

# CIPScene

Canadian Information Processing Society, Calgary Section

APRIL 2003



CIPS Presentation

**APRIL LUNCH MEETING**

"Knowledge Sharing and Networking"

## Why Accessibility?

### Speaker

Stephen Dawes,  
The City of Calgary

### Date

Wednesday,  
April 2, 2003

### Time

11:30 am

Registration

12:00 noon

Presentation

### Location

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

With the Web becoming another regular channel for conducting business, the ability to effectively reach its entire Internet audience is of strategic importance to any organization. "Accessibility" no longer just applies to the physical environment. Not only must an organization provide wheelchair access to its facilities, it must also look at the broad picture of providing universal access to its Web presence.

Stephen Dawes is a Web Business Consultant for The City of Calgary who has spent the past three years working in the area of web accessibility and universal design. In his presentation, Mr. Dawes will explain what accessibility means to the Web, who benefits from this approach to Web design, and why Web accessibility is important. In addition, he will also explain universal design for the Web and explain why The City of Calgary is using it with its website.

A graduate of the University of Calgary with degrees in history and computer science, Stephen Dawes has been working with The City of Calgary since 1989. Totally blind, Stephen has been faced with many challenges throughout his life, the biggest one being access to information. With the evolution of the Internet, this challenge has been significantly reduced. With accessibility methods applied to the Web, even more information becomes available. ☛

**Please register by noon on Friday, March 28, 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.

**PLEASE  
NOTE!**

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## CIPScene

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Hello again, CIPS Calgary members. We have had a couple of months to get used to our new CIPScene format and I want to thank you for the emails we have received indicating your approval of the electronic version. Some of you have made a point of mentioning the growing level of content in the publication and I think Blake Kanewischer and his team of contributing writers all deserve praise for the work they have been doing to add some additional articles and features. Thanks Team!

One of our goals at CIPS is to be involved in events throughout the Calgary IT community and, to this end, you will have already seen some advertising surrounding Convergence 2003, an annual Technology Expo which, this year, includes a Technology Exhibition, full three-day IT Conference and Executive Dinner. The event runs from May 5th, 6th and 7th at the Roundup Centre. Fifty dollars from every ticket sold to the Executive Dinner will go to the Calgary Children's Foundation.

We are pleased to be able to lend the CIPS name to an event that is designed to serve the IT community. It is

planned that this event will continue to grow and each year add additional dimensions to the program. 2003 will see the debut of a project that helps link growing software and technology companies with the Venture Capital community and we are waiting with interest to see if this idea can gain some traction.

Convergence is giving CIPS members a 25% discount off the price of attending the IT Conference. My thanks go to Andy and Rick at Convergence for this generous offer. Book online at <http://www.converge2003.com/> and be ready with your CIPS membership number.

I will talk to you again next month. In the meantime, it occurs to me that by now we are only days away from the golf courses opening in Calgary (weather permitting, of course) and it won't be long before we can announce the date and venue for the 3rd Annual CIPS Calgary Golf Tournament, likely to be held in early June. I look forward to seeing some familiar faces sporting early season suntans but in mid-season form!

Best wishes. ☺

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# Of Weddings and Software Projects



Blake Kanewischer,  
Publications Director

In the past few years, I've been attending two or three weddings per year and regretfully declining invitations to a couple more each year. My friends, family, and acquaintances are all getting to that stage where marriages are *de rigueur*, and so it has been my privilege to partake in several of these joyous occasions.

I recently went for lunch with a good friend of mine who will be walking down the aisle on April 11th, which brought this topic to the fore. I remember asking her if she was at all worried about "pulling the wedding off" or if she was nervous. To my surprise, her response was in the negative.

She said that her biggest concerns at this point were getting her dress fitted, along with her bridesmaids' dresses. The final fitting for the dresses was March 9th, which left a full month before the wedding.

While I don't know every detail of the wedding, I am pretty confident that there will be at least one rehearsal, and likely two, before the final event. The reception room will be gaily decorated the night before, and the biggest challenge on the day of the wedding will be having the guests show up on time.

My friends announced their engagement last summer, and the wedding was set for eight or nine months later. Shortly after the engagement was announced, I remember the happy couple being plunged into a (seemingly) never-ending whirlwind of decisions.

Looking back, however, it seems as though all the running around and planning was purposeful – guided by a larger plan. To nobody's great surprise, it has been inspired by publications such as *Calgary Bride*, *Wedding Bells*, and *Martha Stewart Weddings*, among others.

Let's put this into a software perspective for a moment.

Eight or nine months of planning are going into an event that will be the highlight (well, at least until they have their first child) of a young couple's lives. Weddings don't come cheap, either. Any wedding, for any couple, will represent a significant financial outlay.

In contrast, a software project that has an expected duration of eight or nine months, in my experience, rarely seems to be planned with the same level of effort and intensity. The budget is an order of magnitude (or more) larger than a wedding budget. Does a commensurate amount of planning and effort and accounting go into allocating and spending the budget?

