



Everyday Technology Unveiled

Policing with technology: It's more technologically advanced than you might think.

Many of us have been there before; you hear the sirens, see the flashing lights, and gradually pull your car over to the side of the road. The officer slowly walks up to your door and asks for your license and registration. As he takes it back to his police cruiser you start to wonder exactly what he is finding on

your record about your forgotten past. The time you were reprimanded in the principal's office for throwing snowballs in the second grade? Or the time you were caught with an open beer on the "Red Mile"? Well, you can relax a little; the police don't have access to those secrets. But now thanks to the new I/Mobile system, Calgary's police officers are receiving more information about the person and vehicle that they are pulling over than ever before.

Since the implementation of the I/Mobile system, officers are informed instantly about the name and address of the registered owner, the validity of the license and registration, and the last time the car or driver was pulled over. Officers are also informed about recent police visits to the owner's residence, and any pattern of offenses or violations. Jail time, probation status, and warrants for arrest are also sent to the officer's police

cruiser. In the past, all of this information was available to police officers if they contacted dispatch and dispatch referenced it in their records at the station. With the I/Mobile system it is sent to the police cruiser instantly. Safety has been improved as well as time efficiency. Officers can be more informed about the people that they are dealing with, which increases safety for the officers as well as for the public.

I/Mobile was implemented with laptop computers (pictured left) in April of 2004 in all Calgary Police vehicles. It runs on the Windows 2000 operating system. I/Mobile was developed with the help of Constable Ward Stene, who works in the Mobile Technology Project Information Services Section of the Calgary Police Department. One of the advanced features of this new technology is a Global Positioning System (GPS). This means that at any point an officer can locate

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Open Source: A Strategic Overview

Part two of a four-part series examines the components of a typical Open Source based system.

In the first installment of this series we looked at what defines Open Source software and at the terms under which Open Source software is licensed. Now we will begin to examine the components that make up a typical Open Source based system.

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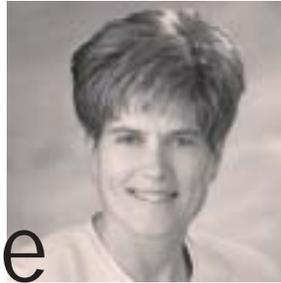
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President's Message



A positive economic outlook combined with some unique business drivers makes 2005 an exciting time to be in IT.

As we wind closer to the end of 2004, it is worth taking stock of the remarkable year we have experienced. Our country has experienced the best GDP growth in more than two decades, has attained the lowest unemployment rates in three years, and increased corporate profits while holding inflation steady. Although most economists predict oil prices to settle below \$50.00US per barrel, they still expect Alberta to lead the country next year with a 4.1% GDP growth forecast. What do these positive economic statistics mean to IT?

Currently, the majority of business and IT executives anticipate increases in IT spending. Forrester's latest CIO Confidence indicated that 66% of CIOs intend to raise budgets in 2005. Given that the Canadian economy is a leader in its adoption and use of IT services, this should translate to significant opportunities on the horizon for the IT Professional.

The upcoming wave of technical innovation will be influenced by some unique business drivers. New security rules and regulations like Sarbanes-Oxley are reshaping global IT and business. Businesses are driving shifts in communication technology by demanding communication that can happen anytime, anywhere and by any method. Customers are influencing a new generation of applications and software by requesting service models that are flexible and dynamic.

To adjust to this next technology wave, our IT organizations will need to align closer to the business and we will have to implement new leadership imperatives, new management disciplines and world class service delivery models. What an exciting time to be in IT!

Our CIPS Board is excited to be a part of this vibrant and fast-paced community as we all embark on this new wave together. We are committed to ensuring our programs stay current with the upcoming trends and remain valuable and relevant to our members. Thank you for your continued input and we look forward to working with you in 2005. ■

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ph: 294-1474 email: jeff.wallace@agti.ca

CIPS Calgary Office
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another police vehicle and its position in the city, which is displayed on a digital road map. The GPS makes it simple to determine how many cars are in the vicinity of a disturbance if further backup is required.

The City of Calgary is constantly upgrading and implementing new technologies. One system that has recently been implemented is the use of digital scanners. The digital scanners are used to take a “picture” of license plates; the picture and information is then referenced to a database where the information of stolen cars and stolen plates is housed. The use of this new technology helps retrieve stolen property and discourages future theft.

Another project that is currently underway is the integration of notification systems among the police departments, the fire departments, and the Emergency Medical Services (EMS) departments. Currently, when there is an incident reported to the 911 emergency phone line, the operator asks what kind of emergency is being reported: police, fire, or EMS. Once the call is transferred to the appropriate department it is determined if either of the other departments is needed on site. If so, that department is notified manually. The new system will incorporate a notification system that informs all departments about each incident that requires their assistance.

For example, when a fire is reported to the fire

department there will be a code system assigned to the call based on the type, severity, and locale of the fire.

Depending upon where the assessment falls, the police and/or the Emergency Medical Services will be informed in con-

junction with the fire department.

Since the terrorist attacks of 9/11 many

other cities have begun researching and developing systems similar to the one Calgary is implementing.

