

# CIPScene

Canadian Information Processing Society, Calgary Section

MAY 2003



Co-Hosted Event: CIPS Calgary and Calgary Chamber of Commerce  
**MAY LUNCH MEETING** "Knowledge Sharing and Networking"

## Government Initiatives for Establishing and Attracting an Information Technology (IT) Presence in Alberta

### Speaker

Robb Stoddard,  
Chief Information  
Officer, Government  
of Alberta

### Date

Wednesday,  
May 7, 2003

### Time

11:30 am  
Registration

### 12:00 noon

Presentation

### Location

Calgary Chamber of  
Commerce  
4th Floor, 517 Centre  
Street South

Robb Stoddard will discuss the characteristics of the province's current IT infrastructure and government initiatives for continuing to build an IT presence. Learn what is attractive about the Alberta IT environment and how the province is enabling e-commerce.

As Alberta's Chief Information Officer, Mr. Stoddard plays a key role in maintaining the Alberta Government's commitment to be a model user of technology and a global leader in the use of technology for delivering government services. He works with Alberta government departments and liaises with other jurisdictions to set strategic directions for the government's use of information and communications technology and information management practices, while ensuring Alberta's technology policies and practices align with the appropriate technological capabilities and business priorities. In addition, Robb applies information technology strategically to current and emerging ministry business needs and enables programs for improving administrative processes and enhancing communications.

Robb Stoddard is currently a member of the Information Management Information Technology Governance Council for Alberta Wellnet and participates on the Alberta Corporate Services Centre and Service Alberta Steering Committees. ☎

**Please register by noon on Friday, May 2, 2003 as seating is limited.**

Register online at [https://secure.nl2k.ab.ca/aplus/forms/cips\\_lunch.php](https://secure.nl2k.ab.ca/aplus/forms/cips_lunch.php) or phone CIPS at (403) 244-4487. You may 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  
(Prices include GST)

Members - **\$32.50**  
Non-members - **\$40.00**  
Student Members - **\$21.50**

A two-dollar surcharge will  
apply for all walk-ins.

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NOTE!

### CIPS Calgary Payment Policy

All CIPS events must now be pre-paid.

If payment is to be made by cheque, please forward it to the office *before* the event. All reservations not paid for by the day of the event may be resold.

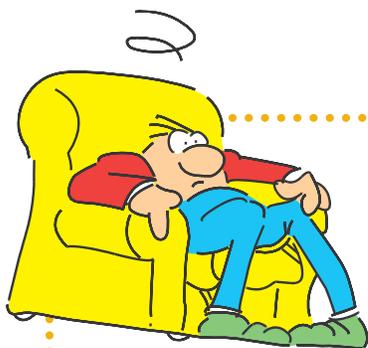
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### CIPS CALGARY PLATINUM SPONSORS



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**It's time to get off that comfy-comfy couch!**

## Start tee-ing up for the CIPS Calgary Annual Golf Tournament!

**Tuesday, June 3, 2003 • 8:00 am - 3:00 pm**  
**Lynx Ridge Golf Club • 8 Lynx Ridge Boulevard NW**

To register, go to [https://secure.n12k.ab.ca/aplus/forms/cips\\_golf.php](https://secure.n12k.ab.ca/aplus/forms/cips_golf.php)

## CIPScene

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(403) 244-4487.

CIPS welcomes articles or story ideas from readers. To submit an article, please contact the CIPS office.

## Cost

**Early Bird – Members only**  
**\$119.00 before May 5**

After May 5, the fee for both members and non-members will be \$135.00

Foursome: \$480.00

\*Please note: only members are allowed to register before May 5, though they are allowed to register non-members at the non-member price.

Non-members cannot sign up independently until after Early Bird date.



It is the May issue of *CIPScene* and, somehow, the months have flown by – meaning this is my final "Notepad" as CIPS President. For the June and final issue of the 2002/2003 year, our new President will have the opportunity to make an introduction.

So, to sign off on my term, I thought I would share some thoughts with you on the 2002/2003 season.

Let's start with perhaps our most visible product – *CIPScene*. A tough period in the advertising world meant that we needed to think of an alternative way of delivering this important communication tool. The introduction of the electronic format in February appears to have been a success, judging from the many comments we have received. In addition, Blake, our Editor, and his team of writers have done a superb job of providing additional content.

On the Knowledge and Networking front, Matthew Hillhouse and his team have provided us with a series of excellent breakfast seminars and luncheon meetings. Our celebrity speaker of the season might have to be Dr. James Gosling, Creator of Java, U of C graduate, and all-round technology guru. His descriptions of the creation process of Java, examples of its applications, and futurist observations were fascinating and entertaining. Likewise, Dr. Tom Keenan, whose own outlook on the world and the effect technology would have on it was very revealing. Every speaker has done a tremendous job for us and we have had the pleasure of hearing from such companies as Enmax, First Calgary Savings, Sun Microsystems, and others I know I am remiss in not mentioning. My thanks to all of you for supporting CIPS and doing a great job of presenting.

All our directors have been busy doing important work. Christian Leith, our Student Chair, has done a wonderful job this year organizing several excellent events and engaging the student community. Stephanie Hiebert, Membership Director, is our go-to person for many vital activities. For example, without her hard work and leadership updating our email database, it would have been more difficult for us to convert the newsletter to electronic format. Michelle Cariou, Sponsorship Director, broke all records and raised close to \$30,000 this fiscal year – Wow!

Thanks also go to Stuart Quinn, CIO Liaison Director, for keeping us in touch with the CIO community, Nguyen Tran, SIGs Director, for similarly working with the SIG groups, and Greg Miller, Marketing and Web Presence Director, for heading up our marketing efforts. Leon Cygman continues to lead the charge as Academic Liaison Director and keeps us in touch with the post-secondary institutions.

