

# CIPScene

Canadian Information Processing Society, Calgary Section

DECEMBER 2003



## CIPS **DECEMBER** LUNCHEON "Knowledge Sharing and Networking"

### Ensuring Outsource Success

We are all reasonably familiar with the concepts of IT outsourcing. Some of us have been directly impacted by such an initiative. More and more firms are embarking on outsourcing more than just IT. Many firms are focusing on outsourcing non-core business functions – known now as Business Process Outsourcing (BPO). According to IDC, the market for BPO worldwide will be in excess of \$1.2 trillion by 2006. We need to understand what the motivation for outsourcing is and how to ensure its success. Accenture is a worldwide leader in outsource service provision and so is well placed to provide us with a perspective on How to Ensure Outsource Success.

This topic will be presented by John Lawson of Accenture. John is currently VP, Revenue Cycle Operations for Accenture Business Services for Utilities (ABS-U). ABS-U is the company that Accenture formed in 2003 to serve its North American utilities business process outsourcing clients. That business currently services the over five million customers of Enbridge Gas Distribution, Direct Energy Essential Home Services, Terasen Gas, BC Hydro, ENMAX, and Southern Company Gas. Prior to joining ABS-U, John worked for Accenture Inc. and, for the last two years, played a key role in shaping and negotiating the deals with ABS-U's clients, and followed by transitioning the customer care business of ENMAX Encompass into ABS-U. He continues to have executive responsibility for the delivery of ABS-U's services to ENMAX.

Prior to working in the outsourcing business, John spent six years with the Energy and Utilities consulting business of Accenture in North America. He has considerable experience in assisting utilities, market operators, and retailers in preparing for deregulation, particularly in the area of customer-facing processes. His clients in this period included Ontario Hydro Retail, Southern California Edison, Ameren, Westcoast Energy, ERCOT, and Direct Energy.

John moved to Toronto in 1995, where he and his family now live. Prior to that, he lived in the UK where he had a ten-year career with Sema Group Consulting. He holds an honours degree in Physics and Theoretical Physics from the University of Cambridge.

**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 register by noon on Friday, November 28, 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.**

### CIPS CALGARY PLATINUM SPONSORS



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400, 1040 - 7 Avenue SW  
Calgary, Alberta T2P 3G9

Telephone: (403) 244-4487

Fax: (403) 244-2340

Email: [calgary@cips.ca](mailto:calgary@cips.ca)

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

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

**CIPS CALGARY GOLD SPONSOR**



New Trends in eSecurity

**CIPS CALGARY is moving!**

**Effective November 24, 2003  
our new location will be:**

**400, 1040 - 7 Avenue SW  
T2P 3G9**

**Phone/fax numbers and PO address remain the same.**



This season has seen a number of new faces on the board. There is a great sense of energy and commitment to serving the membership with new ideas and continuously improving on past approaches. In our commitment to provide programs that bring value to the members we are working hard to deliver these within a common framework that focuses all portfolios on common priorities. In order to have another successful term, we based our recent season planning session on team building and on establishing a common set of priorities.

Team building is an essential area of focus this year given the number of new faces on the board and the benefits of harnessing our collective differences into a common strength. During the planning session, it was very exciting to experience the great talent and skill on the board this year. We conducted a True Colors™ team building session to help identify and highlight our individual strengths and moved into the practicalities of how each board member will leverage the strength of others in achieving goals for the year. Many portfolios are successfully extending this in building and strengthening their own teams and committees.

Having a common set of priorities is also helping to create programming that is complementary. The following priorities are the focus of the board for this season:

1. Delivering value to the membership
2. Membership growth
3. Engaging members through volunteer opportunities
4. Financial prudence

Although there are many variations on delivering value to the membership, there are the standard highly visible areas of luncheons, seminars,

newsletters, and social events that you directly experience as individuals. The other portfolios tend to be more strategic and longer term focused, as well as tactical and operationally focused and are vital in supporting programming and the organization.

We continue to look forward to your participation at all events which are planned with great thought and effort by your volunteer board. ☺

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## CIPS CIO Breakfast – Halloween Eve Day!



Dan Gaynor,  
Dan Gaynor Consulting

The agenda for October's CIO Breakfast featured guest speaker Dan Gaynor, past president and publisher of the *Calgary Herald*. The Calgary CIOs came out in force to hear his message.

Dan's message today was one of effective leadership. He shared his passion about leadership and he also shared his personal experiences, stories, and the observations he has made throughout his career of the things that make an effective leader. Having spent most of his career in the newspaper business and having traveled across the country in many different organizations, Dan has enjoyed a unique exposure to many different corporate cultures and leadership styles.

