

CIPScene

Canadian Information Processing Society, Calgary Section JUNE 2002



Innovate or Evaporate – Leveraging IT

CIPS JUNE LUNCHEON MEETING

“Knowledge Sharing and Networking”

Speaker

Dave Gregory,
President and CEO,
First Calgary Savings

Date

Wednesday,
June 5, 2002

Time

11:30 am
Registration

12:00 noon
Presentation

Place

Calgary Chamber of
Commerce
4 Floor, 517 Centre
Street South

The financial services market is one of the most competitive in Canada: margins are slim, customers are knowledgeable, and service expectations are high. To compete successfully in this industry, businesses must find innovative ways to differentiate themselves from their competitors. First Calgary Savings has been very successful in this area, learning to leverage its two greatest assets: people and Information Technology.

Currently one of the largest credit unions in Alberta, and one of Canada's 50 Best Managed Private Companies, First Calgary Savings serves over 90,000 member-owners. Managing \$2 billion in assets on behalf of its member-owners, First Calgary Savings was the 2001 recipient of a CIPA Award of Excellence. The Canadian Information Productivity Awards event is the premier showcase for Canadian achievements in the Information Age. CIPA's mission is to find visionary individuals and organizations making the most innovative and effective use of Information Technology, and to help motivate Canada's senior executives to follow their example.

At CIPS' June luncheon, First Calgary Savings President and CEO, Dave Gregory, will share his organization's experience in creating innovative solutions and how technology and people are leveraged to maximize corporate strengths, increase profitability, and help community partners. Please join us for this thought-provoking session and learn about First Calgary Savings' high touch – high tech approach to business. ☛~

Please register by noon on Friday, May 31, 2002 as seating is limited.

Register online at <https://secure.nl2k.ab.ca/aplus/forms/cipsluncheon.html> or phone CIPS at (403) 244-4487. Prepayment by Visa, MasterCard, or American Express will be accepted over the phone. No-shows will be billed if a reservation has not been cancelled two days in advance of the luncheon. Alternatively, you can 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**
Students - **\$21.50**

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

INSIDE THIS ISSUE

Advancing the I.S.P.

The Good News and Maybe
the Bad News

When Does the Complaining
About IT Costs Quit?

CIPS CALGARY PLATINUM SPONSORS



IN THIS ISSUE

.....

Editor's Notes	3
On Boundaries	
CIPS Alberta Action	4
Advancing the I.S.P.	
Mark Your Calendars	5
Mount Royal Student Receives Scholarship	5
CIPS Events	6
Executive Notepad	7
SIG Spotlight	8
The Good News and Maybe the Bad News	9
Business Boosters	11
When Does the Complaining About IT Costs Quit?	

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

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

Telephone: (403) 244-4487

Fax: (403) 244-2340

Email: calgary@cips.ca

Website: www.cips.ca/calgary

Published by

AI Associations
Plus Inc.

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

© 2002 by CIPS. All rights reserved. Reproduction in whole or in part without written permission is strictly prohibited.

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

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

Exclusive!

INSURANCE PROGRAM FOR CIPS MEMBERS

Exclusive Benefits & Special Rates For IT Professionals

Home & Auto Insurance • Disability & Critical Illness
Life, Health & Dental Benefits (single or family) • Professional Liability Insurance
Business & Office Contents Package • General Liability Insurance

FOR INFORMATION CONTACT:

HDF INSURANCE & FINANCIAL GROUP

HOWARD, DOUGLAS, & FARNELL INSURANCE SERVICES LTD.

A member of the PROLINK Group Inc.

WITH OFFICES ACROSS CANADA

*A Canada-wide
Program*

Main Floor, Energy Square
10109 - 106 Street
Edmonton, AB T5J 3L7

Toll Free: 1-800-567-2048
Toll Free Fax: 1-800-486-2966
Email: hdfinsurance@telusplanet.net

On Boundaries



I've just had the opportunity to reread two exceptional books, *Kitchen Confidential* by Anthony Bourdain and *After the Gold Rush* by Steve McConnell. In a similar vein, I have been struggling to read a book that initially promised to be quite enjoyable: *A Tour of the Calculus* by David Berlinski.

