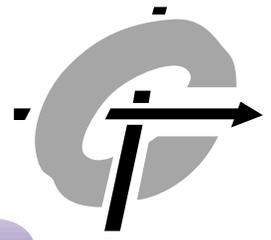
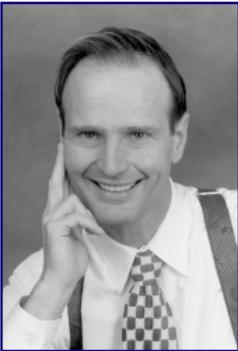


CIPScene



Canadian Information Processing Society, Calgary Section

JUNE 2001



Dr. Tom Keenan will be the featured speaker at the CIPS June lunch meeting.

Tag, You're It! Why You WILL be a Target of Cybercriminals in the Next Decade (and What You Can About It)

Speaker: Dr. Tom Keenan, Faculty of Education, University of Calgary
Date: Wednesday, June 6, 2001
Time: 11:30 am
Place: Calgary Chamber of Commerce, 4 Floor, 517 Centre Street S.

A whole new breed of cybercriminal is coming onto the scene. Instead of the lone hacker working for sheer excitement, sophisticated crime rings are now targeting legitimate businesses, credit card transaction streams – even home computers. The booty? Your money, your confidential information, and, in some cases, your entire digital identity. Whole new crimes are being invented and the old ones, such as fraud and impersonation, are being committed in new ways. There are things you can do to protect yourself but, if you do nothing, you can count on being hit sooner or later.

Dr. Tom Keenan, I.S.P. recently chaired the 2nd International Summit on Cybercrime in Washington, D.C. He heard disturbing news from FBI, RCMP, US Customs, and Secret Service officers about how we may be losing the battle against international technothugs. Law enforcement officers openly admit that they need the co-operation of business to put a lid on cybercrime. Under Tom's leadership, the University of Calgary is launching a multi-tiered program to raise the level of computer security competence in Calgary, in Alberta, and in Canada. He will unveil the details at this lunch, which is sure to be lively and entertaining.

Tom is the Dean of the Faculty of Continuing Education at the University of Calgary, a longtime CIPS member, and a recipient of many awards including the CIPS Professional Achievement Award. His 1984 CBC Ideas documentary, *Crimes of the Future*, won the Canadian Science Writers Award and he is now working on the sequel, *Crimes of the Future – Revisited*, to be broadcast on the CBC network in 2002.

Please ensure you register in advance by phoning CIPS at (403) 245-0633 by noon on Monday, June 4, 2001, as seating will be limited. Prepayment by Visa, MasterCard, or American Express will be accepted over the phone. If you cannot attend and have not cancelled two days in advance, please send a replacement. No-show policies leave no choice but to bill you if a reservation is not cancelled. 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 - \$30.50
Non-members - \$38.00
Students - \$21.50
A two dollar surcharge will apply for all walk-ins.

INSIDE THIS ISSUE

SHRC Releases Study

Announcing CIPS Calgary
2001/2002 Board of Directors

Photos from Informatics 2001

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IN THIS ISSUE

REGULAR COLUMNS

Hands-On CIPS Calgary	6 - 7
<i>Announcing CIPS Calgary 2001/2002 Board of Directors</i>	
<i>Profile: 2001/2002 President-Elect</i>	
CIPS Calgary Section Events	8
Inside CIPS CALGARY	
<i>President's Message</i>	9
SIG Spotlight	10 - 11
News from National	12
<i>Online Release of 2001 Annual Report</i>	

SPECIAL FEATURES

Wild on the Web	3
Research and Education	4 - 5
<i>SHRC Releases Study</i>	
Informatics 2001	14
<i>Photos</i>	



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A year or so ago, simply having an e-commerce capability represented a competitive advantage. That is no longer true. As the e-commerce marketplace continues to grow and mature, startups as well as traditional businesses face increasing pressure from

shareholders to quantify return on investment and demonstrate strategic benefits such as increased sales, enhanced customer satisfaction, and improved brand recognition.

E-commerce organizations seeking to improve their performance face a number of challenges. One is the dynamic environment of many e-businesses, where up to 25% of staff have typically been on the job for less than six months, where up to 50% of staff are contractors, and where first-line managers have been in their positions for less than a year.