Rob Carruthers, Treasurer, has kept us on the straight and narrow financially. Rob has recently moved back to his homeland of Halifax on the East Coast and we will miss him. Rob is not only a great treasurer; he is also an all-round good human being who has provided us with many a lighthearted moment. We wish him and his wife every success back in the Maritimes.

Maria Anderson, Past President, also stepped into the post of Regional Director acting as our key interface with National, principally with the Societal Transition Committee. Mohamed Teja, Vice President, also wore a few hats this year, one of them being External Liaison. Under his guidance, CIPS was pleased to become involved with the Calgary Board of Education Career Pathways Initiative, a project that is ongoing.

Last but not least, thanks to Shilo Beechinor, Social Director, for continuing to expand our social scene and for her work leading the team organizing the June Golf Tournament. The golf event is a big undertaking and Shilo is doing a terrific job of managing the process.

It has been another busy CIPS year. I will be back next year as Past President and I can tell you that plans are already underway for a great season. We have some excellent people returning to the Board and some equally great people showing interest in replacing retiring Board members. We look forward to seeing the outcome of the election process and being able to introduce your new Directors.

Have a great summer. ☺

### CIPS CALGARY GOLD SPONSORS



**Speaker**

*Dwayne Popowich,  
Montage.DMC*

**Date**

*Thursday, May 15, 2003*

**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**

*Calgary Petroleum Club,  
Devonian Room  
319 - 5 Avenue SW*

Register online at  
[https://secure.nl2k.ab.ca/aplus/  
forms/cips\\_seminars.php](https://secure.nl2k.ab.ca/aplus/forms/cips_seminars.php)  
or see page 16 for a fax and/or  
mail-back form.

## Developing a Digital Storage Strategy for a Consolidated IT Environment

This topical discussion will deliver insights into the impact of organizational context and information assets ownership on a digital storage strategy.

A recent case study will be discussed, followed by a discussion which will include a delivery of various computing technology approaches that could be used to achieve an optimal digital storage deployment.

Dwayne Popowich is educated in the disciplines of business architecture, applied sciences, and computing technologies and holds a Diploma in Architectural Technology, a Bachelor's degree in General Studies (Computer Science), and a Master's degree in Business Administration (IT Management).

Mr. Popowich provides a broad spectrum of consulting skills in business modeling, technology assessment, strategy development, facilities planning, information systems design, and economic analysis.

Over the course of his career, Mr. Popowich has been involved in the design and deployment of mission-critical systems for such organizations as the Bank of Montreal, TransCanada Pipelines, SaskTel, and Saskatchewan Government Insurance. He has managed both people and process and has been relied upon as a strategist, visionary, analyst, and mentor.

Presently, Dwayne is a Senior Business Architect with Montage.DMC's Calgary office. ☛

CIPS CALGARY 2002-2003  
**SEMINAR SERIES**

## ALBERTA ACTION

Kenneth Fung  
CIPS Calgary Section

The Academy of Motion Picture Arts and Sciences recognizes its best with the Oscars. At the Canadian Information Processing Society, we have the I.S.P. Professional of the Year award. Each year, we recognize outstanding IT professionals in the province who hold the Information Systems Professional (I.S.P.) designation and who have made significant contributions in the area of information systems and technology. The I.S.P. designation is the only internationally recognized and provincially registered designation for Information Technology (IT) professionals in Alberta. It is an important credential for IT practitioners, Human Resources (HR) managers employing or contracting IT workers, and businesses purchasing IT products or services.

Nominees for the I.S.P. Professional of the Year award will be assessed on a number of different categories, including personal and professional

attributes supporting each nominee's suitability for the award.

In May 2003, CIPS Alberta will send out nomination forms. CIPS Alberta will be calling on business owners and executives, HR managers, and IT leaders to assist in acknowledging the efforts of colleagues, employees, consultants, and suppliers who have made a difference in their organizations. The deadline for nominations will be May 30th.

Three finalists will be announced in early July and the winner of the I.S.P. Professional of the Year award will be honoured at a special CIPS Alberta event in the fall. The award will be presented to the nominee who best exemplifies the true value of the I.S.P. designation by adhering to the professional Standard of Conduct and by demonstrating superior professional qualities and knowledge in the application of Information Technology. ☛

## IT in the Medical Community



IT has contributed to the quality of patient care in hospitals, and nurses are the first to admit the important role IT plays in today's medical centers. But they doubt that computers might one day replace their jobs.

### How has IT improved patient care?

Most hospitals have networks, allowing departments to share information, track patients, and request services in other departments. Nurses can order blood work or x-rays for a patient without having to do paperwork or hand-deliver the request to a particular department. This means faster processing and diagnosis.

Hospital databases allow medical professionals to track patient data from any department. Any lab work or test results can be entered into a patient's file and accessed from anywhere in the hospital. A comprehensive patient file is still recorded on paper as nurses do not have time to enter individual observations into a computer terminal. Medical receptionists then enter patient's chart data into the database. Of course, patient privacy is a concern, and network administrators assign permissions to network users and set access restrictions to certain network areas.

Computers play a large role in patient care. They can be used to monitor vital signs, assist breathing, deliver medication, and perform many other life-saving functions. A computer's ability to perform calculations helps reduce the potential for human error, and nurses always double-check equipment readings and programs to ensure the results are correct. For example, an IV pump can be programmed to deliver multiple doses of medication. The nurse enters the type of medication and the amount, and the IV pump calculates how quickly the dose should be delivered and how often. If the IV pump detects that a dose may be too large, it can warn the nurse. On the other hand, if an IV pump has completed its calculation, and the dose seems like it will be delivered too quickly, the nurse can override the program.

Medical equipment is sophisticated enough that, if a problem occurs with the machine itself, it can self-diagnose the type of problem and sound an alarm. The alarm tells the nurse, or IT professional, what needs to be repaired (much like the series of beeps that a computer emits when it boots up to help identify what is wrong).

