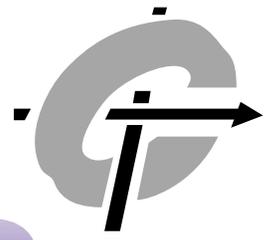


CIPScene



Canadian Information Processing Society, Calgary Section

APRIL 2001



Mr. Les Hewitt will be the featured speaker at the CIPS/ARMA April lunch meeting.

CIPS Calgary and ARMA Joint Presentation

Speaker: Les Hewitt, Achievers Canada
Date: Monday, April 9, 2001
Time: 11:30 am
Place: Calgary Chamber of Commerce, 4 Floor, 517 Centre Street S

Les Hewitt is one of the top performance coaches in North America. An entrepreneur for 25 years, he understands the real world of business and the struggle to stay focused. He is also a co-author of **The Power of Focus: How to Hit Your Business, Personal and Financial Targets With Absolute Certainty**. His co-authors are Jack Canfield and Mark Victor Hansen, the creators of the famous **Chicken Soup for the Soul** series, which has sold more than fifty million books around the world.

In 1983, Les started Achievers Canada and built it into one of the largest training organizations in the country. Over a twelve-year period, Achievers produced more than 450 programs for thousands of corporate clients. He is also the founder of **The Achievers Coaching Program**, a unique three-year process that helps business people focus on their strengths so they can maximize income, as well as have more time for fun. The program is currently operating in Canada, United States, Ireland and the United Kingdom.

Les is a dynamic speaker, whose passion is sharing cutting edge strategies that dramatically improve the bottom line. As a coach, he will prompt you and challenge you to make the necessary changes, while supporting you in doing so. This is especially true of the changes you are currently resisting!

Les has personally coached hundreds of entrepreneurs to achieve exceptional profits and productivity and, at the same time, helped them enjoy an excellent balance between their business and family life. Originally from Northern Ireland, he now resides in Calgary with his wife and family, and an uncoachable dog named Rafferty.

DUE TO SEATING LIMITATIONS AT THIS LUNCHEON, WALK-IN TICKETS MAY NOT BE AVAILABLE

Please ensure you register in advance by phoning CIPS at (403) 245-0633 by noon on Monday, April 2, 2001, as seating will be limited. Prepayment by Visa, MasterCard, or American Express will be accepted over the phone. If you cannot attend and have not cancelled two days in advance, please send a replacement. No-show policies leave no choice but to bill you if a reservation is not cancelled. Prepaid seats will be guaranteed until 12:00 noon, at which time they may be released for general admission.

PRICES - Pre-registered (Prices include GST)
Members - \$30.50
Non-members - \$38.00
Students - \$21.50
A two dollar surcharge will apply for all walk-ins.

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e-Business in the Manufacturing Sector

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The SAIT grads you will hire tomorrow are the SAIT students who want to develop industry skills today.

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The Southern Alberta Institute of Technology (SAIT) Computer Technology program incorporates two project courses into its curriculum. The focus of the first four-month course, Systems I, is on the analysis and design of computer software systems. The focus of the second four-month course, Systems II, is on their implementation.

If you would like to get involved, please consider whether you have a project which would be suitable for a student project arrangement.

The following should be considered:

- The scope should be realistic and should fit within the eight-month part-time work schedule of a three to five person student group.
- The completion date needs to be flexible. While the student groups work on these projects for eight months, the elapsed time from start to finish ranges from eight months to as much as twenty months due to work placements occurring between the Systems I course and the Systems II course. (A duration of eight to twelve months tends to be the norm but it could be longer and this must be acceptable.)
- Successful completion of the project should not be paramount to your company's success. This is a student project. Therefore, there is a possibility that the project may not be completed to the level you require at the end of the Systems II course.

- SAIT is not responsible for, and does not provide, any follow-up, in the form of maintenance or any other manner, after the Systems II course ends.

These projects are either:

- Information-oriented, e.g.:
The tracking of information on volunteers for a non-profit organization;
An inventory system for a small business, including time, materials, and clients.
- Technical-oriented, e.g.:
The simulation of a boiler to be used as a training tool;
A home security system monitoring such events as window glass being broken.

This is meant to be a win-win situation for all concerned. The students will be gaining some real-life experience under the tutelage of qualified and experienced instructors, while dealing with members of industry. This helps build a firm foundation for the future.

