

CIPScene

Canadian Information Processing Society, Calgary Section

NOVEMBER 2003



CIPS NOVEMBER LUNCHEON "Knowledge Sharing and Networking"

Business Continuity:

Drivers, Industry Trends, and How to Develop a Plan that Works

Speaker

Barry Gould, IBM

Date

Wednesday,
November 5, 2003

Time

11:30 am
Registration

12:00 noon
Presentation

Location

Calgary Chamber of
Commerce

4th Floor, 517 Centre
Street South

With world events over the last few years heightening our awareness of how vulnerable our businesses are to disasters, there has been a growing trend towards better and more sophisticated planning for such events. How long can we survive as a business if something "bad" happens? How do we develop a plan that will work when we need it to? How much is enough? In this luncheon session, these questions will be answered. The industry trends we in IT and business need to be aware of will also be discussed.

This topic will be presented by Barry Gould of IBM. Barry has spent the past eight years in the area of business continuity and recovery. He has worked with various customers in Canada to prepare and develop recovery capabilities, for both planned and unplanned events.

He has provided services to leading organizations in many industries including petroleum, insurance, financial, government, retail, manufacturing, utilities, and distribution. His experience has assisted these organizations in identifying their risks and exposures and becoming better prepared for any business disruptions.

Barry has been with IBM Canada Ltd. for fourteen years in Regina, Edmonton, Toronto, and currently, Calgary. ☛

Please register by noon on Friday, October 31, 2003 as seating is limited.

Register online at <https://securegs.com/cips/> 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.

CIPS CALGARY PLATINUM SPONSORS



IN THIS ISSUE

Notice of Annual General Meeting	3
Executive Notepad	4
CIPS November Seminar	5
Technology Directions, Trends, and Drivers	
Alberta Action	6
What's Hot... and What's Not!	7
Show and Tell	
CIPS Events	8
CIPS Board Profile Updates	9
Membership	
Social	
SIG Spotlight	10
Business Boosters	11
Motivating Your IT Staff	

CIPScene

CIPScene is a publication of the
CANADIAN INFORMATION
PROCESSING SOCIETY,
CALGARY SECTION

200, 1603 - 10 Avenue SW
Calgary, Alberta T3C 0J7.

Telephone: (403) 244-4487

Fax: (403) 244-2340

Email: calgary@cips.ca

Website: <http://local.cips.ca/calgary>

Published by

 **Associations
Plus Inc.**

Statements of fact and opinion are those of the authors alone, and not the opinion of the officers or members of CIPS. Advertisement of equipment and services does not constitute endorsement by CIPS.

© 2003 by CIPS. All rights reserved.

Reproduction in whole or in part without written permission is strictly prohibited.

Advertising rate sheets are available from the
CIPS Office
(403) 244-4487.

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

CIPS CALGARY GOLD SPONSOR



GET NOTICED.

CIPScene Online Newsletter gives you DOUBLE exposure to an exclusive IT professional market.

To find out how, contact:

ALISON RAMSAY

Phone: 403-244-4487

Email: cipscene@cips.ca



Canadian Information Processing Society – Calgary Section

Notice of Annual General Meeting

December 3, 2003

11:30 am

Calgary Chamber of Commerce

517 Centre Street South

Calgary, Alberta

Pursuant to Bylaw No. 5 – Management of the Section – Meeting, Clause 5.2 Annual General Meetings, notice is hereby given that the Annual General Meeting of the CIPS – Calgary Section will be held on Wednesday, December 3, 2003 at the regularly scheduled CIPS luncheon.

Agenda

1. Call to Order/Verification of Quorum
2. Review of Agenda
3. Approval of the Minutes from the 2002 Annual General Meeting
4. Highlights of the Annual Report
5. Treasurer's Report and Financial Statements
6. Appointment of Auditor
7. Revisions to Bylaws
8. Introduction of Board Members for 2003/04
9. Closing Remarks and Adjournment

Please note: A special resolution will be presented to amend the bylaws with respect to the position of Alberta Regional Director. The current CIPS Calgary bylaws refer to electing an Alberta Regional Director. This conflicts with CIPS National bylaws as the Alberta Regional Director is a National Board position elected by the national membership, not a Calgary Board position. The wording must be changed to reflect that the Alberta Regional Director is an ex-officio member of the Calgary Board and is, by default, appointed by CIPS National. The exact wording of the proposed bylaw changes will be posted to the CIPS website and members will be advised by email to check the site.