As with most new technologies there are new responsibilities. Some people believe that technology can create a laissez-faire attitude towards jobs and job procedures. When asked about this, Constable Stene assured that technology is used only to aid police officers in their duties, not to replace any procedures or responsibilities of a police officer. Police officers are still thoroughly trained to depend on procedures, personal safety, and their own instincts. ■

Rebecca Darling is currently working on her applied bachelor degree in communications with a minor in French language at Mount Royal College. After Rebecca finishes her program she wants to relax!

Technology is used only to aid police officers in their duties, not to replace any procedures or responsibilities of police officers.

Sponsor Profile

Q9 Networks (TSX:Q) is pleased to support the CIPS Calgary section.



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recovery, email, financial transaction processing, Internet access, and hosted back-office applications.

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Jeff Violo, David Villett, Blair Toblan, Krista Oswald, Chris Perry and Richard Roskey.

organization be considering the launch of a new application, how to improve reliability of an existing one, or should you require additional data centre space, we would be pleased to work with you to develop a comprehensive plan and demonstrate how Q9 can fit into your IT strategy. ■

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continued from page 1 – Open Source

COMPONENTS

A typical system that makes use of Open Source software will contain the following components:

- a kernel
- core utilities
- graphical environment
- window manager or desktop
- application framework
- applications

The Open Source software environment is the result of the collective efforts of software developers working as project teams. These teams work on the maintenance and enhancement of software which independently and competitively provision different system components. As a result it would be impractical for many organizations—and hopeless for most individuals—to integrate all of these components to build a useful system. Hence the necessity of distributors.

Distributors generally do not develop software. Rather, they add value to the software developed by these diverse projects by collecting, integrating, and testing the individual software components required to provide a functional and integrated environment.

For most users of Open Source the choice of Distributor is more important than the choice of the individual components. We will go into detail on Distributors later, but first let's look at the major components that will be common to all Open Source systems.

KERNEL

Open Source kernels provide the same function as all Operating System kernels - hardware management and an environment for process execution.

There are two major Open Source kernels. The one with the highest profile is the Linux kernel. The strength of the Linux kernel over the alternatives is broad hardware, distributor and application support.

The other major kernel is the BSD kernel family. The BSD kernel exists in three major variations: Open BSD, Free BSD, and the Mach kernel which forms the basis of Macintosh's OS X.

The BSD kernels have two major strengths. First, the license allows for distribution of derivative works without requiring distribution of the source, making it a more attractive platform for proprietary software development. Second, the BSD kernels tend to be compact and focused on security and reliability, making them an excellent platform for applications requiring high security and availability.

Regardless of the kernel, all Open Source environments share a common set of core utilities and networking code based on the Berkeley Software Distribution. These tools include utilities for file system and user account maintenance, network configuration and diagnostics, a suite of C language development tools, and large software component libraries. As a

result, much of the skill set, many procedures, and much software is transferable between systems based on different kernels.



Getty Images

The Open Source software environment is the result of the collective efforts of software developers working as project teams.

It should be noted that the majority of development tools and applications are available in versions ported to most, if not all, major kernels.

GRAPHICAL ENVIRONMENT

Many Open Source based systems, particularly servers, run effectively using text only interfaces. This is the basis, in large part, for Open Source's reputation for hardware efficiency and stability; they can avoid the overhead and complexity of a graphical environment where not required.

However, modern applications demand a graphical interface. This leads us to a common component of all Open Source based systems, the X windows environment, which has served as the default client graphic server on Unix based systems for 20 years.

A key advantage of X windows is it was designed from inception for network independence. A workstation user can work with applications running on the local workstation or remote servers without seeing any difference in behavior. This allows the development of applications with rich graphical interfaces while avoiding distributing software components to the workstation.

In the next installment of this series we will look at desktop options and application environments available as Open Source. ■

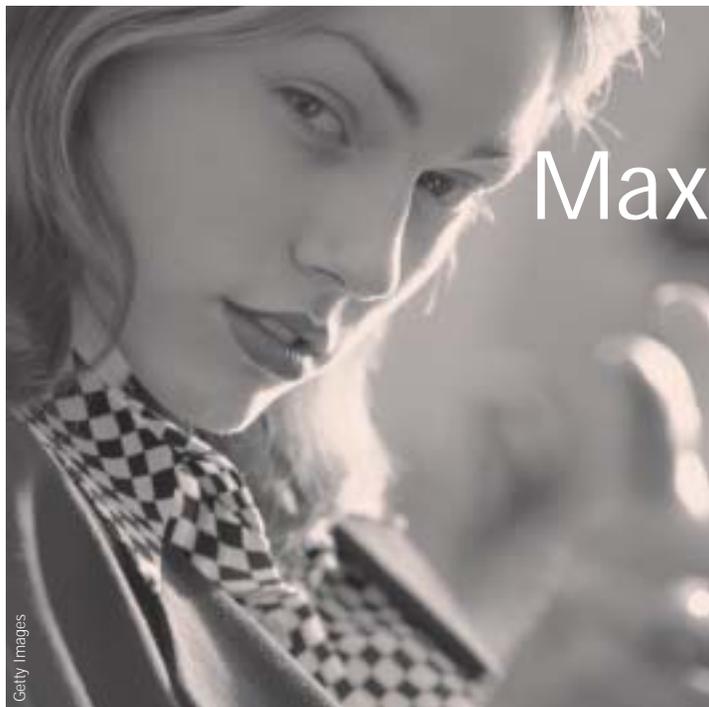
Mark Olson, I.S.P., has been using Open Source software since 1995, and speaking and teaching on Open Source since 1999. He is a senior systems professional, and is currently a supervisor within Information Services at The City of Calgary. He may be reached at olsonm@nucleus.com.