If you think you have a possible project for analysis and design beginning in May 2001, please contact:

- Ron Archibald (284-8109 or Ron.Archibald@sait.ab.ca) before May 1
- Jed Lau (284-8970 or Jed.Lau@sait.ab.ca) after April 30.

*Marnie Shaw
Volunteer Co-ordinator*

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How to Become an Employer of Choice



Matthew Williams,
Sponsorship Director

As I write, the Calgary job market remains strong, despite the apparent gloom and doom in the US. But no matter what job market you find yourself in – if you are engaged in a job search, the quest for the ideal employer with which to spend your working hours remains the same.

In a previous issue, I discussed the qualities inherent in a “star” employee. Let’s turn the tables now and focus on the qualities a company needs in order to become an employer of choice. You know the ones – they have a buzz about them, they deliver and, for whatever reason, we seem to gravitate toward them. What is more – they are actually great places to work – and not just for a few months.

Articulating the relative merits of the ideal employer is tough; we all have different needs and expectations from our “perfect”

company. However, here is the view from the trenches, from someone who sees firsthand what excites job seekers when they come back from an interview with a potential new employer and witnesses the daily operations and work environments of a variety of companies.

This is by no means an exhaustive list, but I believe it reflects the main criteria most IT professionals measure against when seeking their next job roles. It is assumed that an interesting job role is a prerequisite.

Here are some guidelines for every company seeking the “Employer of Choice” reputation.

1. Operate a painless and efficient interview process:

- Streamline – take days rather than weeks to make a decision
- Provide quality interviews with quality people
- Ensure a good interview experience whether or not a candidate gets the job
- The interview process says a lot about your company. Don’t underestimate the impression you leave with a candidate via the interview.

2. Articulate a clear, simple, and inspiring vision:

- Where is the company going?
- What are your goals?
- Is there momentum? Is there energy?
- Specific results are not always as important as movement in the right direction. Can you show this?

3. Demonstrate an inclusive regime:

- Do employees feel part of the vision and the journey?
- Can you describe the vehicles in place to enable employees to take ownership and feel part of the vision?

4. Promote an open and active management style through managers who:

- Hire great people and build great teams
- Allow staff to use their talents and grow in their jobs
- Can make decisions
- Listen without judgment and are open to ideas.

5. Develop competitive remuneration and benefits:

- You don’t have to be the top payer, just competitive
- If you run a bonus plan, make it simple and transparent
- If you are a pre-IPO company, don’t expect to heavily trade off salary for stock options in the current climate
- Be creative with benefits – flex time, additional vacations, events, and contests.

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6. Create a healthy and fun work environment:

- Publish a code of ethics/conduct
- Promote respect and courtesy
- Promote hard work AND fun
- Make it everyone's responsibility to foster a great place to work
- Drive initiatives to promote teamwork
- Remember – employees will forgive mistakes and cope with change if the basic environment is healthy.

7. Show a commitment to training:

- Make learning part of the culture
- Don't focus just on formal training – utilize the talents within the team
- Encourage staff to attend local seminars; promote books for self study with a topical message
- Mandate managers to run regular training sessions.

8. Facilitate an abundance of effective communication:

- John Roth stated: "You can't over-communicate to employees"
- Keep people in the loop
- Don't underestimate staff's intelligence or ability to figure things out without the "official" information
- Provide forums for team discussion, creative thinking, and feedback.

9. Have a well-defined product or service:

- Have a clear sales and marketing strategy

- Create an environment where the total employee group is revenue-oriented and buys into the company's sales goals
- Foster a belief that the product or service will succeed.

10. Provide a degree of certainty:

- No one expects a job for life – many people actually want a degree of risk. However...
- People need to know where they stand – so limit the surprises. Be honest and open.

Are there companies out there pulling this off? Absolutely. Are they doing everything perfectly? Absolutely not. But what they are doing is creating a buzz, involving people in their businesses, and creating environments where people want to work and, more importantly, to stay long term. This filters through to the market place, making recruiting and retention efforts easier.

The IT professionals we interview are, first and foremost, looking for a great place to work. When we talk to them about their career aspirations, the criteria listed above crop up time and again.

If you are an employee looking for a great employer, you might want to ask questions about the above points at your next interview. If you are an employer, perhaps it is worth evaluating how you measure up against the "star" companies among us.

Matthew Williams is Regional Manager, Alberta, for CNC Global, a Nationwide e-Commerce and IT Search & Staffing organization.

Ethier 1



CIPS Member Benefits Update

Newspaper and Pager Discounts

As part of our ongoing promotion of the value of CIPS membership, here are two more ways regular members can save through *The Professional* member benefits program.