Early on in his presentation, Dan described the newspaper business as the epitome of a business that needs to be operationally excellent. Why, you ask? Well, the answer was for two reasons: 1) if the presses are not running at 10:30 pm, there will be no papers delivered to the customers on time; 2) this is one of the only businesses that starts with a clean slate every day and has to create a new product by day's end. So, efficiency and effectiveness are musts; operational excellence is mission critical.

Dan shared his thesis that leadership is about attaining solid financial results and creating a rewarding work environment for the employees. He

has verified throughout his career that the happiest people in any organization are those who are highly engaged and highly productive. The most effective leaders create an environment that truly challenges their people, helps them build new or enhance existing skills, and supports them in taking on big challenges. This ultimately enables employees to attain results that they themselves did not realize they could achieve. Taking this approach, he asserts, will create more leaders within the organization who, in turn, challenge and support their people which will effectively create a culture of operational excellence. This culture not only makes everyone feel good about their achievements, contributions to the organization and their place within it, but also drives the financial results required to support a successful business. Knowing this is fundamental for all leaders and knowing how to lead an organization to this point is the essence of leadership.

Dan's ability to connect with this CIO audience on many key points was obvious and created an excellent synergy for this Halloween's CIO Breakfast.

Dan Gaynor is currently building a new consulting practice specializing in leadership and team development. His experience in leadership was developed during a 22-year newspaper career. ☺

## 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.*



# **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.S.P. PROFESSIONAL OF THE YEAR AWARD (2003)

This is the second annual I.S.P. Professional of the Year Award. The purpose of this award is to recognize those Information Systems Professionals who make the I.S.P. a designation worth having. As such, the CIPS Alberta Board launched a campaign seeking nominations from Alberta organizations to identify I.S.P.s who have indeed made a difference. These are people who are not only superior professionals but also major contributors to raising the bar of excellence in the area of information systems and technology. We sent over one thousand brochures to private and public organizations. As the saying, "Seek and you shall find", goes, we sought and we found. In this article, you will be introduced to three Information Systems Professionals who do IT right!

CIPS Alberta sought nominations from across Alberta in order to recognize outstanding IT professionals in this province who hold the Information Systems Professional designation (I.S.P.) and who have made significant contributions in the area of information systems and technology. An independent jury accepted the nominations of three distinguished I.S.P.s in determining this year's finalists: Dr. Tom Keenan, I.S.P.; Mr. John Mills, I.S.P.; and Dr. Peter Thompson, I.S.P.

As chair of the selection committee, I could not be more pleased with the outstanding quality of the nominations we received. The I.S.P. Professional of the Year is then selected by an independent jury. This year's award, presented at Edmonton's ICE 2003 conference, went to Dr. Peter Thompson, I.S.P.

Dr. Peter Thompson, I.S.P. is President, Chief Executive Office (CEO), and founder, of RIS Resource Information Systems, an Application Support and Maintenance Company. Dr. Thompson built RIS from a one-person company in 1979 to today's \$35-million, 350-person company with offices across North America. RIS is currently one of Canada's largest application outsourcing firms and is the only one in North America to focus on supporting, maintaining, and enhancing clients' existing mission-critical applications. Dr. Thompson is an accomplished speaker and published writer on topics ranging from Application Support and Maintenance to managing intellectual capital in IT organizations. He has a Mathematics degree from McGill University, a Masters degree in Computer Science from the University of Western Ontario, and a PhD in Computer Science from the University of Calgary.

I must say that the jury had to sweat bullets to, after having arrived at the short list of three nominees, select the recipient for 2003. The other two finalists, no less deserving of receiving this distinction, are:

Dr. Tom Keenan, I.S.P. embodies the ideals of professionalism in the IT industry and works diligently to spread them across Canada. He was educated at Columbia University receiving B.A., M.Sc., M.A., and Ed. D. degrees. He came to Calgary in 1972 working as a Systems Programmer, helping to create some of the first computer timesharing and terminal access systems. He began teaching at the University of Calgary in 1974 and, among other innovations, designed and taught Canada's first Continuing Education course in Computer Security in 1976. Dr. Keenan joined CIPS in 1981 and has been a member

**CONTINUED ON PAGE 7...**

*Peter Thompson, I.S.P., Alberta I.S.P. of the Year 2003 winner, and Kenneth Fung, I.S.P., CIPS Alberta Board member and Chair of the Alberta I.S.P. of the Year 2003 Portfolio*



*Peter Thompson, I.S.P., Alberta I.S.P. of the Year 2003 winner, and Edgardo Gonzalez, I.S.P., CIPS Alberta President for 2003-2004*

The Student Section is off to a somewhat slow start.