Computers are reliable, but they are not infallible. The computers used in hospitals are maintained scrupulously to ensure minimal chance of failure. How critical a piece of equipment is in monitoring and sustaining a patient's life determines how often the equipment is checked. Maintenance schedules vary, from daily checks to thirty-day and yearly inspections.

### Why nurses will never be replaced by computers

While IT has certainly helped the profession of nursing, there are areas where a computer would seem a little awkward when taking over the duties of a nurse. The physical demands of patients, such as feeding, bathing, and helping an immobile patient move, require balance, strength, and tenderness. Not only is technology incapable at this time of providing sufficient care in these areas but also it cannot foster the intimate trust or compassion that results from performing such simple, though profound, duties.

Assessment is often aided by an awareness of a patient's facial expression and body language. Sensing that a patient has pain can help a nurse administer treatment without increasing the patient's discomfort. Computers cannot detect the subtle variations in human emotion and expression and cannot empathize with a patient's illness. A nurse's experience and judgment is a valuable component in identifying and treating an illness. Symptoms are not always obvious, and a patient's condition can be difficult to identify. Elaine Berard says that computers help evaluate and assess a patient's symptoms and condition, but cannot replace human intuition.

One of the most essential aspects of patient care and recovery is human contact. Donna McAlary believes the healing touch is human, not computerized. So much of a patient's recovery depends on attitude; human contact with nurses provides reassurance and has a large impact on recovery.

**CONTINUED ON PAGE 6...**



## Student Update

### What Does a CIO Really Do? Is it a Job to Aspire to?

The fourth and final CIPS Student Event of the year was held on Thursday, March 13, 2003 at SAIT. The industry speaker was Ted Barnicoat, I.S.P., who is the CIO of Trimac Transportation Corporation. Ted's presentation addressed the questions: "What does a CIO really do? Why would IT professionals aspire to the job?"

During the student event, Mr. Barnicoat enlightened students about the job functions of a CIO. He said that he typically allocates his time on the job as follows: 40% communicating with internal customers; 20% dealing with external customers; 20% obtaining/training/retaining the best staff possible; 10% talking to vendors; and finally, 10% spent on ensuring operations are efficient, effective, on time, and on budget. Ted emphasized the fact that the job of a CIO is not technical but is actually designed to increase business value at the lowest cost. He stressed that "the CIO has to be a coach, not a player" when it comes to using technology in the workplace. A CIO's responsibilities include ensuring efficient delivery of systems that maximize the value of investments. Most importantly, CIOs must build trust with their employees and give praise for their employees' successes. When projects turn sour in an IT department, the CIO must take responsibility and be accountable for its successes and failures. S/he must use innovative technology to increase the value of IT services to the organization and its customers.

Although the CIO role is widely respected in our society, the attrition rate is very high, averaging three years per company. Ted explained that many CIOs are fired because they either could not effectively communicate with their organizations or failed to implement projects as planned. Mr. Barnicoat stated that a CIO is a "diplomat without a portfolio" and must be committed to **ACTION: Attitude, Close to customers, Teamwork, Individual initiative, Open communications, and New ideas.** Some characteristics of a successful CIO include being a leader, having integrity, being trustworthy, having excellent interpersonal skills, and being an exceptional decision maker. Also, one must have pragmatic judgment, be a team player, and be a self-starter. Most importantly, a CIO must have humility, energy to inspire others to succeed and, finally, have a sense of humour to deal with ridiculous situations.

I would like to thank Ted Barnicoat, I.S.P. for his admirable and enlightening presentation on the roles and responsibilities of a CIO. Also, I would like to thank Stephanie Hiebert (CIPS Membership Director) and Shilo Beechinor (Social Director) for their support. If you have any questions about the CIPS Student Section, please feel free to contact me at: leith@cpsc.ucalgary.ca. ☺

### WHAT'S HOT?

CONTINUED FROM PAGE 5...

Computers can be intimidating. When patients have a lot of equipment in their rooms, confidence in their own recoveries can wane. It is the person providing care that lifts the spirit, not the computer monitoring vital signs. IT plays an important role in the diagnosis and monitoring of patients but cannot replace the physical and emotional care that only nurses provide. ☺

Suzanne Kaprowski  
suzkap@canada.com

### References

Elaine Berard. Registered Nurse. Telephone interview. 17 March 2003.

Donna McAlary. Registered Nurse. Personal interview. 16 March 2003.



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## CIPS Calgary Section

Future Meeting Dates – 11:30 am

Wednesday, May 7, 2003

Wednesday, June 4, 2003

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

### CIPS Events

- |                 |   |
|-----------------|---|
| May 15, 2003    | <b>SEMINAR SERIES</b><br><i>Developing a Digital Storage Strategy for a Consolidated IT Environment</i><br>7:30 am - 9:15 am<br>Calgary Petroleum Club<br>319 - 5 Avenue SW |
| May 4 - 7, 2003 | <b>CIPS INFORMATICS CONFERENCE</b><br><i>Working Here, There, and Anywhere...!</i><br>Charlottetown, PEI  |
| May 16, 2003    | <b>DEADLINE FOR CIPS CALGARY BOARD NOMINATIONS</b>  |
| June 3, 2003    | <b>CIPS CALGARY ANNUAL GOLF TOURNAMENT</b><br>Lynx Ridge Golf Club<br>8 Lynx Ridge Boulevard NW   |

## WHAT IS CIPS?

*CIPS is a group of professionals from all areas of IT. We offer the only IT professional designation (the I.S.P.) in Canada. Our events, including regular seminars, luncheons, and conferences, are dedicated to promoting continuous learning and networking opportunities. Through learning from other like-minded professionals, we are able to stay ahead in this fast-paced industry.*

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## Project Management SIG

We want to thank our April speaker, Mr. Duane Martin, for sharing his insights on the implementation of the Regional Emergency Department Information Systems (REDIS) at the Calgary Health Region. Its unique nature brought on many challenges and we appreciated hearing the strategies the team employed to achieve such a successful result.

