

Why EAI Is Good ROI



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Integrating certain systems makes good business sense—learn how in this two-part series.

Enterprise application integration (EAI) is becoming more important than ever for good reasons—most of them dollars. Efficient technology takes into consideration changing business priorities and changing preferences for business information products and services. Wanting and needing to integrate certain systems makes good business sense.

In practice, EAI can mean several different things. For example, EAI can mean integrating one application with another application or integrating many different IT systems. For discussion here, EAI refers to multiple interface points that can exist between applications. These interfaces usually are based on event-driven actions, which reduce latency and data replication.

With IT budgets being downsized and IT departments having to provide higher return on investment (ROI), EAI can do some amazing things to sustain and improve services.

New complexity raises need for connectivity

Increasingly businesses, consumers and the public expect more from technol-

ogy. Living up to these growing expectations is a challenge. Many organizations still continue to maintain a variety of applications, even in light of ERPs that can standardize computing environments across an organization using best practice principles. As interdependencies increase, organizational data and system interfaces—integration points—are becoming unmanageable and unsustainable. Many are not interconnected by a common architecture. Because data collection and storage systems use different technology architectures, multiple departments cannot easily share similar data or information that other units generate. This leads to data duplication and, in some cases, creates barriers to new business process improvements. EAI offers a common architecture for integration and better access in an organization.

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Open Source: A Strategic Overview

Part one of a four-part series introduces and defines Open Source based solutions.

Of the all folk sayings that one can turn to for guidance, "If something sounds too good to be true, that's because it probably is" would be accepted as one of the most reliable. This is particularly true for Information Systems professionals, whose survival depends on a healthy dose of skepticism towards claims of wondrous functionality and sterling reliability.

Therefore, when reports emerged in the late 90's about this new operating system called Linux which ran on inexpensive hardware, provided tremendous functionality, and was available free for the downloading, most audiences reacted with reasonable

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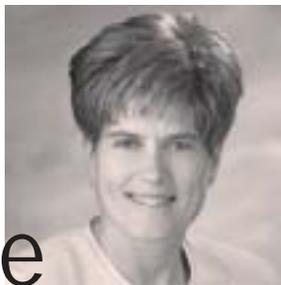
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Presidents Message



CIPS Calgary's Board of Directors has developed a roadmap of programs to achieve our vision "to make Calgary the most vibrant IT community in all of Canada".

This newsletter, the first of four planned for this year, marks the start of the 35th CIPS Calgary season. Your new board of directors has been diligently working throughout the summer and are ready to enthusiastically kick the year off with a new look, new exciting programs, and a vision "to make Calgary the most vibrant IT community in all of Canada".

To ensure that our programs are valuable and relevant to our members and the Calgary IT community we have made two new additions to the Board. We are introducing an External Advisory Team, a group of industry leaders who will provide guidance and direction to the CIPS Executive. We are also introducing the role of the Ambassador Director, whose mandate will be to create more direct involvement from our member organizations in both communicating and shaping CIPS programs.

The Board is comprised of a blend of new faces and seasoned veterans (see sidebar) who bring a wonderfully diverse set of backgrounds and experiences. These board members, supported by their committees, are the heart and soul of our organization. To truly make a difference, the CIPS Calgary section depends on active volunteer participation from our membership. There are many opportunities to contribute; drop us a note at calgary@cips.ca to find out how you can get involved.

At our strategic planning sessions in June we designed a roadmap of events and programs over the next ten months geared towards fostering innovation and leadership and the continued development of an interconnected and world-class IT profession in Calgary. Log on to the CIPS Calgary website at www.calgary.cips.ca to review the schedule of upcoming activities.

On behalf of the CIPS Board, I look forward to meeting you at our events throughout the year. Please feel free to contact me or any of the board members with your feedback and suggestions along the way. ■

Sandra Scott – President

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Integration's new benefits

Accepted definitions of ROI refer to the savings anticipated from both operational costs and process improvements. Improved performance and greater efficiency of internal business services generate cost and time savings. In EAI terms, this means that through the reuse of new data and system interfaces and programming logic, businesses can save IT dollars, while integrating business processes. And, by integrating processes, a further substantial return is accrued from enabling the business to do what it wants and needs to do.

