

CIPScene

Canadian Information Processing Society, Calgary Section APRIL 2002



The Power of Effective Leadership – The Famous 5

CIPS **APRIL** LUNCHEON MEETING

“Knowledge Sharing and Networking”

Move over Peter Drucker, Tom Peters, Stephen Covey, Sun Tzu, and Ernest Shackleton!

Speaker

Frances Wright,
Famous 5 Foundation

Date

Wednesday,
April 3, 2002

Time

11:30 am
Registration

12:00 noon

Presentation

Place

Calgary Chamber of
Commerce
4 Floor, 517 Centre
Street South

Do you want to feel equal to high and splendid braveries? In IT or business, have you searched for an inspiring model to help you lead your solutions to reality? Meet Emily Murphy, Louise McKinney, Henrietta Muir Edwards, Irene Parlby, and Nellie McClung. The story of these five Canadians provides rich lessons for all of us today. With passion, perseverance, fine teamwork, and superb strategies, they took on one of the great challenges of the last century – and succeeded. At the CIPS April luncheon, Frances Wright will speak with humour and perception about how the efforts of these five heroes changed the legal status of women throughout the British Empire and provide leadership lessons for others.

Frances Wright is the founding Director, President, and CEO of the Famous 5 Foundation and will describe how, with innovation and creativity, the Famous 5 achieved their landmark successes. She will also discuss how lessons distilled from those events were used over the past seven years to meet many of the same challenges she has faced. Frances will illustrate proven strategies to achieve organizational objectives. She will share her insights into the characteristics of successful project implementations so we may learn what it takes to be effective and strategic in a leadership role. Frances' personal experience, coupled with that of the Famous 5, provides an excellent study in leadership qualities.

Among many things, the Famous 5 Foundation is responsible for the Famous 5 monuments erected on Parliament Hill and in Olympic Plaza in Calgary. Through Frances' efforts, a new \$50 bill will be released in 2003 featuring the Famous 5, as well as a Canada Post stamp commemorating the 'Persons' case. Frances' diversified business background includes the financial markets, government, retail, and journalism. Join CIPS members and their guests for a lunch hour full of insights and knowledge. Learn how to be even more effective in the areas of leadership and success. ☛

Please register by noon on Thursday, March 28, 2002 as seating is limited. Register online at <https://secure.nl2k.ab.ca/aplus/forms/cipsluncheon.html> or phone CIPS at (403) 244-4487. Prepayment by Visa, MasterCard, or American Express will be accepted over the phone. No-shows will be billed if a reservation has not been cancelled two days in advance of the luncheon. Alternatively, you can send a replacement if you cannot attend. **Prepaid seats will be guaranteed until 12:00 noon, at which time they may be released for general admission.**

PRICES - Pre-registered Members - **\$32.50** A two dollar surcharge
Non-members - **\$40.00** will apply for all walk-ins.
Students - **\$21.50**

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Creating a Community of
Professionals:

The Who's Who and What's What of
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New Board Member

University of Calgary Program Accreditation

Update on Regulation Amendment

I am pleased to share three items of significant news in relation to CIPS Alberta.

The first is that I am pleased to announce that Dawn Ringrose has joined the Board of CIPS Alberta as a general public member.

Dawn is the Principal of Dawn Ringrose & Associates, located in Edmonton, Alberta. She has worked as a management consultant for the past eighteen years. Prior to starting her own business in 1992, Dawn worked with two international consulting firms – Deloitte Haskins & Sells and Pannell Kerr Forster. Throughout her professional career she has specialized with the service industry, assisting clients in the areas of strategic and business planning, marketing, and quality management. Clients have included private sector operators, three levels of government, and industry and professional associations.

Dawn has a Masters of Business Administration, a Certified Management Consultant designation, and is a Registered ISO 9000 Specialist and Assessor of Quality Systems. She is the Chair of the Quality Council of Alberta and actively involved with the National

Quality Institute, Canadian Association of Management Consultants, the Edmonton Capital Region Tourism Partnership, and Travel Alberta.

Dawn's joining our board reflects a significant step in the maturity of the I.S.P. and CIPS Alberta. I would like to thank Dawn for her commitment, and ask you to join me in welcoming her to the board of CIPS Alberta.

Secondly, I wish to extend my congratulations to the Computer Science department of the University of Calgary, which has recently renewed its CIPS accreditation for its B.Sc. Honours in Computer Science, B.Sc. in Computer Science, and B.Sc. in Computer Science, Concentration in Software

Engineering programs. Accreditation provides that graduates of these programs require two years less experience before becoming eligible for I.S.P. certification than do graduates of non-accredited programs.

Accreditation was granted after review of the program by the CIPS Computer Science Accreditation Council (CSAC), which included participation by CIPS Alberta board member Sabina Posadziewski. Leading the accreditation team for the University of Calgary was Dr. Jim Parker.

Finally, I want to update you on the process to amend the regulation under which CIPS Alberta operates.

As CIPS Alberta members are already aware, the CIPS Alberta board has been working toward renewal of the regulation under POARA (Professional Occupations Association Registration Act) under which CIPS Alberta operates.

When the CIPS Alberta regulation was established in 1997, it was a requirement of POARA that the regulation be renewed every five years. Toward this end, we submitted to Alberta Human Resources and Employment in early February a request for renewal of the regulation, including a small number of amendments which simplify administrative and application processes.

However, as the review got underway, it became apparent that it was going to be difficult for Alberta Human Resources and Employment, and the volunteer board members working with it, to complete the membership ratification and required administrative processes before the current regulation expires at the end of March. Therefore, at the request of Alberta Human Resources and Employment, and after consultation with the CIPS Alberta membership by electronic mail, a single amendment to the regulation was completed in mid-February to remove the sunset clause.

