

# CIPScene

Canadian Information Processing Society, Calgary Section MAY 2002



## Success Under Fire

### CIPS MAY LUNCHEON MEETING

"Knowledge Sharing and Networking"

#### Speaker

Lorry Wilson, CEO,  
Power Pool of Alberta

#### Date

Wednesday,  
May 1, 2002

#### Time

11:30 am  
Registration

12:00 noon  
Presentation

#### Place

Calgary Chamber of  
Commerce  
4 Floor, 517 Centre  
Street South

Alberta's electricity industry is proving to be a dynamic environment in which to conduct business. The industry faces the many challenges and opportunities of an increasingly knowledge-based, customer-focused, technologically advanced marketplace. Deregulation of Alberta's electricity industry has been an exciting process requiring existing players to adapt and providing possibilities for new players to participate.

Leading the charge, Power Pool of Alberta has been a key player in facilitating the transition from the regulated to deregulated market. All of Power Pool's critical processes (i.e., energy management of the provincial electricity grid and Internet-based trading of the electricity wholesale exchange) are managed by IT systems. As part of the deregulation evolution, the Power Pool was responsible for implementing these critical processes. Among other projects, Power Pool's CEO had to ensure the success of these multi-million dollar projects. He led a team that faced difficult timelines, limited resources, high-risk contingencies, and customers with strict expectations. Not only were they successful, the projects were delivered under budget and ahead of schedule.

At the CIPS May luncheon, the Power Pool of Alberta's CEO, Mr. Lorry Wilson, will share his insights regarding the experiences of setting up the IT infrastructure to support Alberta's deregulated electricity market. He will discuss the formula for success, the value of people, and the characteristics of a highly effective CIO.

As the Power Pool CEO, Mr. Wilson is accountable for all operations ensuring that Power Pool fulfills its mandate to operate an independent, fair, open, and efficient market for the exchange of electric energy, and for ensuring the safe, reliable, and economic operation of Alberta's interconnected power system. Power Pool is a not-for-profit corporation with nearly 200 participants and \$7.4 billion in annual energy transactions with the Pool representing 54 million megawatt-hours of energy sold in 2000.

Please join us for this informative and interesting session. ☎

**Please register by noon on Friday, April 26, 2002 as seating is limited.**

Register online at <https://secure.n12k.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.

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## 2002 IT Executive Breakfasts



Two IT Executive Breakfasts have been held so far this year featuring an international line-up of speakers.

The February session was sponsored by Compass Management Consulting and featured a speaker from London, England. Neil Barton (Head of Compass' Global IT

Practice) spoke on "Doing More with Less", which looked at ways in which IT leaders can influence IT workloads to help match IT demands with IT budgets.

The March session was sponsored by PricewaterhouseCoopers. It featured Menlo Park based Terry Retter, who presented some of PWC's research into future mobile computing trends and issues. Attendees also received a copy of PWC's Technology Forecast, which is a comprehensive look at the trends and issues on almost every imaginable technology topic.

The next IT Executive Breakfast is being presented in conjunction with the CIO Summit and will be held at the Petroleum Club on May 15. More details will be announced soon on the CIPS website. ☛

## Is First-Call Resolution A Good Thing?

Most consultants will tell you that performance metrics are good. And they generally are, unless applied to the wrong goals.

In business call centres, a good metric that is frequently used badly is "resolution at first contact." First-contact resolution is an effective tool that allows managers to assess the performance of individual customer service representatives. CSRs who consistently resolve fewer contacts than their peers may require additional mentoring or training, while the practices of CSRs with high resolution rates could be adopted as standard procedures for all CSRs handling that type of contact. However, establishing a high rate of first-contact resolution as a general management goal is a suspect and potentially counter-productive practice.

Why is that? Let's say a bank offers customers a convoluted telephone self-service option to change their PINs. Callers quickly become frustrated and abandon the confusing service to talk with CSRs. Because the customer problem is easy to solve, the first-call resolution rate approaches 100 percent.

If in this instance first-call resolution is the goal, says Compass executive consultant Anton Kritzing, "call centre management has no incentive to search out and prevent this type of call, because then the calls could be avoided altogether. Fewer calls would push down the overall resolution rate, which would reflect poorly on management performance. Meanwhile, the customer experience suffers."