Okay, so I've read two books and am having trouble reading a third. Who cares about Blake's reading habits?

The real theme that I'm drawing from these three books is that of *professionalism* versus *amateurishness*. McConnell most explicitly makes this link to software engineering; Bourdain notes that good amateur cooks often struggle when they open their own restaurants because they aren't familiar with the intricacies, tips, tricks, and challenges of a commercial kitchen.

In short, amateurs can often work at a given process or product enough times to create a good product... if they work at it.

I'm a pretty good cook, or so I like to think. Thai chicken kebabs, chicken tikka, beef bourguignon, and Jamaican beef hotpots have all emerged from my kitchen at various times. I even have some experience in a food service environment. Would I open a restaurant of my own? No.

I'm an experienced writer and editor. I've written extensively from a journalistic background in college and university, and have often been in the position of training and teaching people to write more effectively. Would I take a position now with the Herald? No.

I have an extensive background in political science and economics—I've written an extensive paper in a highly specialized area of political science. Am I a political scientist? An economist? Far from it.

I'm a programmer with just over four years of experience programming to earn my keep. Would I consider myself an expert programmer yet? No. Do I feel like I'm on track to becoming a better programmer? Absolutely.

What's the difference here? Those who know me can attest to my cooking and academic talents; you, dear reader, can judge for yourself the quality of my writing and editing. What

distinguishes these skills from what I get paid to do on a daily basis?

A partial answer is formal education and background in the field. I have an extensive background in political science and economics—yet I'm neither a political scientist nor an economist.

Another possibility is that, by doing something every day, I do it well. Clearly, then, I'm a superb driver!

I used to get paid to go to work daily and sell menswear. That isn't my profession.

What's the demarcation? I'm beginning to believe that a large part of the answer is in knowing what you don't know and seeking out the boundaries of the unknown and compressing them—rather like exploring all the areas on the old maps marked as "Here there be dragons," only to find none.

The sign of an amateur is overreaching and not knowing it. It's okay to stretch the boundaries, but do so knowingly.

CONTINUED ON PAGE 5...

Your Future is One Click Away!

Submit Your Resume

Eagle is a Canadian company providing IT staffing solutions from coast to coast and into the United States. With a solid reputation as a leader in the IT staffing solutions field, we are the IT staffing company of choice for clients and IT contractors.

We deliver Exceptional IT Staffing Solutions.



EAGLE PROFESSIONAL RESOURCES INC.

Phone: (403) 205-3770 ~ Fax: (403) 205-3774

Email: calgary@eagleonline.com



www.eagleonline.com

Advancing the I.S.P.

In February, I wrote that I would outline some of the things that CIPS is doing, and that you as a certified member could be doing, to help advance professionalism in the IT field. However, a number of other developments intervened, and I have not had a chance to address these issues before now.

As I mentioned back in February, the value of any professional designation is dependent upon the recognition of the designation by the non-practitioner. Increasing this recognition is the first priority of the CIPS Alberta board, and a major initiative at the National level.

The primary new initiative of CIPS Alberta this year related to promotion of the designation is the establishment of the I.S.P. of the Year Award.

The call for nominations for this award was sent to nearly one thousand individuals in Alberta who make decisions related to the acquisition of IT services. This award will develop an association between leadership in Information Technology and the I.S.P.

Several CIPS Alberta board members have spoken to trade and professional groups as knowledge experts in relation to IT professional practice. Towards this, CIPS Alberta has developed presentations suitable for such opportunities, which are available for downloading at <http://local.cips.ca/alberta/certified.html>.

In addition, CIPS Alberta continues to support the sections wherever possible, including providing materials to support academic liaison efforts.

At a national level, promotional efforts include I.S.P. Week, and a national advertising campaign.