We continue to work with Alberta Human Resources and Employment to establish final wording of the remaining amendments, and anticipate submitting all of the amendments to the membership of CIPS Alberta for ratification by the end of March.

If you would like more information on any of these items, or would like to get involved with CIPS Alberta, please contact me at olsonm@cips.ca. ☛



Mark Olson presents accreditation plaque to Dr. Jim Parker, Associate Head, Department of Computer Science, University of Calgary

Here English Spoken?



As IT customers everywhere can attest, this thought goes through their minds frequently when dealing with IT professionals. A bewildering array of acronyms, words, and concepts is flung at the IT consumer: *SCSI*, *RAID*, *HTTP*, *DVD-RW*, *XP*, and *DSL*, just for starters.

Technically, you may both be speaking English. That's little reassurance to the average IT consumer. Try putting the shoe on the other foot for a moment: *rhinoplasty*, *tracheotomy*, *laparotomy*, *nephritic*, *retroperitoneal*, *thalamus*. Confused yet?

Try these ones on for size: *fast Fourier transforms*, *matrices*, *vector addition*, *discontinuous integral*, *countably infinite*, *NP-complete*.

For a final dose of bewilderment, try *strike price*, *hurdle rate*, *sunk cost*, *elasticity*, *perfectly discriminatory*, *P/E ratio*, or *discounted cash flow*.

I can guarantee you I've written English words.

Merriam-Webster says so. Even so, the average person will not know the meaning of more than 30 – 60% of the words and phrases I've tossed out. They have meaning to professionals in discrete fields, certainly.

Even as someone familiar with these terms, I would have a great deal of trouble defining exactly what they mean without resorting to a dictionary. Undoubtedly, you're looking around for the dead horse by now, so let me carry on.

As an end user of IT systems, you are already up against Clarke's famous dictum: "Any sufficiently advanced technology is indistinguishable from magic." Indeed, this is true of any specialized field of knowledge – at the most arcane levels, the magic passwords may be known only by a few. Worse yet, computers have not yet penetrated the general consciousness to the extent that phrases such as "click," "close the window," "double-click," or even "ampersand" are known to many people. Yet, as an IT professional, I have caught myself assuming this level of knowledge many times. In fact, I've even found myself commenting on user ineptitude many times after a site visit.

How then do we bridge this communication gap?

Start with an easier task first. Get your team on the same verbal page. The next time you talk about *UDDI*, *OLAP*, *OLTP*, *COM*, or *XML*, ask yourself if you can define it in one or two sentences. If you can't, go find someone who can – or, look it up. The Internet is a powerful tool.

Once you can give a concise, reasonably understandable definition of a technology to your fellow technical professionals, try implementing it or testing it. Get an understanding of what you can and cannot do with it. How does it work? Dig under the hood; read the (fine) manual; or dust off your Rolodex. Missouri breeds many IT professionals – show them how it works.

Great! You've implemented a small test of the technology. Show your team how it works. Get them on board with you – evangelize, brainstorm, blue sky, whiteboard the technology and its possibilities. Go beyond the obvious.

Now, you (and your team) understand it. Try the next step – explain it to other technology professionals. Perhaps you're a network administrator who understands the mechanisms behind TCP/IP. Explain it to the programmers. Try your explanation out on the



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help line staff. See if the systems analysts can follow your explanation.

Managers are notoriously lampooned for their primitive understanding of technology. Make them see the power and the promise of the umpty-fratz technology. Get them to see and touch the Holy Grail. Explain technologies to managers in a way that they can clearly see the business value created by the technology.

Whew! Only two more hurdles left! Go find your technologically-savvy end users: Excel whizzes; Word mavens; SPSS maestros; and Photoshop wizards. Paint the technology and the terminology in their context – leverage their existing knowledge and background. Once the light goes on, you're clear to go to the final stage.

If you reach this stage, you can explain **anything** to anyone. You can explain technology to Luddites, philosophy to business majors, and quantum physics to philosophers. (Of course, if you actually ARE a physicist, philosopher, and business major, you're ahead of the game.) When you can explain what's happening to your mother, you've reached a milestone.

The underlying theme here is that you need to be clear when talking to end users. Conversely, you have an obligation to learn some of their special language. It does no good to talk to your finance department about hemophilia or rigor mortis; substrate and geomorphology are similarly devoid of meaning to your marketing staff.

Interestingly, at the time of this writing, google.ca was listing on its English site the following: *Google.ca offered in: French*. On the French site, we find: *Le domaine Google.ca est disponible en Anglais*. Wouldn't it make more sense to list "Aussi disponible en français" on the English site, and "Also available in English" on the French site? This is roughly what's happening to our end users on a daily basis.

Don't assume that the underlying rationale of a decision is clear to your users – if you are running a daily backup that requires that computers be logged off at night, then say so! It's much easier to get buy-in from users when you can say to them, "If you don't log off your computer at night, we won't be able to retrieve your files in the event of a crash." For those in internally-focused IT organizations, rather than brushing off your users with an "I'm too busy," try pointing out the competing demands on your time – and enlist the user's help to resolve and prioritize them where possible.

Use simple, clear, and direct language. Get to the point, to avoid misunderstandings. User-speak is good. In short, throw away your IT hat for a moment.