Another key similarity is that weddings, like software projects, have a fixed end date. Weddings are planned backwards from the end date; software projects are planned forwards from the inception date.

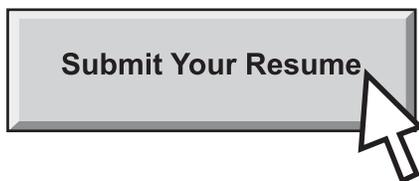
Yet, it's not as if we couldn't plan software projects backwards—the steps to any software project are similar at the "broad brush" stage. Working backwards from our desired ship date, we should be able to determine if we can successfully carry out the project in the time allotted.

If not, then that should be a warning flag. It is better to adjust the ship date/wedding date at the outset. Doing so avoids creating false expectations on the one hand and hurt feelings on the other.

One common objection is that software projects don't have enough similarities to each other to be planned as simply as weddings. Granted, this is true

**CONTINUED ON PAGE 5...**

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**Speaker**

Janet Gregory, Envista  
Technologies Inc.

**Date**

Thursday, April 17, 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 18 for a fax and/or  
mail-back form.

## QA Processes in an Agile Environment

Agile methodologies are quickly becoming widely adopted in the world of application development. This session will focus on quality issues within the agile environment, specifically on how quality processes fit and are adapted to the methodologies. While testing is a large part of a quality program, this session will provide information on much more than just testing.

Janet Gregory started out as a software developer following graduation from the University of Alberta with a degree in Computer Science. She subsequently developed an interest in quality within the systems development cycle which led her to obtain her Quality Management certification in 1999.

Janet later became intrigued with Extreme Programming and "test first" development and quickly found herself on the organizing committee of the Calgary Agile Methods User Group (CAMUG). She also helped edit a book titled "Testing Extreme Programming" written by Lisa Crispin and Tip House.

Janet currently works at Envista Technologies Inc., where she is leading the implementation of an agile development process.

CIPS CALGARY 2002-2003  
**SEMINAR SERIES**

### OF WEDDINGS AND SOFTWARE PROJECTS

CONTINUED FROM PAGE 4...

at a detailed level, but isn't that what project managers and systems analysts (in theory) get paid the big bucks for? The human experience factor is key.

Yet, even from the overpopulated "project graveyards," a significant amount of knowledge can be distilled. It goes by different names – the project management body of knowledge, a "lessons learned" document, or even a post-implementation review.

The concept of weddings as we know them today is about two hundred or so years old, dating back to the Marriages Act of 1753 in England. I am certain that early weddings probably did not involve the elaborate planning and organization that mark many of today's weddings.

However, I would venture a guess that, as weddings became more elaborate over time, there were occasional (or perhaps even more frequent) failures, each of which was absorbed into the collective knowledge of those involved, to be passed on to their lineage.

Using this benchmark, weddings have had ten to twelve

generations to "get it right," so is it any wonder that there are wedding planning "bibles," each of which advises newlyweds-to-be of the steps required to successfully carry off a wedding to remember. It is the culmination of many successes and many failures through the years.

Software projects, as we know them today, are about 2<sup>1</sup>/<sub>2</sub> generations (no more than fifty years) old. We are closer to a series of consistently successful outcomes in software than we think – because we can draw upon other fields of endeavour.

Maybe a new tradition could be started in your office—at the end of every successful project, the project team could gather in a large room and be feted with the torn-off feed strips from a box of tractor feed paper! ☛

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- ~ Organizations ~
- ~ Managers ~
- ~ Industry ~
- ~ The Public Sector ~

Among the many questions that we'll be attempting to answer are:

- "What will be expected of the professional?"
- "What will be required to manage a virtual team?"
- "How will industry be transformed by new technologies?"
- "What changes will be demanded from the public sector?"

Each of these four streams will be considered from the perspective of four sub-themes:

- ~ Technology ~
- ~ Human Resources ~
- ~ Infrastructure ~
- ~ Process ~

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# 2003 INFORMATICS CONFERENCE

## KEYNOTES

### Monday

- Public Sector Re-engineering: Organization-Wide Data Systems
- Enabling Enterprise Collaboration Through Architecture

### Tuesday

- Toward A Knowledge-Based Army: Enabling Modernization Through Information Management
- Recruitment and Retention in the New Millennium: A Primer

### Wednesday

- Enterprise Portals: Connecting Organizations & Building the Business Foundation of the Future
- Staying Connected: Changing the Supply Side of IT

## PANEL DISCUSSIONS

### Tuesday

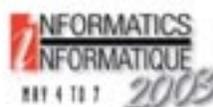
- Professionalism in IT: What does it Mean? What Should it Mean?