The typical business culture of an e-commerce organization also tends to put performance improvement on the back burner. When the focus is time-to-market, beating the competition to the punch, and putting out fires, efficiency and cost initiatives are not usually top priorities.

The generally high proportion of IT spending required in e-business processes and the relative novelty of the e-commerce business model represent opportunities to reap significant benefits through enhanced efficiency.

E-commerce organizations spend up to 30% of revenue on IT, while many traditional "old economy" businesses spend 10% or less on IT. Therefore, improving IT performance in an e-commerce organization will likely have a greater bottom-line impact than in a traditional company with a smaller IT budget.

Moreover, the relative immaturity of e-commerce business processes suggests that significant improvement opportunities exist, since these processes have not been scrutinized and refined over time.

Finally, the recent market downturn in e-commerce has made profitability an imperative. In this new hard-nosed atmosphere, efficiency and cost savings can no longer be dismissed as old economy anachronisms.

*This article is an excerpt from
Compass E-Notes, a newsletter sponsored and
distributed by Compass Analysis.*

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SHRC Releases Study

The Software Human Resource Council (SHRC) has recently released a study exploring training and education alternatives for the software industry. Its primary focus was on easing the transition into the workforce for high school students and recent secondary graduates.

Program Summary

The transition would take place through a nation-wide initiative under the auspices of the provincial and territorial secondary education and apprenticeship ministries. The proposed framework would emphasize:

- Basic programming skills
- Fundamental language structures
- Basic code testing
- Reading/writing relevant technical materials
- Communicating simple ideas clearly
- Knowledge of relevant operating systems
- Troubleshooting skills.

The program would be constructed in a similar manner to existing apprenticeship programs. Of particular note is a pilot project in British Columbia, in which students are exposed to the A+, Network+, and I-Net+ certifications in Grades 11 and 12. When combined with summer employment in the field and a one-year capstone series of courses (either Microsoft or Cisco), it provides an interesting point of reference.

While British Columbia's pilot project is oriented towards hardware and networks, it could easily be adapted to provide a software-focused experience. Replacing the A+, Network+, and I-Net+ certifications with equivalent programming knowledge and experience (although not necessarily a vendor-neutral certification) would be a good starting point. Following that, an MCSD or Java certification could be pursued.

A major concern of the group would be ensuring interprovincial portability - that is, ensuring that a "Red Seal" program is developed. A Red Seal program or trade is one where certified tradesmen can move from province to province and have their apprenticeship

training formally recognized. This is achieved through national standards and an examination given to prospective Red Seal journeymen.

In general, the results were positive and promising. However, some caveats were noted. These were divided into three major groupings: soft skills and interpersonal relations, the role of a post-secondary education in a software professional, and the ability of working professionals to adequately mentor and train their protégés.

Soft Skills

Soft skills represent as much as 75%-80% of a hiring decision, even in today's tight labour market. These skills tend to be developed with business and life experience. They encompass everything from planning and organizing one's work to verbal and written communication in the workplace.

As much as educational institutions attempt to teach soft skills, I believe they are acquired over time. Institutions, however, can play a critical role by laying the foundation for the personal awareness and growth that lies at the centre of soft skills.

The value of personal awareness was voiced in some of the focus group sessions through a desire to have psychological instruments administered for students in these programs. Instruments cited included the Myers-Briggs Type Indicator and a commercial program by Caliper.

Another method of building soft skills is through customer service-oriented work experience. This could be gained through any one of a number of "typical" high school job experiences such as

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babysitting, fast food, retail, and cashiering experience. From this basis, a customer-first orientation can be honed, rather than a "technology first" orientation.

Post-Secondary Education

The role of a post-secondary education in the training of software professionals was the subject of much debate among the contributors to the report.

While the results generally emphasized the importance of a post-secondary education, there appeared to be a willingness to work with an apprenticeship, university or college work experience (co-op) program, and the proposed high school bridging program. The key thread to these is the critical nature of experience in the hiring and employment decision. Indeed, experience with the hiring organization was often viewed as "trumping" experience gained with other organizations.

There are two other issues surrounding the bridging that were interesting. How would the training be recognized by industry? Would it be accepted as a post-secondary credential? This is a key issue for many large corporations that have base requirements for hiring. It is also critical for those employees wishing to further their education.