The website kissthisguy.com lists numerous examples of misheard lyrics. Perhaps it's apropos to close with this thought: "Strangers in the night – exchanging glasses". Put on your opposite number's "glasses" for a while. It's certainly more enlightening than just exchanging Sinatra's "glances." ☛

A CIPS Calgary **WELCOME**

CIPS Calgary would like to **WELCOME** the following new members who have recently joined our association. We trust your forthcoming experiences with our CIPS community will be fulfilling. The Membership Committee conducts orientations intermittently where you will have an opportunity to find out about all aspects of CIPS and ask any questions you might have. You will be contacted when the next orientation is scheduled. In the meantime, if you have any questions, you can email calgary@cips.ca or calgarydata@cips.ca. As new members joining during our membership drive, your names have been entered into the membership drive draw to take place in June 2002. Refer to the membership article for more details. ☛

As of February 14, 2002, our new members are:

Mr. James Best
Mr. Miguel Martinez
Mr. Chris Monk
Ms. Linda Pfeifer-Knot
Mr. Anthony Radu
Ms. Judy Thakar
Mr. Gonzalo Valencia

Wireless Communications

CIPS APRIL SEMINAR

"Knowledge Sharing and Networking"

Speaker

Martin Stares

Date

Thursday, April 18, 2002

Time

7:30 am

Registration and continental breakfast

8:00 am – 9:00 am

Presentation

9:00 am - 9:15 am

Question and answer period; wrap-up

Location*

*Fifth Avenue Place
2nd Floor, West Tower
202, 237 – 4 Avenue SW*

**Please note new address*

Join us for this invaluable breakfast session!

Refer to the enclosed insert for registration information or register online at <https://secure.nl2k.ab.ca/aplus/forms/cipseminar.html>.

This seminar will provide a practical orientation to wireless. Its level will be more detailed than "wireless is cool" and less detailed than GSM Frequency Allocations. We will survey the technology landscape, and find it to be chaotic. We will look at the solutions landscape, and find it to be a land of opportunity. There is a great role for IT professionals who can see the wood for the trees, and this seminar will offer some insights useful for identifying, designing, and delivering mobile solutions. Most of the coverage will relate to what can be done right now, but we may indulge ourselves in some "wireless is cool" futures along the way.

Martin Stares loves systems – whether computer, mathematical, or natural – perhaps because he was educated at an English grammar school similar to the one that Harry Potter attended. He is an expert in designing high value collaborative and knowledge rich solutions. As a mentor and technology evangelist, Martin has helped businesses benefit from several waves of technology change – collaboration, web applications, and XML – and is currently building up a wireless practice for EDS Canada. ☎

You won't want to miss the final Seminar Series topic for the 2001 – 2002 season!

Thursday, May 16, 2002

Report from the Trenches: How "Extreme" is Extreme Programming?

Gerard Meszaros

To suggest any topics you would like to see featured during the 2002 – 2003 Seminar Series, please email your suggestions to calgary@cips.ca.

Seminar Series
2001 - 2002



CIPS Seminar Series is catered by Second Cup, Fifth Avenue Place.

2002 Training Schedule



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Ross Goodwin

A 30-year member of CIPS, Goodwin was a student at the University of Saskatchewan when he first joined. He's been involved in northern research IT support throughout his career, beginning with tundra ecosystem research at the University of Saskatchewan, followed by stints at the Canadian Wildlife Service and the University of Alberta.

1976 saw him come to the University of Calgary to create the Arctic Science and Technology Information System, which he describes as "a northern abstracting and indexing service." His work can be seen at www.aina.ucalgary.ca/astis.

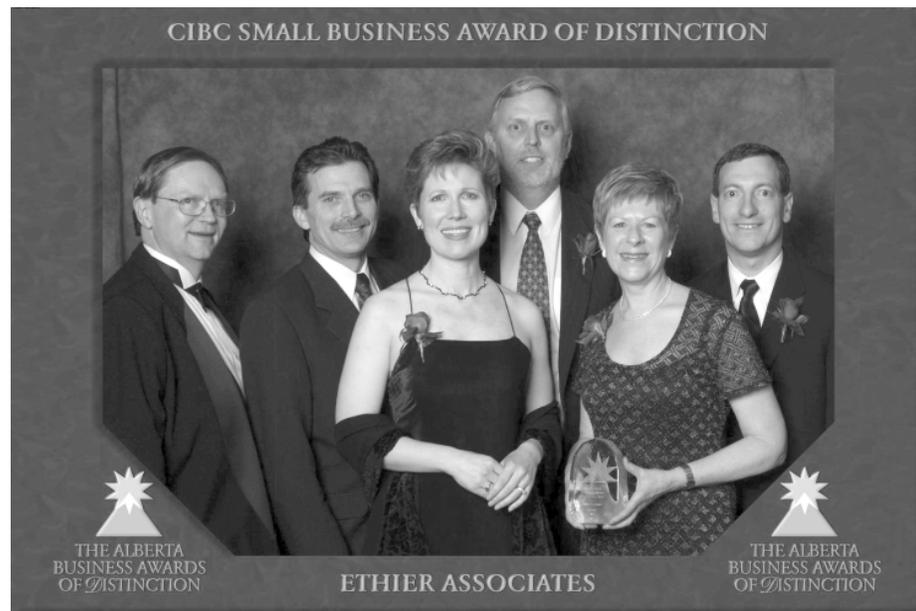
Born in Kingston, Ontario, growing up in Kimberley, British Columbia, and attending the University of Saskatchewan has given Ross an appreciation for Canada's diversity, and it's reflected in his love of the outdoors. He particularly enjoys hiking and cross-country skiing.