It has been a busy time for me; both my schoolwork and family situation have overwhelmed me. Winter is definitely upon us and a new school term is about to begin so, with these fresh beginnings, I hope to get things moving again.

A student social is planned for November 27th at the Elephant and Castle in downtown Calgary. This will provide an opportunity for student members to get together and discuss topics of interest. As well, I hope that some of the CIPS board members will be able to attend, allowing students to network and "probe their minds" on various industry-related topics.

I will also be working with other board members and the student committee to enhance the student portfolio. Most of the student events will occur in 2004. Some possible seminar topics include:

- Networking: Importance and Strategies
- Mentorship: Benefits

Student members, we value your feedback! Please contact me with your topics of interest so these events can be finalized.

I am having some difficulty locating student representatives at the University of Calgary and Mount Royal College. Some duties of a student representative include: advertising the various student events by posting event notices; booking rooms for the different events; and working with me to ensure that the events are a success. If you are a CIPS student member attending the U of C or MRC and are interested in becoming a student representative, please contact me by email at gum-man@shaw.ca.

This sums up the Student Section portfolio.

Keep checking the CIPS website for actual event dates.



## ALBERTA ACTION

CONTINUED FROM PAGE 6...

since then, serving on the Certification Council and in other capacities. He was a Charter I.S.P. and is a strong supporter of professionalism in computing. As Dean of the Faculty of Continuing Education from 1993 to 2003, he pioneered a wide range of courses in the computer field, making Calgary one of the richest professional development environments for IT professionals in the country.

Mr. John Mills, I.S.P. was born in Sheffield, England and graduated from Manchester University in 1961 with a BSC (Hon), Mechanical Engineering. He worked for the Davy-McKee Group for nineteen years in a variety of roles. While working as a Stress Engineer, he started to program computers in the mid-1960s. Mr. Mills transferred to the group's central computing department in 1969 and progressed to Manager, Management Systems. In 1980, he moved to, and began working for, the City of Edmonton. In 1988, he was appointed to the position of General Manager, Computing Resources Department for the Senior Management Team of the City. In 1997, following consolidation of all IT resources into a Shared Services

structure, he was appointed to the position of Chief Information Officer (CIO). Mr. Mills has been a member of CIPS for over twenty years and was awarded his I.S.P. designation in 1991. From 1996 to 1999, he was a CIPS Alberta Board member.

On behalf of CIPS Alberta and myself, I would like to express my gratitude to Mark Olson, I.S.P., Dr. Ron George, I.S.P., and Ken Chapman, I.S.P. for their participation as Jurors. We are also grateful to the ICE 2003 Organizing Committee for providing CIPS Alberta with an outstanding forum in which to announce the award. 

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## CIPS Calgary Section

Future Meeting Dates  
Wednesdays – 11:30 am

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

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

### CIPS Events

November 27, 2003    **CIPS CALGARY STUDENT SOCIAL**  
Elephant & Castle  
(downtown Calgary)  
Eaton Centre  
751 - 3 Street SW

November 22 - 23,  
& 29 - 30, 2003    **WORKSHOP IN PROJECT MANAGEMENT  
PROFESSIONAL (PMP) Exam Preparation**  
Travelodge Hotel - Calgary Airport  
2750 Sunridge Blvd NE  
**To register, and for more information:**  
Pro Management Training Ltd.  
Tel/fax: (403) 239-7636  
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www.promanagementtraining.com

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.  
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@shaw.ca

**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

## External Liaison

Stuart Quinn, Director

The External Liaison portfolio is responsible for establishing and maintaining relationships with the world outside of CIPS. The intent is to look for groups with whom CIPS can establish relationships that benefit all involved parties. One of the objectives is to broaden the understanding of CIPS within these outside groups and the value we bring to our membership and the IT community and, in general, increase our profile.

Some of the initiatives underway include:

**Industry Advisory Boards** – we currently participate in a University of Calgary Industry Advisory Board that is designed to give the University a broad industry perspective on what is happening out in the real world.

**Associations** - Several associations have been identified as having logical fits with CIPS and we are pursuing relationships with these groups. A sampling of these groups would include ISACA, PMI, CATA, ITAC, APEGGA, and CCAT. The intention

is to look for ways that we can jointly benefit our membership and our associations. If you have any connections to these groups and would like to volunteer to serve as a liaison then please drop me an email (stuartq@shaw.ca).