As alluded to earlier, numerous participants wanted to see the students work for them *before* making a hiring decision. This stands to reason. A non-traditional approach to educating software professionals must demonstrate tangible results to its stakeholders. In addition, it is far easier to base a hiring decision on what an applicant has demonstrated directly.

Role of Mentors

Numerous publications, authors, and successful individuals stress the importance of mentorship in personal and professional development. These arrangements can be formal or informal and are marked by a two-way information exchange between the mentor and protégé.

Mentoring is therefore considered a critical part of the modern workplace. Despite this, a major concern for many of the professionals surveyed was their inability to effectively coach their pupils. The reasons cited ranged from lack of time, to the company

being too small, to the critical nature of client projects.

One common strategy cited to overcome this barrier was the use of teams as learning devices. However, these can be notoriously "hit or miss." Similarly, a common stereotype exists of the 'uber geek' for whom those that "can't get it" are mere annoyances.

The excuses for not mentoring are flimsy and fail to take into account the positive aspects. Loyalty and skills transfer are two of the more tangible positive effects.

Where To?

This innovative approach to educating software professionals is worthy of consideration. CIPS members and employers of CIPS professionals should actively work with the Ministry of Learning and the SHRC to shape this bold initiative.

Further information can be obtained from the SHRC, and the full report can be read online at www.shrc.ca.

This article was submitted courtesy of Blake Kanewischer. Blake will be joining the CIPS Board on July 1, 2001 in the role of Publications and Web Presence Director. Blake can be reached by email at blakek@cips.ca.



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Announcing CIPS Calgary 2001/2002 Board of Directors

CIPS Calgary wishes to welcome the incoming Board of Directors (as of July 1, 2001):

President	<i>Maria Anderson</i>
Past President	<i>Derek Manns</i>
Vice-President	<i>Matthew Williams</i>
Secretary Treasurer	<i>Rob Carruthers</i>
Alberta Regional Director	<i>Barrie Cameron</i>
Academic Liaison Director	<i>Leon Cygman</i>
External Liaison Director	<i>Mohamed Teja</i>
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Special Interest Groups Director	<i>Nguyen Tran</i>
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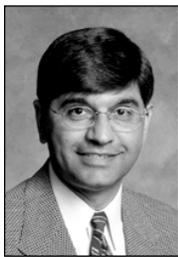
The Board also wishes to welcome our three Assistant Directors:

CIO Liaison Assistant Director	<i>Andrew Bentley</i>
Publications and Web Presence Assistant Director	<i>Angela Pedrini</i>
Marketing and Publications Assistant Director	<i>Bruce Thomas</i>

We look forward to a successful, prosperous year!

Ethier Ad

Profile:
2001/2002
President-Elect



Zahir Teja, I.S.P.
 Past President

It is my distinct pleasure to inform the membership that Maria Anderson is our President-Elect and will be assuming the role of President for the 2001/2002 year on July 1, 2001. Maria was the single nominee and therefore ascends to the position by acclamation.

I have known Maria ever since she joined the Board as an assistant to the Director for Conferences. I remember her bold move to reengineer the portfolio when she took the director's role a year later by organizing year-round seminars which have been a great hit. Even now, we enjoy the success of the format Maria initiated and made successful. And the reason for

the success is simply that, whatever Maria attempts, she puts her heart into it and does a high quality job.

I know that she will approach her Presidency with the same methodical smarts. So, who is Maria Anderson? Here is a little background on her and her platform as noted in her nomination:

Background:

As Vice President of Consulting Services for Soft Office Solutions Inc., Maria is responsible for managing consulting practices and methodologies. Her fifteen-year career has been dedicated to the IT profession, originally as a Systems Analyst in the health care field and, most recently, as an Oracle Database Administrator. Maria holds a Bachelor of Arts, an Information Technology Management

Certificate, and an Object Oriented Software Technology Diploma from the University of Calgary. She is the current Vice President of CIPS Calgary and an Oracle Certified Professional (OCP).

Platform

(In Maria's own words):

"This is the year to make the strategy 'come alive'! After CIPS Calgary Board members spent the past year redefining what CIPS Calgary is and what we have to offer, I would like to continue to nurture this effort and hard work. I will provide guidance and assistance to each Director to focus on our global strategy and

implement specific initiatives that enhance each portfolio.

