

# CIPScene

Canadian Information Processing Society, Calgary Section MARCH 2002



## Take Your Next Vacation... At Work

CIPS MARCH LUNCH MEETING

"Knowledge Sharing and Networking"

Did you ever dream of living abroad but didn't want to quit your job? Did you ever wonder if you could take your IT management skills and make a go of it in Bavaria or the south of France? Did you read "Under a Tuscan Sun" or "A Year In Provence" and wonder if you could ever do it - but still keep your job?

Trevor Garrett is a Senior Manager in Deloitte Consulting's western Canadian practice, where he specializes in IT strategy for the energy industry. In his time with Deloitte Consulting, Trevor has worked extensively in Canada and the US as well as in Asia. In 1999, Trevor was selected for Global Career Development and placed in London, England for 18 months. This can only be described as Enterprise Architecture meets James Heriot.

Trevor will give a short, light-hearted account of his adventures working as an IT strategist in Europe. IT professionals, CIOs, business people, and their guests will enjoy Trevor's humorous observations and insights about working overseas.

Trevor Garrett has enjoyed six exciting years working as an IT Management Consultant with Deloitte Consulting, a leading Global Management Consultancy. Trevor has worked abroad both as a consultant and as a foreign aid worker. His observations on culture earned him an audience with the Prime Minister of Japan in 1990, after which he studied engineering at Tottori University (in Japan). He went on to work in Japan, the West Indies, Zimbabwe, Thailand, the UK, and the Netherlands. He, his wife, and three children have decided to settle down and make their own little global village right here in Calgary.

### Speaker

Trevor Garrett,  
Deloitte Consulting

### Date

Wednesday,  
March 6, 2002

### Time

11:30 am  
Registration

### 12:00 noon

Presentation

### Place

Calgary Chamber of  
Commerce  
4 Floor, 517 Centre  
Street S

Please register by noon on Friday, March 1, 2002 as seating is limited. Register online at <https://secure.nl2k.ab.ca/aplus/forms/cipluncheon.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  
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will apply for all walk-ins.

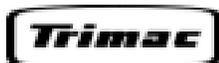
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Internet Security:  
How to Secure the Future

The Patch Project: Can You Help?

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## CIPScene

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## Member Milestones

The Calgary CIPS Chapter has several members who have either celebrated, or who are celebrating, significant milestone anniversaries with CIPS. As part of our efforts to recognize these individuals, we are profiling several members in this issue.

We hope to feature the remainder of these pioneer IT professionals in upcoming issues of *CIPScene*.

### 40 Years

#### Dr. Ron George, P.Eng., I.S.P.

Dr. Ron George was a founding member of CIPS Regina in 1962. As he relates, the Computer Society of Canada (as CIPS was originally called) “had to change the name when CSC was held by an individual in Canada who would not give it up.” He comments that it eerily foreshadows today’s internet domain problems.

Ron holds both a Bachelor and Masters in Mechanical Engineering from the University of Saskatchewan. He started his IT career as a Programmer/Analyst with the Saskatchewan Provincial Government in 1961, becoming the Executive Director of the Government Computing Centre in 1965. He spearheaded the transformation towards a quasi-Crown corporation (SASKCOMP was inaugurated in 1974).

Ron left government in 1971 to pursue his Ph.D. from the University of Waterloo in Management Science. He later assumed a position as a Professor of Computer Science and Director of Academic Computing at the University of Calgary.

Ron has held executive positions in both academic and business environments, culminating in his experiences as founding President, CEO and Vice-Chairman of ACTC Technologies (which was subsequently purchased by a major Canadian computer services firm).

The students of the Faculty of Management at the University of Calgary are presently enjoying the knowledge and experience Ron has accumulated in his 40 years of technology experience. Both a Sessional Instructor and Executive in Residence at the University, Ron continues to share his love of technology and management of technology.

In addition to his classroom responsibilities, Ron is an active mentor to corporate executives and serves on a number of corporate boards. He has served as a board member for CATA (Canadian Advanced Technology

Association) and AFCEA (Armed Forces Communications and Electronics Association).

A member of the Saskatchewan Sports Hall of Fame, Ron was the third-ranked rifle marksman in the Commonwealth in 1969, coupling that achievement with numerous individual and team honours. Ron and his wife Leni have spent many hours volunteering on behalf of the Canadian Hemophilia Foundation. They have three children. The eldest has retired from a successful IT career, and the latter two are enjoying success in their chosen fields and have their own families.

Ron has been awarded numerous honours by CIPS, including an Honorary Life membership in 1998. He credits much of his success to key mentors including Al Johnson (later president of the CBC) and CIPS members Wes Graham, Ian Sharpe, and Pat Hume. He’s met many of his close business associates through CIPS and has learned much from them. His early motivations for starting CIPS were to harness the benefits of a professional society—in particular, in the area of training.

In closing, Ron comments that he “gave a speech at the CIPS national meeting in 1969 on the theme that changes in technology have not dealt with the real issues of knowing how to properly manage the technology investment.” He’s given the same speech, updating the jargon, many times since then, and continues to see his “audience of computing professionals and executives nod their heads in agreement” when he poses the question, “Why have we not learned how to properly manage the investment in computing after so many years? The problems are still the same!” I’m sure Ron would whole-heartedly agree with the French saying *plus ça change, plus ça même chose* – the more things change, the more they stay the same.

### 35 Years

#### Mr. Mark Bercov

We hope to profile Mr. Bercov in an upcoming issue of *CIPScene*.

### 30 Years

#### Mr. Mike Carleton, I.S.P.

Mike Carleton joined CIPS Calgary in 1971, with the intent of ‘networking’. His primary goal was to share information about the IBM mainframes – prevalent at the time.