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Maximize Your Career

Want to kick your career up a notch? It's simple: Maximize your membership with CIPS.

More and more people are asking questions about association membership. What are the benefits of belonging to a professional association? What is the value of my membership? It's one thing to read a list of benefits like the one at www.calgary.cips.ca/who/benefits.php but what does that really mean to an individual IT professional?

We've all heard the old adage, "you only get from something what you put into it", and that couldn't be more true than how you take advantage

of the benefits of your professional association. Just writing in your resume that you are a CIPS member doesn't provide you, your employer or your clients with any benefit. The real value comes when you participate as an active, engaged member to give back to your profession. It's only then that you start reaping the rewards of lifelong learning, building your career and growing your business.

How can your career benefit from membership with CIPS? Members of the Canadian Information Processing Society can take advantage of diverse opportunities on both a local and national level.

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- Give a presentation on your area of expertise at a luncheon or breakfast seminar
- Gain industry perspective through local and national newsletters/publications as well as participation in various educational and networking forums

The benefits of membership in professional associations have been demonstrated by accelerated career growth for those who really become involved. Ask any senior CIPS member how their membership has benefited them. Through CIPS, you can learn and grow and step up through the ranks professionally much faster than would have ever been possible without membership.

Don't just be a member of CIPS, be an engaged and active leader and kick your career up a notch. ■

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 firmly believes that active participation in industry associations has been the catalyst to get her where she is today. Monique can be reached at mpchenier@shaw.ca.

Why EAI

Is Good ROI

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

For many organizations, springing into the Enterprise Application Integration (EAI) arena is not without some trepidation.

However, the latest generation of EAI tools is helping.

Software companies are promoting new tools that help make this commitment to yet another architecture rewarding and homogeneous. Case in point—many new corporate web portals that have key performance indicators require almost real-time data and integration feeds. Many executives would like to get as close as possible to real-time performance monitoring.

When it comes to integrating systems, not all application return on investment (ROI) is created equal. Integrating more functional applications within an organization will yield a higher degree of ROI than other less functional systems. This requires some degree of finesse and insight.

Often, many users of systems would beg to disagree that their system is any less important than another group's system. However, it helps to take a higher-level perspective and remember that not all systems are created equal in organizational priority and stakeholder sensitivity.

CRITERIA FOR EVALUATING EAI-ROI

Some criteria that can be used to evaluate ROI for an EAI project include:

- Organizational readiness from an IT perspective (e.g. companies that are relatively current [last 4 years] in architecture would more likely benefit from an EAI-based integration strategy.)

Note: Although main-frame interfaces are possible with these tools, this usually results in flat file exchanges. This being the less intelligent

method of data exchange, it is usually not the preferred method of integration.

- Organizational readiness in terms of enterprise-wide IT policies, governance, decision-making and priority-setting processes.
- How many systems / applications / databases might be integrated?
- Costs associated with maintaining the existing method of integration—lifecycle costs (e.g. batch jobs, data feeds, etc.)?
- The cost of the solution-delivery team? (e.g. special-skilled individuals).
- The cost of developing and coding interfaces; can existing code be recycled?

- The need to document each process interface point (manual or automated) and to document the events that would benefit from/cause integration.
- Systems integrator professionals (consultants).
- Professional services group capacity (EAI vendor provided services).
- Hardware costs associated with implementing an EAI solution.
- Resources for EAI business process re-engineering.
- Resources for EAI training / retraining

As far as I can tell, the most formidable obstacle in calculating the ROI for integration projects is the use of an existing piece of middleware or brokered technology to integrate systems. The highest profile benefit of an EAI project is quick implementation and a low cost of maintenance for the



solution once implemented. Since these technologies come with an existing methodology and tool set, they do allow teams conversant with the technology to integrate systems rather quickly.

However, a word of caution is required when investigating broker or middleware technologies. The licensing costs of these technologies can be significant. For example, Microsoft's BizTalk pricing is based on a per-processor pricing. Other considerations are that this solution works closely with the rest of the Microsoft suite of applications, which are not included and will have a bearing on the overall cost of the EAI solution. Although there is no de-facto formula for an EAI - ROI strategy, the above criteria can support developing metrics that can be used to demonstrate a return.

In some cases of systems consolidation, a result of integration might realize enough direct cost savings to demonstrate a reasonable return on investment. As well, the mapping of business processes can yield some resource savings.

MOVING TOWARDS EAI

In the future, as more organizations embrace web services and service oriented architectures, EAI will further provide a return on re-using existing code and business logic via composite application development. This means that businesses will be able to develop new applications using existing organizational applications, by combining web services built using a service oriented architecture.

Keep in mind, it does not always make good sense to integrate every system in an organization. Selecting the appropriate EAI project is essential to generate a good rate of return. For a higher return on your investment,

integrate the more functional organization systems. Depending on your organization, one should pick systems that can be integrated with a high degree of success and with a marginal degree of difficulty. Doing so will lay the foreground for more successful EAI projects in the future, because a successful strategy, architecture and foundation have been implemented.