Goodwin appreciates the professional development provided by CIPS, but he bemoans the lack of time he has to enjoy "playing with the computer," now that his role is more oriented towards fundraising and management.

In his 30-year IT career, he's seen a federal government initiative, Telidon, fail. Telidon was a "government-sponsored initiative to create web-like services." However, he does cite both the PC and the web as key changes he's seen in his career.

When Ross leaves work, he goes home to a wife and two high school-aged daughters, of whom he says it's too early to know if they'll follow in his footsteps. ☘

*Blake Kanewischer
Publications Director*



On February 28, 2002 Ethier Associates, a long-time supporter of CIPS Calgary, was awarded the Alberta Chambers of Commerce CIBC Small Business Award of Distinction. Ethier Associates is receiving this award in their twentieth anniversary year.

It's great to see a technology business recognized for such a business honour.

CIPS Calgary Board, with the CIPS Community, wish to extend their 'Congratulations' to Ethier Associates.



How time flies. In the blink of an eye, by the time you get this newsletter, Easter will have just passed. The Membership Committee hopes everyone had a great Easter! It seems like only yesterday that we were wishing each other 'seasons greetings'! Time is going so fast, it's often difficult to keep up. Here is an update on membership events.

2001-2002 Membership Drive

If it seems like our membership drive is longer this year, that is intentional. The shorter membership drives we have had at the end of previous years haven't produced the desired results. However, a long membership drive from November to May can also have a disadvantage as people start to lose sight of it as the months go by. Thus, we will jog your memory! We only have a *few months left* for you to be part of this year's drive.

The theme this year is '**Celebrating Professionalism Through Community**'. The CIPS community is a great forum for networking, education, and being informed of industry trends. As a community, we can support each other and strengthen the Calgary IT community as a whole. However, feedback to CIPS has indicated that many in Calgary's IT industry are not aware of CIPS. Many of the uninformed may be your peers, friends, and employers.

We remind you to share the benefits of being part of the CIPS community and, as added value, if a new member joins on your referral, both your names (new member and referrer) will be entered into the draw for a one-year CIPS membership for your next renewal year. Remember to have your referee put your name on his/her application as referrer. Membership drive posters to post on your bulletin boards at work can be obtained at CIPS luncheons or through the CIPS office. Individual applications are also available if you want to specifically invite someone to investigate CIPS. In addition, corporate presentations about CIPS can be scheduled by emailing calgarydata@cips.ca or contacting the CIPS office.

Anniversary Celebrations

Weren't the anniversary celebrations great! We once again want to congratulate the 287 members who received anniversary pins, the eleven members who were awarded plaques and pins for anniversaries from 25 years to 30 years, and the two members who were awarded plaques for 35 and 40 years respectively. Unfortunately, no CIPS pins exist for 30 year membership, as anniversaries over 30 years are rare. Hopefully, this will change in the future. We are proud to have you as members. Thank you all for your commitment to CIPS!

We are not done yet. As you know we are still profiling significant anniversary recipients as we receive their biographies for *CIPScene*. In addition, we encourage all anniversary participants to come out to our Industry Pub night so your CIPS peers can congratulate you. Also, I am sure that, for those who have recently entered the field, the opportunity of getting some advice from you would be most welcome, as you are great role models.

Last but not least, I would like to thank Stephanie Hiebert, one of our dedicated members on the Membership Committee. It is through her efforts that 287 pins were properly matched to members and



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www.neweratechnology.com

appropriate congratulations were sent out to the pin recipients. Your efforts are greatly appreciated!

Presentation Make Over

Prior to and after the luncheon last month, a few members volunteered to provide video comments regarding CIPS. Don't miss the opportunity to provide your comments on any aspect of CIPS. Look for the video person at the CIPS luncheons. Don't be surprised if someone appears at your CIPS events taking random photographs.

Industry Focus Pub Night

Our Industry Focus Pub night originally scheduled for the end of March has been moved to April in response to many calls from members indicating conflict with spring holidays and celebrations. Thus, we have moved it to April 17, at Brewsters Eau Claire, from 5:00 pm to 9:00 pm. Mark your calendar as you will not want to miss this event! Please read on for details.

For those who did not attend the November Industry Focus Pub Night, or who are not familiar with what an Industry Focus Night is, let me explain. A member suggests a 'hot' topic that would be of interest to the membership at large. The Membership Committee looks for subject matter experts (SMEs) who are willing to volunteer to act as resources on the topic at the pub night. Being a resource means being tagged with his or her expertise, provided with one drink out of gratitude for his or her efforts, and networking in an informal pub atmosphere. We try to arrange enough resources so attendees can consult without too long a wait. We also try to ensure a balance of resources, so there is diversity within the topic. Just so people are not juggling pens, papers, and beer, the resources provide us with one-pagers, which we make available at the handout table. It is a 'win-win' for networking, information, and education. In addition, the committee welcomes recent new members with a brief orientation and, afterward, these members have the opportunity to meet CIPS members in a comfortable, informal environment.

The November Industry Focus Pub Night was intended to be a one-time venture to support those in our association with job searches. With an attendance in excess of 150 people, the response was much greater than anticipated and, ever

since, members have been asking when the next one will be. Although not planned, the Board has responded to membership demand and will host this additional Industry Focus Pub Night. The only concern expressed in November was space, as we were not anticipating the large turnout. As a result of this, we will be asking individuals to pre-register through the CIPS office.