**CONTINUED ON PAGE 4...**

## FOCUS ON MEMBERSHIP

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His first technology position was as a Computer Operator on the IBM System 360 at the City of Calgary, where he “ran tray after tray of punch cards into the system, and mounted one foot diameter mag tapes on drives that stood six feet high.” Harkening back to the day when RAM was truly expensive, Mike remembers when “an increase in main memory from 64 to 128 KB was cause for celebration.”

Mike progressed through the ranks of the City’s Data Processing Services department, becoming a Programmer, and later a DBA. He recalls many Friday nights debugging as well as strategic planning over beer, chicken, and chips at the St. Louis.

Mike made the jump to the energy sector after ten years with the City, and presently consults with the Alberta Research Council. Despite his broad experience with a wide range of technologies, he emphasizes that a ‘focus on people’ is critical. Dedication and an ability to see the other person’s point of view are central to Mike’s philosophy of business.

“The technology itself has become the focus, rather than the original requirements being the focus,” says Mike. He comments that there have been numerous “holy grails” that were touted as being panaceas for all that ailed computing. However, the true panacea, in his view, was the PC. It pushed power into the hands of the user and revolutionized business.

Mike, perhaps through spending his childhood years in Banff, has a love and appreciation for Nordic sports, and was the chairman for cross-country skiing during the 1988 Winter Olympics. He and his wife Sylvia are

looking forward to spending time in Salt Lake City cheering on the Canadian contingent.

Mike’s children, Ingrid, Erik, and Patrick are grown, leaving him and Sylvia, to be empty nesters. Erik is a Computer Science graduate from the University of Calgary; Mike proudly wears the ‘Green and Gold’ of the University of Alberta, but now defers on the tough problems, passing them to Erik.

Staying focused on people brought Mike to a 30-year tenure in CIPS, and he’s looking forward to many more.

### Mr. Ron Foyer, I.S.P.

Ron is a native of England, attending both Edinburgh and Newcastle-Upon-Tyne Universities in the late 1950s and early 1960s. He was an early member of the British Computing Society, and when he immigrated to Canada, he joined CIPS in 1967.

As a senior Project Manager for IBM’s outsourcing practice, Ron has come a long way since writing Ferranti Pegasus machine code in an R&D organization focused on the Electrical Power industry.

Ron notes that it is important to watch IT trends closely, to avoid being saddled with the next Edsel. He also echoes Bing Crosby’s famous dictum to “Accentuate the positive; eliminate the negative; and latch on to the affirmative” by noting that it’s important to “look at what others can do – not what they can’t.”

Ron has served CIPS with distinction, being a past Chair of both the University Accreditation Council and the National Certification Council. His advice to CIPS members hoping to enjoy a long and successful career is simple – “do what you love.”

Ron’s interests include golf, badminton, tennis, reading, and exercising his voice at Toastmasters functions. He also has found time along the way to raise two daughters, both in Fine Arts, and two sons, both still in secondary school.

Finally, Ron wants to emphasize, “The **only** point to professionalism is protecting the public. The letters after your name aren’t the point.” He would like to see CIPS make further progress on professionalism.

### Mr. Ross Goodwin, I.S.P.

We hope to profile Mr. Goodwin in an upcoming issue of *CIPScene*.

### Mr. Tom Lineham, I.S.P.

Tom is a native of the Yukon and a NAIT graduate, as well as being a 30 year member of CIPS. He signed his first membership card in Ottawa in 1972.

Tom moved to Ottawa to work with the Federal Government as a programmer, subsequently coming back out west to accept a position with the Alberta government in 1974. He’s been a consultant with

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various organizations since 1979, including QRD Systems, LGS, and his own firm.

Tom is currently semi-retired, enjoying life with his wife of 24 years, Dee. Although, he still takes on projects in association with Pangaea Systems as an independent consultant.

In his years in the IT industry, Tom has seen the “ongoing struggle to effectively budget, plan, and deliver projects,” which he pinpoints as the most critical failure in the IT industry (and one that continues to this day).

Tom suggests “having some fun and not taking yourself too seriously” as prerequisites to achieving a long and productive career in IT. When not in the office, Tom splits fairways and attacks pins with a vengeance on the golf course.

CIPS has benefited Tom through its emphasis on continuous learning.

#### **Mr. Bruce Miller**

Bruce is a former member of the Executive of CIPS Alberta, serving as President in 1997/98, and as a Board Member from 1995 to 1999. He highlights the value of sharing experience and expertise through CIPS, and says, “The informal benefits of CIPS were quite significant.”

Bruce attended the University of Toronto and the University of Sheffield, obtaining his B.Sc. in Math, Physics, and Chemistry, coupled with a Masters of Science in Physical Chemistry. During his Graduate student days, he learned to program the Atlas and IBM 7094 II computers, launching his IT career in December 1966 with IBM as a Systems Engineer and later an Account Representative.

He became the Director of York University’s Computing Centre in 1972 and eventually became the CEO of a joint venture between York and Ryerson—the York-Ryerson Computing Centre.

Alberta called Mr. Miller west in 1980, and he accepted the position of Executive Director of the Computer Processing Division for the Alberta Government. Returning to academia, Bruce was asked to amalgamate the computing operations of the University of Alberta into what is now University Computing Services.

Bruce later assumed key roles within AGT (later Telus), and ISM Alberta, which was a joint venture between IBM and Telus. Leaving the Executive suite in 1994, Bruce managed his eponymous consulting firm, joining the Alberta Motor Association in 1996 as Director of Information Technology, from which he retired in March 2000.

Bruce confirms that the “management problems of effectively applying technology to achieve business results and meet customer expectations” haven’t changed significantly during his time in the IT industry. He suggests that successes and failures are more often due to the management of technology and processes than the technology per se.

Surrounding oneself with, and working for “good people” forms the basis of Bruce’s career advice. He lived this in his career, crediting numerous individuals with assisting him throughout his career, including Kelly Gotlieb at the University of Toronto and Bob Gehmlich with the Alberta Government. He also mentions Ron George, Gary Hadford, Ted Barnicoat, Richard Thompson, and Adella Pchelnyck as outstanding individuals with whom he’s worked through his involvement with CIPS.