We also want to thank our session sponsor, Ethier Associates.

That brings our 2002-2003 season to a close. We are targeting late September/early October for our first session of next season. As we finalize the session

speaker and date, we will post these details on the CIPS SIG website at <http://www.associationsplus.ca/cipsig>.

Have a good summer and we'll see you all in the fall!

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

Karen Wright – Partner, Ethier Associates

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Email: [kwright@ethierassociates.ca](mailto:kwright@ethierassociates.ca)

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

## CIPS CALGARY SILVER SPONSORS





**Stephanie Heibert**  
Membership Director

Hello. We have been busy with membership anniversaries recently. As you know, CIPS Calgary is pleased to recognize member anniversaries for 5, 10, 15, and 20 years (See page 10).

I found out recently that Calgary is the only section in Canada to offer this to its members.

CIPS National also recognizes 25, 30, 35 and 40-year members. This year, CIPS Calgary is proud to honor three 25-year members. We had the opportunity to interview Ted Barnicoat, I.S.P., Patricia Glenn, and Murray Reid. Here are their profiles:

**Ted Barnicoat, I.S.P.**

Ted, a member of CIPS since March 1978, has been the CIO for TRIMAC since 1998. Ted has been active in CIPS over the years, particularly in the adoption of the I.S.P.

Alberta was the first province to approve the I.S.P. and Ted was one of the committee members who presented I.S.P. before the Government of Alberta. When asked about the value of CIPS, Ted replied that CIPS provides an opportunity to meet peers in a non-competitive environment and share experiences.

I asked Ted what kind of changes he has seen in the IT industry over the past 25 years. Ted felt the industry has matured significantly as a profession and the I.S.P. has played a role in making that happen.

**Patricia Glenn**

Patricia Glenn says the value of being a CIPS member is in meeting people from all over the world in IT. She should know; she was National President of CIPS in 1988-89 and represented CIPS at SEARCC (South East Asia Regional Computer Confederation) and IFIP (International Federation of Information Processing Societies) as well. Patricia started her IT career as a programmer analyst with Chevron Standard and joined CIPS in May of 1978. She now works with Information and Communication Technology companies in Alberta to help them succeed.

Patricia has also seen changes in the industry, particularly in hardware size. Years ago, hardware didn't have the capacity it has today and was very expensive. With increased capacity and massive

reductions in cost, computer applications are available to many more people and usage has become more universal.

**Murray Reid**

Murray Reid's first IT job was with Nova as a programmer, and he joined CIPS in May of 1978. He currently works for IBM as an IT Architect, creating marketing and architectural proposals. Meeting others and sharing experiences have been two of the benefits of being a CIPS member. He joined CIPS primarily to gain technical insights and learn the trade and has met a lot of people during that time. When asked how the industry has changed, Murray stated that IT still has a way to go to achieve public recognition as a profession, although the I.S.P. is certainly a step forward.

Please join me in congratulating these three members and all who have celebrated special anniversaries.

**CONTINUED ON PAGE 10...**

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The membership committee is planning a new member orientation in May in conjunction with the next social night. We have also started planning for next year's membership drive, so please contact us if

you have any suggestions. (Contact me at [snhiebert@cips.ca](mailto:snhiebert@cips.ca)). We would also love to hear from you about ideas on how membership can help you. We hope you take advantage of all CIPS has to offer.

## Anniversaries

### 20 Years

Bruce J. Darwin, I.S.P.  
 Alan Eastley, I.S.P.  
 Michael Fletcher, I.S.P.  
 Alan Gibson, I.S.P.  
 Perci Hala  
 Ishrat Hirjee, I.S.P.  
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 Bruce Lowden  
 Chris MacKimmie, I.S.P.  
 Ed Moore  
 Nizar Rajabali, I.S.P.  
 Jack Young, I.S.P.

### 15 Years

Alexander Berze, I.S.P.  
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 Jean-Paul De Poyen  
 Reginald Gomke  
 Tom Horvath, I.S.P.  
 Zaheer Kahlon, I.S.P.  
 Stanley Major  
 David Morgan  
 Joel Ouriou, I.S.P.  
 Patricia Page  
 Keith Payne, I.S.P.  
 Ronald S. Powley  
 George Rafael, I.S.P.  
 Yogi Schulz, I.S.P.  
 Douglas Smith  
 Keith N. Thompson  
 Jack Toy  
 Lloyd Tsukishima  
 Keith Wallace, I.S.P.  
 Sandra Wernham, I.S.P.  
 Roy Westenberger  
 Julie Whitney  
 Les Zaharichuk

### 10 Years

Taras Andrichuk  
 Allan Brown, I.S.P.  
 Frank Brunt, I.S.P.  
 David Cameron, I.S.P.  
 Janet Cameron, I.S.P.  
 Quentin Cobb, I.S.P.  
 Peter Cromer, I.S.P.  
 P.V. Cusi  
 Brian Eger  
 Maria Eisenberg  
 Jacqueline Exell  
 David Fettig  
 James L. Fiddler, I.S.P.  
 Cara Fitzgerald  
 Jane Fraser  
 Dennis Funfer, I.S.P.  
 Gail Gordon, I.S.P.  
 Richard Gordon, I.S.P.  
 Michael Hogan, I.S.P.  
 George Hollinger  
 Rhoderick Hubbard  
 Eric Inthof  
 Carsten Jaeger

Azamul Kahrim  
 Moyez Kotadia, I.S.P.  
 Dwight Lindsay, I.S.P.  
 Susan Lougheed  
 Jamie Macleod  
 Paul McPhee, I.S.P.  
 Wayne A. Morris, I.S.P.  
 Brian Morris, I.S.P.  
 Sandra Murley, I.S.P.  
 Keith Nieman, I.S.P.  
 Morag Price, I.S.P.  
 Ian Richmond, I.S.P.  
 Jeff Russell  
 Tom Ruta, I.S.P.  
 Daniel Ryan  
 John H. Smith  
 Harvey Taphorn, CISSP,CDRP,CIM  
 Marsha Tatebe, I.S.P.  
 Charles Tuckey, I.S.P.  
 Stephen W.S. Tung, I.S.P.  
 David Werboweski  
 William Wood, I.S.P.