I'm now in my fourth year of serving on the CIPS Executive and I am always amazed at the dedication of the people I have worked with on the various committees and portfolios. Keeping an organization of this size not only running, but also relevant to its members, is a task that requires time and effort. I salute all of the CIPS Board members and our volunteers. Everyone has other jobs and family responsibilities and so the extra effort you put into ensuring that the general membership has a healthy and vibrant professional organization to belong to is extremely gratifying.

I am a huge believer in volunteering as a way to enhance the value of any organization you to which you belong. One of the constant questions that we seem to face at CIPS board meetings is "What is the value that CIPS brings to its members?" This is a crucial question, but I think it is one that needs to be slightly refocused. The real question should be "What is the value that *I as a CIPS member* bring to my fellow members?" CIPS provides its members a number of tangible benefits like insurance plans, educational seminars, a professional designation and great luncheon speakers. At the end of the day

however, the real value that you need to get from CIPS is the fellowship and the sense of a shared community that only come from one thing – that of active participation. Remember when your parents or some teacher in school used to say "the more effort you put in, the more you will get out of this"? Well I believe that saying has enormous relevance for you and your CIPS membership. The CIPS Board for this year has a tremendous amount of new faces – all eager and capable of doing some fantastic work for you this year. But let's not sit back and wait for them to simply deliver their programs to us. Get involved and help them create outstanding value for both you and your fellow CIPS members.

Roy Babiuk is the CIPS volunteer coordinator – I urge each of you to think about where you would get the biggest kick out of helping out, then contact Roy to become an *active* member (email: Rbabiuk@duke-energy.com; phone: 519-1192).

I know from my own personal experience that the value I now receive from CIPS accelerated the day I stepped up to the plate and offered my time. Many hands make light work! Now let's have some fun!

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.



Networking and Infrastructure: Technology Directions, Trends, and Drivers

There are many opinions regarding Networking and Infrastructure. Two of the leading proponents and, some would say, drivers of the trends are Novell and Microsoft. In this session, we will get Novell's perspective on the topic, with the plan to have Microsoft present its perspective at a future breakfast seminar.

This topic will be presented by Michael Subasic from Novell. Michael has been involved in the IT field for over fifteen years. He currently works for Novell as a Technology Architect. With over four years of programming background in the Calgary oil and gas marketplace, Michael has a deep technical background in systems architecture and software engineering. He has been consulting for a variety of Fortune 500 and Fortune 100 companies in Canada, the United States, the United Kingdom, and the European Union. With a focus on security, network integration, and management, Michael has worked with a variety of technologies and solutions on a variety of platforms, specifically UNIX, Microsoft, and Novell Operating Systems.

CIPS CALGARY 2002-2003
SEMINAR SERIES

Speaker
Michael Subasic, Novell

Topic
*Networking and Infrastructure:
Technology Directions, Trends
and Drivers*

Date
Thursday, November 20, 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://securegs.com/cips/>

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.

CIPS CALGARY SILVER SPONSORS





The CIPS Alberta Board convened on Sunday, September 21st in Red Deer to assign board responsibilities and conduct a planning session to determine the 2003-04 work program. It is my pleasure to announce the 2003/2004 CIPS Alberta Board:

Executive

- President Ed Gonzalez, I.S.P.
- Past President Richard Thompson, I.S.P. - Chair, Nominations Committee
- Vice President Don Burdeyney, I.S.P.
- Treasurer Micheal Harris, I.S.P. Representative to the National Certification Council
- Secretary Martin James Phillips, I.S.P. Website Custodian/Coordinator

Directors

- Registration Rosalea Campbell, I.S.P.
- Discipline Marnie Juel Shaw, I.S.P.
- Marketing William D. Thrift, I.S.P.
- Professional Practice To be announced