Bruce enjoys traveling, and will often be seen lugging around his golf clubs and his fly rod and lures.

#### **Mr. Robert Morton**

We hope to profile Mr. Morton in an upcoming issue of *CIPScene*.

#### **Mr. Reg Pankewitz, I.S.P.**

Reg is currently employed with Nexen Chemicals as the Manager of IT Client Services, interfacing between the IT department and users across North and South America.

He arrived in Calgary after completing a Computing Science and Mathematics degree at the University of Alberta and taking his first job in Fort Saskatchewan as a Computer Operator with Sherritt Gordon.

Reg has been involved in the energy sector for many years, working for PanCanadian Petroleum, Shell, Fording Coal, and Nexen. During that time, he’s seen a move away from punch cards to email and the Internet, which he says has “drastically changed how we work and develop applications.”

Given Reg’s tenure in the IT industry, it’s perhaps not surprising that he encourages CIPS members to remember that we must learn “not only new technology, but also the business that interfaces to IT. The only thing we know for sure is that IT will change.”

Reg has enjoyed the numerous people he’s worked with over the years, and particularly credits Ambrose Comchie and Ron Erickson of Pan Canadian and Shell, respectively, with instilling keys for success in him.

Reg is very active as a volunteer minor hockey and baseball coach in his community; Shell also benefited

**CONTINUED ON PAGE 19...**

# Observations on Data Center Software Costs



One of the misconceptions that IT executives have about software costs is that, while the total cost of software licensing increases each year for most data centers, the unit cost per MIPS (for mainframes) or per processing engine (for midrange systems) is declining by more

than 10% per year. For all data centers, therefore, the annual growth in processing capacity should be greater than the annual growth of software licensing costs.

A few years ago, many capacity planners were making upgrade decisions based on implications of the hardware features and costs. Today, most have realized that these decisions have a greater effect on software costs than on hardware, in absolute dollars.

The problem with basing decisions on hardware configuration is that software costs will be unnecessarily increased when software packages are priced on the size of the mainframe they are running on. Even though the commercial value of a particular application may remain the same, its licensing cost will go up when deployed on a larger mainframe.

It's important to understand where software costs are likely to be in two or three years, after the expiration of current licensing agreements. Having a plan for

managing vendors through the transition to a new agreement is critical.

To compare the total cost of software between any two environments, you need a clear definition of which indirect costs to include and which not to include before forming the comparison. Similarly, when two companies attempt to compare the "total cost of IT," they need to know if their IT budgets include the same types of cost.

In small- to medium-sized mainframe environments, the cost of software licensing accounts for about one-third of the cost of supporting the infrastructure. The cost of personnel is a third and the cost of hardware is another third. For large data center environments the cost of software licensing represents about one quarter of the infrastructure cost, with the cost of hardware making up the difference.

Several factors contribute to the lower unit cost of software in large data centers. One is better leverage with vendors. Another is that large shops have more mainframes and can specify that only a subset of them are licensed to run certain workloads that require expensive software. Finally, large environments are better positioned to utilize any site licenses that may have been negotiated.

Data centers which license software for midrange platforms (primarily Unix and NT) tend to spend 10-15% of infrastructure costs on software licensing. The cost of the Unix operating system is usually bundled with the hardware, so software costs are related to the cost of databases and storage management software.

In terms of personnel costs, roughly one third are related to the installation, maintenance, acquisition, and problem management of software. The remaining personnel effort is attributable to operations, storage management, automation projects, service management, and other services like printing.

In mainframe environments, the cost of licensing applications-related software (which includes programming languages, developer tools, and purchased applications) is highly variable between companies, but tends to be between 20% and 40% of the cost of all software licensed on mainframe computers.

The cost of licensing of OS (and related) software accounts for about 10% of total software costs. In midrange environments, the cost of OS software is indeterminate because the cost is often bundled with the hardware. ●~

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# Internet Security: How to Secure the Future

CIPS **MARCH** SEMINAR  
 "Knowledge Sharing and Networking"

**Speaker**

*Peter Jarmics, President,  
 A.U.S. Communications Inc.*

**Date**

*Thursday, March 21, 2002*

**Time**

**7:30 am**

*Registration and  
 continental breakfast*

**8:00 am - 9:00 am**

*Presentation*

**9:00 am - 9:15 am**

*Question and answer period; wrap-up*

**Location\***

*Fifth Avenue Place  
 2nd Floor, West Tower  
 202, 237 - 4 Avenue SW*

**\*Please note new address**

Join us for this invaluable breakfast session!

Refer to the enclosed insert for registration information or register online at <https://secure.nl2k.ab.ca/aplus/forms/cipseminar.html>.

This seminar will be devoted to assisting us as IT consultants, administrators, and managers understand the importance of developing solid security policies and procedures in a corporate environment. We will look at the emergence of a need for security from a realistic and approachable design. Information will also be provided on walking through the process of developing, implementing, and deploying strategies towards a more secured environment through a variety of policies and procedures. At the conclusion of this seminar, you will have a clear understanding of how to establish both realistic and manageable guidelines for developing an appropriate security awareness program within your organization.

Peter Jarmics is President of A.U.S Communications Inc., a company focused on the development of

security software and hardware. As President, Peter is responsible for guiding the company's business strategy, directing business operations, managing business development, and directing emerging business developments (including customized firewall applications, Internet audit systems, and monitoring software).

Peter assisted in the design of A.U.S. Communications in September 1999 and he is a key member of the Senior Leadership Team. Previously, as a Project Consultant, he was responsible for A.U.S.'s internal monitoring and security systems development teams. Peter also belongs to the Business Leadership Team, which is responsible for broad strategic and business planning for the Matrics Group of Companies.