Why pay the regular price on newspaper and magazine subscriptions when you get the lowest guaranteed rates on over 125 publications through *The Professional*? Here is just a sample of some of the publications available:

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What's **HOT**

e-Business in the Manufacturing Sector

Because internet technologies demand new business strategies, they are forcing manufacturers to change how they operate and compete.

In the past, EDI (Electronic Data Interchange) was the main way businesses exchanged data about orders, inventory, and product availability. However, implementation costs and transaction fees made EDI so expensive, only the largest organizations could afford to participate. This exclusivity affected how the supply chain worked.

The internet has reconfigured the supply chain by offering freely available networks that host similar transactions without costly VAN (Value Added Network) fees.

Organizations realize they must link transactions more dynamically. They also must focus on upstream and downstream supply chains, both large and small.

With internet technology, small companies can grow rapidly. Big companies can reinforce their brands and adopt new channels to market. On the other hand, businesses also can quickly lose long-held markets to more flexible intermediaries.

How can business-to-business (B2B) manufacturers use internet technology to their advantage? Here are ten main ways:

1. Commerce - buy and sell over the web
2. Procurement - reduce the cost and time to find and buy stock by setting up worldwide purchasing agreements
3. Business intelligence - interpret data to reveal information that offers a competitive advantage
4. Supply chain management - view customer demand and supplier production plans
5. Shared services - consolidate activities that aren't site-specific, such as purchasing and finance
6. Process improvement - automate control systems, such as information and request routing
7. Customer relationship management (CRM) - personalize customer

service through profiling, segmentation, acquisition, and retention

8. Employee handling - provide online HR services such as benefits selection, training registration, and travel bookings
9. Knowledge management - access shared corporate and competitor information and demonstration products; collaborate with partners over the web
10. Product innovation - share data internally and externally to reduce the time to market.

According to a recent survey by Compass and the Cranfield School of Management, 74% of manufacturing organizations believe e-commerce is the greatest contributor to improving supply chain performance. However, their greatest management challenge is to improve business processes in a way that can be measured.

With web technology, business processes can be reworked and sometimes even eliminated. Not all implementations are useful, however. Failure happens when the technology drives the business process, rather than the other way around. It also happens when the technology simply automates a business process that was no good to begin with. To succeed, internet-based solutions must be tailored to each organization while accommodating changing market conditions. Good processes supported by the right technologies, plus a sound, well-communicated strategy, are vital. A management system of performance metrics linked to strategic objectives will help manufacturing executives accurately assess the value produced by any e-business initiative.

*This article is an excerpt from
Compass E-Notes, a newsletter sponsored and
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CIPS Calgary Section
Future Meeting Dates - 11:30 am

April 9, 2001* **Please note date change*
 May 2, 2001
 June 6, 2001

*All meetings are held at the Calgary Chamber of Commerce
 4 Floor, 517 Centre Street S.*

CIPS Events

April 12, 2001 2001 SEMINAR SERIES
Mentoring - Business Management
 7:30 am
 Fifth Avenue Place
 1790, 425 - 1 Street SW

May 10, 2001 2001 SEMINAR SERIES
Integration
 7:30 am
 Fifth Avenue Place
 1790, 425 - 1 Street SW

May 13 - 16, 2001 INFORMATICS 2001
 Telus Convention Centre
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President's Message



Derek Manns
President

At a recent luncheon, CIPS Calgary recognized a number of our valued sponsors, without whose support it would be difficult to deliver our programs and still make ends meet. At this luncheon, Matthew Williams, Sponsorship Director, explained how we are evolving the sponsorship offerings to be more transparent, allowing sponsors to see exactly how their money is being spent. Matthew and his committee have been developing a list of programs so that sponsors can target portions of their money towards certain initiatives. Some examples of these include:

- Supporting technology education in the classroom, which could be done by having the sponsor's money go directly to technology training for local teachers
- Sponsoring a social event such as a pub night or golf tournament to help develop a sense of community within the IT profession
- Supporting professionalism through public awareness campaigns of CIPS and the I.S.P.
- Supporting post-secondary students by paying for their attendance at CIPS luncheons
- Helping a Special Interest Group with its start-up or operational costs
- CIPS facilitating scholarships directed towards students or programs as requested by the sponsor.