Integration in this new century is more substantive than in the past, when we used to build point-to-point (P-to-P) interfaces to achieve some of the same connectivity that EAI offers today. These ancestral solutions were sometimes troublesome to maintain and offered less flexibility for future enhancements. Today, latency issues and real-time integration can be more of a reality at the enterprise level, thanks to new EAI tools.

EAI technology today – Tailoring integration to organization needs

For the most part, the days of customized integration solutions are a way of the past. Early EAI strategies were more about tying applications together and data replication. However, the latest EAI integration tools like Microsoft's BizTalk, Mercator, WebMethods, TIBCO, SeeBeyond and Vitria to name a few, offer new integration choices. Some of these tools have been around for a few years now and have progressively matured.

Since each tool uses a different proprietary method

for integrating applications, an organization must evaluate which tool is a best fit. To reap the rewards, one must consider the organization's IT maturity and readiness to implement an EAI tool.

An organization that is "leading edge," as opposed to "bleeding edge," in its approach to emerging technology will still benefit from a comprehensive integration strategy. However, an organization that is less receptive to current mainstay technologies may have a more difficult time with integration. For example, some would argue that a company that has Java-based technologies would realize a quicker implementation cycle than, say, a company that is running older Microsoft technologies (e.g. Visual Basic 6.0, etc.).

When you consider newer technologies such as Service Oriented Architectures, XML and web services, gains with EAI will be more readily realized. It's from this perspective that EAI begins to make good business sense.

Stay tuned next issue when the risks and hurdles of integration are discussed. An outline of criteria for evaluating return on investment for EAI projects will also be presented. ■

Daniel Petley, MBA, ISP is member of an enterprise application integration team for a large local organization. He has ten years of IT experience analyzing, building and integrating systems and can be reached at dpetley@telusplanet.net.

Increasingly businesses, consumers and the public expect more from the technology. Living up to these growing expectations is a challenge.

Sponsor Profile

CIPS Calgary newsletter sponsor
AGTI Consulting Services (West) Inc.



AGTI West is proud to support the Canadian Information Processing Society and specifically the CIPS Calgary Mission "to develop an interconnected and world-class IT workforce by fostering innovation and leadership in the Calgary IT community". While our involvement includes active participation on the CIPS Board and sponsorship of knowledge and networking seminars and publica-

tions like CIPScene, the real value to our organization comes from active participation in CIPS events which foster the sharing of insights and knowledge of the collective IT community.

AGTI West's roots in CIPS extend back to the society's early days. Gary Hadford, one of the founding partners of AGTI West, was an active volunteer for CIPS through the 1980s and 1990s and was a strong advocate for professionalism in the information technology sector. Sadly, Gary passed away in October 2000, but the work he did with CIPS including establishing the Code of Ethics and Standard of Conduct, and

the I.S.P. certification program remain with the society today. AGTI West is committed to the purpose and values that are embodied in these CIPS programs.

AGTI Consulting Services (West) Inc. provides business and information technology consulting, program and project management, technology consulting and information technology implementation services. The AGTI West team of experienced, senior consultants offers a unique combination of objectivity, cultural awareness, experience and proven processes. AGTI



CIPS Calgary members at AGTI West: Michael Rannelli, Sandra Scott, Jeffrey Wallace and Rob Coutts.

West has served the Western Canadian market since 1999 with a team of approximately 75 people in Calgary, Edmonton, Vancouver and Victoria. ■

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skepticism. The proposition that this new environment could displace entrenched proprietary offerings and play a significant role in enterprise information systems infrastructure was dismissed by most as highly speculative.

However, current experience has demonstrated that this is one of the few cases where something that sounded too good to be true actually delivered some of its exceptional promise.

Value proposition

This article, and the following three articles in this series, will attempt to achieve the following:

- Document that proven Open Source based solutions exist today which implement a wide range of infrastructure requirements.
- Illustrate Open Source based applications and tools which facilitate the majority of business functions.
- Establish that the application of Open Source software offers an opportunity for organizations to establish and execute their information systems strategy independent of vendor considerations.
- Demonstrate that the Open Source process of continuous incremental improvement provides a more sustainable system environment than those based on proprietary systems.