Peter has had many significant accomplishments throughout his career. In 1985 he was the President and CEO of Computer Hardware and Information Protection Services (CHIPS) Inc. implementing CHIPS Disaster Deterrent Division in 1990. In 1996 Peter spent three years overseas consulting with Imagenet Inc. on distance education and international business development in South Korea.

Peter holds two undergraduate degrees from York University (Bachelor of Arts in Political/Economic History and a Bachelor of Education). In his spare time he enjoys developing UNIX-based security conceptual design models, Internet philosophy, and strategy planning. Peter also plays an active role in environmental planning and development. ☺

**You won't want to miss any of these important topics:**

**Thursday, April 18, 2002**

*Wireless Communications*  
 Martin Stares

**Thursday, May 16, 2002**

*Report from the Trenches: How  
 "Extreme" is Extreme Programming?*  
 Gerard Meszaros



CIPS Seminar Series is catered by Second Cup, Fifth Avenue Place.



## CIPS Calgary Section

Future Meeting Dates – 11:30 am

Wednesday  
March 6, 2002

Wednesday  
May 1, 2002

Wednesday  
April 3, 2002

Wednesday  
June 5, 2002

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

### CIPS Events

- |                  |   |
|------------------|---|
| March 12, 2002   | <b>PROJECT MANAGEMENT SIG</b><br>12:00 noon – 1:00 pm<br>Fifth Avenue Place<br>Conference Centre<br>202, 237 – 4 Avenue SW  |
| March 14, 2002   | <b>E-BUSINESS SIG</b><br>12:00 noon - 1:00 pm<br>Bow Valley Conference Centre<br>3rd Floor, Bow Valley Square II<br>205 – 5 Avenue SW   |
| March 21, 2002   | <b>2002 SEMINAR SERIES</b><br><i>Internet Security:<br/>How to Secure the Future</i><br>7:30 am - 9:15 am<br>Fifth Avenue Place<br>Conference Centre<br>202, 237 – 4 Avenue SW<br>(Note new address)  |
| March 26, 2002   | <b>DATA WAREHOUSE SIG</b><br><i>Data Warehouse Performance Tuning</i><br>EDS System House<br>4 Floor, 112 – 4 Avenue SW<br>(Sun Life Building East)   |
| March 28, 2002   | <b>GIS SIG</b><br><i>Delivering Maps on the Web<br/>Using ArcIMS</i><br>3:30 pm – 5:00 pm<br>Ceili's Irish Pub & Restaurant<br>(Downstairs Room)<br>513 – 8 Avenue SW   |
| June 2 - 5, 2002 | <b>ARMA CANADA CONFERENCE 2002</b><br>For more information visit<br><a href="http://www.arma2002.com">www.arma2002.com</a> ;<br>Phone 1-888-244-0094 (toll free);<br>Fax (403) 670-0316; or<br>Email <a href="mailto:info@arma2002.com">info@arma2002.com</a> . |

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As of March 2002, I am officially three-quarters of the way through my term as CIPS Calgary President. So far, I can honestly say that it has been a very exciting and rewarding experience. The only regret I would have is that, as a volunteer, I feel there was not enough time to achieve all that I had planned: but enough about me. The focus of my article this month is the CIPS Calgary Board members. It's time that the CIPS Calgary membership heard about the fantastic things that these people are doing.

### Up Close and Personal

Even though I had been a CIPS Calgary Board member for three years before my term as President, this year has been quite an eye-opener for me in terms of observing first hand the great things that people are capable of doing. We started the year off with a planning session and team building exercise in September. This gave new Board members a chance to get to know the returning Board members. Each portfolio identified their major objectives for the year and our Vice President, Matthew Williams, facilitated a 'mind mapping' session. This helped us visualize how the activities or events we plan often involve more than one portfolio. Out of this planning session have come some incredibly successful, and creative, initiatives ....



### Derek Manns, Past President

Derek really started the ball rolling last year by encouraging us to re-examine what our true focus, as a Board, should be. It got the Board members thinking critically and it gave us an opportunity to try some different activities that we normally would not have attempted.



### Matthew Williams, Vice President

As you've already heard, Matthew facilitated our planning session in September but his main contribution is keeping in touch with the Board members. Matthew brings some invaluable skills to the Board. With his extensive IT background and great sense of humor, Matthew helps me stay focused on the 'big picture'.



### Rob Carruthers, Secretary/Treasurer

This is Rob's second year on the Board and he continues to do a fantastic job as Treasurer. Once again, this year he tackled the daunting task of helping each Board member pull together a budget. Each month, his watchful eye scans the financial statements and he ensures that we remain within our limits.



### Mohamed Teja, I.S.P., External Liaison

This is a new portfolio for the CIPS Calgary Board this year. Mohamed has done a tremendous job in discovering new synergies with other non-profit associations and finding ways in which we can work together.

CONTINUED ON PAGE 10...

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## EXECUTIVE NOTEPAD

CONTINUED FROM PAGE 9...



### **Barrie Cameron, I.S.P., Alberta Regional Director**

Barrie is Southern Alberta's voice at CIPS National and he also keeps us abreast of issues at the national level. Barrie feels very strongly that the I.S.P. is a very worthwhile designation in the IT profession. This comes through loud and clear with the work he has done to date with the National Standards Committee.



### **Matthew Hillhouse, Continuing Education and Programs**

This year, Matthew has agreed to manage what were once two portfolios as one portfolio. Matthew and his committee undertook this task mid-summer with incredible enthusiasm and organized all luncheons and seminars for the entire 2001/2002 year and beyond. Not only is Matthew very well organized, but also the quality of speakers and the material presented is first-rate.

### **Nguyen Tran, Special Interest Groups**

Nguyen has taken on the task of bringing together the SIGs, which operate under the CIPS Calgary umbrella. Not only has Nguyen helped design a registration web page for SIG leads, he has also held regular meetings where all SIG leads can attend, air their concerns, and find out more about what CIPS Calgary can offer them.