"I believe CIPS Calgary has so much to offer the IT community in Calgary and I am looking forward to helping the CIPS Calgary Board implement some of the wonderful ideas that were initiated this past year. One of my goals is to continue to grow the Calgary section by offering interesting and technically relevant programs. Calgary has a very unique corporate culture; we must recognize this and take advantage of it. As always, I continue to see great value in providing our members with educational and networking opportunities. This year, however, I would also like to concentrate on providing CIPS members, and the IT community in general, with more ways to have fun and get to know one another better.

"Derek introduced some excellent operational practices to the Board last year, which I would continue with and, hopefully, improve upon. Some practices that I consider important include meeting one-on-one with each Director prior to the start of the year to clarify goals and objectives and participating in a team building exercise at the start of the year. Above all else, I will ensure that CIPS Calgary Board members continue to have fun, enjoy what we do, and are proud of our accomplishments."

There you have it - straight from the new Prez.

In this final note - as this is my last opportunity in this official capacity, I wish to acknowledge the efforts of all those individuals who show their care and concern for CIPS (their professional organization) by contributing their resources for CIPS' success. I offer my thanks to all of you and look forward to a stronger CIPS under your leadership.

Cheers,
 Zahir Teja, I.S.P.



Maria Anderson
 President-Elect

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CIPS Calgary Section

Future Meeting Dates - 11:30 am

June 6, 2001

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4 Floor, 517 Centre Street S.

CIPS Events

- June 7, 2001 2001 SEMINAR SERIES
Cutting Project Costs
7:30 am
Fifth Avenue Place
1790, 425 - 1 Street SW
- June 13, 2001 PROJECT MANAGEMENT SIG
*The Volumetric and Infrastructure
Petroleum Information Registry (VIPIR)*
12:00 noon
Fifth Avenue Place
1790, 425 - 1 Street SW
- June 13, 2001 CALGARY JAVA USERS GROUP SIG
BEA Products
5:00 pm - 6:30 pm
Fifth Avenue Place
1790, 425 - 1 Street SW
- June 14, 2001 E-BUSINESS SIG
Getting IS Ready for e-Business
12:00 noon
Lunchbox Theatre
+15 Level, Bow Valley Square
- June 14, 2001 PROPELLER HEAD PUB NIGHT
4:00 pm - 6:00 pm
Brewsters Brewing Company
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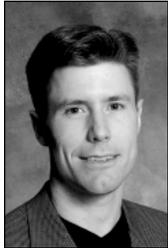
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President's Message



Derek Manns
President

It is hard to believe that my term is up and I am writing my last President's Message. As I reflect back, I would describe 2000/2001 as a "building" year. Your Calgary Board has been working on understanding our value, developing our vision, communicating with our stakeholders, and building an effective team. From the outset, we wanted to make some fundamental changes to the way that we approached our role as a Board. We thought long and hard about what it was that we, as a local section, were trying to accomplish. We came up with the following:

Accordingly, we have been working to put programs and initiatives in place to develop a sense of community for IT practitioners in Calgary. Everyone has been part of a community at one time or another; communities foster a sense of belonging and pride, a sense of being part of something. You build a community in many different ways – through effective communication, social events, learning opportunities, networking, volunteering, and working towards common goals. A strong community can be very effective in advancing its cause with government, media, and the general public. It also creates a support structure and opportunities for its members, whether it be through learning, networking, or social occasions. An effective community attracts members by its very being and can be a very difficult thing to leave behind.

One of the biggest challenges that we face in our profession is the diversity of our membership. This year, we have added a position, called External Liaison Director. This job involves working with all of the related associations existing in Calgary in order to find ways that we can work together. If CIPS is truly going to represent the profession, we need to become a unifying body. I have spent some time this year talking to groups like CCAT, ARMA, CATA, and others. I hope that the External Liaison can spend some time next year bringing those relationships along and finding new ways to work together. Without

exception, all of these related associations see value in working with CIPS. All we need is some initiative to make it happen.

Of course, our trump card is **professionalism**. This is what it all comes down to: professionalism is core to the reason that CIPS exists. We are here to define, foster, and promote the professional practice of IT and CIPS National is refocusing its efforts to further this goal. My personal belief is that the attitude toward professionalism is what will ultimately decide the success or failure of CIPS. The I.S.P. needs to be recognized and valued in the same way that designations like CA, P.Eng., and CMA are. We will be successful when people not only *want* to join CIPS but *need* to join CIPS so they can pursue their I.S.P. designations and move their careers to higher levels. This is one area in which we need to do more. We have some ideas for how we can promote this within our community. The groundwork for forward motion has been laid and I am looking forward to executing some of these ideas in the upcoming year.