**CIPS in the Community** – CIPS needs to play an active role in supporting the larger community. CIPS in the Community gives members an opportunity to help CIPS help others:

- United Way - We have developed a relationship with the United Way and are currently in the process of selecting some initiatives for CIPS and you the members to get involved. We have a couple of volunteers for this committee but could really use a couple more, so if this something that interests you, please contact me.
- Calgary Public School Board – We participated with the CBE in its Pathway's program last year, which is designed to find summer jobs for high school students. We hope to participate again this year and I am looking for a coordinator for CIPS. Once again, don't hesitate to contact me if you are interested. ☺

## Marketing

Bruce R. Thomas, Director

I am pleased to assume the lead for the CIPS Marketing efforts for this year. I have been a member of CIPS for approximately thirteen years (both here in Calgary and in Manitoba) and am very keen on getting the CIPS message out to the Information Technology world at large.

My goal this year is to raise the profile and public awareness of CIPS through as many marketing initiatives as possible. It is surprising to me that

a number of very senior IT professionals in Calgary either are not aware of CIPS or do not see the value of joining CIPS. My goal is to change that! I know, of course, that each difficult journey begins with the first step and that this goal will require hard work and perseverance, both of which I process in copious amounts! (My wife refers to it as stubbornness but I digress.)

CIPS has a solid value proposition and is a fantastic medium for the IT Professional. My job is to get the message out. I will shortly be starting up a Marketing Committee and am asking all interested parties to contact me. The more the merrier! ☺

## 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

By the time this newsletter is published, we will have had our second session of the season, "Managing Agile Projects" delivered by Mike Griffiths, a fulltime project manager and trainer at Quadrus Development Inc. Mike provided us with an overview of agile development techniques from a project management perspective and examined the project circumstances that favoured using an agile approach. Based on the early versions of this presentation we reviewed, this would have been an intensive and very educational overview of the topic. From the theoretical justifications of the methodology through to the practical implications of the approach, a great deal of material will have been covered.

Once again, we want to thank our sponsor for this event, 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.

Our next session will be held:

Date: In the new year – date and topic to be announced

Time: 12:00 noon (sharp) to 1:00 pm

Location: Fifth Avenue Place Conference Center  
2nd Floor, West Tower  
237 - 4 Avenue SW

To ensure you are advised about the next (and future) PMSIG events, visit the CIPS SIG website and register for the PM SIG Membership list:

<http://www.associationsplus.ca/cipsig/>

Please note: This website is used for both the PM SIG membership list and for registering for specific events. 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.

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

Should you wish further information, please contact:

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

Ken Wiens - President, KGW Consultants Ltd.  
Phone: 403-813-7973  
Email: [Ken.Wiens@kgw-consultants.com](mailto:Ken.Wiens@kgw-consultants.com)

## CIPS CALGARY SPECIAL INTEREST GROUPS

### Data Warehouse

Hassan Sherazi  
(403) 228-5423  
[HSherazi@aol.com](mailto:HSherazi@aol.com)

William Miles  
(403) 233-5810  
[william.miles@eds.com](mailto:william.miles@eds.com)

### Database Administration

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(403) 295-5992  
[bruce.mccartney@cgi.com](mailto:bruce.mccartney@cgi.com)

### e-Business

Yogi Schulz  
(403) 249-5255  
[YogiSchulz@corvelle.com](mailto:YogiSchulz@corvelle.com)

Deborah Clark  
(403) 862-2716  
[debc@quadrus.com](mailto:debc@quadrus.com)  
[ebiz@quadrus.com](mailto:ebiz@quadrus.com)

### Geographic Information Systems

Allan Benvin  
[abenvin@gds.ca](mailto:abenvin@gds.ca)

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[www.hdi-calgary.org](http://www.hdi-calgary.org)

### Java Users Group

Herman Van Kerr  
[www.calgary.linux.ca](http://www.calgary.linux.ca)

### Network Management

Dana Cusi  
[dana.cusi@cips.ca](mailto:dana.cusi@cips.ca)

Greg King  
[wgking@cips.ca](mailto:wgking@cips.ca)

### Project Management

Ken Wiens  
(403) 813-7973  
[Ken.Wiens@kgw-consultants.com](mailto:Ken.Wiens@kgw-consultants.com)

Karen Wright  
(403) 234-8960  
[kwright@ethierassociates.ca](mailto:kwright@ethierassociates.ca)

### Visual Basic

Bob Morton  
(403) 237-5740 x 304  
[bobm@wardvinge.com](mailto:bobm@wardvinge.com)

To post your upcoming SIG events, contact Peter McCurdy by email [p.mccurdy@shaw.ca](mailto:p.mccurdy@shaw.ca)