For many organizations, springing into the EAI arena is not without some trepidation.

BENEFITS

- Better business decision making tools
- More timely data and improved quality
- Better control and management of processes
- Reduced data replication
- Re-use of existing code and applications
- Reduced integration costs in the future

Efficient technology takes into consideration changing business priorities and preferences for business information products and services. It also must be adaptable to emerging trends and improvements in technology and technology equipment. This is what EAI can do. ■

Daniel Petley, MBA, I.S.P. 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. He can be reached at dpetley@telusplanet.net.

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(403) 250-8686 Ext 275
cheryl-lee.riess@cdilearn.com

Brad Sewall
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bsewall@ethierassociates.ca

Project Management
Karen Wright
(403) 234-8960
kwright@ethierassociates.ca

Ken Wiens
(403) 238-7612
ken@kgw-consultants.com

Data Warehousing
Hassan Sherazi
(403) 228-5423
HSherazi@aol.com

.NET SIG (formerly Visual Basic SIG)

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(403) 705-2304
bobm@wardvinge.com

Database SIG
Bruce McCartney
(403) 615-3350
bruce.mccartney@dbinfosystems.com

Emergency Electronics Cleaning

Your data is backed up, but how will you get your computers back up after a disaster?

The old saying, “you don't know what you've got 'til it's gone”, is certainly true when you consider how much today's homes and businesses rely on computers and other electronic equipment.

Imagine arriving at the office one morning to find that a smoldering fire in a back room, while never developing into a full blaze, has triggered the building's sprinkler system and left a murky layer of water-soaked soot over everything. Even if office equipment hasn't been directly touched by soot or smoke, the high humidity that can result from fire and flood conditions can initiate corrosion on internal electronic parts, and the carbon molecules in soot and smoke are extremely attracted to electronic devices.

After the initial shock of the disaster, you heave a sigh of relief that you've been diligent about backing up crucial files. Your data is safe, but your ability to get back up and running quickly is still severely hindered. The computers and other electronic equipment you need to process the data need to be cleaned and checked before they are safe to operate. You could quickly lease replacement equipment, but that would still require time and effort to set them up and install software and files. Or you could call on disaster response experts to come with a portable electronics cleaning station that would get your equipment up and running without ever leaving the site.



Enter Lydale Construction, a restoration contractor with six offices across Alberta and Saskatchewan. Lydale has been responding to situations like the one described above for more than 25 years. According to Jason Lee, one of the company's Emergency Response Supervisors, a recent equipment acquisition is making it possible for Lydale to get smoke-, water- and soot-damaged electronics back in service quicker than ever before.

“Until recently, cleaning and testing of electronics equipment was carried out off-site,” says Lee. “We had to package it up, inventory it, and haul it either to our own facility or to an electronics cleaning shop to be cleaned and tested. This is still the approach most restoration contractors will take, but we feel that in many situations it is better for the equipment and better for our customers if we can do the cleaning and testing on-site.”

The process of packaging, inventorying, and then transporting electronic equipment off-site adds time to the restoration process, thereby allowing more time for the corrosive effects of water and/or soot to cause permanent damage to delicate internal circuits. On-site cleaning also allows the customer to maintain greater

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control over who has access to the data stored on computers. For some companies, off-site electronics cleaning could open up privacy and competition concerns. All these concerns can be alleviated by keeping the equipment on location and under the watchful eye of information managers. Likewise, cleaning computers on-site means IT managers can identify which machines are most vital and should be given priority for cleaning in order to resume operations.

To recover from disaster, just add water?

It's not quite that simple, but once on-site and set up, Lydale's electronics cleaning system has four stages: disassemble, wash, dry, and reassemble.

Professional expertise is key to the success of the first and fourth stages. Not just anyone can be trusted to disassemble and reassemble delicate electronic parts, so Lydale's electronics people are well-seasoned and have plenty of hands-on training.

"Many people find it alarming that we actually wash electronic parts," says Jason Lee. "The washer (pictured on page 8) uses de-ionized water. De-ionizing removes the mineral content from regular water, which helps neutralize corrosive elements and releases the electromagnetic charge of the carbon molecules in smoke and soot. The dryer is temperature-controlled and has good air movement so it actually dehumidifies and dries the equipment very quickly. It creates the perfect environ-

ment for drying."

The portable electronics cleaning station is most effective in instances of soot or smoke damage. Effectiveness with water-affected machines depends upon how quickly the equipment is treated and

Imagine arriving at the office to find that a smoldering fire, while never developing into a full blaze, has triggered the building's sprinkler system and left a murky layer of water-soaked soot over everything.

whether or not the water has caused electrical damage. Depending on the condition of the equipment, Lee says he can disassemble, clean, dry, and reassemble up to four computers in a typical 8-hour shift. That can go a long way to getting vital computer equipment back up and running after a disaster. ■

Gord Hawker is Manager, Communications and Business Development with Lydale Construction, one of western Canada's most trusted disaster clean-up, restoration, and reconstruction specialists. Lydale has offices in Calgary, Edmonton, Lethbridge, Saskatoon, Regina and Prince Albert. For more on the company's capabilities, visit them online at www.lydale.com.