As a certified member, there are things you can do to help advance the recognition of your designation:

- If you are not already doing so, use your designation in your correspondence, resume, and any other promotional item you use in the course of your practice. This simple, no-cost activity will do more than almost any other effort to broaden recognition of the I.S.P.

- Use the numerous graphic resources related to the I.S.P. available for your use at <http://local.cips.ca/alberta/certified.html>.
- Consider nominating a colleague for the I.S.P. of the Year Award (<http://local.cips.ca/Alberta/award>).
- Encourage others, in particular new entrants into the field, to apply for the I.S.P. or for candidate membership if they do not have sufficient experience.
- Consider getting involved with your section, CIPS National, or CIPS Alberta to help support some of the initiatives outlined above.

The CIPS Alberta website (<http://local.cips.ca/alberta>) includes comprehensive information about the I.S.P., its application in Alberta, and current documents such as board minutes and annual reports. It is the best starting place if you need to know more about your designation, or want to direct a colleague to more information. ☛



Peace of Mind is Priceless.

For peace of mind concerning your back up data call Kestrel.

WHO WE ARE: A local high security offsite data storage and management company that has serviced the data security and storage needs of Calgary companies for over 20 years.

WHAT WE DO: Provide confidential pick-up and delivery of your backup data using bonded, security cleared personnel. Your data is then stored in a fireproof, climate controlled, high security vault. In addition, we assist our clients with DRP tests, and provide escrow agency services.

WHY CHOOSE KESTREL?

- We will serve your needs 24 hours per day, 7 days a week, 365 days a year.
- We guarantee one-hour critical rush service during the working day and accelerated delivery after hours.
- We consistently meet and exceed our customer's expectations.



KESTREL DATA (CANADA) LIMITED

Tel: 403 250-1119 Fax: 403 291-2921 E-mail: info@kestreldata.net Web: www.kestreldata.net

EDITOR'S NOTES

CONTINUED FROM PAGE 3...

David Berlinski sanguinely sails through the English language, attempting to manipulate it in a virtuoso-like fashion. In two consecutive pages, he compares various mathematical constructs to peach pie, transporter accidents on Star Trek, Turkish steambaths, and the sound of a heartbeat.

At this point, I had to put the book down—I couldn't bear to see my beloved language mangled further.

Granted, I am no maestro when it comes to assembling letters into words, words into sentences, sentences into paragraphs, and paragraphs into written works; the key difference is that I know, acknowledge, and respect that.

Do you know when *you're* stretching the boundaries?



Mount Royal Student Receives Scholarship

CIPS Calgary congratulates Jamie Neigum, recent recipient of a CIPS scholarship. In addition to the funding awarded, Jamie also receives a CIPS student membership. Jamie is a student at Mount Royal College. Good luck in your future endeavours, Jamie. 

Mark Your Calendars...

The dates for CIPS luncheons and seminar series for the 2002/2003 season are as follows:

CIPS Luncheons

Calgary Chamber of Commerce
4 Floor, 517 Centre Street South

Registration: 11:30 am

Presentation: 12:00 noon – 1:00 pm

Wednesday, September 4, 2002 Wednesday, February 5, 2003

Wednesday, October 2, 2002 Wednesday, March 5, 2003

Wednesday, November 6, 2002 Wednesday, April 2, 2003

Wednesday, December 4, 2002 Wednesday, May 7, 2003

Wednesday, January 8, 2003 Wednesday, June 4, 2003

CIPS Seminar Series

Calgary Petroleum Club, Devonian Room
319 – 5 Avenue SW

Registration and Buffet Breakfast: 7:30 am

Presentation: 8:00 am – 9:15 am

Thursday, September 19, 2002 Thursday, February 20, 2003

Thursday, October 17, 2002 Thursday, March 20, 2003

Thursday, November 21, 2002 Thursday, April 17, 2003

Thursday, January 16, 2003 Thursday, May 15, 2003

If there are any topics you would like to see covered in the upcoming year, please submit your suggestions to the CIPS office by phone at (403) 244-4487, or by email calgary@cips.ca. 