### 5 Years

Scott Aitken, I.S.P.  
 Rich Brodowski  
 Richard Cartwright, I.S.P.  
 Roland Catalano  
 Wai Lee Chan  
 Emile Cote, I.S.P.  
 Brenda Domeij  
 Bill Durnin, I.S.P.  
 Barb Fedun  
 Garry Grieve  
 Bonnie Gunderson  
 Maureen Haseloh  
 Doris Hawkins  
 Stephanie Hiebert  
 David Hills

Eric Hoare  
 Doug Hopkins  
 J. Keith Howie  
 Nuhad Hussain  
 Kenneth Iori  
 Susan Kepes  
 Dan Lamb  
 Ronald LeBlanc  
 Marcus LeMaster  
 Curtis Ling  
 Kevin Ludbrook  
 Michael Lusk  
 Derek Manns  
 Barbara Marcolin  
 Timothy McDonald

Joanne McEwan  
 Barbara Morigeau  
 Terry Nette  
 Barry Oxby  
 Darwin Perrier, I.S.P.  
 Daniel Petley, I.S.P.  
 Stuart Quinn  
 Justin Ramdin  
 Leroy Rasmussen, I.S.P.  
 Tim Reimer  
 Sara Sangha  
 E. David Schroth  
 Hanifa Seenandan  
 Maureen Shipton  
 Zuhair G. Shlah, I.S.P.

Cathy Simpson  
 Steve Spalding, I.S.P.  
 Robert Stratton  
 Jacqueline Swystun  
 Ralph Turner  
 Hans Terstappen  
 Garth Thomas  
 Chris Thompson  
 Daisy Van Der Mey  
 Robert Vander Steen  
 Hartwick Wiehler  
 Matthew Williams  
 Kelly Wong, I.S.P.  
 Ellis Woo  
 Debbie Wood



**Leon Cygman**  
Academic Liaison Director

**Information Technology Education**

Getting an Information Technology education is the foundation of a successful career in the exciting and fast-paced IT industry. Many post-secondary educational institutes in Calgary offer education in the computer sciences and information systems. All offer great programs and provide a base knowledge for the graduate to enter the field.

As in any professional fields, IT practitioners must keep abreast of the trends and developments in the industry. There are many ways to stay current. You can take additional courses offered by the continuing education departments of most post-secondary schools or by vendors. You can read current magazines and books. You can attend seminars, SIGs, and conferences. I think that one of the most powerful ways to stay current is to network. In this way, you can determine what your organizational needs are and then direct your enrichment to those ends.

CIPS is committed to assuring that members can continue to expand their IT capabilities. In fact, for an ISP holder to re-certify, he or she must maintain professional currency in information systems. CIPS provides many vehicles through which members can network and attain formal educational opportunities. You can see by reading this magazine that CIPS organizes SIGs, luncheon meetings, and seminars by which members can network and listen to leaders in the industry. CIPS also provide social functions, such as pub nights and golf tournaments, which are another way of mingling with people in the field and hear what is going on in an informal setting.

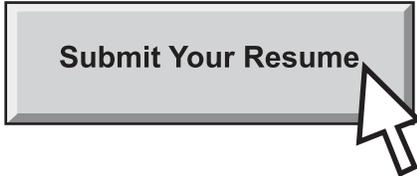
Education in any field, especially in one growing as rapidly as the IT sector, does not stop upon completion of a degree or a diploma. It is a life-long commitment to oneself and one's employer to continue the process of education in this very exciting and ever-changing field. ☛

**CIPS CALGARY BRONZE SPONSORS**



*To find out how YOUR company can sponsor CIPS Calgary, contact the CIPS office at (403) 244-4487.*

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Email: calgary@eagleonline.com

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*Are you versatile?*

*Can you juggle responsibility?*

*Are you a leader?*

*Do you want to serve your profession?*

If you possess any of the above qualities, a position on the CIPS Calgary Board may be just the right thing for you!

The success of CIPS Calgary has always been achieved through the active participation of its members on the Board of Directors. This is a chance for you to be recognized as an IT professional who has the interests of the IT community at heart. If you have the desire, the drive, and the commitment to further the goals and direction of CIPS Calgary, let your name stand as a nominee for one of the positions available on the CIPS Calgary Board.

We would welcome the opportunity to have an election by ballot rather than by acclamation. If you are up for the challenge, please complete the following nomination form and fax it to the CIPS office at (403) 244-2340 before May 16, 2003. Alternatively, you can submit the form online at <http://www.associationsplus.ca/cips-calgary/cipselection.html> by May 16, 2003.

After the board is elected, the President assigns portfolios (with the exception of the Secretary/Treasurer) keeping in mind each board member's skills, interests, and experience. The term of office for each is two years (2003/2004–2004/2005). Please indicate which you feel you are most suited for.