Public Member

Dawn Ringrose

At Large

- Michael Byrne, I.S.P. - Societal Transition Representative
- Kenneth Fung, I.S.P.
- Ken Erker, I.S.P.
- John Zabiuk, I.S.P.
- Devki Nair, I.S.P. - Red Deer Delegate

I am very encouraged with the energy and enthusiasm exhibited by the Board members at our first planning meeting. I encourage the I.S.P. membership to browse our recently updated website (www.cips.ca/alberta), particularly to view the results of the I.S.P. Professional of the Year award (<http://local.cips.ca/alberta/ispnews/yearaward.html>). Should you have any comments or ideas, please do not hesitate to send me, or any board member, a note. The contact information and other details can be found on <http://local.cips.ca/alberta/cipsalberta/board.html>. We are interested in your input and would be pleased to consider it, and take it into account, as we plan and work during this 2003-04 year.

FIT IS EVERYTHING



Insurance Program for CIPS Members

- Home & Auto
- Disability Insurance
- Critical Illness
- Health & Dental
- Life Insurance
- Liability Insurance
- Business & Office Contents Package



DESIGNED FOR THE IT PROFESSIONAL BY:

INSURANCE & FINANCIAL GROUP
Howard, Douglas & Farnell Insurance Services Ltd.
A member of the PROLINK Group Inc.

Main Floor,
10109 - 106 Street
Edmonton, Alberta
Phone: 780-488-0921
Toll Free: 1-800-567-2048
Email: hdf-info@hdfinsurance.com





Show and Tell

The Second Alberta Software Testing Conference was held on October 1st in Red Deer. A colleague and I attended on behalf of my organization, expecting (to be honest) useful, but somewhat impractical information, as conferences are wont to produce.

The realities of setting software development policies and methodologies for large, change-resistant organizations sometimes does not seem to sink home for presenters at these types of conferences. A couple of sessions particularly appeared to reinforce this fear—including one in which I saw more Greek letters than I have seen in quite some time.

However, the penultimate session of the day was an interesting one—a demonstration/simulation by a pair of developers from Thoughtworks on how test-driven development actually works.

For the example, they chose to finish a partial implementation of the classic children's card game "War." The implementation had a Hand class, as well as a Card class.

How do you determine who wins a round of War? The highest card wins, right? So we could add a method to the Hand class called, for instance, compareTo(). Before that happened, though, what our intrepid developers did was to extend the testHand class with a new method: testCompareTo().

Of course, this will fail rather miserably—no compareTo() method exists in the Hand class. That's fine, though! The approach of test-driven development is to cause the test to fail until it is right, adding new tests to cause failure, until the requirement is satisfied.

Needless to say, the intrepid developers kept plugging away and eventually, delivered a reasonably complete test-driven model of a War game.

This demonstration really brought home many of the (very) abstract concepts that had been floating around the conference room all day and started me thinking—dangerous, I know!

Many organizations are either making or have made transitions in their software development techniques, methodologies, and tools. In many cases, "just in time" training has been provided to staff, only to discover that the binders and courseware languish on a bookshelf, unused, for another six or eight months.

Then, it becomes doubly difficult to apply the new "knowledge" because it is no longer fresh and there is a productivity assumption attached to someone who has been "trained" in a new technology. This combination of stale knowledge and pressure to perform can render even an excellent team member paralyzed.

To relieve the paralysis, it is often helpful to take the "ivory tower" information and bring it down to reality. Within your organization, you likely have trailblazing team members who are playing in theory-land, trying to bring it back to their following coworkers.

Build a non-mission-critical system with enough depth and complexity to it that it will provide a useful test bed for 80% of your team's application development issues. By creating these real-life examples that are tailored to your company's environment, knowledge application and transfer is enhanced.

A significant factor in favour of this approach is that even people who work well with theories and abstractions often find it easier to translate them into real examples with some meat to them.