Definition

A piece of software is Open Source when:

- Any individual can obtain an unrestricted and irrevocable license to use the software personally or within an organization.
- The entire source code of the software is provided, or is made available, for the cost of distribution.
- No one may impose conditions upon users of the original software, or works derived from the software, if they chose to distribute the software or works derived thereof.

Most Open Source software is licensed under a standard license called the GPL (General Public License). However, developers of Open Source applications are free to apply whatever license they wish, so as a result there are many different Open Source licenses. The most common alternate license is the BSD (Berkeley Software Distribution) license.

Which Open Source license is applied makes no difference if your plans are to acquire the software and make use of it personally or within your organization, regardless of whether you make modifications. You are welcome to implement as many instances of any Open Source application as you like.

The specific terms of the different licenses becomes important only if you are planning to include or use Open Source software in a software product for which you intended to impose restrictions, e.g. a license fee.

Other significant points to keep in mind in regards to Open Source software licensing:

- You are not compelled to release changes that you make to Open Source applications, nor to release to others any software you build which makes use of Open Source components. Therefore, you can build applications that provide competitive advantage or incorporate intellectual capital using Open Source tools. That being said, the greatest advantage and cost savings come from contributing improvements that do not compromise your competitive position back to the original software so that they are integrated with other user's contributions.
- Open source does not automatically mean that the software is available free of charge. You are quite wel-



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This is one of the few cases where something that sounded too good to be true actually delivered some of its exceptional promise.

come to attempt to charge a fee for Open Source software, and many distributors can and do. However, as organizations also have to release the source to any software that includes or is derived from Open Source code, charging for the software alone is not an effective revenue strategy. Fees charged in relation to Open Source software are usually for integration, update, and support services.

- Simply providing the source code with a piece of purchased or licensed software, or making a piece of software public domain, does not make software Open Source. The key difference is that neither of these approaches provides a mechanism to ensure your ongoing rights to use the software.

In the next installment of this series, I will outline the major components of an Open Source system. ■

Mark Olson, I.S.P., has been using Open Source software since 1995, and speaking and teaching on Open Source since 1999. He is a senior systems professional, and is currently a supervisor within Information Services at The City of Calgary. He may be reached at olsonm@nucleus.com.

Personal Insights

How to come out of the weeds without being a toad—improve your personal networking skills.

Nearly everyone is familiar with the children's fairy tale *The Frog and the Prince*, where the princess has to kiss the frog to turn him into a prince. What do frogs and princes have to do with networking? Well, the tale forms the basis of a recent book on networking "The Frog and Prince—Secrets of Positive Networking™" written by author and managing director of The Vancouver Board of Trade, Darcy Rezac.

According to Rezac, the first secret of networking is "You have to kiss a lot of frogs to find a prince. Positive networking is all about jumping in and getting your feet wet. You have to do a lot of it, and your chances of being a better networker improve the more frogs you meet."

We've all seen and been envious of those natural networkers who work the room seemingly without effort. How can we be more like them? It is surprisingly simple by following The Network Dance: N.E.T.W.O.R.K.™.

Never Leave Home Without Them

Business cards, that is. Never, ever leave home without your business cards. The author even goes so far as to say that if you have left for an event without your cards, turn around and get them, even if you will be late for the event. Business cards are that important.

EThe Four E's—Establish, Extend, Exchange, Engage

The four steps in making a good first impression are relatively simple for anyone to master: establish eye contact, extend your hand, exchange business cards then engage in conversation. To further make a good impression Rezac suggests focusing on one person at a time by really listening to what they have to say.

TTravel In Pairs

Tag-teaming in your networking efforts will provide a sense of support and security. Tag-teammates can help by providing glowing introductions of their colleague or extract you when you are trapped with an overly talkative person. Here's a great tip: If your teammate is delaying introducing you, chances are he/she has forgotten the person's name. Jump right in and introduce yourself, then you'll both know the person's name.

WWorking the Pond—Positively

The most successful networkers use the philosophy of "what can I do for the people I meet" rather than "what can everyone else do for me". Rezac suggests acting like a host at each event attended. Princes and princesses of networking will open the circle of conversation for new people to join, and introduce these people to others in the circle.



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Opportunity Is Everywhere

Networking opportunities are everywhere: recognize them, maximize them and create your own opportunities. Organizations such as the Canadian Information Processing Society offer countless networking opportunities including attending events, speaking at luncheons, volunteering on committees and mentoring students.