### **Stuart Quinn, CIO Liaison**

Stuart has approached his role as CIO Liaison with incredible enthusiasm and great ideas. Already, Stuart has held two exclusive, invitation-only CIO events which have been very successful. These events give CIOs a forum where they can take part in relevant discussion on current issues and topics. It is also an avenue for CIOs to find out more about the benefits of CIPS and the I.S.P. professional designation.



### **Blake Kanewischer, Publications and Web Presence**

By now, I am sure all of you have seen how both the *CIPScene* newsletter and our website have evolved over the past six months.

Blake has tackled both of these projects with incredible enthusiasm and I am amazed at the outcome. Blake and his committee have revamped the *CIPScene* making it more esthetically pleasing and filling it with quality articles. And if that wasn't enough, the website has been overhauled as well. Blake worked with Pangaea to design a website that will fit our evolving needs as an association. If you haven't visited our website lately, take a moment now and go to <http://www.cips.ca/calgary>. I guarantee you will be amazed.



### **Herb Malcomson, I.S.P., Marketing and Publicity**

Herb is our marketing guru. One of his main objectives this year is to raise the awareness, not only of CIPS, but also the I.S.P. designation in the IT community. This is no easy task but Herb has done a tremendous job to date, and continues to find new and interesting ways of engaging the media at CIPS events.



### **Leon Cygman, Academic Liaison**

After taking an extended leave to travel Europe for a few months, Leon is back with us and ready to tackle some exciting initiatives. Leon continues to support the CIPS Calgary Student Section, as well as, continue to bring the benefits of CIPS to all post-secondary institutions in Calgary.



### **Marion Ng, Membership Director**

Without our members, where would we be as an association? Marion and her dedicated committee have given potential new members more good reasons to join CIPS than ever before. There is currently a membership drive under way, as well as various other events to draw out existing CIPS members and potential new members.

**CONTINUED ON PAGE 14...**

# ASK THE BOARD...

***I received my anniversary pin but it does not reflect the correct number of years I have been in CIPS. Is there an error on the membership database?***

- ▶ There could be a number of reasons for the inconsistency. Any of the following could apply.
  1. CIPS Calgary membership committee was in 'catch up mode' on sending pins out. If you received your pin, then likely your anniversary was in the period of March 1999 to August 2002. Since the pins have gone out, we have discovered that March 1999 was an overlap month, so a few people got two pins accidentally.
  2. If you left CIPS for a year or more and then re-joined CIPS, your join date would have been reset to the date you re-joined and the anniversaries would start from the re-join date.
  3. If you joined CIPS prior to 1976 and you think your anniversary is incorrect, then please contact [calgarydata@cips.ca](mailto:calgarydata@cips.ca) and it will be corrected. CIPS automated membership was established in 1976. It could be that the date was not correctly brought over from the manual logs.

If none of the above explain the inconsistency of what you think your anniversary should be, I would recommend the following:

1. Check your membership card and the online membership directory to make sure the date is what you think it should be.
2. If the date shown is not what you expect then email [calgarydata@cips.ca](mailto:calgarydata@cips.ca) and we will look into it. (Marion Ng, Membership Director)

***I like the newsletter, but I want to see an article on <insert topic here>. Can you write one?***

- ▶ I could. However, *you* might be able to provide us with a better slant on the topic of your choice. Articles for the newsletter should be in the 500 – 1200 word range (roughly one to two pages). Submit them to

[blakek@cips.ca](mailto:blakek@cips.ca), and we will do our best to get them in the newsletter as soon as we can.

The deadline for each month's issue is early the **previous** month. For example, the deadline for the April 2002 issue is March 4, 2002. If you want your article to appear in a specific issue, contact me and I'll let you know the deadline that applies. Keep in mind that we don't publish newsletters in July and August.

If you would like to comment on other aspects of the newsletter, please send me an email or call me during the day at (403) 206-5914.

(Blake Kanewischer, Publications and Web Presence Director)

*To submit your queries or concerns, phone the CIPS office at 244-4487 or email [calgary@cips.ca](mailto:calgary@cips.ca). ☛*



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## Project Management SIG

Our March session will feature **Dr. Janice Thomas** who will provide an update on the PMI-sponsored research study on selling project management to senior executives. Janice presented the results from the first phase of this research to the PM SIG audience in January 2001. This session will be sponsored by **Ethier Associates**. More details regarding the session and how to register will be emailed to SIG members.

The next PM SIG presentation will be held:

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<b>Date</b>	Tuesday, March 12, 2002
<b>Time</b>	12:00 noon (sharp) – 1:00 pm
<b>Location</b>	<i>*Fifth Avenue Place Conference Centre has moved. The new location is:</i> 2nd Floor Conference Room Fifth Avenue Place, West Tower 237 – 4 Avenue SW

---

To see more details about the session and to register, visit our **NEW website...**

### PM SIG has a new website!

The PM SIG has moved to the new CIPS SIG website rolled out in January 2002. It will list our events and will allow registration for those events. Although the PM SIG events are free, we appreciate you taking

the time to register so we can plan sufficient seating for the session.

**Please note:** In addition to registering for the specific event you wish to attend, if you would like to be on the PM SIG Membership list to receive emails about upcoming events on an ongoing basis, add your name to the "SIG Membership" event listed first in the events.

The new website is currently located at: <http://www.associationsplus.ca/cipsig/>. We are hoping that it will be connected to the CIPS main website in the very near future.

We want to give a special thank you to S.i. Systems for establishing and supporting the PM SIG website that we have been using for the past two years.

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

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

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

## Data Warehouse SIG

A data warehouse is a 'system of systems'. Proper architectural design requires a solid understanding of the systems and processes that make up a fully tuned data warehouse. Only when all components within are properly utilized and optimally tuned for the specific requirements will maximum efficiencies be realized. Many times, organizations acquire and deploy new technologies without understanding how to fully utilize their capabilities.