My greatest sense of accomplishment this year has been the growing sense of excitement and enthusiasm that I see building within the Board. There is a real sense that we can make a significant impact. We have a viable go-forward plan and, with a number of new Board appointments, we are ready to charge ahead.

I cannot sign off without thanking all of the members of the CIPS Board. They are a dynamic group and I think that we have worked well together. In particular, I would like to thank Vice President Maria Anderson for her advice and support throughout the year. I would also like to wish her well in her role as President next year.

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e-Business SIG

Getting I.S. Ready for e-Business

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Chris Schultz, I.S. Strategist for Canadian Pacific Railway, has over 25 years experience in I.S. He joined CPR in 1996 as Manager, Systems Architecture and then moved to the newly formed Strategy and Technology team in 1999. Prior to joining CPR, he was a management consultant specializing in Architecture Development, Strategic Planning, and Delivery Practices.

Date: June 14, 2001
Time: 12:00 noon
Location: Lunchbox Theatre
 +15 Level
 Bow Valley Square
Cost: Free

Lunch will be provided compliments of Microsoft Canada.

Register for the CIPS Calgary e-Business Special Interest Group at: <http://www.eBizCalgary.org>.

Note: Pre-registration is required for this event.

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Calgary Java Users Group

The Calgary Java Users Group (CJUG) meets the second Wednesday of each month (except August) from 5:00 pm - 6:30 pm at Fifth Avenue Place, 425 - 1 Street SW.

Everyone is welcome.

The next topic for CJUG is:
BEA Products (BEA)
 June 13, 2001

Special Interest Groups (SIGs)

Citrix	Alicja Rymkiewicz arymkiewicz@altatraining.com www.calgarycitrix.org
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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 Benven abenven@gds.ca
Help Desk	Phil Lalonde (403) 292-3204 phil.lalonde@royalbank.com www.hdi-calgary.org
Java Users Group	Ralph Bohnet (403) 264-5840 rbohnet@bigfoot.com
Linux	Herman Van Kerr www.calgary.linux.ca
Network Management	Dana Cusi dana.cusi@cips.ca Greg King wgking@cips.ca
Project Management	Bill Bentley (403) 803-2529 BillBentley@corvelle.com Karen Wright (403) 234-8960 kwright@ethierassociates.ca
Visual Basic	Bob Morton (403) 263-1200 mortonb@webmaxim.com www.vbusers.net
Women in Technology	Sarah Hargreaves sarah.hargreaves@kornferry.com www.witi.org



Project Management SIG

The Volumetric and Infrastructure Petroleum Information Registry (VIPIR)

Speaker: Jim Nichols, VIPIR Project Manager
Date: Wednesday, June 13, 2001
Time: 12:00 noon (sharp) to 1:00 pm
Location: Fifth Avenue Place 1790, 425 - 1 Street SW

Refreshments will be provided and you are welcome to bring a bag lunch. Anyone with an interest is welcome and there is no cost, so please forward this invitation to your associates.

You can register for the event at the new PMSIG website found at www.jobcafe.ca under the Special Interest Groups section. Should you wish further information please contact:

*Bill Bentley – Partner
 Corvelle Management Consultants
 Phone: (403) 803-2529
 Email: BillBentley@corvelle.com*

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

Calgary Visual Basic Users Group

The Calgary Visual Basic Users Group is an association of developers who work primarily in the Microsoft environment, using the Visual Studio of products and, in particular, the Visual Basic tools.

The group meets monthly to discuss ideas and listen to speakers who are, in most cases, seasoned VB Developers. These meetings are usually held toward the end of the month. The location is always “to be announced”.

This users group is sponsored by a number of local organizations who are interested in the advancement of the skills and abilities of their users. There is no cost to being involved.

For more information, contact:

*Bob Morton
 The Maxim Group
 Phone: (403) 263-1200
 Email: mortonb@webmaxim.com*

Database Administration SIG

CIPS Calgary welcomes a new Special Interest Group focusing on Database Administration. This SIG will serve as a forum through which database administrators and other interested systems professionals will have the opportunity to share their experiences and learn about new technologies and techniques in Oracle, MS SQL Server, and Sybase.