Repeat, Repeat, Repeat

Simply stated, the more networking you do, the better you get at it. And the better you get at it, the more positive the results. If you go to just one event per week and set a goal of meeting at least seven people, in three years you will have expanded your network by more than 1000 people.

KKeep It Going

To get the most out of networking, follow-up is important. This doesn't mean sending the "drive-by email blast" to everyone you meet. It means discovering what you can do for someone else, then doing it. Rezac sees networking as a contact sport where you need face-to-face contact on a regular basis to build connections and ultimately relationships.

So, don't be a toad. Jump in and get your feet wet. Live by the philosophy that networking is not about you - it's about discovering what you can do for someone else. With a little effort and practice, anyone can become a prince or princess of networking. To get yourself going, sign up at www.frogandprince.com to receive weekly networking tips. ■

Monique Chenier is principal at Chenier Communications, a consulting firm helping organizations solve business challenges through effective communications. She is a volunteer with the CIPS Calgary newsletter committee and is working her way up the frog chain by practicing her networking skills. If there's anything Monique can do for you, she can be reached at mpchenier@shaw.ca.

Effective Communications Is Key To Success

IT Case Study: Effective communication is an essential component of project success whether it is at the inter-personal, inter-group, intra-group, organizational or external level.

People on projects typically spend over 75% of their time in an interpersonal situation; thus it is no surprise to find that at the root of a large number of project problems is poor communications.

Effective communication is an essential component of project success whether it is at the inter-personal, inter-group, intra-group, organizational, or external level.

During a recent project, a situation was created that required very effective communications for the project to be a success. The project involved the acquisition of a coal-fired,



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generating plant near Grand Cache, Alberta by a small partnership. This was an older plant that was to be mothballed by ATCO Power. Given this situation, there was very little investment into any part of the plant over the last several years, including the information technology.

Jess Harding and Clay Long were hired as a tag team to deal with the information technology situation just two weeks prior to the deal closing. With both Jess and Clay

working on the project part time, effective communication became key to the success of the project.

During interpersonal communications between people, some modes of communication are more effective than others:

1. Face to Face (most effective)
2. Over the Phone (second most effective)
3. Written Word (least effective)

A large percentage (studies suggest over 90%) of the meaning people derive from communication, they derive from the non-verbal cues that the other person gives. Often a person says one thing but communicates something totally different through vocal intonation and body language. These mixed signals force a person to choose between the verbal and

nonverbal parts of the message. Most often, the receiver chooses the nonverbal aspects and when nonverbal messages are absent, the more likelihood for confusion.

During the project, face-to-face and voice communication, back-up by documentation was the preferred method of communications. Communication methods included such things as:

- Face-to-face meetings for key situations, during project start-up, project plan/budget approval, vendor presentations, etc.
- Daily voice communication, backed up with e-mails.
- Project plan developed and presented in-person (where possible) to stakeholders.

• Detailed and summary budget developed and presented in-person to approving stakeholders. Updated weekly and summary included in status reports.

• Requirements document followed up with verbal and face-to-face questions and answer sessions.

• Change requests documenting and approving all scope/requirement changes following discussions, both verbal and in-person.

• Decision summaries were developed and signed off to ensure clarity of decisions.

• Weekly two-page status reports sent out to key stakeholders.

There was a conscious effort on both Jess and Clay's part to ensure that communication was abundant but also effective. Having daily phone calls, coinciding with the exchange of e-mails and documents proved to be the right mix of communications methods that kept the project moving forward at a very quick pace.

There was a brief period on the project where communication became less effective and confusion increased regarding the status of the infrastructure requirements. This arose when e-mail between suppliers and the project team were copied to a wide distribution. These e-mails involved detailed requirements around the specifics of purchase and implementation IT infrastructure. The fact that there were so many low level e-mails copied to people not directly involved ended up causing the confusion as to the current state of the requirements. Over-communication of the information to people not requiring the specifics had

It is no surprise to find that at the root of a large number of project problems is poor communications.

become ineffective. The situation was clarified and rectified through face-to-face meetings and phone calls with the individuals involved, putting the project back on track. This simple solution reinforced the fact that face-to-face communications is more effective than written communication.