The April Industry Focus Pub Night topic is Security. We are currently seeking subject matter experts in varying aspects of security are willing to volunteer as resources. Security resources with Computer Security Information Systems Professional (CSISP) certification would be preferred, but all volunteers will be considered. If you can be a resource, please email calgarydata@cips.ca or contact the CIPS office. As with the previous Industry Focus Pub Night, new members will be invited so we can welcome them. All anniversary celebrants will be invited so their CIPS peers can congratulate them, one-on-one. Also remember, there will be non-members attending, so be sure to encourage them to investigate CIPS. Who knows, they may put your name on their applications as referrer and you'll be in the membership drive draw.

A few logistical changes for this April Industry Focus Pub Night are needed.

- Registration – in order to get adequate space at Brewsters, we are requesting pre-registration to provide expected numbers to the venue.
- Registration deadline is April 12.

CONTINUED ON PAGE 10...

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FOCUS ON MEMBERSHIP

CONTINUED FROM PAGE 10...

- Walk-ins are welcome but, after the last experience, Brewsters needs reasonably accurate numbers and we want to continue at this venue. Your cooperation is appreciated.
- The Industry Focus Pub Night was intended to be an 'added-value' to members. Although we want to encourage non-member attendance, we want to also maintain the 'added-value' aspect for the members. Thus, we are imposing a registration fee as follows:

Members: Free attendance

Non-members: \$5.00 entry fee

Registrations can be made through the CIPS Calgary website (www.cips.ca/calgary), by emailing calgary@cips.ca, or calling the CIPS office at (403) 244-4487. As with the last Industry Focus Night, all registrants will be entered into a door prize draw for two free CIPS luncheon tickets.

Other Membership Opportunities and News

International Womens' Day was March 8. In recognition of this event, CIPS Calgary has arranged for Frances Wright, President, and CEO of the Famous 5 Foundation, to speak at the April luncheon. In today's day and age, we would expect that more

female students are considering science and technology as a potential field. Research at the grade eight level indicates this is not the case. With the invasion of PCs in the home, I found this hard to believe, until last year when I experienced it myself. I was presenting CIPS to a graduate class when one of the women graduates approached me with the following question: "you are among the very minority of women in the industry, are you not?" Her perception was that she was entering an overwhelmingly male-dominated environment. To provide some role models and to recognize that women are visible at all levels of technology, the Membership and Publications Committees will be profiling selected CIPS women members, from front line staff to CIOs. Watch for these profiles in the May *CIPScene*.

A reminder about the *CIPScene* 'Ask the Board' segment: the Board members will answer any questions regarding any aspect of CIPS to the best of our abilities and limits of our knowledge. If we do not know the answer, we will research the answer. Here is your chance to resolve your 'I wonder why'. The 'Ask the Board' drop box is at the CIPS luncheons or you can email calgary@cips.ca or calgarydata@cips.ca with your question.

That rounds it out for this month. Have a great month and see you at the CIPS events this month. ☘

April Industry Focus Pub Night



Date: Wednesday, April 17, 2002

Venue: Brewsters Brewing Company
Eau Claire (Upper Level)
101 Barclay Parade SW
Calgary, Alberta

Time: 5:00 pm to 9:00 pm

Cost: Members – Free
Non-Members – \$5.00

Focus Topic: *Security*

Door Prize

Draw: Two CIPS luncheon tickets

Registration Options:

Online (preferred):

https://secure.nl2k.ab.ca/aplus/forms/cips_free.html

Email: calgary@cips.ca

Phone: (403) 244-4487

Registration Deadline: April 12, 2002

(Pre-registration is required for attendee numbers by venue.
Walk-ins accepted only if space is available)

Refer to membership column for more details.

Volunteers Needed

CIPS Calgary is working on organizing an IT Competition to be held some time within the next twelve months or so. Many volunteers are needed, ranging from those willing and able to commit to only one hour to those willing and able to commit to helping out in the longer-term.

With regards to the former, please consider giving an hour of your time to the Competition and Judging team which would like to hold some Competition Focus Group Meetings. The purpose of these meetings is to come up with preliminary designs and concept prototypes for the two tracks, development and trouble shooting, of the IT Competition. The development track involves developing an application using a particular set of tools and other information technology components. The troubleshooting track involves resolving hardware, operating system, and network problems. Both tracks will involve teams, likely three to six people, and time constraints.

The meetings are to consist of brainstorming ideas regarding the format and techniques necessary for each of the two tracks. Once the preliminary designs and concept prototypes are done, they can be presented to CIPS Calgary for approval, followed by presentation to potential sponsors.

All volunteers are warmly welcomed. However, those with application, web, Object-Oriented, and component development skills are particularly needed for the development track; those with networking, operating system, hardware, and software trouble shooting skills are particularly needed for the trouble shooting track.

If you are interested, please email Kenneth Fung at kenneth_fung@canada.com.