The lesson: enterprise objectives must be considered when selecting metrics. Metrics chosen without regard for business strategy may be counter-productive and lead to wrong behaviours. ☛

Stuart Quinn

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Later in this issue, you'll find an interview with several CIPS members. We're celebrating a significant event nationwide, and these members are excellent examples of career potentials in the IT industry. Oh, by the way, they're women.

If this fact is notable to you, read on. We're celebrating Women in IT month (a little late, but better late than never) by profiling several women who work in IT in various roles.

As the editor of *CIPScene*, I'm a pretty powerful guy—I can spike an article I don't like, write an article that's slanted to reflect my (notoriously opinionated) views, and generally do just about anything with a keyboard and Microsoft Word.

I get to have it both ways this issue—I can stick my heart on my sleeve (writing this editorial) and I can commend the fantastic response from the women I interviewed for this feature. Let me start with the last thing first, just to mix things up a bit.

My first response at the board meeting where we discussed Women in IT month was, "Great! A theme... let's do an interview!" (We editors jump at anything resembling a story idea that makes our lives easier.) When push came to shove, however, I began to wonder **why** I was doing this.

Now, before you all reach for your pens, email clients, or PDAs to flame me, hear me out. What difference does it make what plumbing an IT professional has? What difference does it make to which deity an IT professional prays (or doesn't, as the case may be)? What difference does it make where your cubicle neighbour was born? In short, what difference does it make that the person beside you is anything but an IT professional?

Certainly, I could choose to identify myself as a German-Canadian IT professional. If that doesn't suit me, perhaps I can don my MacDonald tartan. No, that doesn't feel quite right... let me go find my great-great-grandmother's eagle feather. That's not it yet, either. I know! I'll go dust off my American Sign Language dictionary and turn my hearing aids on. No, come to think of it, I like "Blake, IT Professional" better.

Of course, this is not to say that these attributes are not substantive parts of people's identities; but they illustrate only small pieces of the puzzle representing a person. Certainly, it adds flavour and spice to your workplace to have a diverse and unique workforce, but diversity should be a pleasant side-effect of hiring, not a sought-after end.

The IT industry is often cited as being one of the few industries where people can truly rise on their own merit. I truly believe this is the case, and our respondents agree with me, as do many of our board members.

However, as long as we promote ourselves as, at least implicitly, "hyphenated" IT professionals, we damage our overall image. We become more involved in seeking out points of difference than in seeking out similarities.

I look forward to the day when two things happen: I won't have to write an editorial on this, and we won't need to have a Women in IT month.

Take this challenge to heart—recognize your colleagues and friends for the unique individuals they are, not because they are members of any hyphenated group. ☘

## ASK THE BOARD...

*I have noticed a change in the CIPS luncheon topics this year; some are not purely IT focused. Why the change?*

► Based on the feedback of CIPS members, we have taken a slightly different approach with the 2001/2002 breakfast and luncheon sessions. This year, the breakfast seminars are focused purely on educational technical topics. As a result, the audience members tend to be more hands-on IT practitioners who have technical backgrounds. The luncheon topics are not as technical in nature. Given that IT typically supports the business and its objectives, we are adding a business perspective to a number of the luncheons. More and more IT folks are being asked to understand both the technology and business opportunities. We want the luncheons to assist in meeting this requirement. The majority of CIPS members have reacted quite favourably to this new direction. Therefore, we plan to continue with this initiative into the 2002/2003. Accordingly, you will continue to see technical sessions at breakfast and IT/business related sessions at lunch. As always, we will endeavour to provide interesting speakers who are deemed experienced experts in their professional areas. Thank you for your question. (Matthew Hillhouse,

Programs Director)

*One or more of the speakers have touched on topics that could be of use in my day-to-day work. At lunch, it is often difficult to listen to the speaker, eat, and take notes at the same time. I was told that CIPS keeps copies of the PowerPoint presentations. How can I get copies? Are they on the CIPS website? If so, where do I find them?*

► When CIPS receives a copy of a presentation from a speaker, we archive it on the website as soon as possible.