### Wednesday

- Government CIOs Discuss Gartner Group's Current Trends

	Networking	Professional Development	Management	Architecture
<b>SUNDAY</b>	*Please note that the .NET session will be held at the Atlantic Technology Centre. The number of registrants for this session is limited to TWENTY (20) people			
Session 1 9:00 – 12:00 pm	Wireless Applications	E-Learning for IT Manager	Business Intelligence for Knowledge Management	Enterprise Physics 101: An Introduction to Enterprise Architecture
Session 2 1:30 – 4:30 pm	.NET Tutorial*	The Occupation Skills Profile Model	eProjects: Beating the Odds	(all day session)
<b>MONDAY</b>	<b>Organization</b>	<b>Manager</b>	<b>Industry</b>	<b>Public Sector</b>
<b>MONDAY</b>	CIPS 45 <sup>th</sup> Anniversary Dinner at the Delta Prince Edward Resort Hotel			
Session 1 9:00 – 10:30 am	Working in a Global Environment	Managing the Virtual Team	Ubiquitous Wireless Connectivity: What's Required?	Virtual Clinic: Doctors Virtual House Calls
Session 2 11:00 – 12:00 pm	Complete Relationship Management for Multi-channel Services Delivery	Extending the New World Workplace	Topic to be announced	Topic to be announced
Session 3 1:30 – 2:45 pm	Aligning Service Delivery in a Distributed Environment	Business Architecture: "ABC"s and "123"s	Topic to be announced	Robotics & Remote Brain Surgery
<b>TUESDAY</b>	New Glasgow Lobster Supper!			
Session 1 9:30 – 10:30 am	A Community-Based Approach to HR Management	Business Architecture: Managing the Complexity of Connecting Organizations	Third Wave of the Internet and High Speed Network	Knowledge Management and Command Support
Session 2 11:00 – 12:00 pm	Human Capital Management Through Competency Profiling	Using Corporate Data Categories to Manage Information	Topic to be announced	Digitization in Command: The knowledge-Based Command-Centric Organization
Session 3 1:45 – 2:45 pm	Managing Across Organizational Boundaries	The SHRC and the Ladder of Recognition	The Capabilities of IT to Support Business Processes	Enabling Army Strategic Objectives Through Synthetic Environment Technology
<b>WEDNESDAY</b>	CIPS Charlottetown will be hosting a GOLF TOURNAMENT after the closing keynote			
Session 2 9:15 – 10:15 am	There Should Be More Female CEOs	Business Resilience	Lost and Found: The Person In The New Organization	Using Business Intelligence and the Internet Technologies to Align Corporate and IT Goals

Events Package	CIPS, FIQ, ARMA or DPI Member	Non-Member	Student	Shared Badge
	Before / After March 1*	Before / After March 1*		
Tutorials & Conference	\$ 895 / \$ 1,169	\$ 995 / \$ 1,299	\$ 300	\$ 1,429
Conference Only	\$ 629 / \$ 809	\$ 699 / \$ 899	\$ 240	\$ 989
Tutorials Only	\$ 225 / \$ 306	\$ 250 / \$340	\$ 60	n/a
One-Day Conference	\$ 299	\$ 375	\$ 90	n/a



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## Student Update

### Benefits of the CIPS Student Membership

Many students may be asking themselves, why should I join CIPS before I graduate? Is it worth becoming a student member?

As the CIPS Student Section Chair, I have been exposed to the many events and people CIPS Calgary has to offer. Being a student myself, I understand the importance of spending your time AND your money wisely. One of the biggest reasons why students should join CIPS before they graduate is the cost savings. The cost of the CIPS student membership is only \$32.10 a year. The regular CIPS membership is \$214.00 for non-students. Students who sign up for their CIPS memberships before they graduate are rewarded with a price reduction of two-thirds off the regular CIPS membership the first year after they graduate and one-third off the year after that. Total savings is \$214.00 over two years, just by becoming a member while a student! Even though you may not have the time to come out to all of the CIPS events throughout the year, the discount alone will save you a lot of money in the long run.

Through CIPS, I have been able to meet many IT professionals at our events and discuss current issues affecting the IT community. CIPS student members get into all of the student events for free throughout the year. The rest of the events offered (i.e., social industry nights, seminars, SIGs, breakfast seminars, luncheons, etc.) have a reduced student rate. The events that I have gone to so far have provided me with great networking opportunities. I have diversified my skill set by participating in networking workshops and career resume/interview

sessions, as well as overseeing a Systems IT Panel. The \$32.10 yearly membership pays for itself in a very short time.

As a CIPS student member, you will have access to the Members Only section of the CIPS site, which includes a database of the current members and industry contacts. Students can also join different SIGs (Special Interest Groups) to learn more about a specific area in IT. These include: Database Administration, e-Business, Geographic Information Systems, Java Users Group, Network Management, Visual Basic, and more. The Calgary Section of CIPS is the second largest in Canada with over 1,200 members. CIPS has a total of 28 sections across Canada and is the only society offering a professional designation for IT professionals – the I.S.P. (Information Systems Professional). The I.S.P. designation is internationally recognized and identifies IT professionals who have acquired and maintain universally accepted standards. The I.S.P. Certification is your assurance of the highest standards of quality, knowledge, and ethics.