BOUNDLLESS
LAUNCH THE POWER OF YOUR... eBUSINESS

www.montage-dmc.com

MONTAGE DMC
A Division of AT&T Canada eBusiness Services

AT&T Canada



CIPS Calgary Section

Future Meeting Dates – 11:30 am

Wednesday
June 5, 2002

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

CIPS Events

- June 2 - 5, 2002 **ARMA CANADA CONFERENCE 2002**
For more information, visit
www.arma2002.com;
Phone 1-888-244-0094 (toll free);
Fax (403) 670-0316; or
Email info@arma2002.com.
- June 13, 2002 **CIPS GOLF TOURNAMENT**
Lynx Ridge Golf and Country Club
- June 19, 2002 **DATA WAREHOUSE SIG**
Data Warehousing to Business Intelligence
12:00 noon
9th Floor Conference Room, BP Centre
240 – 4 Avenue SW
Please note the change of location for this session only.
- June 19, 2002 **NETWORK MANAGEMENT GIS**
Brown Bag Lunch and Learn Meeting
11:45 am – 12:45 pm
HP Meeting Room
3600, 150 – 5 Avenue SW
- June 20, 2002 **E-BUSINESS SIG**
12:00 noon – 1:00 pm
Bow Valley Conference Centre
3rd Floor, Bow Valley Square II
205 – 5 Avenue SW
- June 20-21, 2002 **NATIONAL QUALITY COUNCIL WORKSHOP**
Framework for Business Excellence
9:00 am – 4:00 pm
Best Western Port O'Call Inn
1935 McKnight Boulevard NE
For registration information, contact
Ann Beaque at (780) 423-6878 or
1-800-224-0848
(Registration deadline June 7, 2002)
- June 27, 2002 **DATABASE MANAGEMENT SIG**
12:00 noon – 1:00 pm
DB Corp Information Systems
300, 209 – 8 Avenue SW

CIPS CALGARY SECTION BOARD OF DIRECTORS 2001 – 2002

EXECUTIVE

President

Maria Anderson
861-9384
maria@softofficesolutions.com

Secretary/Treasurer

Rob Carruthers
267-1801
rcarruthers@deloitte.ca

Past President

Derek Manns
781-1564
derek@mainland.ab.ca

External Liaison Director

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

Vice President

Matthew Williams
261-5903, Ext. 307
mwilliams@aplin.com

Alberta Regional Director

Barrie Cameron, I.S.P.
319-7483
barrie_cameron@cpr.ca

DIRECTORS

Continuing Education and Programs

Matthew Hillhouse
543-0397
matthew.hillhouse@powerpool.ab.ca

Academic Liaison Director

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

Special Interest Group Director

Nguyen Tran
514-4004
ntran@cips.ca

Membership Director

Marion Ng
818-7945
calgarydata@cips.ca

CIO Liaison

Stuart Quinn
237-0500
squinn@compass.ca

Sponsorship Director

Denise Richards
261-5903
drichards@aplin.com

Publications and Web Presence

Blake Kanewischer
268-5520
blakek@cips.ca

Social Director

Rob Koski
210-4057
rob.koski@sait.ab.ca

Marketing and Publicity

Herb Malcomson, I.S.P.
263-4501
hmalcomson@cncglobal.com

Student Section Chair

Shilo Beechinor
569-2773
shilo@cips.ca

CIPS Calgary Office

Pamela Wilson, Executive Director
244-4487
pamelaw@incentre.net
calgary@cips.ca
www.cips.ca/calgary



Where has the year gone? It's hard for me to believe, yet here I am, writing my last article for *CIPScene* as CIPS Calgary President. It seems like only yesterday we were starting a new year and planning for events that were to take place during the 2001/2002 year.