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CIPS Calgary Section

Future Meeting Dates – 11:30 am

Wednesday
April 3, 2002

Wednesday
May 1, 2002

Wednesday
June 5, 2002

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

CIPS Events

- | | |
|------------------|---|
| April 17, 2002 | Industry Focus Pub Night
<i>Security</i>
5:00 pm - 9:00 pm
Brewsters Brewing Company
Eau Claire
101 Barclay Parade SW |
| April 17, 2002 | NETWORK MANAGEMENT SIG
<i>Brown Bag Lunch and Learn Meeting</i>
11:45 am - 12:45 pm
HP Meeting Room
3600, 150 – 50 Avenue SW |
| April 17, 2002 | STUDENT INDUSTRY PANEL
<i>Putting IT All Together</i>
7:00 pm
SAIT
1301 – 16 Ave NW
Room/building to be determined |
| April 18, 2002 | 2002 SEMINAR SERIES
<i>Wireless Communications</i>
7:30 am - 9:15 am
Fifth Avenue Place
Conference Centre
202, 237 – 4 Avenue SW
(Note new address) |
| April 25, 2002 | DATABASE MANAGEMENT SIG
12:00 pm - 1:00 pm
DBC Corp Information Systems
300, 209 – 8 Avenue SW |
| May 8, 2002 | PROJECT MANAGEMENT SIG
<i>Epcor's Project Management Office</i>
12:00 noon – 1:00 pm
Fifth Avenue Place
Conference Centre
202, 237 – 4 Avenue SW |
| June 2 - 5, 2002 | ARMA CANADA CONFERENCE 2002
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Ah, yes... spring is almost here. The weather is warmer; the snow is melting; and the days are becoming longer. On the other hand, maybe this is wishful thinking, as I started writing this in February, which technically is a short month but can often seem like the longest! In any case, this month I am

going to write about one of my favorite topics: life-long learning. I know what you're thinking... how interesting can this be? Now before you put this down, thinking that it might be a little on the dull side, I think you should give this important topic a fair chance.

The school bell has rung... can we go, now?

Do you remember high school or university/college? There was often moaning and complaining about why we must learn <place subject area of choice here>. The argument was that we would never use it in our everyday, adult lives. As the popular saying goes 'if we only knew then what we know now', we might be more amenable to actually learning rather than trying to just make it through the next exam.

Part of this shortsightedness is, of course, related to age. When we're young, the tendency is to think that we will always have time on our side. Some of that attitude, I suspect, comes from knowing that education in our society (at least until age eighteen) is a right, not a privilege. Not only is it readily available, but also it is expected all children will attend school. In other parts of the world where education is not available to all children, it is looked upon as a privilege and is taken very seriously.

There is a shift in attitude that occurs when one discovers, as an adult, that life-long learning is not only a necessity but can also be a pleasurable experience. The issue then becomes pursuing that degree/certificate/professional designation while balancing other life obligations. This is not easy to do nor is it always possible; hence, the unattainable soon becomes even more desirable.

Life-long Learning

I was one of those people who loved school as a child. Even now, when I see 'back to school' advertisements, I feel as though I should be signing up for a course or two. The world of education has

changed somewhat since I was a high school student. As adults, we are no longer confined to the traditional method of education, which usually consisted of sitting in a classroom listening to a lecture. Now we have the choice of distance education, web-based training, pursuing a professional designation, or still learning via the traditional method of taking a course through the local college or university. This makes it much easier to work educational activities into our daily lives which are already busy enough. I suspect that the phrase 'life-long learning' came about in order to encompass all of these methods of learning.

In the last few issues of *CIPScene*, Mark Olson, CIPS Alberta President has been writing about professionalism and the I.S.P. designation. This year, Marion Ng, our Membership Director, and her committee have come up with a great theme for our membership drive – 'Celebrating Professionalism Through Community'. At the national level as well, there has been a mentoring initiative started to promote the I.S.P. among potential candidate members. The common theme in many CIPS activities is the promotion of education and, alongside that, the I.S.P.

I believe that we are naturally life-long learners. This is important since new technology seems to surface almost daily in our profession. In order to stay up-to-date, we must enjoy learning. We constantly read books, trade journals, visit our favorite technical websites, and discuss upcoming trends with our colleagues. All of these learning methods offer so many ways for us to learn about new and exciting technology. If you haven't taken a course lately, attended a seminar, or read a book, I encourage you to do this now! Learning is what drives the IT profession; simply choose the method that suits your lifestyle best. As a final thought, a quote from Mark Twain comes to mind: "Don't let school interfere with your education".

In closing, I would like to wish all CIPS members and their families a safe and happy Easter. ☘



Review: February 21, 2002 Meeting

Allan Benvin, of GDS & Associates Systems Ltd., provided an overview of the City of Calgary's new assessment system, which now integrates spatial data with business data. The goals of the project were three-fold:

1. move away from the mainframe-based assessment system;
2. provide users the ability to use spatial data in decision making; and
3. remove the dependence on paper maps.

The spatial mapping and analysis user interface is ESRI's ArcView tool accessing data from the GIS Oracle database. Think of ArcView as Excel with powerful mapping and spatial analysis capabilities. Tabular business data is presented and updated using the NovalIS Assessment Office accessing data from Oracle.

Allan explained several of the technologically interesting features including 'vertical tables' and 'influence views'. Vertical tables are used to store history for spatial and non-spatial attributes. Having an 'effective date' and an 'effective-until-date' for attributes allows SQL queries to return the appropriate

attribute values for a desired date. Influence views provide very effective links between the spatial and non-spatial data to facilitate labeling, symbology, and querying.

As of February 1, 2002, nearly 80 assessors are using integrated business and spatial data on their desktops, which allows them to view, query and create maps. They have the ability to view data as it appeared at any point in time. Thus, the spatial data is now used to maintain attributes in the non-spatial business database.

Before proceeding to the next phase, current activities include performance tuning, additional data customization, additional virtual layers, and ongoing user support.

Many thanks to Allan for this excellent overview of the new assessment system.

GIS-SIG meetings are held monthly at Ceile's Irish Pub and Restaurant (downstairs) at 531 – 8 Avenue SW from 3:30 pm to 5:00 pm. *Check the CIPSCalgary events site for the date of the next meeting or contact Allan Benvin, at abenvin@gds.ca.*

Stephen Gale, CCP, I.S.P.