Given the pace of this project, which was accomplished over just a few months, open and effective communication was the key to success. The client was very satisfied with the results of the project and threw a celebration for the entire project team, suppliers and contractors involved with the success. ■

Clay Long, I.S.P.

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Event Profiles

CIPS Calgary offers events and programs for every interest. Check out the back page of CIPScene for information on upcoming events.

Golf Tournament

The CIPS Golf Tournament Version 2004 was held on June 8. We had 108 golfers out on the scenic Lynx Ridge Golf Course for a day of fun and socializing. Our hole sponsors added spark to the event, by providing a huge array of contests, a masseuse, and Margarittaville. Thanks to Ethier Associates (our title sponsor), all the other sponsors, and the amazing group of volunteers for helping to organize an event where IT professionals can meet and network in a relaxed and fun atmosphere! Plans are well under way for our next exciting social event, so keep your eyes open.



May Luncheon

On May 5th at the Calgary Chamber of Commerce, Catherine Todd and David Long gave a timely and relevant presentation on how IT and the Business have embarked on a strategy to work more closely together at Husky Energy. They outlined the path they have taken in developing an integrated portfolio management approach driven from the business strategy. We gained insights into key critical success factors and learned some specific strategies and tactics for working through the challenges in collaborating and executing their approach. We really appreciated Catherine and David sharing these practical experiences and look forward to them coming back next year with a progress report!!

New Members

May 2004

Shailesh Bhagawatula
Robert Coutts
Sandy Debolt
Todd Holt
Aaron Hughes
Pauline Turnbull

June 2004

Sheila Chong
Thomas Wong
Paul Millar
Sean MacDonald
Jim Dunn
Roxana Tal Herscovici
Vincent Charles
Cindy Crittenden
Annette Lacombe
Sean Michael Smith
Simon Schwarz



CIO Corner

According to Dennis Kalma, CIO of the AESO, if you want to really see and understand the breadth and depth of how an organization works, IT is probably the best place from which to do so.

As Chief Information Officer of the AESO (Alberta Electric System Operator), Dennis Kalma heads up the Information Technology department. The AESO is Canada's first competitive customer-focused exchange for electricity. The AESO facilitates Alberta's real-time wholesale market, which has over 200 participants and about \$4 billion in annual energy transactions.

Prior to joining the AESO, Mr. Kalma held senior executive IT positions with Agrium and Trizec, and began his career with Shell where he held a variety of positions, both in Canada and internationally, including management of Shell's international seismic processing centre in The Hague, Holland. Mr. Kalma holds a B.Sc. in Physics (with distinction) from the University of Lethbridge.

Mr. Kalma is married with two teenage children and, in his spare time, he restores high-performance automobiles.

CIPS: What are the most significant challenges you currently face in your role and how do you address them?

Kalma: My single biggest challenge is how to get everything done without breaking the bank. We have to continually challenge ourselves that everything we take on is the most effective use of time and money. Sometimes we're forced to push back on programs that don't have the business payback; and sometimes we add initiatives to the agenda where we see true value. IT recently advanced the cause of initiating a document management system. The organization's executive saw the business value in it, and the first process goes live at the end of June with a targeted 50% reduction in people effort. That's an example of IT providing tangible benefits to the organization.

CIPS: From your perspective, are your challenges similar or dissimilar to those you've seen in other organizations?

Kalma: The AESO facilitates the competitive wholesale electricity market and plans and operates the transmission system to ensure that power is reliably provided to the all Alberta consumers. If our IT systems go down, the lights literally are at risk of going out. Most companies don't rely on IT to that level of criticality. When I worked in the oilpatch, an executive once said to me: "IT consumes 0.7% of my budget, so I'll give you 0.7% of my time and attention." Here, IT consumes in

For those who have several years in the business... be a mentor. Find the time, take the time, it's a very rewarding experience.

the neighbourhood of one-third of The AESO's annual internal spend. As you can imagine, the result is that business issues and IT issues are one and the same thing and as such get significantly more of the executives' time and attention.

CIPS: For those who are considering a career in Information Technology, what suggestions would you have with respect to the kind of education and training they should seek?

