ................................................................. 10
ISBN: 978-0-538-47004-9 ................................................................. 16
ISBN: 978-0-538-74527-7 ................................................................. 46
O
ISBN: 978-0-538-75460-6 ................................................................. 21
S
ISBN: 978-1-133-9108-7 ................................................................. 4
ISBN: 978-1-133-18781-3 ................................................................. 19
ISBN: 978-1-118-3139-3 ................................................................. 41
Smith/C++ Programs to Accompany Programming Logic and Design, Seventh Edition
ISBN: 978-1-133-52580-6 ................................................................. 29
Smith/Java Programs to Accompany Programming Logic and Design, Seventh Edition
ISBN: 978-1-133-52606-3 ................................................................. 29
Smith/Microsoft® Visual Basic® Programs to Accompany Programming Logic and Design, Seventh Edition
ISBN: 978-1-133-52608-7 ................................................................. 29
ISBN: 978-0-538-74933-4 ................................................................. 15
V
Vanguard/Visual Logic
ISBN: 978-1-4188-3773-0 ................................................................. 30
Z
ISBN: 978-0-538-75789-8 ................................................................. 37
ISBN: 978-0-538-8265-8 ................................................................. 20
<table>
<thead>
<tr>
<th>Title</th>
<th>Edition</th>
<th>Authors</th>
<th>ISBN</th>
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<tr>
<td>Microsoft® Visual Basic® Programs to Accompany Programming Logic</td>
<td>Smith</td>
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<td>Developers, International Edition/Miletsky</td>
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<tr>
<td>Visual Basic Programs to Accompany Programming Logic and Design,</td>
<td>Smith</td>
<td>ISBN: 978-0-538-74525-0</td>
<td>28</td>
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<td>Third Edition/Smith</td>
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