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Karen Wright
(403) 234-8960
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Visual Basic

Bob Morton
(403) 263-1200
mortonb@webmaxim.com
www.vbusers.net

To post your upcoming SIG events, contact Nguyen Tran by phone at (403) 514-4004 or email ntran@cips.ca.

Project Management SIG

Our May session will feature **Mr. Kevin Brown** who will discuss **Epcor's Project Management Office (PMO)** experience. The Epcor Group of Companies grew out of Edmonton Power in 1995 and provides power and water utility services. This session will be sponsored by **DMR Consulting Group Inc.**

Date	Wednesday, May 8, 2002
Time	12:00 noon (sharp) - 1:00 pm
Location	Fifth Avenue Place Conference Center 2nd Floor, West Tower 202, 237 - 4 Avenue SW

For more details regarding the session and how to register, please visit the new PMSIG website at <http://www.associationsplus.ca/cipsig/>.

Should you wish further information concerning the Project Management SIG, please contact:

Karen Wright
Partner, Ethier Associates
Phone: (403) 234-8960
Email: kwright@ethierassociates.ca

Bill Bentley
Partner, Corvelle Management Consultants
Phone: (403) 803-2529
Email: billbentley@corvelle.com

CIPS Special Interest Groups

Register for Events Online!

The site can be accessed at <http://www.associationsplus.ca/cipsig/>.



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Student Update

What are the CIPS students doing these days? What a great question! Do I have an answer for you...

We have been holding monthly speaker nights at various post-secondary schools across the city. Fortunately, we have had some fantastic guests agree to speak to us and I would like to thank them all for their time. Our April 17 speaker night at SAIT will focus on "Putting IT All Together". Our panel of development specialists will show us how all the different areas of IT come together as a team in order to create and maintain a finished product. We will also discover the answers to such mysteries as, "What IS the difference between a Systems Analyst and a Business Analyst?" Our variety of speakers also includes a Programmer, Systems Architect, Network Administrator, Database Administrator, and Project

Manager. For anyone who has ever wondered how a system comes to be, this is the place to be!

Another project that we have been organizing is a Student Showcase, to take place on May 10 at the Red and White Club. We invite everyone to come and see all of the new and innovative projects that students at various schools have been working on. It will be a fun event and you may even learn something! More details will be coming at a later date.

The final initiative occupying the Student Section's time is the mentoring program. More details on that can be found in the article on page 18.

And, as always, I am always open for comments and questions that anyone may have concerning the CIPS Calgary Students. My email is shilo@cips.ca, don't be a stranger! ☺

ASK THE BOARD...

I joined CIPS last year and receive my newsletter but did not get a CIPS membership card. Was I supposed to receive one?

- Administrative membership processing is out of our national office in Toronto. There is usually some lag time between the time you join and the time you receive confirmation and your membership card. This lag time is about two weeks to a month. Thus, if anyone joins and does not receive confirmation and newsletters within a month and half, you should contact calgary@cips.ca or calgarydata@cips.ca and we will follow up. (Marion Ng, Membership Director)

I moved last year but still have the same email address, so I didn't bother to update CIPS on my new mailing address details as the announcements seem to be coming on email anyway. Why is there a need to update this information?

- Although a lot of announcements are sent through email, there are some materials that are sent through land mail. Included in this material are membership renewals. In addition, there have been situations where someone has won a draw or an award, or is being mailed an anniversary pin,

etc. and we have been unable to contact the member without some research and, in some cases, not at all. In addition, if someone is looking to network with you, they will not be able to contact you. Finally, many course announcements or enclosures regarding affiliate conferences or events are supplements to the newsletter which is sent through land mail. Furthermore, some members change their email addresses and do not update CIPS. As you know, they are missing out on a lot of announcements of events in which they may want to take part.

Active members who have paid their membership dues are entitled to *all* benefits, including the material sent through land mail. We highly recommend all members take a few minutes to check and/or update their contact information on the CIPS website under membership *or* send the update information to calgary@cips.ca so our information is current. This includes all membership information – including email addresses. (Marion Ng, Membership Director)

To submit your queries or concerns, phone the CIPS office at 244-4487 or email calgary@cips.ca. ☺

Online Application Now Available

More Robust Membership Directory Introduced

Potential members in CIPS can now apply online through the improved CIPS Online Membership Directory. This advance is just the first in a series of enhanced member services offered through the significantly improved membership directory.

If you know anyone who has shown interest in CIPS, but may be hesitating for any reason, let them know that joining is now simpler than ever. All they need is web access and a credit card number and they can apply online through CIPS' secure website. They can read all about the benefits of joining on the website, as well. The joining information, plus links to the online or printable applications, can be found at <http://www.cips.ca/join>.

Members should also visit the online directory to ensure all contact information and privacy options are up-to-date. Visit <https://members.cips.ca> to access the directory. Once logged in, click on your name on the left-hand side of the screen. To see your privacy options, click the "More Info" button, then choose the "eFields" table. ☛

High-Speed Satellite Internet Connection

New CIPS Member Benefit

Novanet Communications Ltd, a leading Canadian satellite service provider, and CIPS are pleased to announce a members' affinity program. Novanet will offer the benefits of "NovaConnect" to CIPS members at a 10% discount. NovaConnect is a two-way satellite communications service designed to provide high-speed Internet access anywhere in Canada.

Using the latest in Internet and satellite technology, NovaConnect provides high-speed connectivity to geographic regions where cable and DSL services are not available. Designed specifically for business use, NovaConnect allows enterprises, regardless of location, the same business advantages currently available to centrally located businesses.