<b>CIO Liaison</b>	<b>Sponsorship</b>
<b>Knowledge &amp; Networking</b>	<b>Marketing and Web Presence</b>
<b>Special Interest Groups</b>	<b>Publications</b>
<b>External Liaison</b>	<b>Social</b>
<b>Secretary/Treasurer (Elected position)</b>	

The **CIO Liaison** is responsible for establishing an ongoing dialogue and communications with key stakeholders in the IT community. The primary focus of this portfolio is to work with CIOs, although it may also be appropriate to work with related management and executives from areas such as Human Resources and others. The successful candidate is also expected to assemble and chair a committee focused on engaging Calgary's senior management community in discussions to explain the role CIPS plays today and its vision for the future, as well as collect input on ways that CIPS might better serve the IT community. This portfolio will also be expected to run a number of events throughout the course of the year (e.g., CIO breakfasts or roundtables).

The **Knowledge & Networking Director** is responsible for assembling and chairing a committee to develop a list of topics relevant to the Calgary IT community and finding high-quality speakers to present these subjects. The Director is also responsible for submitting monthly articles to the *CIPScene* newsletter for appropriately promoting these events. The successful candidate will be strongly encouraged to appoint two Assistant Directors with responsibilities for lunch and breakfast meetings respectively.

The **Special Interest Groups (SIGs) Director** serves as the liaison between the chairs of the various SIGs and the Board of Directors. This Director is responsible to promote the activities of SIGs to the general membership as well as promoting CIPS Calgary events to SIG participants. The SIGs Director will work with SIGs chairmen to sustain the growth and vitality of the SIGs as well as respond to the needs of the CIPS membership by forming new SIGs.

The **External Liaison** is responsible for working with related groups and associations for two purposes:

1. To find ways that CIPS could work with these groups to run and jointly promote events, and also to help other groups understand the role that CIPS plays and the value that it brings to the IT community. In some cases, it may be appropriate for the group CIPS is working with to become a SIG or partner organization to CIPS.
2. To work with groups like Chartered Accountants and APEGGA to understand their challenges and learn from their experiences.

The **Publications Director** is ultimately responsible for the way in which CIPS Calgary communicates with its members via *CIPScene*. This person is strongly encouraged to form a committee to work with the CIPS office to assemble articles and appropriate content for the monthly newsletter. This position receives support from the CIPS Calgary office for day-to-day activities and the operational duties involved in creating a newsletter.

The **Sponsorship Director** is responsible for actively managing the process of securing corporate sponsorship for CIPS Calgary's various initiatives. This person has responsibility for working with the other members of the Calgary Board to understand their initiatives and the types of sponsorship that they will need to be successful. The successful candidate is strongly encouraged to form a committee to assist in the day-to-day activities involved with securing sponsorship.

The **Marketing and Web Presence Director** is responsible for raising the profile of CIPS in the Calgary IT community. This Director works with the various messages and value propositions that CIPS as a whole provides to ensure that appropriate communication is taking place

between CIPS and our stakeholders in general. This person ensures that CIPS events are promoted through external media such as print, radio, and television as appropriate. This position also involves timely updates of CIPS events and information on the website. The successful candidate is strongly encouraged to form a committee to assist in this portfolio.

The **Social Director** is responsible for coordinating various social events throughout the course of the year. These events could include a regular industry night, a yearly golf tournament, and anything else that would provide appropriate opportunities for CIPS members to socialize. The successful candidate will be strongly encouraged to form a committee to assist with planning and organizing a variety of events.

The **Secretary/Treasurer** attends all meetings of the Executive and the Board. This person is responsible for all official property and financial records of the Section. This position works along with the CIPS Calgary office to submit an audited Annual Financial Report, and any other financial reports required to the Board. ☛

## CIPS Calgary Board 2003 - 2004 Nomination Form

After reading the portfolio descriptions, please complete this form and fax it to the CIPS office at (403) 244-2340, email us at [calgary@cips.ca](mailto:calgary@cips.ca) with your information, or submit your nomination online at <http://www.associationsplus.ca/cips-calgary/cipselection.html>. All nominations must be received by **May 16, 2003**.

Name: \_\_\_\_\_ CIPS Member #: \_\_\_\_\_

Telephone: \_\_\_\_\_ Email: \_\_\_\_\_

Board Position of Interest: \_\_\_\_\_

**\*Please remember that the President assigns Portfolios (with the exception of Treasurer) after the election, keeping in mind each board member's skills, interests and experience.**

### Brief Biography:

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### Platform (what you hope to achieve in the two-year term):

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## Sans Serif Fonts

Font Type	Sample
Arial	The boy quickly ran home
Arial narrow	The boy quickly ran home
Helvetica	The boy quickly ran home
Myriad Roman	The boy quickly ran home

## Keyword and Concept Searches

What are keywords? Keywords define the experience and skills that come from the specific terminology used in your job. For instance, "C.A." or "C.P.A." immediately classify the experience of an accountant, but "public C.A." narrows it down even further. Don't try to limit your resume by using fewer words. But remember, you only need to use a word one time for it to be considered a "hit" in a keyword search. Try to use synonyms wherever possible to broaden your chances of being selected.

Using the correct keywords for your particular experience and education is critical to the success of your resume if it is ever scanned or emailed into an electronic database. Without the right keywords, your resume will not end up in a hiring manager's hand. However, if your resume contains all of the right keywords, then you will be among the first candidates whose resumes are reviewed.

Keyword searches are not the only type of searches performed on scanned resumes. You should be aware of the difference between a keyword search and a concept search. When a human resources employee opens an electronic resume file in a word processing program and sends the computer on a search for a single word such as "accounting", he or she is performing a keyword search.

A concept search, on the other hand, can bridge the gap between words by reading entire phrases and then using sophisticated artificial intelligence to interpret what is being said, translating the phrase into a single word or combination of words such as project management. The software that allows scanners to read your paper resume and turn it into an electronic resume is able to do just that.