DBCORP Information Systems has agreed to sponsor the SIG and will host the meetings in its board room at 300, 209 - 8 Avenue SW.

Those who are interested in joining the Database Administration SIG should contact Doug Hopkins at dhopkins@dbc Corp.com to add their names to the email contact list. The date, time, and topic of the next meeting will be distributed via email. Submissions for presentations to the SIG are welcome and encouraged.

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**Online
Release of
2001 Annual
Report**

Each year, CIPS National produces an Annual Report. This document is created to, first of all, provide our members with an accounting of the major activities of the national organization during the previous twelve months and to suggest the directions we will be following in the next twelve months.

To make and distribute an Annual Report has traditionally required writing, editing, design, layout, printing, and mailing. Each of these services is outsourced and paid for in direct dollars. Two of these costs in particular – printing and mailing – have been rising steadily over the years.

So, informed by the positive experience of having eliminated the printing and mailing costs of News from National, and delivering it on-line, via email and the CIPS website, it was only natural that we pursue the same thinking with regard to the Annual Report.

This move to the “online-only” generation and presentation of the Annual Report is something that large corporations have been experimenting with for a couple of years. It saves many of them millions of dollars. Because we know that pretty well one hundred percent of all CIPS members and stakeholders have online access, we believed that it was time we followed suit and saved ourselves – maybe not millions, but certainly tens of thousands of dollars in the years to come.

The report is now available on its own website at <http://www.cipsar.ca/>.

SAIT - ITC ad

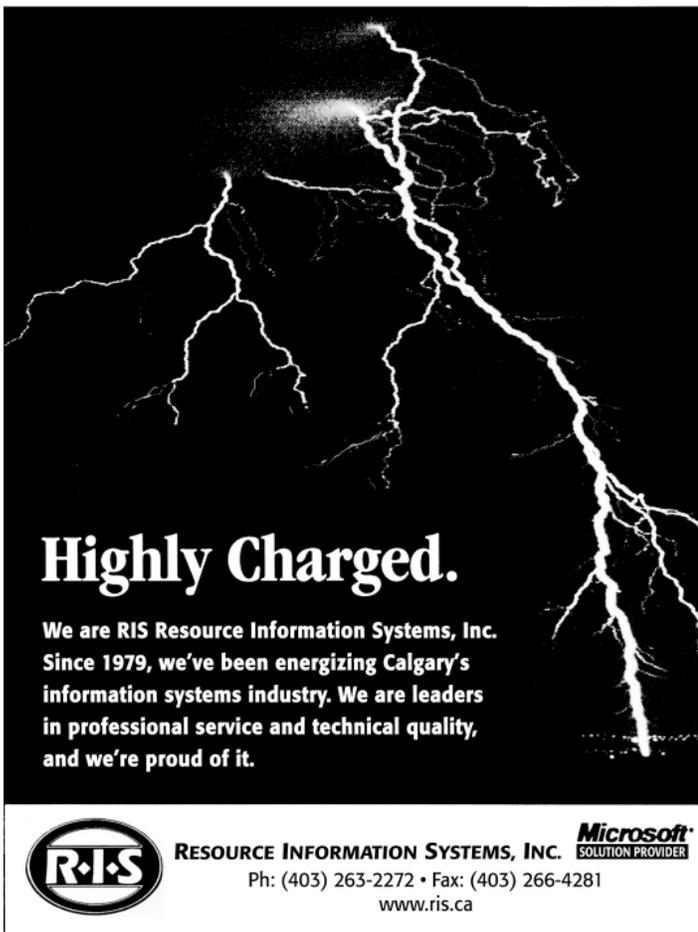
In appreciation...

CIPS Calgary wishes to thank Marnie Shaw for her contribution to the CIPScene Newsletter over the past year. Marnie has offered her expertise through confirmation of technical terminology, along with rigorous grammatical editing of the newsletter contents.

In addition to these ongoing tasks, Marnie has taken on the role of CIPS Calgary Volunteer Coordinator and will continue in this capacity during the 2001/2002 year.

Thanks, Marnie!

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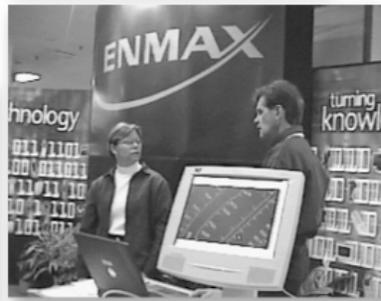
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CIPS Calgary volunteers promote the "Voice and Champion of Information Technology".