This should suggest (very strongly) that, when making transitions, it is important to bring things back to reality and do a "Show and Tell." Your Grade One teacher *does* know everything! ☛

CleanDB

Database Services for the Oil and Gas Industry

Data Conversion and Cleanup

Data Checking - ChkDB Open Source Software

SQL, PL/SQL and Unix Script Development

Database Analysis and Development

(403) 651-0584

bmarshall@cleandb.com

www.cleandb.com



CIPS Calgary Section

Future Meeting Dates
Wednesdays – 11:30 am

November 5, 2003	March 3, 2004
December 3, 2003	April 7, 2004
January 7, 2004	May 5, 2004
February 4, 2004	June 2, 2004

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

CIPS Events

November 19, 2003	PUB NIGHT Career Services 5:00 pm Oh Canada! Restaurant 7th Avenue 7th Street SW
November 20, 2003	CIPS CALGARY SEMINAR SERIES <i>Networking and Infrastructure: Technology Directions, Trends and Drivers</i> 7:30 am – 9:15 am Calgary Petroleum Club Devonian Room 319 - 5 Avenue SW
November 20, 2003	PROJECT MANAGEMENT SIG <i>Managing Agile Projects</i> 12:00 noon – 1:00 pm Fifth Avenue Place Conference Centre 2nd Floor, West Tower 237 - 4 Avenue SW
December 3, 2003	CIPS CALGARY SECTION ANNUAL GENERAL MEETING 11:30 am Calgary Chamber of Commerce 517 Centre Street South

CIPS CALGARY SECTION BOARD OF DIRECTORS 2003 – 2004

EXECUTIVE

President
Mohamed Teja, I.S.P.
263-2272
m.teja@cips.ca

Secretary/Treasurer
Shilo Beechinor
569-2773
shilo@cips.ca

Past President
Matthew Williams
520-1551
mwilliams@dgstaff.com

Alberta Regional Director
Maria Anderson
237-6130 x 451
manderson@cips.ca

Vice President
Sandra Scott
294-1474
sandra.scott@agti.ca

External Liaison
Stuart Quinn
620-1174
stuartq@shaw.ca

DIRECTORS

Knowledge and Networking
Jeff Wallace
294-1474
jeff.wallace@agti.ca

Social
Doug Campanero
234-8300
campanerod@pios.com

SIGs
Peter McCurdy
p.mccurdy@shaw.ca

Student Section Chair
Ken Wrigley
244-7578
gum-man@telus.net

CIO Liaison
Derrick LaRiviere
263-2272
lariviered@ris.ca

Director-at-Large
Talib Nanji
236-5504
talib@cips.ca

Publications
Blake Kanewischer
268-5520
blakek@cips.ca

Marketing
Bruce Thomas
264-4001 x 227
bthomas@finney-taylor.com

Academic Liaison
Leon Cygman
207-3107
lcygman@cal.devry.ca

Membership
Stephanie Hiebert
539-3820
stephanie.n.hiebert@ca.ibm.com

CIPS Calgary Office
Pamela Wilson,
Executive Director
244-4487
pamelaw@associationsplus.ca
calgary@cips.ca
www.cips.ca/calgary

Sponsorship
Shawn Mahoney
508-0778
smahoney@atpstaff.com

CIPS Board Profile Updates

Membership

Stephanie Hiebert, Director

Welcome back to another year of networking and learning with CIPS Calgary. This is my second year as Membership director for the Calgary section, and I have been fortunate to meet a lot of CIPS members during that time. Belonging to an IT organization has given me the ability to network with others in my profession and given me an opportunity to learn about new technologies too. I hope that you are getting benefits from your membership as well.

This year, the membership committee is focused on running a successful and exciting membership campaign. Details will be announced at the November luncheon, but we are planning to have some wonderful prizes on hand. We are counting on members to recommend potential new members. It's not too early to start talking about CIPS to other IT professionals you know.