## Using Formatting to your Advantage

To help the scanner determine section breaks in your resume, use white space. Scanners like white space – they use it to tell when one section ends and another begins. Scanners do not like columns (like magazines use) because they read from left to right. If a scanner comes upon a column, it has difficulty determining how to interpret text to headings when columns are the same width or when there are more than two columns. Another element that can cause misinterpretations is the use dot leaders like this "....." so avoid them.

The two resumes shown on these two pages help illustrate these principles. The first one (Before) is an example of

what NOT to do when creating a resume for the scanner. The second one (After) is a reformatted version of the first that applies the rules previously discussed.

To summarize, the key to ensure your resume is scannable by the software and ends up in a searchable electronic database is to: choose a font that is easy to read, choose characters that do not touch one another, choose characters that are not overly decorative, and choose appropriate key words (use lots of synonyms) for your past experience. Don't forget to use white space and clear formatting. And remember, cyberspace does not mean you can be lazy with your content because a human being is going to read your resume sooner or later. If you follow these simple design techniques, more than likely you will end up in the pile of contenders eventually read by a human versus floating around – lost in cyberspace! ☹️

*Jolene Fleming*  
*bffleming@telusplanet.net*

## Sources

<http://www.howtouniverse.com/CE/resume03.html>  
<http://www.webreference.com/dlab/9802/matching.html>  
<http://www.placementmanual.com/resume/resume-08.html>  
[http://www.quintcareers.com/scannable\\_resumes.html](http://www.quintcareers.com/scannable_resumes.html)

### Resume Sample - After Formatting for a Scanner

John Q. Public  
1221 – 41 Street SW  
Calgary, Alberta  
T2K 3S9  
(403) 838-3606

#### CAREER PROFILE

A Microsoft Certified Systems Engineer with eight years of hands-on experience in Information Technology, particularly relating to Networks, Workstations, PCs and Data Communications.

#### OBJECTIVE

A position as an IT Specialist, Certified Netware Administrator or Certified Systems Engineer with a technologically oriented organization.

#### KEYWORDS

- HTML and JAVA Programming
- C, C++, SQL and Visual Basic
- MCSE – Microsoft Certified Systems Engineer
- CNA – Certified Netware Administrator
- Windows NT, NT Server and NT Workstation
- NT Server in the Enterprise
- UNIX and Windows
- Microsoft Office, Access and PowerPoint
- IT Specialist and IT Professional
- Programmer/Analyst

#### EMPLOYMENT EXPERIENCE

NEW AGE COMPUTING & TECHNOLOGIES SERVICES, Toronto, Canada

User Support Specialist, Jun 98 – May 00

- Configured and installed Windows 3.11 / 95 / 98 / 2000 in Windows workstations
- Supported networks, stand-alone and time-sharing systems in Windows NT environment

#### EDUCATION

MICROSOFT TRAINING, Toronto, Canada

Microsoft Certified Systems Engineer, Jun 99

NOVELL TRAINING, Toronto, Canada

Certified Netware Administrator, Dec 98

#### SKILLS

- Administration of NT Server and Workstation
- LAN upgrading, customization and installation

#### VOLUNTEER

THE SALVATION ARMY, Toronto, Canada

Tutor / Mentor, 1997 – Present

#### NOTE CHANGES:

- Uses proper type of font for headings and text
- Uses proper size of font for headings and text
- Uses single column layout
- Uses white space
- Uses proper bullets that will scan

# Registration Form - Seminar Series 2002-2003

Name \_\_\_\_\_ Company \_\_\_\_\_  
Company address \_\_\_\_\_  
City \_\_\_\_\_ Province \_\_\_\_\_ Postal Code \_\_\_\_\_  
Telephone ( \_\_\_\_\_ ) \_\_\_\_\_ Fax ( \_\_\_\_\_ ) \_\_\_\_\_  
Email \_\_\_\_\_

## Individual ticket(s)

Member \_\_\_\_\_ @ \$40.00 = \$ \_\_\_\_\_

Non-member \_\_\_\_\_ @ \$50.00 = \$ \_\_\_\_\_

Student \_\_\_\_\_ @ \$20.00 = \$ \_\_\_\_\_

**Total = \$ \_\_\_\_\_**

**Please indicate seminar choice(s)  
according to package selection:**

**Developing a Digital Storage Strategy  
for a Consolidated IT Environment**  
May 15, 2003

Check our website at [www.cips.ca/calgary](http://www.cips.ca/calgary) for  
updates on speakers and topics as they become  
available.

## CIPS Calgary Payment Policy

**All CIPS events must now be pre-paid.**

If payment is to be made by cheque, please forward it to the office *before* the event.  
All reservations not paid for by the day of the event may be resold.

**Payments will not be processed at the event.**

*All prices include GST.*

*GST #10421 66619 RT0001*

*Ticket prices non-refundable.*

*Should you be unable to attend, please  
send an alternate.*

## Payment

Enclosed is a cheque made payable to CIPS Calgary Section (mail orders only)

Please charge my credit card  Visa  Mastercard  American Express

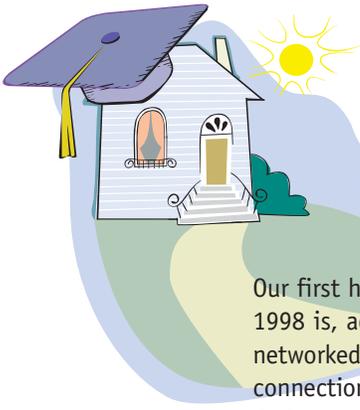
Card number \_\_\_\_\_ Expiry date \_\_\_\_\_

Name on card \_\_\_\_\_ Signature \_\_\_\_\_

*Fax this portion to CIPS Calgary Section office at (403) 244-2340 or mail to PO Box 4091, Station C, Calgary, Alberta T2T 5M9*



*This event and other CIPS projects are managed by Associations Plus Inc.*



## How 'Smart' is Your Home?

Our first home, which my husband and I built in 1998 is, admittedly, not very 'smart'. We have no networked computers; we have to share the Internet connection; and, if we want to watch a movie on DVD, we must watch it downstairs because we don't have another DVD player in our bedroom. However, with our new home being in the planning stages, we intend to be a little bit 'smarter' this time, with the help of structured wiring and a home networking system.