Derek Manns, our Past President, described the past year as a "building" year. In Derek's own words, the CIPS Board worked on "understanding our value, developing our vision, communicating with our stakeholders, and building an effective team" during 2000/2001. After redefining ourselves as a Board, I would have to say that this year we really did make the strategy 'come alive'. As I look back, I realize that many of our goals and objectives have been accomplished. Of course, the cornerstone of many CIPS events is professionalism and promotion of the I.S.P. designation. CIPS is a professional association. Our events are educational in nature or promote networking with peers in a professional atmosphere. Here are just a few highlights of what was accomplished this year:

- Our website has been redesigned with Pangaea's expertise
- The *CIPScene* newsletter has been reengineered to better meet the needs of the membership
- We have had a number of tremendously successful Industry Pub Nights
- The luncheons and seminars have hosted talented, high quality speakers throughout the year
- There have been a number of successful CIO events with topics targeted specifically at CIOs

- We have had a number of social events and will finish the year with a golf tournament at Lynx Ridge
- We explored relationships and the possibility of joint initiatives with other non-profit associations
- Our sponsorship target has been met for this fiscal year
- We held a membership drive highlighting professionalism and the I.S.P.
- Students learned about the IT industry through a series of creative events throughout the year
- We provided an online registration system for use by Special Interest Groups
- We increased the awareness of CIPS by marketing to the greater IT community in Calgary.

This is by no means an exhaustive list, but I only have a certain amount of space in which to write this column. As President, I could not have asked for a more passionate group of people to work with than the current CIPS Calgary Board. As you can see, the Board members have worked very hard throughout the year to bring many new and rewarding initiatives to the membership and to the IT community as a whole. I would be remiss in my duties if I did not thank each Director:

- **Derek Manns**, Past President, for his advice, encouragement, and help throughout the year
- **Matthew Williams**, Vice President, for continually asking the pertinent questions that we sometimes forget to ask when we are in the thick of a task
- **Rob Carruthers**, Treasurer, for helping the Board members develop a budget and for constantly looking for ways to improve our financial picture

CONTINUED ON PAGE 10...

2002 Training Schedule



Delivering Effective Project Presentations

Develop and fine-tune your presentation skills in this 2-day course.

FEE: \$975, plus GST

Oct 29-30

Systems Project Management

This 3-day course provides the fundamentals of project management for I.S. projects.

FEE: \$1250, plus GST

Sep 11, 18-19
Nov 13, 20-21

NEW! Discover Business Process Innovation

In this 3-day course learn a framework in which to design and implement business process change.

FEE: \$1250, plus GST

June 5, 12-13*
Oct 2, 9-10
*just scheduled

Ethier Associates
Business improvement through people and technology

Visit our web site for more information

403 234-8960 info@ethierassociates.ca www.ethierassociates.ca

Project Management SIG

We want to thank our May speaker, Mr. Kevin Brown, for sharing his insights on Epcor's Project Management Office (PMO) experience. The Epcor Group of Companies grew out of Edmonton Power in 1995 and provides power and water utility services. We also want to thank our session sponsor, Fujitsu Consulting.

That brings our 2001-2002 season to a close. Personally, I want to thank my co-Chair, Bill Bentley of Corvelle Management Consultants, for the hard work and dedication that he has contributed during the past three years to making the PM SIG an ongoing success. Bill has decided that it's time to step down as co-Chair and will be turning over the reins to Ken Wiens for next season. We fully expect to continue to see Bill at the SIG presentations, however!

We are targeting late September for our first session of next season. As we finalize the session speaker and date, we will post these details on the CIPS SIG website: <http://www.associationsplus.ca/cipsig/>.

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

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

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

Data Warehouse SIG

PricewaterhouseCoopers BPO Canada developed the i-Reporter business intelligence/data warehouse solution in partnership with Microsoft and Information Builders. Accessible through the web, i-Reporter provides a common platform for over 1200 users to access and turn business data into information to support decision-making. This solution exploits the potential of the web by providing BP staff members with unique accessibility to their business information anytime, anyplace, anywhere.

Two years ago, BP Canada outsourced its back-office processes and systems to PricewaterhouseCoopers with the objective of reducing its cost structure while at the same time enhancing its ability to manage its business through improved access to information. In response to this challenge, PricewaterhouseCoopers BPO Canada replaced BP's legacy ERP and developed a number of web-centric applications including i-Reporter.