We are also currently reviewing our membership list and will be contacting members throughout the year to get accurate email addresses. Since CIPS Calgary started delivering its monthly newsletter through email, we have found that up to ten percent of our Calgary members do not have a valid email address in the member directory. Your email address is critical for you to receive information about CIPS events and activities both nationally and in Calgary. Please go the member page on the website, www.cips.ca and check your email address. Members have the ability to update their own information. If your email address changes often, consider setting up a cips.ca email address for yourself, which forwards to your own email

account. That way, your CIPS mail will get to you without having to maintain frequent changes in email addresses. Please contact me or the CIPS office if you need assistance.

We in membership are interested in hearing your ideas for CIPS Calgary this year and how we can help you obtain benefits from CIPS. Contact me at snhiebert@cips.ca.

Social

Doug Campanaro, Director

On the social scene, I am the new Social Director for CIPS Calgary. There has been a considerable amount of thought and effort put in to making CIPS social activities relevant and well attended. In reviewing last year's activities, we found that the Career Services Pub Night and the Golf Tournament were the more successful events of the year. We would like to build on the successes of last year and would like to solicit input from the members on what themes you would find interesting for this year's Pub Nights. We have traditionally held these on the third Wednesday of each month. Our first Pub Night will have a Career Services Theme. It will take place Wednesday, November 19, 2003, 5:00 pm, at Oh Canada!, located at 7th Avenue and 7th Street SW. Please plan to attend and bring some new ideas for future Pub Nights. You can contact me at 403-234-8300 or email me at campanarod@pios.com with any comments on CIPS' social scene.

CIPS CALGARY BRONZE SPONSORS



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

Project Management SIG

Agile development techniques and their benefits have been widely publicized in the software development world in the last eighteen months. Many organizations are now looking at agile approaches, drawn by the claims of improved productivity, higher quality, better ROI, and greater customer satisfaction. However, many of the “emergent”, “light-weight” techniques advocated in agile methods appear contrary to the traditional “plan-based” project management best practices.

Mike Griffiths will provide an overview of agile development techniques from a project management perspective and examine the project circumstances that favour an agile approach. Mike is a fulltime project manager and trainer at Quadrus Development Inc., specializing in agile methods. Before joining Quadrus in 2001, he worked for IBM Global Services, England and, in 1994, was involved in the development of the agile methodology called DSDM. Since then, Mike has continued to be active in the agile development community and coauthored the DSDM White Paper, “Combining Agile Techniques with Formal Project Management”. He holds PRINCE2 and PMP project management certifications, along with DSDM and Scrum agile certifications.

The presentation will make the case that many types of software development projects are sufficiently different from physical engineering-based projects that construction-inspired project controls are not the most appropriate means for management. Mike will then compare and contrast elements of the PMBOK against the principles of Agile development and suggest alternatives to the traditional project planning, execution, and tracking techniques. The explanation of these approaches will be backed up by accounts of their practical use on software development projects and will form the basis for discussion items.

This session will be held:

Date: Thursday, November 20, 2003
Topic: *Managing Agile Projects*
Time: 12:00 noon (sharp) to 1:00 pm
Location: Fifth Avenue Place Conference Center
 2nd Floor, West Tower
 237 - 4 Avenue SW

Our session sponsor will be Quadrus Development Inc. Established in 1993, Quadrus delivers results-driven IT professional services and solutions to firms of all types and sizes across industry sectors using proven development practices and a wide variety of technologies.

To register, visit the CIPS SIG website at:
<http://www.associationsplus.ca/cipsig/>

Although the PM SIG events are free, please take the time to register so we can plan sufficient seating for the session.

Please note: In addition to registering for the specific event you wish to attend, if you are not, but would like to be, on the PM SIG Membership list to receive emails about upcoming events, sign up by registering for the “SIG Membership” event listed first in the events.

Should you wish further information, please contact:

Karen Wright - Partner, Ethier Associates

Phone: 403-234-8960

Email: kwright@ethierassociates.ca

Ken Wiens - President, KGW Consultants Ltd.