We recognize that most sponsors contribute out of a desire to be "good corporate citizens" and don't really expect much in return other than a bit of recognition. By being more programs-oriented, we hope

to give companies a more compelling reason to become a CIPS corporate sponsor. If your company has a vested interest in a certain part of the industry and you would like to target your dollars towards a specific group or program, please let us know.

This is just one example of how we are evolving CIPS Calgary to be more responsive to all stakeholders in the IT profession. This is just one example of the many changes you will be seeing. Over the past year, I have come to appreciate that these changes don't happen overnight, but I am encouraged because I believe we are slowly steering the ship and picking up steam in the right direction.

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On behalf of CIPS Calgary, I am excited to announce the launch of our CIPS Special Interest Groups Brochure in support of providing Calgary SIGs with the exposure they need to grow and strengthen their service to the Calgary IT community.

Special Interest Group Brochures

At the outset, on behalf of CIPS and all the Calgary SIGs I would like to sincerely thank our SIG Brochure sponsors for their support and commitment in valuing and fostering technical leadership in Calgary:

- **Klay Information Management**
- **RIS Resource Information Systems Ltd.**
- **CNC Global Ltd.**

One of CIPS Calgary's value propositions is to further the profession by providing value to its membership through personal and professional development opportunities. One medium of delivery is to equip members with information on local SIG initiatives.

Calgary SIGs operate at a practical grassroots level and are highly accessible. They continue to



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Visual Basic	Bob Morton mortonb@webmaxim.com www.vbusers.net
Women in Technology	Sarah Hargreaves sarah.hargreaves@kornferry.com www.witi.org

provide a valuable voluntary service to the IT community by providing professionals opportunities to pick up new skills and enhance existing ones. Of equal importance, SIGs also strengthen us by developing and nurturing special interest communities that grow, learn, and work together.

On behalf of CIPS Calgary and the Calgary SIGs I encourage you to take the opportunity to attend a SIG that interests you and add it to your personal development tool kit.

We also look to your support to help further the cause of SIGs by distributing these brochures to colleagues. They will be available at CIPS luncheons or by contacting the CIPS Calgary office. A PDF version of the brochure will also be posted on the CIPS Calgary website (www.cips.ca/calgary) for download.

Further developments are also planned to have the CIPS Calgary booth set-up in corporate lobbies highlighting the Calgary SIGs. The SIG brochures will be available at these lobby booth displays.

Thank you for your continued support in helping grow SIGs in Calgary.

Mohamed Teja
Special Interest Groups Director

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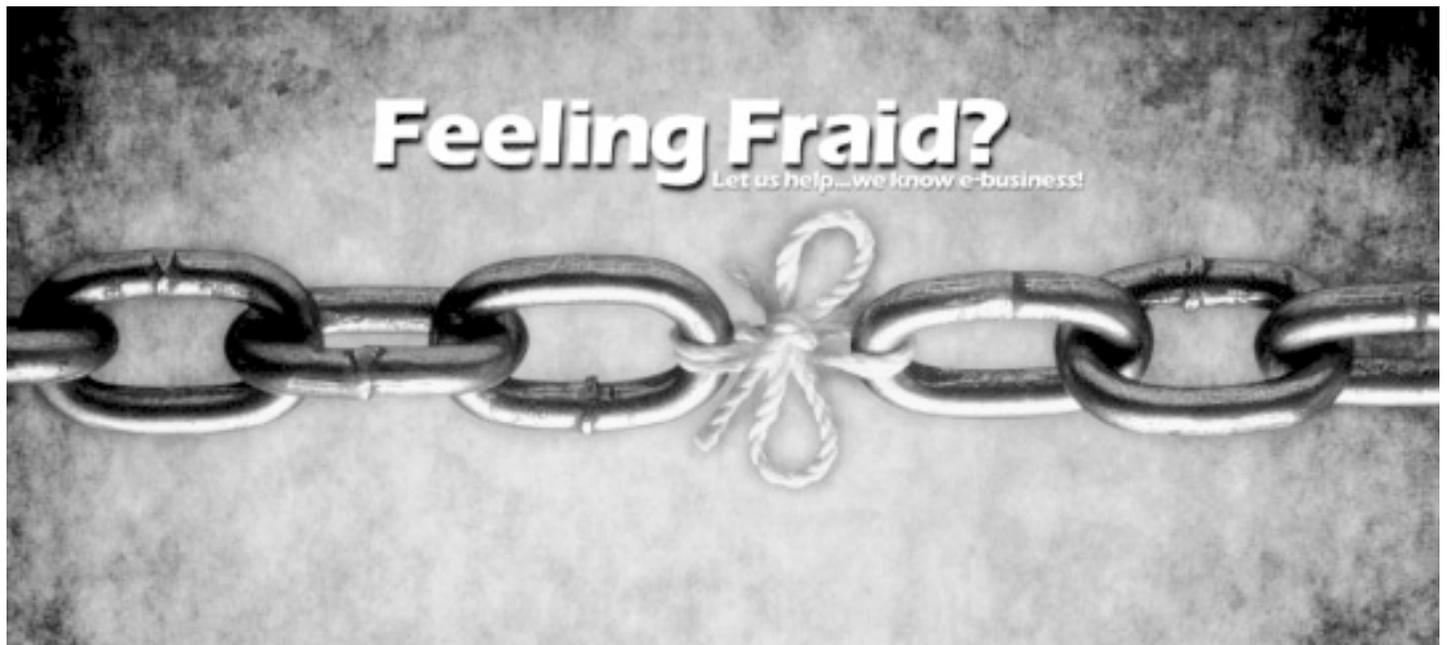
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To profile YOUR SIG events, contact:
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Featured Speakers