This presentation will review the business drivers and the information strategy that led to the data warehousing solution, and will discuss technical learning and challenges from a support and maintenance perspective.

Kevin Elliott served as the Project Manager of the i-Reporter initiative and has twenty years of experience in the oil and gas industry. He has led a number of strategic IT development projects at Amoco Canada Petroleum, BP Canada Energy, and PricewaterhouseCoopers Business Process Outsourcing.

Dave Kiss has over twenty years of experience in data and database management in the Calgary oil and gas marketplace. He was involved in several major IT projects with Amoco Canada Petroleum and BP Canada, and is involved in support and tuning of the i-Reporter environment.

Date	Wednesday, June 19, 2002
Time	12:00 noon to 1:00 pm (check-in starts 11:30 am)
Location	9 Floor Conference Room, BP Centre 240 - 4 Avenue SW
Subject	Data Warehousing to Business Intelligence
Speakers	Kevin Elliott, Project Manager, i-Reporter, PricewaterhouseCoopers BPO David Kiss, IT Database Services, PricewaterhouseCoopers BPO

Lunch will be provided. **Please note the change of location just for this session.**

No admission charge. Please register with Hassan Sherazi at 228-5423, to help us estimate the food order.



DERBY
Systems Group Limited

IBM AS/400: SYNON • RPG • COBOL • CL •
J.D. Edwards

Calgary 403.547-3118 Fax 403.547-2564
mail@DerbySystems.com • www.DerbySystems.com

**Accountants - work in Bermuda!!!
Tax free!!! Visit: www.Herauf.CA**

The Good News and Maybe the Bad News

The merger between HP and Compaq is now underway. If you analyze the voting, it is clear that those associated with Compaq were very clearly in favor, whereas the HP group was much more uncertain as to the merits of the merger. For Compaq, this was Plan A going forward. It remains a secret as to whether there was a Plan B. For Carly Fiorina, HP's CEO and Chairman of the Board, it has been a massive selling job. The original announcement of the merger created a lot of good news in the industry, although for employees of both HP and Compaq there has been a relatively long period of uncertainty. It has been good news for other manufacturers such as IBM, Sun, and Dell, who have had several months to beat down the doors of long-time Compaq and HP customers to offer a more stable source in a period of uncertainty. Compaq and HP have had a tough sell trying to retain their customers.

The news that the merger is now going ahead will be very welcome to most Compaq and HP employees even though it will mean layoffs for some. For Compaq though, this is likely to be much less than if Plan A had not come to fruition.

The problem with mergers, though, is the dream is that 2 + 2 will equal 5 when, in practice, 2 + 2 rarely even equals 4. There are good examples of how not to – take Burroughs and Univac and also Compaq's own merger with Digital. The good news is that Compaq has gained good experience

which it can use with the HP merger. Hopefully, the new HP management team will call upon that expertise.

For the new company to be successful, there are some musts.

The first is to define product sets, as there is currently a lot of overlap between the two companies. It will certainly upset some long-time customers, but it is imperative not to make the mistakes of other mergers and dawdle on this issue. HP owes it to customers to be very clear as to future direction.

Secondly, the HP, Compaq, and Digital camps have to go and one HP camp must emerge quickly. This will be difficult for people who have dedicated their lives to a cause only, in some cases, to have it pulled away to be replaced by a rival they have fought long to beat. There are some parallels with what can be seen going on all over the world today. This step is not an easy one.

Thirdly, get the messages out to the grassroots employees and the community as to what is happening. Strong leadership will bring respect.

The bad news is that maybe 2 + 2 will only equal 2 but, with good luck and good management, this is one merger that can succeed. One of the secrets to success could well be Compaq's NonStop Division (formerly Tandem Computers), the founders of which originally came from HP. After over 25 years, there is still no rival to this product set. Likely, the HP management team will have a better understanding of the product's potential than those involved when Tandem was originally taken over by Compaq. ☛

Keith Payne – President, Renown Consulting Inc.