As the current Calgary Student Section Chair for CIPS, I encourage students to join this worthwhile society. Membership with CIPS gives you access to the valuable educational resources and quality networking opportunities, keeping you informed of the current issues and advances facing the IT industry.

To print off the CIPS student membership form or to check out details about upcoming CIPS events, check out our website at: [www.cips.ca/calgary](http://www.cips.ca/calgary). In addition, if you have any questions about the CIPS Student Section, feel free to contact me at: [leith@cpsc.ucalgary.ca](mailto:leith@cpsc.ucalgary.ca).

## CIPS CALGARY SILVER SPONSORS





## CIPS Calgary Section

Future Meeting Dates – 11:30 am

Wednesday, April 2, 2003      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

- |                 |   |
|-----------------|---|
| April 10, 2003  | <b>PROJECT MANAGEMENT SIG</b><br><i>REDIS Phase I</i><br>Fifth Avenue Place Conference Centre<br>2 Floor, West Tower<br>237 - 4 Avenue SW                               |
| April 16, 2003  | <b>NETWORK MANAGEMENT SIG</b><br><i>Cyber Terrorism/Cyber Espionage</i><br>11:45 am -12:45 pm<br>HP Office<br>3600, 150 - 6th Avenue SW<br>(Petro Canada West Tower)    |
| April 17, 2003  | <b>SEMINAR SERIES</b><br><i>QA Processes in an Agile Environment</i><br>7:30 am - 9:15 am<br>Calgary Petroleum Club<br>319 - 5 Avenue SW                                |
| April 22, 2003  | <b>DATA WAREHOUSE SIG</b><br><i>Data Mining &amp; Business Intelligence</i><br>12:00 noon - 1:00 pm<br>2nd Floor Conference Room<br>Aquitane Tower<br>540 - 5 Avenue SW |
| May 4 - 7, 2003 | <b>CIPS INFORMATICS CONFERENCE</b><br><i>Working Here, There, and Anywhere...!</i><br>Charlottetown, PEI  |

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## Data Warehouse SIG

Recent developments in technology have enabled the development of large and complex data warehouses for storage of integrated business data in a central repository. Now, the challenge and opportunity lie in how to leverage massive stores of data to derive knowledge for business decision-making. Online Analytical Processing (OLAP) engines have provided an important means to facilitate knowledge discovery since they enable business users to test for hypothesized relationships in their data. However, the number of factors involved in discovering data relationships creates complex challenges when deriving knowledge. Data mining can successfully overcome these challenges by automating the recognition of statistically significant relationships in large datasets.

*Data Mining & Business Intelligence: Deriving Intelligence from Data* will provide information on data mining and describe its integral position in the intelligent enterprise. Various data mining methods, along with relevant examples, will also be explored in context to the business questions they are best designed to answer. Overall, this presentation will provide you with the key information you need to derive intelligence from data and move your business intelligence environment successfully into the future.

<b>Date</b>	Tuesday, April 22, 2003
<b>Time</b>	12:00 noon to 1:00 pm (check-in starts 11:30 am)
<b>Place</b>	2nd Floor Conference Room, Aquitane Tower 540 - 5 Avenue SW, Calgary
<b>Subject</b>	<i>Data Mining &amp; Business Intelligence: Deriving Intelligence from Data</i>

**Speakers** Barry Hensch – Senior Systems Analyst,  
Quadrus Development Inc.  
  
Michael Hrycay – Data Analyst,  
Quadrus Development Inc.

### **Barry Hensch, B.Mgmt.** **Senior Systems Analyst, Quadrus Development Inc.**

Barry Hensch's resolute attention to detail and natural talent for envisioning the big picture while circumventing risk is a perfect fit for the data warehousing environment. He has been a key player on a number of data warehousing successes in diverse industry sectors. Most recently, Barry has applied his financial, business, and industry knowledge to develop enterprise data warehouses for The City of Calgary, Shaw Communications, and ENMAX Energy Corporation - for which Quadrus received the worldwide Microsoft Certified Partner Award for Best Business Intelligence Solution of the Year (2002).

### **Michael Hrycay, B.Sc.** **Data Analyst, Quadrus Development Inc.**

A Data Analyst skilled and experienced in the areas of data cleansing, integration, and warehouse architecture, Michael has worked closely with complex data warehouses to support effective business decision-making and reporting. He is extremely knowledgeable in both Oracle and SQL Server technology suites and has several years of hands-on experience using a variety of tools to provide both database administration and development support for a Data Warehousing production environment - including Relational Database, OLAP, ETL, Query, Reporting, and Analysis tools. Michael has also done significant research into data mining methods, theory, and vendors.

NO ADMISSION CHARGE. Please register with Hassan Sherazi at 228-5423 to help us estimate the food order.