---

<b>Topic</b>	<i>Data Warehouse Performance Tuning</i>
<b>Date</b>	Tuesday, March 26, 2002
<b>Time</b>	12:00 noon
<b>Location</b>	EDS System House 4 Floor, 112 – 4 Avenue SW (Sun Life Building East)
<b>Speaker</b>	Jay Kyle, Transcanada Pipelines

---

This session will focus on a set of interrelated touch points that are critical in developing a tuned warehouse, including:

- Process design
- Basic architectural issues
- Query writing
- Data model
- Database
- Operating system
- Storage layout
- System hardware

**NO ADMISSION CHARGE.**

All are welcome. Please Contact Hassan Sherazi at 228-5423 if you need more information.



The March meeting of the GIS SIG will feature *Delivering Maps on the Web Using ArcIMS*. ESRI is the City of Calgary's GIS vendor. For delivering maps on the web, ESRI provides ArcIMS (Internet Mapping Services). Using ArcIMS, the City's GIS Project Office has developed some re-usable ActiveX Components and Active Server Web Pages to deliver maps and data to the Intranet and the Internet. This presentation will provide an overview of these applications, discuss the technical architecture, and share our web experiences, including how we used the OpenSTA Web Stress test tool.

Stephen Gale, CCP, I.S.P., is a Senior Systems Analyst with the City of Calgary's GIS Project Office.

For further details concerning this event, contact Allan Benvin at phone: (403) 508-2864; fax: (403) 508-2867; or email: [abenvin@gds.ca](mailto:abenvin@gds.ca).

### March GIS SIG Event

<b>Topic</b>	<i>Delivering Maps on the Web Using ArcIMS</i>
<b>Date</b>	March 28, 2002
<b>Time</b>	3:30 pm – 5:00 pm
<b>Location:</b>	Downstairs room at Ceili's Irish Pub & Restaurant 513 – 8 Avenue SW
<b>Cost:</b>	Attendance is free.

## e-Business SIG

The next e-Business SIG presentation will be held:

<b>Date</b>	Thursday, March 14, 2002
<b>Topic</b>	To be determined
<b>Time</b>	12:00 noon – 1:00 pm (registration begins at 11:30 am – please come early)
<b>Location</b>	Bow Valley Conference Centre 3rd Floor, Bow Valley Square II 205 – 5 Avenue SW

## CIPS Special Interest Groups

### Register for Events Online!

The site can be accessed at <http://www.associationsplus.ca/cipsig/>.

### Citrix

Alicja Rymkiewicz  
[arymkiewicz@altatraining.com](mailto:arymkiewicz@altatraining.com)  
[www.calgarycitrix.org](http://www.calgarycitrix.org)

### 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

Doug Hopkins  
[dhopkins@dbc corp.com](mailto:dhopkins@dbc corp.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)

### Help Desk

Phil Lalonde  
(403) 292-3204  
[phil.lalonde@royalbank.com](mailto:phil.lalonde@royalbank.com)  
[www.hdi-calgary.org](http://www.hdi-calgary.org)

### Java Users Group

Ralph Bohnet  
(403) 264-5840  
[ralph@clrstream.com](mailto:ralph@clrstream.com)

### Linux

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

Bill Bentley  
(403) 803-2529  
[BillBentley@corvelle.com](mailto:BillBentley@corvelle.com)

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

### Visual Basic

Bob Morton  
(403) 263-1200  
[mortonb@webmaxim.com](mailto:mortonb@webmaxim.com)  
[www.vbusers.net](http://www.vbusers.net)

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

## EXECUTIVE NOTEPAD

CONTINUED FROM PAGE 10...

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### **Denise Richards, Sponsorship Director**

Denise is new to the CIPS Calgary Board but it didn't take her long to catch on! She has done a superb job this year as Sponsorship Director as she has already surpassed her sponsorship goal for this fiscal year.



### **Rob Koski, Social Director**

Rob's enthusiastic and friendly nature is just what a Social Director should be. While CIPS Calgary offers extraordinary educational events, we need to remember that it is also important to find ways for the IT community to network in a

professional manner. Rob and Marion worked together to provide us with our first Industry Pub Night, which was a huge success. There are more events like this that are planned throughout the year which I believe will be just as successful.



### **Shilo Beechinor, Student Section Chair**

This year, Shilo has brought forward some innovative and successful initiatives to help students understand how CIPS can play a role in their upcoming careers as IT professionals. Quite frankly, I'm not sure

how she fits this all in with school activities but her enthusiasm and great organizational skills are something we should all strive for.

### **Marnie Shaw, Volunteer Coordinator**

Even though the Volunteer Coordinator is not an official Board position, I feel that Marnie Shaw deserves special mention here as she has done a great job working with the CIPS Calgary Board. When we have special events, we often need the assistance of a few extra volunteers. Marnie is our liaison between the CIPS Calgary Board members and our pool of CIPS volunteers. Without Marnie and our volunteers, we would not be able to plan or carry out some of the extra initiatives for this year.

### **Pamela Wilson, Executive Director**

As a Board, we would not be complete without Pamela Wilson as our Executive Director. Not only is Pam extremely knowledgeable as an association executive, her dedicated staff at Associations Plus support the Board members in so many ways. Without them, Board members would not have the opportunity to focus on the more strategic issues at hand.