**Our roving CIPS
Calgary staff took
a serious stroll
through the
Informatics 2001
exhibits and
displays.**



**Here are a few
highlights
of their tour...**

Tux, the Linux mascot, patiently oversees the Calgary Linux Users Group booth.

Congratulations to Debra Deane, David Lathrop, and their committee for their commitment in organizing a successful Informatics 2001!

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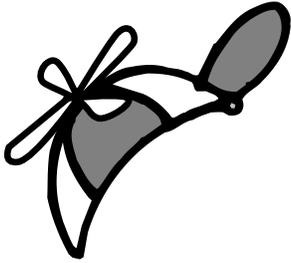
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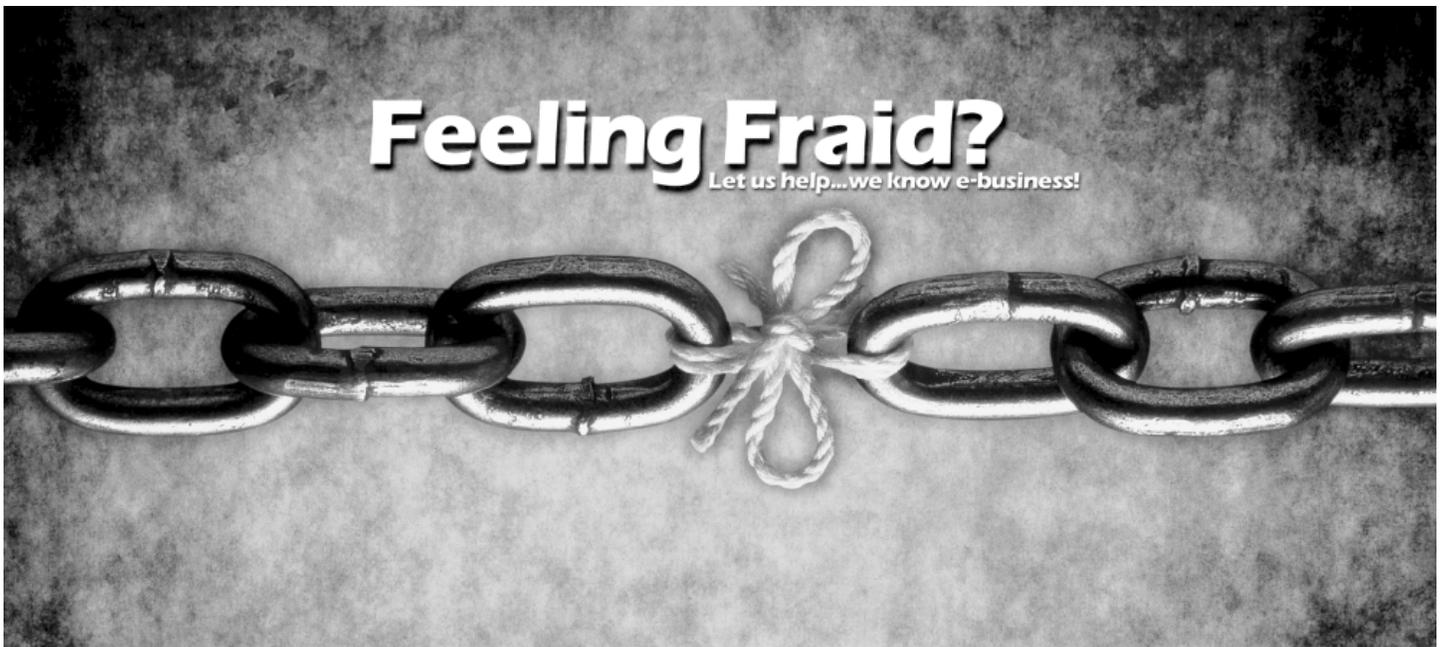


*Thursday, June 14, 2001
4:00 pm - 6:00 pm*

BREWSTERS BREWING COMPANY
(Eau Claire, 101 Barclay Parade SW)

(To eat! To drink! Perchance to... network?!)

Contact the CIPS Calgary office at (403) 245-0633 or
email calgary@cips.ca for more information.



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