## Network Management SIG

### Upcoming Meeting

Date:	April 16, 2003
Topic:	<i>Cyber Terrorism/Cyber Espionage</i>
Description:	A representative of the Canadian Security Intelligence Service (CSIS) will present an overview of the use of Internet by hostile governments and terrorist groups, CSIS' mandate, and the Canadian Government response.
Location:	HP Office 3600, 150 - 6th Avenue SW (Petro Canada West Tower)
Time:	11:45 am - 12:45 pm
Format:	Free. Brown bag lunch
RSVP:	nm_sig@cips.ca

## Project Management SIG

The Project Management SIG meets four to five times a year and brings together speakers on current topics in IS Project Management. Sessions (and beverages) are provided at no cost. Attendees are invited to bring along their own lunch.

Our next session is scheduled for Thursday, April 10th, and will feature Duane Martin, Project Manager for the implementation of the Regional Emergency Department Information Systems (REDIS) at the Calgary Health Region.

REDIS Phase 1 was a \$2.7m initiative to automate the emergency departments of the four acute-care hospitals (Foothills, Rockyview, Peter Lougheed Centre, and Alberta Children's Hospital). The objective of the new system is to track the patient through the entire emergency experience from triage through outcome and to improve communication among caregivers.

Duane has been managing projects for 25 years. He will share with us the challenges of this particular implementation and the key strategies that he and his team followed over the course of two years to produce a successful outcome.

Our sponsor for this session is Ethier Associates. Ethier Associates delivers project-based consulting

services for business and IT customers. They specialize in Project Management, Business Process Innovation, and Business Systems Analysis.

<b>Date</b>	Thursday, April 10, 2003
<b>Time</b>	12:00 noon (sharp) to 1:00 pm
<b>Topic</b>	REDIS Phase 1
<b>Speaker</b>	Duane Martin, Project Manager, REDIS
<b>Location</b>	Fifth Avenue Place Conference Center 2 Floor, West Tower 237 - 4 Avenue SW

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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).

# Assistive Technology

Investigation into this type of technology has enabled me to

conclude that there is no constant definition of Assistive Technology. It is our own lack of imagination that hinders further definitions; however, the following definition of Assistive Technology kept cropping up in various places. Assistive Technology is "any item, piece of equipment, or product system, whether acquired commercially off the shelf, modified or customized, that is used to increase, maintain, or improve functional capabilities of individuals with disabilities."<sup>1</sup>

That being said, there is some consensus as to the benefits that Assistive Technology provides challenged individuals, such as increased independence and the ability to participate in activities at home, in schools, and in communities. In addition, it appears that Assistive Technology extends beyond the individual using it to families, caregivers, school personnel, and communities because the individual is able to accomplish daily living tasks independently and, in some cases, participate in the workforce, enabling him/her to not rely solely on government assistance.

Recent advances in the field of Assistive Technology have helped challenged individuals participate in the workforce, especially in computerized office environments. Descriptions of some of the available computerized enabling technologies designed to overcome hearing impairments, visual impairments, language impairments, learning impairments, and mobility impairments follow.

## Tools for hearing impairments

Voice recognition products: The technology used here allows conversion of what is being spoken to sign language or to text for hard-of-hearing or deaf individuals.

Telephone Teletypes (TTY)/Telecommunication Devices for the Deaf (TDD) conversion modems: These modems allow standard computer input and output (i.e., ASCII) to be converted to Baudot.<sup>2</sup> Baudot code is used in many devices over the telephone for hard-of-hearing individuals. By using conversion modems connected between computers and telephones, an individual can type a message on his/her computer and send it to a Baudot-equipped device being used by a hard-of-hearing or deaf person.

## Tools for visual impairments

Screen enlargers/magnifiers: The technology used here enlarges a portion of the screen or allows users to zoom in and out on a particular screen area.

Screen readers: Software programs present graphics and text as speech. That way, blind users are able to get a verbal description of everything on the screen, including control buttons, menus, text, and punctuation. In summary, a screen reader transforms a graphic user interface (GUI) into an audio interface.

Speech recognition systems: A microphone attached to the computer allows people who have difficulty typing or reading text to give commands and enter data using their voices, as opposed to a mouse or keyboard.

Refreshable Braille displays: The technology used here is the tactile output of information from the computer screen. The refreshable display is made of mechanically-lifted, small, rounded plastic or metal pins that form Braille characters. Once the user has read a line of Braille, s/he can refresh the display to read the next line.

Braille embossers: Computer-generated text is converted into embossed Braille output, which prints on an embosser. The user would read the embossed printout.

## Tools for language impairments

Screen review utilities: Text on the screen is converted into a computer voice and is paired with a visual representation of the word (such as highlighting the word being spoken).

## Tools for learning impairments

Word prediction programs: The user selects a desired word from an on-screen list generated by the computer, based on the first one or two letters typed by the user. The on-screen list helps users to increase vocabulary skills through word prompting.