### **Recipe for Success**

So there you have it: an incredible team with the will and enthusiasm to do great things as CIPS Board members and, ultimately, within the Calgary IT community. I suspect I have discovered what many people already know. There is really no 'secret' to a successful team. It's not rocket science, but more likely a common bond that allows a team to work well together. This year, the values that we have stressed as a Board are communication, respect for one another, the desire to provide value to the Calgary IT community and, last but not least, to have fun at what we are doing. I look forward to my last three months as CIPS Calgary President and will surely look back on this year with tremendous satisfaction. ☛



## **Bruce Brown In Memoriam**

We regret to announce that CIPS member Bruce Douglas Brown passed away on Tuesday, January 8, 2002, at the age of fifty years. Bruce was born in Vulcan, Alberta on October 31, 1951. He was currently employed with the Alberta Department of Energy, as well as being a member of CIPS.

CIPS wishes to extend their sympathy to Nancy Brown, Bruce's wife, and their two children Melissa and Jason.

Funeral services were held January 11, 2002 at McInnis & Holloway's Crowfoot Chapel. Email expressions of sympathy can be directed to: [condolences@mcinnisandholloway.com](mailto:condolences@mcinnisandholloway.com), subject heading: Bruce Brown. ☛

# UPDATE: Membership Drive

## Celebrating Professionalism Through Community

Membership Drive  
(November 2001 - May 2002)

### Draw Qualifications

- New members joining during the membership drive
- Referrer **MUST** be indicated on new membership application forms during the membership drive.

### Draw

- Free membership **renewal** for 2002-2003 for one new regular member and one regular referrer member. Same draw for one new student member and one student referrer.

### Membership Information

- [www.cips.ca/calgary](http://www.cips.ca/calgary)

### Resources Available

- Membership drive posters and mini invitations.
- CIPS Office - 244-4487
- CIPS Student Chair - Shilo Beechinor ([shilo@cips.ca](mailto:shilo@cips.ca)) OR Academic Liason - Leon Cygman ([lcygman@cal.devry.ca](mailto:lcygman@cal.devry.ca))
- CIPS Membership Director - Marion Ng ([calgarydata@cips.ca](mailto:calgarydata@cips.ca), 818-7945) or any membership committee member.

## A CIPS Calgary **WELCOME**

*As of January 31, 2002*

CIPS Calgary would like to **WELCOME** the following new members who have recently joined our association. We trust your forthcoming experiences with our CIPS community will be fulfilling. The Membership Committee conducts orientations intermittently where you will have an opportunity to find out about all aspects of CIPS and ask any questions you might have. You will be contacted when the next orientation is scheduled. In the meantime, if you have any questions, you can email [calgary@cips.ca](mailto:calgary@cips.ca) or [calgarydata@cips.ca](mailto:calgarydata@cips.ca). As new members joining during our membership drive, your names have been entered into the membership drive draw to take place in June 2002. Refer to the membership drive article above for more details. ☛

Mr. Satwinder Dhillon

Mr. Chris Hilty

Mr. Balraj Johal

Mr. Arlan Johnson

Mr. Ben Melgrave

Mrs. Christine Skow

Mr. Michael St. Onge

## How Do We Develop an Information Systems Profession?

The I.S.P. designation has been in existence since 1987. Yet despite the collective efforts of many individuals few would argue that it has the authority or impact of most of the longer established professions such as Engineering.

Why is this the case? The reasons are several:

- History – The engineering and modern medical professions are several hundred years old.
- The lack of a compelling public issue – until recently, Information Systems directly impacted only a small portion of the population. It is only in the last ten years that any significant portion of the general public have even seen an information system, let alone had it impact a significant portion of their lives. As a result, there was no reason for there to be public interest or political will to establish a profession in Information Systems.

However, this situation has changed rapidly over the last few years. The general automation of government,

health, financial, and other personal records has resulted in the majority of the transactions that we conduct being mediated by information systems.

A significant proportion of homes have computers within them, and in many of those homes, these systems are critical to the income generation and ongoing operation of the household.

As a result there is a broader awareness of information systems and the impact from failings in their design and operation. Issues such as loss of privacy and system availability, which until recently were of interest only to specialist practitioners, are now leading news items and topics of discussion of the general public.

Of all these issues, it is my opinion that privacy will emerge as the compelling issue which will drive the recognition of a profession in the information systems field.

As the passing of the Personal Information Protection and Electronic Documents Act illustrates, there is a public interest and political will to address privacy issues. That this issue has been addressed by a Federal Act, rather than through the recognition of an information systems profession, is an indication that as practitioners we do not have the authority over our endeavors that other professions do.

Information system-based solutions are being increasingly used, and proposed, to address the complex issues of tracking the movement of potentially dangerous individuals, transactions, and materials across national borders while not impeding legitimate travel and commerce. To be effective, these systems must collect and collaborate unprecedented volumes and detail of personal information. As a result, the potential harm that can come from information systems misuse is unprecedented.

Only a self-regulated profession can offer the independence from commercial and political pressures that can assure the general public their interests are being addressed in all applications of Information Systems. Whether the I.S.P. will have a role in addressing these issues will depend upon whether the holders of the designation have positioned themselves as leaders within the field.

Next month I will address some of the things that CIPS as an organization *is* doing, and that you as a practitioner *should* be doing, to help advance your professional designation. ●~



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*Kevin Dee, CEO, Eagle Professional Resources Inc.*



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## NEWS FROM NATIONAL

### Member Benefits Free Web Seminars

Stephen Ibaraki, I.S.P., is world-renowned with a career stretching over 35 years. He is chairman of iGEN Knowledge Solutions Inc., and senior faculty/head of research for Advanced Professional Programs at Capilano College.

Stephen's global expertise is evident in numerous international IT briefings, his last held in London, and he reigns as the seminar leader for Worldwide Internet Broadcasts. Stephen's world-renowned iGEN team is the top-ranking Microsoft-recognized developer for .NET, enterprise database, and e-business solutions worldwide.