Kalma: I'd strongly encourage them to get an IT degree or diploma, if their interest is in becoming a practitioner in the technical skills of IT.

However, in my opinion, of significant or greater value is taking the opportunity to gain an understanding of the business itself and then learning how to apply technology to enable the business to meet its goals and continuously improve. In which case, I'd suggest an education in a field of interest such as

"Any sufficiently advanced technology is indistinguishable from magic."

— Arthur C. Clarke

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engineering or science, and then gaining a technical grounding. For example, when Shell hired me a number of years ago their message to me was "it's easier to teach a physicist programming, than to teach a programmer physics." It's that blend of business and technology that provides real benefit to organizations.

CIPS: From your perspective, what areas do we, as Western Canadian IT professionals, need to focus and improve upon with respect to our knowledge and skills to be able to compete globally?

Kalma: For starters, recognize that there is a globe. We've got it so good here—it's quiet, safe, and healthy and we live next door to the biggest market in the world. I think there's a risk of us becoming complacent. There are a lot of people out there who are, both literally and figuratively, hungrier than us. They have less to lose and more to gain. So we have to act locally but think globally. We've got the first part down pretty good but I'm not sure how good we are at the second bit. I'd suggest that people look outside of IT... learn about finance, learn to read and enjoy *The Economist* as well as any other business and world news maga-

zines you can get your hands on. Spend time talking to business people and learn what they do and how the world and IT looks from their perspective.

CIPS: What other trends do you see emerging in Information Technology in the next decade?

Kalma: I came out of university at a time when there was a lot more time for management in organizations to teach and to coach, so I had a real opportunity to learn from experienced people. Nowadays, the workplace is so hurried, that those who could mentor are too busy to do so. There's no time for quiet reflection; for sitting back and admiring the problem. We're not taking the time to teach people how to do things well the first time. And the people that have those mentoring skills will be retiring in the next decade. For those who have several years in the business, my message to you is be a mentor. Find the time, take the time, it's a very rewarding experience.

CIPS: Any closing thoughts?

Kalma: If you want to really see and understand the breadth and depth of how an organization works, IT is probably the best place from which to do so. ■

The computer age began when ENIAC (Electronic Numerical Integrator and Calculator) was completed in 1945. The first multipurpose computer, ENIAC set speed records with an amazing 5,000 additions per second. A laptop today can do 500,000,000 additions per second.

—www.factmonster.com

CIPS Ambassador Program



Roy Babiuk, CIPS
Ambassador Director

CIPS Calgary is pleased to introduce an exciting new program that will better enable CIPS to keep their hand on the pulse of Calgary's IT community. By establishing Ambassadors within our member's organizations, CIPS will have a valuable two-way communication channel, with the Ambassadors helping to create awareness of CIPS and our related events and providing direction on what programs are valuable and relevant to their organizations. This team of Ambassadors will help ensure we continue to provide meaningful programs and continue to

improve upon the value of being a CIPS member.

We have begun the process of recruiting CIPS Ambassadors within our member's organizations and would like to introduce you to the team so far:

Sean Stratton,
Enbridge Inc

Carla Ogryzlo,
Quadras Development Inc

Sheila Chong,
Trimac Information Services

David Lowther,
First Calgary Savings

If you are interested in increasing your company's involvement with CIPS while networking with other IT professionals, please call Roy Babiuk, CIPS Ambassador Director at 242-9913 for more information. ■

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CIPS on Campus

Professional Education in IT: IT professionals must take personal responsibility for upgrading their skills in the direction they want their careers to progress.

Because of the nature of the industry, IT professionals constantly need to upgrade our skills, especially in this competitive IT market. In the current economic climate, many organizations must cut costs, often cutting training from IT corporate budgets. How can we cope? While corporations may not look at training as an investment, we, as individuals, need to. One trend in IT training is to place the responsibility on the shoulders (and purse) of the employee as career empowerment. This comes naturally for freelance consultants, but it is difficult for the employees. Employees need to take the initiative to align their skills with the direction they want to go in.

Recent CIO surveys conducted by both IBM and Robert Half Technology report that an upcoming trend will be for retailers to increase their use of technology. "An increasing number of firms are beginning to invest in IT initiatives designed to build or enhance revenue, including projects such as the storage and mining of customer data". These organizations will be looking for people to go beyond application development and systems implementation, work with the business, and enable them with Information Technologies. IT professionals wishing to pursue this career path should take educational courses that focus on business process re-engineering, knowledge management, SQL server development, using Office 2003, and how to work with users on requirements.