Phone: 403-813-7973

Email: Ken.Wiens@kgw-consultants.com

CIPS CALGARY SPECIAL INTEREST GROUPS

Data Warehouse

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

William Miles
 (403) 233-5810
william.miles@eds.com

Database Administration

Bruce McCartney
 (403) 295-5992
bruce.mccartney@cgi.com

e-Business

Yogi Schulz
 (403) 249-5255
YogiSchulz@corvelle.com

Deborah Clark
 (403) 862-2716
debc@quadrus.com
ebiz@quadrus.com

Geographic Information Systems

Allan Benvin
abenvin@gds.ca

Help Desk

Phil Lalonde
 (403) 292-3204
phil.lalonde@royalbank.com
www.hdi-calgary.org

Java Users Group

Herman Van Kerr
www.calgary.linux.ca

Network Management

Dana Cusi
dana.cusi@cips.ca

Greg King
wgking@cips.ca

Project Management

Ken Wiens
 (403) 813-7973
Ken.Wiens@kgw-consultants.com

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

Visual Basic

Bob Morton
 (403) 237-5740 x 304
bobm@wardvinge.com

To post your upcoming SIG events, contact Peter McCurdy by email p.mccurdy@shaw.ca

Motivating Your IT Staff

The accelerated pace of business today requires technology professionals to work with unprecedented speed and efficiency. This environment has heightened the need for managers to focus on retention efforts, including looking for ways to best keep technical staff motivated. Competitive compensation is certainly a key in building loyalty, but there are other factors that are equally important. Research has shown that applicants being interviewed for positions today inquire as frequently about a firm's corporate culture as they do about its other benefits. Clearly, the more positive and rewarding a workplace is, the more likely companies are to have a satisfied and productive workforce.

The following are some practical steps that can help you enhance department culture and build both morale and productivity:

Develop Your Listening Skills

While communicating verbally with your technology staff members is critical, the best managers spend more time listening. Employees who know their concerns and opinions will be acknowledged and appreciated are more likely to contribute new ideas and solutions on a regular basis.

The first step to becoming a better listener begins with maintaining an open-door policy. By creating an environment in which employees are comfortable communicating with management, you can help generate a stronger sense of loyalty among staff.

Holding regular team meetings can also enhance communication. By allowing individuals to share information about current IT initiatives and organizational goals, all staff members gain a view of the department's overall objectives.

Motivating Employees on a Tight Budget

Every company can afford a recognition program. A simple thank-you costs nothing. As long as you are sincere, your recognition program can be based on nothing more than verbal feedback.

If you are up to spending a few bucks, consider the example of one company that gives an inexpensive stuffed koala bear as recognition. The bear is known as the Koala T. Bear Award. (Get it? If not, repeat Koala T. over and over.) Believe it or not, it's the award that people in the organization most desire.

Offer Praise and Recognition

Recognition of achievements can be a strong motivator for your technical staff, whether it is in the form of a face-to-face compliment, a promotion, or a cash bonus. A recent survey of human resources and other executives commissioned by our company found that rewarding accomplishments can also play an important role in retaining personnel. Executives polled cited limited advancement opportunities and lack of recognition as the top reasons good employees quit their jobs.

Programs to acknowledge staff contributions do not have to be elaborate or expensive. There are a variety of ways in which managers can help boost morale, from offering occasional office parties and casual dress days to simply providing regular feedback to individual staff members about their exceptional job performance.

Provide Technical Training

Perhaps the best way to build loyalty within your IT department, however, is to provide greater intellectual challenge through ongoing technical training. Technology professionals, more than those in any other profession, demand continuous learning, including exposure to new hardware and software applications. In surveys of IT consultants with RHI Consulting, the chance to work with leading technologies consistently ranks as one of the primary factors in job satisfaction. By providing this orientation, your benefits as a manager are two-fold: employees value the learning opportunities and you are rewarded with a staff whose technical skills are continually updated.

Communication, recognition, and training will allow you to enhance your department's productivity and retain your valued employees. By working to incorporate each of these factors into your management philosophy, you will have made substantial progress in building a more motivated IT staff.

Stephen Mill is a regional manager for Robert Half Technology, a consulting services firm that provides companies with skilled IT professionals on a project and fulltime basis. Robert Half Technology has offices in Montreal, Ottawa, Toronto, Calgary, Edmonton, Vancouver, and at more than 100 locations across the United States.