To access the presentation, go to the Calendar of Events for the original event date. Click on Event Details, and there will usually be a link under "Further Information." However, depending on if this already links to a website with further information, the PowerPoint may be included in the event description text itself. If you cannot find it in either of these places, that means one of two things:

- 1) There wasn't a PowerPoint presentation by the speaker; or
- 2) We haven't received it yet. (Blake Kanewischer, Publications and Web Presence Director) ■~

## A CIPS Calgary **WELCOME**

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 article for more details. ■~

*As of March 14, 2002, our new members are:*

Egie Akpata	Robert Lintott
Steve Biswanger	Jasroop Madan
Edi Cote	Mary Ann Martineau
Larisa Craig	Chip Powell
Adera Currie	Bob Preston
Elizabeth Gamble	George Schieb
Bill Hanniman	Bradley Sellick
Cindy Hebert	Chris Taylor
Shane Kohlman	Megan Vessey
Keith Lee	Stephen Weyland
Michael Leipold	

# Report from the Trenches: How 'X-treme' is XP Programming?

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

**Speaker**

Gerard Meszaros,  
ClearStream Consulting

**Date**

Thursday, May 16, 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  
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forms/cipseminar.html](https://secure.nl2k.ab.ca/aplus/forms/cipseminar.html).

Is eXtreme Programming (XP) really "extreme", or is this name just a clever marketing ploy to get the attention of people who might not otherwise pay attention to yet another new software development methodology?

Hang on for a wild ride as we take a whirlwind tour of the land of extremes!

Gerard Meszaros is Chief Scientist at ClearStream Consulting, where he leads teams in applying advanced software development techniques to help ClearStream's clients achieve faster and higher quality systems solutions (such as eXtreme Programming and Test First Development). He has assisted clients in applying object and component technology to a variety of problem domains, including telecommunication, e-commerce, and gas transportation.

Previously, he served as Chief Architect of several major projects at Bell Northern Research (a subsidiary of Nortel Networks). He has contributed to three books and has been invited to serve on panels, conduct workshops, and present papers and tutorials at several OOPSLA and other prestigious conferences.

Gerard spends his time away from development taking part in sports some might consider eXtreme - whitewater kayaking, backcountry skiing, and mountain biking.

Agile Software Development techniques are all the rage these days. This session examines one of the better known members of the agile movement, eXtreme Programming, to see how well it lives up to its "extreme" billing.

XP promises greatly improved quality, reduced cost, the ability to "turn on a dime", and better working conditions for developers. What IT professional would *not* be interested in achieving all of this? Since there is no such thing as a "free lunch", is there a downside? What could it be?

We will take a brief look at the characteristics of eXtreme Programming and examine them from the perspective of how they contribute to meeting the stated objectives of XP as well as how they contribute to the "extremeness" of the development approach. ☛

To suggest any topics **you** would like to see featured during the 2002 – 2003 Seminar Series, please email your suggestions to [calgary@cips.ca](mailto:calgary@cips.ca).



CIPS Seminar Series is catered by  
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There was a time when time-sharing and CRT terminals seemed revolutionary. So did microcomputers and fax machines, local-area networks, and email. The Internet's promise still dazzles, though the surface glitz has dimmed somewhat of late.

Through all these changes, Sierra Systems' insight and experience have helped clients put technology in its

place, meeting real business needs. Technology changes, but business needs do not – intelligent analysis, sound planning, project management, and successful implementation on-time and on-budget are hallmarks of a project managed by Sierra Systems.

Today, Sierra Systems focuses on being a systems integrator, utilizing the latest technologies to integrate systems. Using an N-tier model, Sierra Systems has integrated applications with J2EE and Microsoft.NET.

Sierra Systems received "Canada's Top 100 Employers" award the last three years running and the "Best 50 Companies to work for in Canada" accolade from *Report on Business Magazine*. Sierra Systems credits its clients and consultants for helping it achieve these awards, and in turn has provided value-added solutions. As stated by Sierra Systems CEO Grant Gisel, "our mission is to enhance the competitive position of our clients through implementation of information technology based business solutions. The key to our success is using technology and good people to deliver these services."