According to the technology forecast survey of Institute of Electrical and Electronic Engineers (IEEE) Fellows in 2003, technologies will be used for energy development, fighting terrorism and environmental protection. Engineering and environmental applications involve interaction of devices and are often developed in C++. In the fight against terrorism, cyber-terrorism would be our biggest concern. Take technical courses in Information Security or C++, if you wish to become involved in this area.

The IEEE Fellows believe "There will be an 'information appliance' that combines phone and Internet

access, possibly with voice recognition, into one wireless box." They predict that the information device of the future will be personal and portable. We are now seeing wireless devices coming out enabling people to access information anytime, anywhere. If we want to catch this wave of information appliance, we should follow the technology these devices are programmed in and take courses in C++ and J2ME.

What can be learned from the above CIO and IEEE surveys? As IT Professionals, we need to invest in ourselves. We need to invest in professional education and training. We need to focus on applying IT to solve business problems. ■

Kenneth Fung, B.Sc., CMA, CCP, MBA, ISP, PMP, CSQE, is the program director of Computing and Information Systems, Continuing Education, University of Calgary. Kenneth has 10 years of Information Technology experience as systems analyst, project manager and QA team leader and 10+ business experience in accounting and finance.

He has developed and taught courses and workshops on project management, business process reengineering, accounting and management. He is working towards a Ph.D. in Information Systems

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CIPS Events



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All luncheons are held at the Chamber of Commerce. 11:30am registration, noon presentation. Breakfast locations are TBD. Please refer to www.calgary.cips.ca for more information.

MEMBERSHIP BONUS PACK – Sign up for all 10 luncheons and get 15% off. For information on Corporate Luncheon Packages, call Shawn Mahoney at 303-4551

PROJECT MANAGEMENT SIG

Date: Thursday, September 16
Time: 12:00 noon (sharp) to 1:00 p.m.
Location: Fifth Avenue Place Conference Center
2nd Floor, West Tower 237-4 Avenue SW
Speaker: Robin Hornby
Register at: calgary.cips.ca/events/cipsig

WINE TASTING IN CELEBRATION OF CIPS ISP WEEK

Date: Thursday, October 21
Time: 5:00 - 8:00pm
Location: Oh! Canada Restaurant
7th Ave and 7th Street SW – Nexen Tower
Details at: www.calgary.cips.ca

I.S.P. WEEK

Join us in celebrating professionalism in IT. October 18 to 25, 2004

RECRUIT AN IT PROFESSIONAL CAMPAIGN

Congratulations CIPS Calgary! Our members have won 5 of the 6 monthly draws so far in this National Contest. Congratulations to Lynlee Parker, I.S.P., Ken Chapman, I.S.P., Bob Stratton, Parin Teja, I.S.P., and Sandra Scott. Keep those referrals coming and one of us could be flying to an island paradise!

CIPScene Watch for your next newsletter in your mailbox this December.

WHAT IS CIPS?

CIPS is a professional association providing leadership in information systems and technologies. We offer the only IT professional designation (the I.S.P) in Canada. Our national and local activities are dedicated to promoting continuous learning and the ongoing development of an interconnected and world class IT workforce.

LUNCHEONS

Monday, Sept 13/04
IT Staffing and Compensation
Derek Bullen – Si Systems

Wednesday, Oct 06/04
Web Directions
Yogi Schulz – Corvelle Management Consultants

Wednesday, Nov 03/04
Organizing the IT Team
Dennis Kalma – AESO

Wednesday, Dec 08/04
The New Discipline in IT: Applications Support and Maintenance
Dr. Peter Thompson

Wednesday, Jan 05/05
Project Sponsorship

Wednesday, Feb 02/05
IT Trends
Quadras

BREAKFASTS

Thursday, Sept 23/04 – Business Outcome Mapping

Thursday, Oct 21/04 – Wireless Trends

Thursday, Nov 18/04 – Application Integration

Thursday, Jan 20/05 – Extreme Testing

Thursday, Feb 17/05 – Middleware

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