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Why Would **you** Manage Stress Anyway?

Stress is a part of everyday life, but managing stress can be as simple as changing your perspective.

Your life is not going right; your energy levels are in the toilet. Your ability to cope is non-existent. Your weight is out of control and everyday you have new unexplained symptoms cropping up in your life. You go to your health care practitioner and after a hasty interview you're told it's just stress and you have to manage it a little better. You leave the office. Now on top of everything else you have to try to figure out how to manage your stress.

So what is stress management? If your life activities, your attitudes, your relationships are causing fear, depression and anxiety this is stressful. Why would you want to manage that? Is that even manageable? So let's turn our thinking around and contemplate "peace management" rather than stress management. To look at this concept from another perspective: If you were having money problems, would you consider poverty management or financial management? Just the thought of managing your peace has a calming balm.

Creating and managing peace does not instantaneously mean that the grass will be greener; our boss more understanding; our children will be perfect; the traffic will flow smoothly; money will become abundant in our life; our work week will be shorter; and our relationships more exciting and fulfilling. The fast pace of life today usually means that what usually follows stress is more stress. We really can't create less stress. However we can create more peace.

How do we create more peace? The roots of your stress are deep within and the way that you look at and administer your life is what causes most of your pain and aggravation. We may not want to admit that, but once we do it becomes really exciting. You realize that the power of your life is truly inside you. Although trying to change everyone and everything out there can be an insurmountable and impossible task, changing ourselves is one of the easiest things we can do.

It's amazing how little most people know about



themselves, how their body works, how much their body is worth and what the negative, stressful influences of life around and within does to their life expression. Our body is such an incredible, priceless possession that wants to express everything positive and peaceful throughout our life. In order for this to happen we need to fully accept the role of steward for our bodies by understanding the value in caring for you.

Today one of the common terms used in the body/mind literature today is the word "dis-ease". I know this looks like the word "disease" meaning we are

The way you look at and administer your life is what causes most of your pain and aggravation.

sick or dying but in actual fact it expresses a loss of "ease" within us. One of the major causes of a loss of ease is stress to our own nervous system that comes from the organ system designed to protect it. Our spine (made up of twenty-four moveable segments called vertebrae) has as its major responsibility the protection of the spinal cord (our lifeline) and the spinal nerves. Our spine does an incredible job unless it gets into trouble by losing its ability to move properly.

We spend a great deal of time with our patients helping them to understand both the external and the internal causes to the loss of ease creating "dis-ease" to their life expression. With increased knowledge and understanding comes increased peace and direction. "Life" is the goal while we are living and health is the positive expression of the life within. ■

With more than 36 years of chiropractic experience, Dr. Allan Halowski has a passion for educating his patients on chiropractic as a core element of overall health and well being - the same as good nutrition, exercise and brushing your teeth. Dr. Halowski can be reached at (403) 255-4461.

"Knowledge is of two kinds. We know a subject ourselves, or we know where we can find information upon it."

—Samuel Johnson

“Terminal” Illness: Concern for Technical Professionals

Today's increased reliance on technology brings and increased risk of Cumulative Trauma Disorders.

Society takes pride in our technological advancements in information processing. There is a belief that these advancements will improve the quality of life for all of us. After all, doesn't logic dictate that if we work more efficiently, we will be more productive and lead more satisfying lives? Sadly, the assumption is shattered by the costs of doing business in a technically advanced arena. These costs are associated with the rising incidents of stress-related and cumulative trauma disorders (CTDs). Computer work-related CTDs or “Terminal” illness, affect industry productivity and labour costs as well as the quality of workers' lives.

The “mini-rest breaks” inherent with work tasks prior to much of the technological advancements have been eliminated. We no longer use the variety of muscles that were inherent with our past jobs. Much of our work has become sedentary, static and repetitive where the same muscle groups are facing the same stressors over and over again. Professional workers who use computers extensively are characteristically exposed to awkward body postures, repetitive keyboarding and mouse clicking, and static body positions.

This series of articles will assist you to be pro-active in preventing and managing CTDs by informing you about the nature of Cumulative Trauma Disorders.

WHAT ARE CUMULATIVE TRAUMA DISORDERS?

The terms Cumulative Trauma Disorder or Repetitive Stress Injury encompass a variety of diagnostic conditions that are typically associated with our upper extremities. Early signs may include a feeling of muscle fatigue that can progress to mild discomfort and pain.

The multifactorial causes of CTDs involve personal, work-related, and non work-related factors. Although CTDs are usually associated with occupational causes, non-occupational activities certainly contribute to the problem. These conditions are commonly caused, accelerated, or aggravated by repetitive stressors or awkward



Getty Images

movements in a specific part of the body. Cycles of work tasks have the potential to cause micro tears in the involved soft-tissue structures (tendons, tendon sheaths, muscles, nerves and blood vessels). Although one repetition may not impact the soft tissues, repeated exposure without sufficient tissue recovery over a period of time may produce inflammation or discomfort.

Due to the devastating impact Cumulative Trauma Disorders have on our work force and us, it makes sense to invest in preventing and effectively managing these conditions. Join us for our next feature that will highlight specific types of Cumulative Trauma Disorders and associated risk factors, as well as information about helpful tools that provide effective ergonomic solutions to prevent and manage these conditions. ■

Carie Lee Watters, B.Sc.O.T. (C), is a occupational therapist with The Chance To Enhance Inc. She strives to help people avoid the devastating effects of repetitive stress injuries through ergonomics. Visit her website at www.thechancetoenhance.com.