Citrix

Alicja Rymkiewicz
arymkiewicz@altatraining.com
www.calgarycitrix.org

Data Warehouse

Hassan Sherazi
(403) 228-5423
HSherazi@aol.com
William Miles
(403) 233-5810
william.miles@eds.com

Database Administration

Doug Hopkins
dhopkins@dbc Corp.com

e-Business

Yogi Schulz
(403) 249-5255
YogiSchulz@corvelle.com
Deborah Clark
(403) 862-2716
debc@quadrus.com
ebiz@quadrus.com

Geographic Information Systems

Allan Benvin
abenvin@gds.ca

Help Desk

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

Java Users Group

Ralph Bohnet
(403) 264-5840
ralph@clrstream.com

Linux

Herman Van Kerr
www.calgary.linux.ca

Network Management

Dana Cusi
dana.cusi@cips.ca
Greg King
wgking@cips.ca

Project Management

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

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

Visual Basic

Bob Morton
(403) 263-1200
mortonb@webmaxim.com
www.vbusers.net

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

EXECUTIVE NOTEPAD

CONTINUED FROM PAGE 7...

- **Mohamed Teja, I.S.P.**, External Liaison, for 'thinking outside of the box' and looking for ways in which CIPS might benefit from working with other associations
- **Barrie Cameron, I.S.P.**, Alberta Regional Director, for keeping us informed of activities at the National level and for being the voice for southern Alberta CIPS members
- **Matthew Hillhouse**, Continuing Education and Programs Director, for developing luncheons and seminars with relevant topics and talented speakers
- **Nguyen Tran**, SIG Director, for working with the Special Interest Groups to learn more about how CIPS can provide value
- **Stuart Quinn**, CIO Liaison, for demonstrating the value of CIPS to CIO's and senior IT management
- **Blake Kanewischer**, Publications and Web Presence Director, for his passion and drive to improve both the newsletter and website beyond expectations
- **Herb Malcomson, I.S.P.**, Marketing and Publicity Director, for thinking of, and implementing, new ways to market CIPS to the greater IT industry in Calgary
- **Leon Cygman**, Academic Liaison, for informing students about the many benefits of CIPS and also working closely with the Student Section Chair
- **Marion Ng**, Membership Director, for putting her heart into so many new and exciting initiatives this year, not only in the membership portfolio but also by assisting other portfolios as well

- **Denise Richards**, Sponsorship Director, for working hard throughout the year by approaching many companies in the Calgary IT market and working with them to remain or become CIPS Calgary sponsors
- **Rob Koski**, Social Director, for stepping into a role that was new territory, and exceeding everyone's expectations by planning many successful social events this year
- **Shilo Beechinor**, Student Section Chair, for her enthusiasm and dedication in spreading the word about CIPS to students in all post-secondary institutions in Calgary
- **Pamela Wilson**, Executive Director, and the Associations Plus staff for their expertise and never-ending support

I would also like to thank **Dr. Tom Keenan, I.S.P.**, for working closely with CIPS Calgary this year on a few key initiatives; **Mark Olson, I.S.P.**, CIPS Alberta President, for keeping the CIPS Calgary Board informed of new initiatives regarding the promotion of the I.S.P.; **Jim Fiddler, I.S.P.**, who bravely stepped forward as the Calgary mentoring champion to work with CIPS National on their I.S.P. mentoring initiative; **Marnie Shaw, I.S.P.**, our Volunteer Coordinator, who so promptly sends emails to our volunteer distribution list as required for special events; and **Karen Hawke, I.S.P.**, who is working with ARMA to plan the CIPS track of the ARMA conference which will be held in Calgary from June 2nd to the 5th.

While writing this article, I spent a lot of time not only reflecting on the past year, but also thinking about the past four years that I have served on the CIPS Calgary Board. When I look back, I am amazed at the calibre of people who have served, and continue to serve, on the CIPS Calgary Board. I have made many friends and we have all contributed to some very worthwhile events and initiatives. What an incredible experience this year has been.