There will be over 75 speakers and keynote presentations at Informatics 2001 taking place May 13 to 16, 2001. Here are a few of the highlights. More information can be found at www.converge2001.com. Be sure to visit the site and register.

Tutorials:

An Introduction to XML
Dr. Ken Barker, Professor of Computer Science, University of Calgary

The objective of Extensible Markup Language (XML) is to facilitate the reliable exchange

of structured information over the internet. As a result, it has been presented as a key technology in the development of electronic commerce systems, and touted as an eventual replacement to HTML, the fundamental language of today's web.

XML shows great promise in facilitating new business models and new opportunities. But this powerful potential requires a substantial learning effort on the part of those who implement and use it.

In this tutorial, Dr. Ken Barker will describe XML, discuss its capabilities, illustrate its key characteristics with several examples, and provide his insights into its suitability for current web-based document exchange. He will review the current implementation and standardization efforts of this new language and will review what will be required to capture the outstanding potential of this new language.

COM vs. JavaBeans: Control Technology Comparison
Brad Duska and Chuck Herr of Quadrus Development Inc.

In this workshop, Brad and Chuck will help you decide which is the best model for your next project through sample implementations of end user interface controls.

Our instructors are experienced users and advocates of these two major component models, bringing a tremendous depth of experience to this presentation. Brad specializes in the architecture and development of n-tier distributed applications, and has been a software developer for Microsoft in Redmond and the IBM

Research Lab in Toronto. Chuck brings fifteen years of experience as a leading software architect and developer, and experience with a wide range of tools and platforms including C++, Java, XML, Windows NT, and UNIX.

Keynote sessions:

Hardware, Software, Privacy: Three Fundamental Elements of Information Systems
George Radwanski, Privacy Commissioner of Canada

Public opinion and government policy are setting new standards for the protection of personal information. As demonstrated by events such as the dismantling of Human Resources Development Canada's Longitudinal Labour Force File database in early 1999 (a direct result of a review by the Privacy

Continued on page 14...

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Continued from page 12...

Commissioner's office), privacy is becoming a key issue which must be addressed in system implementation and operation.

In his keynote presentation, George Radwanski will provide an overview of privacy issues and their impact on Information Systems. Mr. Radwanski's presentation will include an overview of Bill C-6 – *The Personal Information Protection and Electronic Documents Act* – and will outline the leading role that Information Systems Professionals will take in implementing this act.

Speaker sessions:

**Informatics 2001 Feature presentation:
IS Project Management in a Developing Enterprise
Jess Harding, Alliance Pipeline**

We all have an idea of how to start building a system when the requirements have been defined. Most project managers know how to establish the requirements if the business has determined their needs. But how do you go about building the systems for a \$5 billion enterprise when the company itself does not yet exist?

In this presentation, Jess Harding, Information Services Manager for Alliance Pipeline and the associated Aux Sable Liquid Products, will share the approaches, processes, and culture which supported the expedited delivery – less than four years – of the technology infrastructure and applications necessary to support a 1,700 kilometre international pipeline.

It is Jess's contention that "There is no reason why IS projects cannot be held to the same, if not greater, standard of accountability as the projects of any other part of the enterprise." Jess will outline the successful strategies he has used, which include establishing an environment of shared leadership with the business, the establishment and maintenance of a sense of immediacy, and the importance of identifying and clearing road blocks to the project before the project team gets there.

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