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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.

CIPS IN THE NEWS

September 2004:

Alberta Venture magazine article "No Guts, No Glory" is a minute-by-minute account of CIPS-founded IntenseIT, the first coding competition of its kind that was held in Calgary in May. For information on plans for next year's competition, visit www.intensit.ca.

October 2004: Computer

World Canada recently included an article entitled, "An industry badly in need of advice", which was inspired by a quote from Dennis Kalma about the value of mentoring in the CIO Corner article in the Fall 2004 CIPScene. This story can be viewed at www.itworldcanada.com (click on Computer World, then Archives, choose October 01_Issue20, and scroll down to Opinions).

SEPTEMBER LUNCHEON

Derek Bullen, President S.i. Systems, shared his strategic overview of the information technology services market over the near and mid-term with those members who attended the September 13th luncheon meeting.

His discussion began with an overview of the general economy. With the support of low interest rates and little inflation, GDP growth and corporate profits have recovered. However high energy prices and a lingering hangover from the dot.com bust continue to limit IT employment and contracting opportunities, and a soft landing in early 2005 appears likely for the general economy.

For the IT consulting market in particular, indications from Forrester's third quarter CIO Confidence Poll and the Accenture IT Services market survey indicates continuing slow (3 to 4%) growth in the demand for IT consulting through 2004 and 2005. Demand for consulting will be evenly split among three areas; infrastructure (desktop, network, and systems administration), application development and maintenance (Internet, ERP, database, and client server), and IT consulting (business and systems analysts, project managers, and technical architects). Rate increases will be modest, but will still outstrip general wage growth.

Taking a longer-term view, Derek feels that the hot skills in the future will be business analysis, ERP, and project management. Due to a combination of a new technology adoption cycle, a recovering economy, and general demographic trends, demand for these skills will grow quickly starting in late 2006.

The most interesting observation that many attendees took away from the presentation was Derek's discussion of employee engagement. Research has indicated that if you survey staff as to what engages them in their work they will typically respond:

- 1) Work and life balance
- 2) Job security
- 3) Financial rewards
- 4) Influence and autonomy
- 5) Professional satisfaction

However the key factors that actually cause staff to act in making career choices are:

- 1) Career advancement
- 2) Pay for organizational performance
- 3) Innovation and risk
- 4) Professional satisfaction

The presentation closed with Derek's observation that it is the soft skills—communication, meeting your commitments, and getting along—that are both the hardest

to gain and the most important to master, to achieve success as an IT professional.

Derek's informative presentation and relaxed, humorous style made for a very enjoyable and informative luncheon. Thanks to Derek for his presentation, and to Jeffrey Wallace and David Slaughter for organizing the event.

OCTOBER LUNCHEON

Yogi Shultz, of Corvelle Management, presented his view of the Internet's future to a group of CIPS members and their guests at our October 7th luncheon. Not only did we learn about Yogi's opinions, but we also shared our Internet usage habits with each other. Yogi used our own habits to prove his five major points:

- There will be advances in Internet Security
- The Internet will become ubiquitous
- IT is evolving to be more service-driven
- We may finally be at a point where code re-use is reality
- E-commerce will continue to get bigger and better.

We look forward to seeing if Yogi will be able to come back in a few years and say, "I told you so". Thanks, Yogi, for giving us something to think about. I know I've taken my SIN card out of my wallet since the luncheon!

CIPS I.S.P. WEEK WINE TASTING

The wine tasting event on October 21st was an excellent way to celebrate professionalism in IT, by doing something that the I.S.P. stands for—learning!! The intimate and social atmosphere was conducive to networking because we were provided lots of time to smell, look, taste and discuss each of the six Canadian wines. Of course, some conversations got a little silly as the night wore on and we moved on to the fuller bodied wines. A few lucky winners even got to take a few bottles home with them. Our hosts had lots of knowledge for all levels of wine drinkers—everything from oak barrel aging to Alberta grapes. I have developed a greater appreciation of wine and look forward to investigating the legs and tannins in my next glass of wine. Many thanks to Doug Campanaro and the Oh! Canada Restaurant for hosting such a great event.



Running the IT Function

Putting the right people in the right positions is important but often challenging according to Debbie Gillis, CIO of The Forzani Group Ltd., who is responsible for running the IT function for Canada's largest sporting good company.

Debbie Gillis is the Chief Information Officer of the The Forzani Group Ltd. Headquartered in Calgary, the Forzani Group is the largest and only national sporting goods retailer in Canada. Operating under nine distinct banners and with annual sales of \$1 billion, Forzani's runs 217 corporate stores and is the franchisor of 174 more.

Ms. Gillis gained a grounding in the business benefits of applying technology in retail early in her career, having worked in her family-owned retail business in Ottawa, Calgary and Edmonton while going to graduate school. She has worked in various senior IT capacities in retail organizations, until the opportunity to work with Forzani's drew her back west three years ago.

Ms. Gillis has a degree in psychology as well as her MBA from the University of Alberta. Her personal interests include golf and skiing.