Reading comprehension programs: These software programs help users practice reading skills through ready-made activities, stories, exercises, or games. The programs can increase the understanding of words by using graphics, sound, and animation.

## Tools for mobility impairments

On-screen keyboard programs: An image of a standard or modified keyboard appears on the computer screen. The user is able to select the keys on the keyboard image with a mouse, touch screen,

**CONTINUED ON PAGE 13...**

## ASSISTIVE TECHNOLOGIES

CONTINUED FROM PAGE 12...

trackball, joystick, switch, or electronic pointing device. Some on-screen keyboards come with a highlighting capability that allows a user with mobility impairment to select a highlighted key by using a switch positioned near a body part that the user is able to control voluntarily.

Keyboard filters: Users are able to quickly access the letters they need and avoid selecting the keys they do not want. Other keyboard filters, such as word prediction and spelling checkers, also help to lessen user error.

Touch screens: Devices that allow direct selection off of the screen help users with mobility problems by offering a more accessible target. In addition, users do not need to have the fine motor skills required to operate a mouse or keyboard.

Alternative input devices: Devices other than keyboards allow users to control their input. These

include: electronic pointing devices, sip-and-puff systems (activated by the user's breath), wands and sticks (usually worn on the head, held in the mouth, or strapped on the chin, used to strike keys on the keyboard), joysticks, and trackballs.<sup>3</sup>

Although the above list is expansive, it is by no means exhaustive. As technology progresses, so does the ability to adapt or invent new Assistive Technologies, whether they enable users to engage in leisure activities, complete daily living tasks, or operate in computerized office environments. ☛

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<sup>1</sup> Individuals with Disabilities Education Act (IDEA) 20, USC, Ch 33, Section 1401 (25) US

<sup>2</sup> Baudot is a seven-bit data code; only five of the bits are information bits. A TTY takes a typewritten message and transforms each letter of the message into tones (beeps). These tones are called Baudot. Baudot is used by some TTYs to communicate at a rate of 45.5 characters per minute.

<sup>3</sup> "Types of Assistive Technology Products," at <http://microsoft.com/enable/at/types.htm>

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## **Project Management Institute: The 2003 Symposium "Project Management: The Human Touch – Success Through People" is only weeks away!** *Upcoming Symposium*

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### ***Leveraging Knowledge Assets: Integrating People, Processes and Technology***

Barb Krell, Arthur Nagel, and Daniel Petley – Bow Valley College

### ***Rapid Assessment Techniques for Corporate Culture - The Corporate RAT Race***

Joe Beckie - Spectrux - Professional Project Management

### ***Project Teams: Why Can't People Just Learn to Work Together?***

Bill Lebedovich – TeamWorks Management Consulting Inc.

### ***High Attention Norwegian Projects with Substantial Cost/Time Overrun - Lessons to be Learned***

Erling Andersen - Norwegian School of Management BI Rolstadas, Asbjorn Norwegian University of Science and Technology

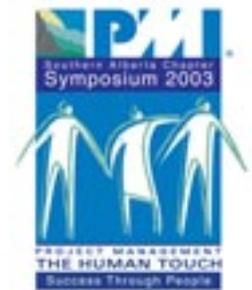
### ***What Executives are Looking for from Project Management***

Janice Thomas – Athabasca University

The 2003 Symposium also presents opportunities to network with colleagues and peers in several different formats, including the kick-off reception and casino at the Calgary Tower, the Keynote Dinner, and the Trade Show.

Visit <http://www.pmisac.com/symposium/2003> for more information and to register for the event. We are continuously updating the website as information becomes available!

The Early Bird Discount is only available until March 31, 2003! All Early Bird registrants will be eligible to win Microsoft prizes! ☛



# BOARD PORTFOLIOS – CIPS CALGARY

## Social Liaison

Shilo Bechinor, Director



As the winter days melt away, do you find yourself daydreaming about the days of summer – longing for them until you can feel the sun beating down against the back of your neck as you concentrate on making the most amazing shot of your golfing career? If you are an avid golfer, then you know that it is never too soon

to start daydreaming about golf.

Golf has been consuming my thoughts too. I have been trying to figure out exactly how to organize the greatest golf tournament in the history of the world! I figure that could be pretty easily done if I could guarantee every golfer goes home with a \$10,000 prize. However, since no sponsors have come forward with that amount of prize money, I figure a more realistic goal would be to have the best golf

tournament in the history of CIPS Calgary! The CIPS Social Committee is dedicated to making that happen, so keep your eyes open for more details and early bird registration, coming soon to a CIPS website near you.

Another mandate of the CIPS Social committee is to make your life more interesting. We have tried this year to shake things up a little by offering a wider variety of events for you to attend. One of these was the comedy event held last month at Yuk Yuk's Comedy Club. We welcome any more suggestions of events that you would like to participate in as a member of CIPS Calgary. If you have any ideas, please drop me a line at [shilo@cips.ca](mailto:shilo@cips.ca)

Our Industry Pub Nights continue to be a success. The next one is scheduled for May 21st, so come on out and join us for a drink and a chance to network in a relaxed, informal atmosphere.