"Working with CIPS and its members, NovaConnect will be introduced to information technology specialists who may not otherwise be aware of this alternative to dial-up access," said George Savage, Novanet's Sales Manager. "This alliance will enable us to directly reach the people responsible for providing Internet access solutions."

For more information about this service, visit the CIPS Members Only web pages at <http://www.cips.ca/loginarea/members/benefits/default.asp?load=novaconnect> ☛

Retirement Income System (RIS)

New Information from HRDC

Human Resources Development Canada (HRDC) has produced a new brochure to help Canadians become more aware of the retirement income system and to encourage them to take action towards their retirement goals.

Many Canadians have told HRDC they do not fully understand the retirement income system and have done little or no retirement planning. In addition, they have little faith that Old Age Security and the Canada Pension Plan will be available for them when they stop working, and they would like more retirement planning information from the Government of Canada.

HRDC is committed to providing Canadians with the information they need to help them manage their retirement planning challenges. The new brochure is designed to promote better understanding of public pensions, explain their role in the overall retirement income system, and encourage Canadians to plan for retirement. As well as increasing public understanding of the three levels of the retirement income system (the Old Age Security Program, the Canada/Quebec Pension Plan, and private pensions and savings), HRDC's goal is to increase confidence in public pensions as a modest, but sound, base on which Canadian can build with personal savings.

The brochure is available electronically at http://www.hrdc-drhc.gc.ca/isp/ris/rismain_e.shtml ☛

Creating a Community of Professionals: The Who's Who and What's What of Mentoring in CIPS Calgary

A mentor is defined as someone who serves as a wise and trusted counselor. By this definition, any individual can be a mentor, by simply sharing his or her experiences with and guiding an up-and-comer. The benefits of mentoring accrue on both sides. There is a free exchange of ideas and thought, which helps both parties learn from each other. Mentors are able to help nurture and smooth transitions for their protégés. It is a great way to repay a debt to someone who may have helped you when you first started out. Mentoring exists informally virtually everywhere, but a CIPS initiative this year is attempting to formalize mentoring relationships in order to encourage a greater sense of community. There are two separate programs currently in Calgary.

The first program is geared towards the students of post-secondary IT schools. The purpose of the relationship is not to find the student a job, but rather to give the student a taste of what it will be like for them after graduation. Students, in general, feel very far removed from "the industry" and graduation can be the cause of great anxiety for students. This program is intended to give students some foresight so they can be better prepared for the future before it arrives. The program is designed so that the match will last for three months, with a time commitment of at least four hours over the course of those three months. Shilo Beechinor, the Calgary

Student Section Chair, is heading this initiative, and she can be contacted at shilo@cips.ca for more information.

The second program has a more professional focus. This relationship will take place between a current I.S.P. holder, and a protégé looking at obtaining the I.S.P. designation. As soon as an individual has been accepted into I.S.P. candidacy, s/he is eligible to be matched with an I.S.P. mentor. The mentor will then guide him or her through the process of obtaining the I.S.P. and the relationship will close with the protégé successfully achieving the I.S.P. designation. This program is designed so that I.S.P. candidates will have established professionals advise them through the process and take a personal interest in their success. This program was initiated by CIPS National, with Jim Fiddler being the local champion. You may contact Jim at JFiddler@1stcalgary.com or log onto www.cips.ca/standards/mentor for more information.

Both of these programs are currently recruiting mentors and protégés. Whether you are new to the industry or an established professional, you could benefit from a mentoring relationship with very little time investment! ☛



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Knowing What You Don't Know About Your Information Technology Budget



The state of the economy has pushed old-fashioned fiduciary discipline back to the top of IT management agendas. But as CIOs increasingly focus on operational efficiency, many are discovering how little they know about their actual IT costs.

Compass estimates that up to 50 percent of a large organization's IT spending does not appear in the IT budget. Rather, various business units manage myriad IT costs, accounting for them as "external services," as "support," or in other non-IT-specific terms.

"It's imperative for an organization to get its arms around its true IT costs," says Neil Barton, who heads consulting services at Compass. A series of high-level calculations of servers, desktops per server, number of WAN locations, network devices per user, and other measures can provide a useful set of "rules of thumb" regarding IT costs, according to Barton. "This approach involves a low level of precision and a wide margin of error – it's not a sufficient basis for action. However, it does allow you to ask questions and to gain insight into the things you may not know about your operation."

In the short term, an IT audit can reveal opportunities to centralize and standardize certain functions. More importantly, a big-picture assessment enables a better understanding of an organization's workload – and that, says Barton, is the key to meaningful performance improvement and better ROI. "Once you understand workload in a particular area of IT, you can take various measures to either perform that workload faster, or reduce the amount of workload."

According to Barton, "IT claims to get cheaper every year, yet total IT spending goes up every year. That's because workload increases in response to business demand. So the challenge is to more effectively manage workload. Closer involvement by the CIO in workload issues can help cast the relationship between IT and business users in a new light." ☛

Best Practices For Information Systems Security

Keep it Simple: When assessing vulnerability and calculating risk, or defining security policy and procedures, focus on straightforward and simple communication. Cryptic instructions and convoluted procedures introduce room for error.

Be practical: If you want to actually use a system, accept that it will never be completely and totally secure. Concentrate on reducing risk, but don't waste resources trying to eliminate it completely. A pragmatic approach provides fairly good security without hampering productivity.

Be realistic: Perfect security doesn't exist in a usable system, because a usable system is, by definition, a moving target. Threats change; technologies change; and business needs change. The key is to effectively define priorities.

Beware the weakest link: Your network may be secure, but what about the data that resides on the notebook PCs of your mobile workforce? ☛



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