CIPS: What is your mandate and that of your team here at Forzani's?

Gillis: Our mandate is to provide technology solutions that support the company's key business strategies. We do so by aligning ourselves closely to the issues that face the business. Our primary areas of focus are in: store system technologies, distribution centre technologies, merchandising and inventory optimization technologies, and franchise network solutions. So we've structured the IT organization around the key business functions, with the exception of infrastructure and system development which are more centrally managed.

CIPS: Is it fair to say that IT is viewed as being strategic to your organization?

Gillis: Our focus every year coming out of the budget process is approval for the projects that provide a true strategic value for the organization. The business units have indicated they view IT as generally being well-aligned with their priorities. And in my role as CIO, I have a seat at the organization's executive table. So yes, I would say IT is strategic.

CIPS: Running the IT function for the country's largest sporting goods company must provide its own unique set of challenges. Can you describe some of them?

Gillis: One of them is putting the right people in the right positions: where they're challenged, where they're benefiting the organization and where they're benefiting from the organization.

Also, with the significant number of acquisitions and growth we've experienced, there's a continual array of new requests and projects coming into IT. So you work with the business to set priorities and timing and get the important things underway, while doing what you can to ensure your team doesn't become burned out.

Another big challenge is that the more technology solutions you provide that work for the business, the more in demand the team is and the larger the requirement for on-going support and enhancements. There's probably three to four times the technology here now than there was three years ago when I started.

CIPS: How do you measure success?

Gillis: Our success is ultimately measured by feedback from the business and by whether they continue to engage us and seek more of our services. But in terms of reporting our progress—and since we're in the business of sport—we rate ourselves on a “Gold, Silver, Bronze and Rust” scale. I've found it to be an easy-to-relate-to method not only of measuring where we're at but also to visualize where we're going. For example, 2005 is a Gold year for us in terms of supply chain; we've got some significant objectives in that area. Some systems never get past the Bronze stage because they're a low priority or they will never produce an acceptable ROI.

Our success is ultimately measured by feedback from the business and by whether they continue to engage us and seek more of our services.

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CIPS: What has been your approach to establishing successful relationships with your clients in the business areas?

Gillis: For starters, it's important that you're in a role that's positioned for success. The leaders I work for believe in the importance of IT and are supportive of what we're doing. So I'm starting from a position of strength. Secondly, you need to make sure you really understand the business—get to know the people, the issues they deal with, and the details of the business areas you're supporting. It takes time to build relationships—invest that time and it will pay off. Once you understand the business and have your strategy in place, focus on the high priority items, the things that truly bring business value.

CIPS: What skills do you believe are important for IT professionals to focus on and what advice do you have for continuous improvement?

Gillis: I see great opportunities for those who have or are willing to gain a real understanding of the business

they're supporting and have the ability to communicate with the business users. It's also important to be able to understand the fundamentals of putting together a business case, to ensure that any work you undertake not only makes economic sense but fits with the overall business plan. I also strongly recommend gaining a deep skill. Become expert in something.

CIPS: So as a CIO, do you see value in having IT professionals actively participate in industry associations such as CIPS?

Gillis: Yes, there's definitely value. Discussion between organizations about what works and what doesn't is of benefit at all levels of IT. CIPS provides that forum through a number of vehicles. In fact, I find the IT community in Calgary to be far more open and willing to share of its experiences than was the case when I worked in Toronto. ■

"The first computer "bug" was actually a moth! In 1945, a computer being tested at Harvard University stalled when a moth got caught inside. The engineers taped the moth into their computer log with the note, "First actual case of bug being found."

—www.factmonster.com

BASIG

Coming Soon

What is a Business Analyst? What do they do?

What makes a good BA? Which tools, techniques and practices are other BAs using? Who else is experiencing similar challenges to mine in a BA role? Ever ask yourself these types of questions?

We've heard queries like these from many sources such as analysts, department managers and consultants. There seems to be no forum for business analysts to share knowledge and best prac-

tices for the business analyst role. Until now.

The CIPS Business Analyst Special Interest Group (BASIG) is intended to provide professional business analysts a forum for sharing knowledge and best practices with those who share a common interest in business analysis. The BASIG will contribute to the overall understanding and value of business analysis. Members will have the opportunity to network with peers, subject matter experts, best practices organizations, as well as industry leaders. The membership will be several hundred strong, comprised of business analysts, systems analysts, IT

project specialists, process analysts, project managers, business managers, and consultants.

Stay tuned for the spectacular kick-off to the new BASIG coming January/February 2005.

For more information or to register, please visit the CIPS website - www.calgary.cips.ca/events/cipsig/.

If you have questions about BASIG, please contact either of the co-Chairs:

Cheryl-Lee Riess
CDI Education
(403) 250-8686 ext. 275
cheryl-lee.riess@cdilearn.com

Brad Sewall
Ethier Associates
(403) 234-8960
bsewall@ethierassociates.ca

CIPScene is a publication of the Canadian Information Processing Society, Calgary Section

Suite 400
1040 - 7th Avenue S.W
Calgary, Alberta T2P 3G9

Telephone: (403) 244-4487
Fax: (403) 244-2340
Email: calgary@cips.ca
www.calgary.cips.ca

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CIPS welcomes articles or story ideas from readers. To submit an article please contact shilo@cips.ca.