We'll see you there! ☺



**Plans for CIPS' Annual Golf Tournament are now underway. Keep an eye on our website [www.cips.ca/calgary](http://www.cips.ca/calgary) for updates.**

## 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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## IT in Roller Coasters

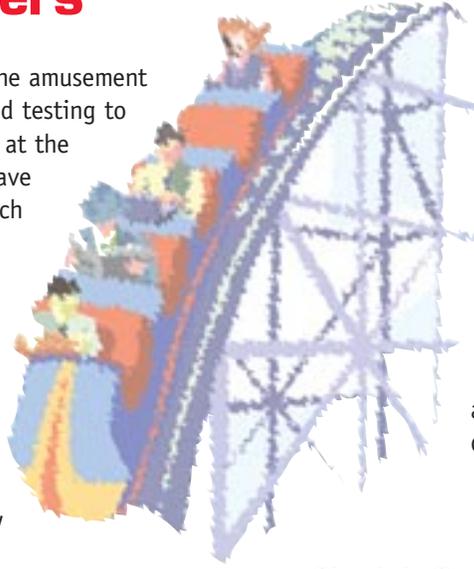
Computers have taken over the amusement park industry, from design and testing to the digital photograph taken at the end of the ride. Computers have allowed roller coasters to reach the limit of human tolerance and create the thrills we have all come to expect.

Engineers use computer aided design (CAD) to model and test their imaginary designs. By testing preliminary designs with CAD, the need for costly prototypes is diminished.

Central computer control systems aid ride operators by performing safety checks, monitoring track sensors, controlling the electromagnetic propulsion system, and controlling the hydraulic braking system. Computer systems such as Arrow Dynamics Inc. ArrowVision software keeps a record of every major ride component, diagnosing and troubleshooting problems when they arise.

A series of safety checks is performed by the computer, including lowering lap or shoulder restraints, prior to releasing the train for a ride. Laser sensors on the track detect if the track is clear and either will not release the ride, or will stop it immediately if there is an obstruction. Sensors also detect whether a train is already on a track, and won't release another train if their paths will interfere. Laser sensors not only assist the ride operator by providing an extra set of 'eyes' but are necessary precautions on rides that operate in the dark.

Many modern coasters use hundreds of electromagnets along the track for propulsion. The electromagnets along the length of the track are charged in sequence, with the precise timing controlled by the central computer system. The train is propelled by the electromagnetic wave driven by the magnets permanently fixed to the bottom of the cars.



A hydraulic braking system uses a series of clamps at the end of the track to close over vertical metal plates attached to the bottom of the train. When the ride is over, the computer system activates the hydraulic brakes and the friction stops the train. Once the computer detects the train is completely stopped, it releases the restraints... and passengers can go purchase their digital photographs! ☘

### Check it Out!

Computer High Rollers. (1998)

<http://www.co.monterey.ca.us/iss/insight/Ins9811/ins9811f.htm>

Jessica Kruidhof & Selene Kucera. The Effects of New Technology on Roller Coaster Thrills, Safety and Economics. (1997).

<http://www.me.utexas.edu/~uer/roller/index.html>

Jim Goldman. Thrills and Chills From PC Skills. (2002)

<http://www.techtv.com/news/print/0,23102,3379637,00.html>

Standard Ride Control System. Arrow Dynamics Inc. (2002) <http://www.arrowdynamics.com>

Tom Harris. How Roller Coasters Work. (2003)

<http://www.howstuffworks.com/roller-coaster.htm>

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## A Tale of Two Committees

In 2002, I agreed to serve on the CIPS Alberta Board of Directors in a non-specific role, as a sort of "utility player". My intent was to gain a better understanding of CIPS' operations and thereby decide whether I could make a more focused contribution further down the road. My semi-retired status meant I would have more time to devote to a professional society that has been very helpful to me and my career.

Initially, I agreed to participate as the CIPS Alberta Board's representative on the I.S.P. Review Committee – a standing committee of the CIPS Certification Council with the following mandate:

- Review current and emerging needs for inclusiveness and exclusiveness;
- Develop new criteria for excluded labour and education market segments;
- Respond to Council requests to review, enhance, or modify current I.S.P. criteria; and
- Undertake a complete review of existing I.S.P. criteria every four years.

The importance of this committee's work to ensure the relevance of the I.S.P. and its portability across provincial boundaries cannot be overstated. Building the credibility of the I.S.P. certification in the face of pressures from a changing environment and from other professional associations is, in my opinion, critical to the future of CIPS. I can attest to the seriousness with which the committee members treat the issues under their mandate.