Don Schellenberg has been the branch manager of the Calgary office since its inception in 1992 and has been a Sierra employee for seventeen years. ☛

*Daniel Petley, CIPS Member*

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## May Pub Night

**Date:** Wednesday, May 22, 2002

**Venue:** Brewsters Brewing Company  
Eau Claire (Upper Level)  
101 Barclay Parade SW  
Calgary, Alberta

**Time:** 5:00 pm to 9:00 pm

**Cost:** Members – Free  
Non-Members – \$5.00

### Registration Options:

Online (preferred):  
[https://secure.nl2k.ab.ca/aplus/forms/cips\\_free.html](https://secure.nl2k.ab.ca/aplus/forms/cips_free.html)

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

**Phone:** (403) 244-4487

### Registration Deadline:

May 20, 2002

*(Pre-registration is required for attendee numbers by venue. Walk-ins accepted only if space is available.)*

In belated recognition of Women in IT month, *CIPScene* interviewed several women in the IT industry about their experiences in the field. We're grateful to these women for answering our questions and sharing their experiences: **Heather Arnot**, a network support analyst; **Shilo Beechinor**, a student (and our Student Section chair); **Janet Cameron**, a project manager; **Mary Peet**, an application services consultant; and **Karen Wright**, a partner in a project management consultancy.

A key theme in these interviews was the idea that Information Technology is a field loaded with opportunity for female students and new graduates. Karen says, "it's an industry that is, and will continue to be, vital for ongoing economic and social prosperity. There are numerous opportunities to grow and be challenged." Echoing the idea of challenge and variety, Mary reminds us that "the career options are quite varied, so most people should be able to find a good fit." Shilo and Heather both used the phrase "go for it" in their responses, and Shilo went on to say

that women are needed "to help balance out the testosterone."

Shilo hints at the idea that women are perhaps the yang to the male ying. Heather and Karen both emphasize this theme.

"Many companies are starting to realize that for some specific job functions women tend to be better suited than men," asserts Heather. From her perspective as a consultancy partner, Karen notes that "women tend to be among our strongest IT consultants."

"I realized that women do have a different style and approach, and not only is that okay but it could also be a real asset. As women, we have a natural style for collaborative teamwork, critical for success in this project-dominated industry," comments Karen.

"Group dynamics are the biggest challenge I face," comments Shilo. "We do a lot of teamwork and I continuously get frustrated with the pace of others; it is absolutely amazing how several people can be in the same room and hear the same thing and interpret it differently." From experience, I can say that Shilo's natural collaborative nature and ebullience temper strong personalities and bring them together.

An interesting point is brought up by Janet, who comments that "in general, I have found that women have tended to be more exacting in what their expectations were than men and they have taught me to be very much that way as well."

Teaching and learning goes both ways in a mentoring relationship, and many of our respondents cited mentors as key elements in their successes.

Janet notes that she has had several mentors through the years, and highlights a key element in choosing a good mentor—choose mentors who are well-respected in their fields. Over time, personal relationships and, I daresay, friendships build with mentors.

However, mentoring relationships often form from unstructured, unplanned relationships with mentors. Shilo highlights this, saying that she met a project manager after getting involved with CIPS. They have met for lunch a few times and, as a result, Shilo now has a clearer direction toward her goal of being a systems analyst.

Karen highlights former supervisors, her husband, and, notably, her (now retired) business partner, Joan



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Ethier. I'll turn it over to Karen, who makes her point eloquently:

"Joan Ethier made a significant impact on my professional and personal life. I was thirty years old when I joined Ethier and was thirsting for a woman mentor, someone to show me how I could operate in the business world in a manner that was consistent with my personal values. In fact, Joan helped me to reconnect to my values. She nudged me back on a course I had strayed from since entering the business world. She helped me to remember the importance of showing respect for people: our customers, our consultants, friends, family, and strangers. For me, it was very important to have a female role model."

Of course, mentors and role models are often the same person, but Mary notes that a role model has to "demonstrate traits that you value." Janet emphasizes the role of learning from her role models "to do the best possible job you can."

Heather and Shilo both cite family members as strong role models and guides in their lives. Heather's father "always encouraged me to do anything that I wanted to do for a career—regardless of whether or not the field was male-dominated."

Shilo's love, affection, and respect for her grandmother shine through in her response; her grandmother's strong and caring attitude without compromising her moral values are what has earned Shilo's admiration.

CIPS has been a forum for networking and learning for our respondents. They recommend keeping your CIPS membership current to enjoy the benefits, which could certainly include developing valuable relationships with other IT professionals.

Our respondents have accomplished much in their collective careers, and the sense of pride in their work is evident in their reluctance to unduly emphasize any single project as a highlight in their careers.