CIPScene



Ken Chapman & IT— A Symbiotic Relationship

2004 Gary Hadford Professional
Achievement Award Recipient

Ken Chapman's contribution to the IT industry is laudable. His years of hard work have netted him an impressive list of accomplishments. He enrolled in the University of Victoria's physics program knowing that a science of some ilk would be for him, but he switched to math and computing science and graduated with a double major in 1972.

On his office wall hangs Chapman's most recent accolade, the Gary Hadford Professional Achievement Award, given to deserving members of the Canadian Information Processing Society (CIPS) for excellence in the field. Chapman is its former national president and remains an active volunteer. He is a champion and founder of CIPS Alberta, one of several provincial chapters. CIPS offers the only IT professional designation in Canada, the Information Systems Professional or I.S.P., an honor Ken has held since May of 1990 after joining CIPS two years earlier.

Chapman feels that membership in CIPS is a benefit to those who want to stay informed about current standards, national conferences, local seminars and special interest groups (SIGs). "Because of their expertise and specialized knowledge, every IT professional has a responsibility to his full community—clients, students, colleagues, users," he says. "Active participation in CIPS can help you fulfill those responsibilities and keep yourself current on technical developments in our industry." Chapman sees CIPS as a great networking opportunity in the form of good advisors, professional contacts, and access to expert knowledge when dealing with job-related issues. Although one can be a CIPS member without holding the I.S.P. designation, Chapman says owning it enhances one's marketability. Employers and clients agree that they can count on professional conduct, responsible service, the most current knowledge and best practices from each holder of the I.S.P. Ken views it as a value-added credential in an ever-changing industry where credibility, a professional image and ongoing career development are vital to an individual's success.

Ken Chapman's career hit a high note when he was named the 2004 recipient of the late Gary Hadford Professional Achievement Award. The achievement is awarded to members who are widely recognized by their peers for their integrity and expertise, for their outstanding achievements in fields related to information processing, and who have a high degree of competence in their field. Earning the award had a lot to do with giving back to the IT community what it gave Chapman. He chaired the Software Human Resource Council (SHRC) for six years, a national committee that focuses on human resource issues for the IT sector, such as "brain drain, immigration, the labour market and education".

Additionally, Ken was instrumental in bringing the OSPM (Occupation Skills Profile Model) to Canada from Europe.

Managed by the SHRC, it acts as an HR reference tool for the twenty-six occupations within the IT sector.

When asked about what has made Chapman a successful player in IT, he talks of a "penchant for excellence, and a need to contribute". A strong advocate of volunteer work, he believes that "ethics, health, energy and giving recognition where it's due" have led him to this comfortable place in life. He has no long-term plan other than to continue teaching and possibly land back on the technical side of the fence from the executive role he currently enjoys. Ken smiles and says, "I hit on IT. It just fit". ■

Marty Lawrence has 25 years of broadcasting experience in the Calgary area. He is a graduate of SAIT and the U of C with a BA in Communications. He does voiceover work for animated features, is a drummer for a local band and enjoys writing.

Credibility, a professional image and ongoing career development are vital to an individual's success.

CIPS Events



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

DATABASE SIG

Date: Tuesday, February 8, 2005

Time: 4:30 pm

Location: TBD

Speaker: Oracle Magazine's 2004 Author of the Year, Cary Millsap from Hotsos

Contact: bruce.mccartney@dbinfosystems.com

BUSINESS ANALYST SIG

Date: Wednesday, January 26, 2005

Time: 12:00 noon to 1:00 pm

Location: Fifth Avenue Place Conference Center
2nd Floor, West Tower, 237 - 4 Avenue SW

Brown Bag Lunch

Topic: TBD

Details and Registration at:

www.calgary.cips.ca/events/cipsig/

CIPS CALGARY FIRST EVER CURLING BONSPIEL!

Date: Friday, January 28, 2005

Time: 1:00 - 6:00pm

Location: Calgary Curling Club

Details at: www.calgary.cips.ca

PROJECT MANAGEMENT SIG

Date: Tuesday, February 8, 2005

Time: 12:00 noon (sharp) to 1:00 pm

Location: Fifth Avenue Place Conference Center
2nd Floor, West Tower, 237 - 4 Avenue SW

Speaker: TBD

Register at: calgary.cips.ca/events/cipsig

RECRUIT AN IT PROFESSIONAL CAMPAIGN

Time is running out! Get your referrals in by January 1, 2005 and you could win a vacation to an island paradise.

CIPScene Watch for your next newsletter
in your mailbox March 2005.

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

Wednesday, Dec 08/04

**The New Discipline in IT:
Applications Support and Maintenance**

Dr. Peter Thompson – RIS

NOTE: December's luncheon will be held at the International Hotel.

Wednesday, Jan 05/05

Project Justification

Ken Hanley

Wednesday, Feb 02/05

Project Sponsorship

Wednesday, Mar 02/05

IT Trends

Quadrax

Wednesday, Apr 06/05

Knowledge Management

Wednesday, May 04/05

ERP Solution—Are they Dead?

MEMBERSHIP BONUS PACK – Sign up for all remaining luncheons and get 15% off.
Corporate Luncheon Packages: For info call Shawn Mahoney at 303-4451.

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