Key areas of discussion which the I.S.P. Review Committee has addressed include:

- Pros and cons of the existing re-certification process;
- Review of the "experience only" category for certification;
- Acceptance of education from private institutions;
- Recognition of non-ICT Academic credentials;
- Development of CBOK (Common Body Of Knowledge); and
- Development of PLAR (Prior Learning Assessment and Recognition).

Several provincial board members provided valuable input and guidance on improving and streamlining the re-certification process. Valuable debate also resulted from the discussions regarding:

- (i) the "experience-only" category of certification (instituted initially because the profession was

young and some practicing professionals had not had formal access to computing science degree curricula),

- (ii) the issue of private institutions' qualifications and accreditation, and
- (iii) the inclusion of professionals with non-ICT academic credentials (e.g., those in senior management positions with, say, an MBA and significant ICT experience).

However, it is the CBOK (Common Body Of Knowledge) and PLAR (Prior Learning Assessment and Recognition) areas which have created the most active discussions. As well, those two areas cross over the boundary into the other committee I have agreed to participate on - but more on that shortly.

Some of you may be aware of the Project Management Institute's Project Management Body Of Knowledge (PMBOK). PMI's PMBOK defines a body of knowledge of which those holding the project management professional designation must demonstrate mastery. Providing a body of knowledge for certified CIPS members is an important element of movement towards a truly professional qualification. However, although the committee has determined this to be one of the highest priority issues to be addressed, the practicality of providing such a BOK is more challenging than might initially appear. For example, should the I.S.P. be a primarily technical qualification or should those whose role is now senior and focused on planning and management consulting be also eligible? Opinions on this can and do differ.

Since significant effort here and in other countries has been invested in this issue, avoiding duplication is a pre-condition of this initiative. This was a major concern of the CIPS Alberta Board in approving the motion proposed by the I.S.P. Review Committee to be made to the Certification Council: "That the I.S.P. Review Committee be mandated to initiate the development of a CBOK as the foundation for future certification and re-certification and investigate the establishment of a PLAR that can be used to test I.S.P. applicants on the CBOK requirements".

Accordingly, a working group has been established to examine the BCS (British Computer Society) and ACS (Australian Computer Society) CBOKs as a starting point for the CIPS CBOK. In addition, significant effort is being devoted to determining the applicability and usability of the Zachman framework as an aid to correlating eligibility of ICT workers to use the I.S.P.

**CONTINUED ON PAGE 17...**

## ALBERTA ACTION

CONTINUED FROM PAGE 16...

designation with type of professional services performed.

This leads us to the second committee of which I am a member – Societal Transition. This is an executive committee rather than a standing committee. Its aim is to assist the CIPS National Board in managing the "transition" of CIPS to the envisaged "professional society". This involves:

- Refining and communicating the vision for the organization
- Identifying the strategic changes required
- Providing input and guidance to the tactical planning process.

In summary, it is there to manage the transition of CIPS.

To be frank, I agreed to be part of this committee because I wanted to know exactly what we are "transitioning" to in order to be able to determine whether I wanted to be part of it. I have always believed in two fundamental rules for planning:

1. If you don't know where you're going, any road will take you there.
2. If you don't know where you are, a map won't help.

The drivers for this initiative suggest that we have a good grasp of rule 2 – hence, the reasons for change. In an October 19th presentation to the CIPS National Board, Rick Penton expressed these reasons as:

- Declining membership
- Budget deficits
- Declining relevance/influence.

To paraphrase Dickens – It is the best of times and the worst of times. The economy has never been more dependent on information technology, yet we struggle to define ourselves as a profession. These grave challenges are certainly a reason to suggest change may be needed for survival, but change to what?

The best indicator so far of the new vision is also from the October 19th presentation to the CIPS National Board. There, four key vision issues were articulated – Market for CIPS, value proposition for the I.S.P., CIPS activities, and governance. Valuable as these are, they do not yet provide a vision, a statement which engages and galvanizes. This should soon be drafted. At this point, I will simply contribute to you some of the key messages which came out of the October 19 – 20, 2002 Societal Transition Planning Session:

- CIPS reaffirms its commitment to ALL members.
- CIPS remains open to all willing to commit to the CIPS code of ethics.

- Provinces must strengthen visibility of I.S.P. value elements (conformance to code of ethics and commitment to ongoing education).
- CIPS intends to develop a CBOK and broaden alternative paths to certification and certification criteria to better reflect current practices.

These statements confirm "process" – but we still need a vision. Workshops regarding the societal transition issues are being planned for April. I encourage you to attend. Also, a survey of small, medium, and large enterprises (and the 44,000 subscribers to IT World – via the web) to aid the planning for the new CIPS is scheduled to occur in the near future.

There is an old saying that legislation and sausages are two things one should never see being produced. Both are messy and their ingredients sometimes questionable. Closely following these two is the process of planning; it is equally messy and one tends to discover more opportunities and obstacles as one travels down its path. Diligence creates its own headaches. I commend all who participate on the two committees described for their continued efforts to set a path for CIPS which is sustainable and inclusive. ☺

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