In a final note, I wish Matthew Williams all the best next year as CIPS Calgary President. Best wishes, as well, to the CIPS Calgary Board members for 2002/2003 as they embark on the next leg of this great journey. I thank you all and look forward to watching CIPS continue to grow as a professional IT association. ☺

Cheers,
Maria Anderson

Finding Great People for Great Companies

DAA | **DAVID APLIN & ASSOCIATES**

VANCOUVER
CALGARY
EDMONTON
WINNIPEG

Leaders at linking top tier companies with Information Technology professionals for 25 years.

Over 400 affiliate offices globally.

Hundreds of permanent and contract openings across Western Canada, the U.S., and abroad!

For more information or to submit a resume, visit our website at

www.aplin.com



When Does the Complaining About IT Costs Quit?



It seems a foregone conclusion that, at the start of every budget cycle, the CIO is asked to find ways to cut the Information Technology budget. There seems to be a general notion at the senior executive levels that IT costs too much and there must be ways to cut back. But shouldn't IT be getting cheaper? Certainly, hardware unit costs have been plunging for almost a decade.

Recent Compass research suggests that one of the reasons that the "Cost of IT" discussion never ends is a difference in the viewpoints of the main stakeholders. Compass data suggests that the CIO's view is that progress is being made and major reductions in IT costs are occurring. In fact, in the time period from 1995 to 2000, CIOs saw Client Server costs reduced by 31%, Mainframe costs reduced by 75%, and WAN costs fall by 72%. So why isn't the CFO or CEO happy? Well, the CEO and CFO primarily take a total cost view vs. a unit cost view and what they have seen in the same time period is a 124% increase in Client Server costs, a 7% increase in Mainframe costs, and an 80% increase in WAN costs. So what creates the large disconnect between these two views? The difference is created by volumes.

In the 1995-2000 timeframe, Client Server volumes increased by 50%, Mainframe volumes increased by 320%, and WAN volumes increased by 78%. Who controls volumes? Most people would argue that the business units should be accountable for their consumption of IT services but IT departments have a significant role to play in helping the business units govern this consumption. CIOs must ensure that they have the appropriate measurement processes in place to accurately let the business units understand and analyze their volumes. A well-constructed chargeback system can often help accomplish this. By well-constructed, I mean one that allocates detailed, real costs back to the business units. Another option or ancillary approach is to use a detailed Service Catalog that describes and prices out all of the services that IT

provides. It is important that the variable components of the allocated costs be identified as, once the business units have a better understanding of these costs, they will want to know which ones they can affect to control their overall IT spending.

But controlling volumes is not the whole story. IT departments need to ensure that they are constantly striving to increase their productivities and harvest all available efficiencies. When you look at the cost views above and combine them with the volume numbers, you will see that there is no question that IT departments have Mainframe costs well in control and have been able to manage the increased volumes with minimal increases in costs. Client Server costs, on the other hand, still seems to be causing issues, as the total costs still seem to be growing faster than would be dictated by the volume increases. CIOs need to continue to focus on the Client Server area as a potential operational area for cost reduction opportunities.

CIOs need to be able to have cost and consumption discussions with their business counterparts, but they must also be sure that they have their own houses in order.



NOVA AUDIO VISUAL LTD.

Ph. (403) 238-4419
Fax (403) 241-8650
Jim Webster, Sales Manager

SALES ○ SERVICE ○ RENTAL

Full Line of Audio Visual Equipment
Specializing in Data/Video (LCD) Projectors
For All Your Computer & Video Presentations
Free Consultation for CIPS Members

SPECIAL FOR CIPS MEMBERS ONLY

10% Off Data/Video Projector Rentals
Free Delivery & Pickup
Free Setup Assistance

Visit our Website www.accessweb.com/nova-av

CIPS Calgary Corporate Sponsors

GOLD



SILVER



BRONZE



BOOTH



**Would you like to see YOUR company logo on this page?
Contact the CIPS Office at (403) 244-4487 for details on
sponsorship opportunities and benefits.**