Many of Stephen's seminars are available online for free to CIPS members. Here is a list of some of the seminars you can view over the Internet:

- Active Directory design tips
- Automating an installation of Windows XP Professional

- Comparing Windows 2000 to Windows NT 4.0
- Deploying Office XP
- Improved performance and reliability in IIS 5.0
- Introducing Microsoft Windows XP
- Introducing Small Business Server 2000
- Introduction to .NET and C#
- Introduction to .NET Enterprise Servers
- Introduction to Office XP
- Migrating from Windows NT 4.0 to Windows 2000
- Real world group policy design tips
- The BizTalk initiative
- Using C#
- Using Windows 2000 Datacenter Server
- What is Microsoft .NET My Services?
- Windows 2000 installation and configuration strategies.

To view any of these seminars, visit [www.cips.ca/news/national/news.asp?aID=1244](http://www.cips.ca/news/national/news.asp?aID=1244). ☛

## The Patch Project: Can You Help?



The Patch Project is a community-based program that offers direct support and guidance to low-income families in West Dover. Much like a resource centre, they offer information, referrals, advocacy and emotional support to families in need, helping them through difficult times or crisis.

That's not all ...

A key goal of the Patch Project is to assist individuals build personal capacity and strength to move forward in their lives and achieve goals such as returning to the workforce, taking further training or enhancing other areas of development related to becoming personally self-sufficient.

One of the programs that the Patch Project would like to kick off in 2002, is to provide **computer technology training** to the groups within the community that have been traditionally marginalized. In order to reduce as many barriers as possible, all programs are *free of charge*.

CIPS Calgary would like to solicit volunteers to support this fantastic initiative.

Can you help with any of the following key areas?

### Training

The Patch Project hopes to be able to offer courses providing instruction on the most basic computer skills to more advanced training; both for youth and adults. Most of the courses would be offered during the day, onsite at the lab in West Dover.

Assistance is required with:

- Developing/providing curriculum for basic computer courses, and
- Delivering the training.

### Support and Maintenance

- Provision of quasi-helpdesk support would be beneficial, and
- Assistance to troubleshoot onsite on a limited ad hoc basis.

The community has shown a great deal of interest in this project. Although the project infrastructure is funded by Industry Canada, there are no funds available for support and maintenance – or training – both of which are essential to delivering this program.

This is an excellent opportunity to provide assistance to those in our community working to become more self-sufficient. It offers a fantastic opportunity to students seeking experience for that first job, and to those who would like to volunteer their time and skills on a limited project basis.

As our lives become more demanding and fast paced, it is increasingly important that we try and take a few hours of our time to enjoy the simple things in life such as helping our fellow members of society in need.

**If you can help** or simply wish to further discuss specifics, **please contact** me at [m.teja@cips.ca](mailto:m.teja@cips.ca). Alternatively, please call the Patch Project coordinator, Shana Barbour-Welsh at 273-3984.

Please circulate this within your department and extend to others this opportunity to provide a helping hand.

Thank you in advance for your support! ☺



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**ATTENTION!!** Effective **March 1, 2002**, the CIPS Calgary office phone number will be changed to **(403) 244-4487**. Please amend your records accordingly.

## Establishing an Invoice Model Server Farms Case Study

Chargebacks can be an effective way to manage IT services and communicate the value and efficiency of those services to business units. More specifically, they can help customers understand how their usage of IT affects total spending.

The challenge is to establish pricing units that are meaningful and useful to the business. This requires an underlying financial model that shows how changes in business activity impact unit costs.

In the case of server farms, for example, four invoicing models are most commonly used. These are outlined below, with strengths and weaknesses of each described.

The most common model – and the simplest – is the per server approach. This model is effective where all servers can be easily grouped or banded by server size. The problem is that cost per server varies, based on the size and workload of the server. Beyond about 50 servers, calculating charges per individual server is impractical.

A second approach is based on server capacity. While this addresses the weaknesses of the server-based model, widely available and generally accepted

measures of server capacity are, for a variety of reasons, lacking.

Third, a workload-based model generates invoices based on the type of work performed by the server, and the number of users it supports. For example, a file server might cost \$200.00 per user per year for 500 Mbytes of storage, a mail server might cost \$300.00 per mail user per year, and R/3 servers might cost \$2000.00 per R/3 user per year. This approach clearly shows business users what they are consuming, and is in line with the increasingly popular ASP business model, which outsourcers see as a route to value pricing and therefore bigger margins. The main problem here is that consensus on fair pricing applies to only about 5% of server applications. As the industry matures, however, this workload-based model is expected to predominate.

A fourth approach is a variation on the banding-based and workload models, and offers a practical middle ground for today's environments. Here, a matrix matches different applications or types of workloads to appropriate service levels. Servers are then grouped together in five to ten categories of usage and workload, with each category charging a different rate. The result is a detailed and accurate – yet manageable – model for tracking internal pricing. ●

### FOCUS ON MEMBERSHIP

CONTINUED FROM PAGE 5...

greatly from Reg's years of volunteer work there. Reg could best be described as a sports nut in his spare time – he lists hiking, diving, skiing, curling, and golfing amongst his interests, in addition to baseball, fastball, and hockey.

Reg has been married for 31 years. His son works for CitiBank's London office as an e-Commerce Project Manager and his daughter is employed by the Customer Service department at CP Rail.

Reg emphasizes the ability to meet and network with new people outside the workplace as a primary reason to become involved with CIPS, and encourages CIPS members "not to become complacent in your IT expertise."

Reg continues to focus on the 'people side' of IT, and credits the diversity of people he has met through his IT career with keeping his life fun.

#### Mr. W.A. Strauch, I.S.P.

We hope to profile Mr. Strauch in an upcoming issue of *CIPScene*.

#### 25 Years

##### Mr. John Domaschenko

We hope to profile Mr. Domaschenko in an upcoming issue of *CIPScene*.

##### Mr. Wayne Krywolt

We hope to profile Mr. Krywolt in an upcoming issue of *CIPScene*.

##### Mr. Donald Morrison

We hope to profile Mr. Morrison in an upcoming issue of *CIPScene*. ●

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