With a home networking system in place, technology ensures that the convenience of automation becomes a reality. For example, imagine lying in bed and realizing you have left lights on elsewhere in your home. With one push of a button on a wireless remote control, you have the power to turn off all the lights in the house from your bed. Is your first stop when you get up in the morning your kitchen? Your coffee pot doesn't turn on by itself? Link your alarm clock to your coffee maker (smart appliances); set your clock for six in the morning and your clock will tell your coffee maker to start perking! Tired of watching DVD movies only from the family room? With your home wired for automation, you can just click a remote to switch rooms (to your bedroom, the kids' rooms, or the mother-in-law suite) to see

the same movie without having to furnish each room with a DVD player. The simplicity doesn't stop with DVDs; you can pipe the same CD music into different rooms with one click of the remote. If you have multiple TVs and video or DVD players throughout the house, you will be able to operate them all with one multichannel unit.

From this central control unit, you can also control lighting, heating/air-conditioning, and security from remote locations. You can be at a restaurant and check on your lights (are they on, off, dim, or bright?), heat, and security system remotely via your cell phone or personal digital assistant (PDA). And, if this doesn't sound attractive enough, maybe connecting your home office to a central control system will. By doing so, you can have the convenience of household members sharing a high-speed Internet connection, printers, scanners, PC drives, transferring files between computers, and playing multiplayer games between PCs. A home network offers both convenience and economy. The cost of installing hardware and software independently throughout your non-networked home may equal or even exceed the cost of installing a home network system at the time a home is built.

By thinking ahead and installing a high speed-wiring network unit during construction now, we are saving the cost of retrofitting later to keep up with our in-home technology needs. Not only will this investment in technology save us headaches but it will also probably increase the value of our home as this type of technology becomes expected, much like running water was years ago.

**CONTINUED ON PAGE 18...**

*The PROJECT MANAGEMENT INSTITUTE presents ...*

## PMI GOLF TOURNAMENT 2003



- Wednesday, June 11<sup>th</sup>
- Airdrie Woodside Golf Course
- **Register early!** Deadline, May 23<sup>rd</sup>

▶ Please visit our Web site for details and registration.  
[www.pmisac.com](http://www.pmisac.com)



# PMI

Project Management Institute  
SOUTHERN ALBERTA CHAPTER

### Registration includes:

- 18 holes of golf
- a steak dinner (or vegetarian option)
- a handsome PMI-embroidered golf shirt
- lots of prizes for the best (and most honest) players, as well as cool door prizes.

Fees are \$75+GST for PMI members, and \$110+GST for all other participants. Excludes cart and club rentals.

If you have queries, please contact the golf committee at [golf@pmisac.com](mailto:golf@pmisac.com)

## HOW 'SMART' IS YOUR HOME?

CONTINUED FROM PAGE 17...

There are several options available for wiring home networks today: hardwire (Ethernet, UTP, Coaxial cable, fiber, etc.), existing wiring (telephone or power lines), wireless (radio frequency), or combination (e.g., Ethernet and wireless). The best solution is hardwiring during the construction phase. However, if a new home is not in the near future for you, retrofitting is an option using the other methods mentioned above. You must realize, however, that walls must be torn apart to replace the wiring and drywall reinstalled. Therefore, this is an unlikely choice for apartment dwellers or those renting homes. But, should you be a home owner, or are planning on building a new home, the following manufacturers deal in home networking/automation systems: IBM's Home Direct, AMP's OnQ Home Management System, Apex's Destiny 6100, and IntelliNet Controls' IntelliNet Control System.

To ensure you get what you need with a home network system, make sure that the system will:

- have an appropriate speed of data transfer for your needs;
- be dependable (you don't want it shutting down once you've become dependent on it);
- be protected from interference such as cordless telephones or microwaves;
- be easy to use—especially when you want to install new devices as they become available; and
- be compatible with existing technologies so that you can add a new product and be confident that it will work in your home.

Our last home wasn't 'smart', but this one is going to be! ☺

Jolene Fleming  
bfleming@telusplanet.net

## CIPS May Puzzler

Get ready for the green! Register now for the CIPS Calgary Golf Tournament on June 3, 2003.

Details on page 2.

### ACROSS

1. An obstacle.
5. Reverse rotation on the ball, causing it to roll back toward the shooter.
6. Base and liner inside that hole that holds the flagstick in place.
7. A score of one on any hole.
10. A score of one under par for any hole.
14. The average difference between a player's scores and a set standard.
15. Small wooden device for setting the ball up above the ground.
16. A score of two under par on any hole.
18. Someone who carries your clubs.
20. The rules of behaviour, manners, etc. surrounding golf.
22. The closely mown area between the tee and the green.
24. The number 1 wood.
25. To reach the green with a shot.

### DOWN

2. Area, separate from the course, designated for hitting practice balls.
3. Not playing so well? Skip the eighteenth hole and head straight to this one.
4. A large depression in the ground usually filled with sand.
8. "Duck!"
9. Indentations on the surface of the golf ball.
10. A score of one over par for a hole.



11. Missing the ball completely when trying to make contact.
12. Portion of the turf that is ripped out of the ground during a swing.
13. Score of two on a hole.
17. Taking a second attempt when you don't like the results of the first one.
19. A hole on which the fairway has an angle, turn, or bend in it.
21. The traditional pitching iron used to get out of deep rough.
22. This makes the hole more visible from a distance.
23. The short grass that separates the putting green from rough or fairway.