Karen, along with her partners and associates at Ethier Associates, was recently awarded a CIBC Small Business Award of Distinction at the 2002 Alberta Business Awards. She is justifiably proud of Ethier's achievement. This emphasizes her enviable record of teamwork and collaboration.

Like many other people, our respondents have had their share of difficult moments throughout their years in IT. Heather notes her experiences have generally been good, save for some cultural challenges.

Karen recalls an incident where she had an offsite meeting at the exclusive Ranchmen's Club, and was asked to use the side door, but her experience seemed to be rather an exception.

Janet and Mary both highlight the role of perception and personality in their experiences. Mary, in particular, emphasizes the importance of effective and fair supervision.

The role of supervision is one that came up several times, with Mary citing a "glass ceiling," suggesting that women do not necessarily make it into the senior executive ranks. Janet echoes this, observing that "there are fewer women holding the senior executive roles."

Finally, all our respondents were asked when they felt they would be "IT professionals" first, rather than

**CONTINUED ON PAGE 15...**

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## CIPS Calgary Section

Future Meeting Dates – 11:30 am

Wednesday  
May 1, 2002

Wednesday  
June 5, 2002

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

### CIPS Events

- May 8, 2002      **PROJECT MANAGEMENT SIG**  
*Epcor's Project Management Office*  
12:00 noon – 1:00 pm  
Fifth Avenue Place  
Conference Centre  
202, 237 – 4 Avenue SW
- May 15, 2002      **NETWORK MANAGEMENT GIS**  
11:45 am – 12:45 pm  
HP Meeting Room  
3600, 150 – 5 Avenue SW
- May 16, 2002      **2002 SEMINAR SERIES**  
*Report from the Trenches:  
How 'X-treme' is XP Programming?*  
7:30 am – 9:15 am  
Fifth Avenue Place  
Conference Centre  
202, 237 – 4 Avenue SW  
(Note new address)
- May 16, 2002      **E-BUSINESS SIG**  
12:00 noon – 1:00 pm  
Bow Valley Conference Centre  
3rd Floor, Bow Valley Square II  
205 – 5 Avenue SW
- May 21, 2002      **DATA WAREHOUSE SIG**  
*Discussion on Development of Shell Canada's  
Large Data Warehouse*  
12:00 noon  
EDS System House  
4th Floor, 112 – 4 Avenue SW  
Sun Life Building East
- May 22, 2002      **PUB NIGHT**  
5:00 pm - 9:00 pm  
Brewsters Brewing Company  
Eau Claire  
101 Barclay Parade SW
- May 22, 2002      **DATABASE MANAGEMENT SIG**  
12:00 noon – 1:00 pm  
DB Corp Information Systems  
300, 209 – 8 Avenue SW
- June 2 - 5, 2002      **ARMA CANADA CONFERENCE 2002**  
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- June 13, 2002      **CIPS GOLF TOURNAMENT**  
Lynx Ridge Golf and Country Club

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This month, the CIPS Calgary Board turns its attention to the task of transition as our fiscal year quickly draws to a close on June 30, 2002. As in past years, some Board members will be completing their two-year term and will choose to step down; others will remain for another term.

A few new and eager IT professionals will likely join the Board, bringing with them some enthusiastic and creative ideas. The remaining Board members help with transition; the new members bring with them great new ideas and force us to re-evaluate our direction by asking some tough and relevant questions. Derek Manns, our Past President, is now in the process of determining which portfolios will become vacant.

All portfolios on the Board are for a two-year term with the exception of Student Chair, Vice President, President, and Past President – each of these positions are for one-year terms. I have been asked whether the one-year term is enough time for a President to be able to implement new ideas, considering we are all volunteers. Before I became CIPS Calgary President, I often wondered about this myself. After being in this role for almost one year, I can safely say that, with proper planning, a one-year term is just right.

The President's role, above all others, must remain creative and innovative; this person must have fresh, new ideas combined with great enthusiasm. To extend this term to two years creates administrative difficulties but, more importantly, I believe it presents some danger of introducing too much routine into Board activities. For a volunteer experience to be rewarding, there must be momentum, excitement, and a united effort to work toward common goals. When a Vice President is selected, the understanding is that this person will become President and then Past President. So this is, in reality, a three-year term. Logistically, increasing the President's term most likely means that the Past President will stay two years to the end of the President's term, and the Vice

President must wait two years to become President. Realistically, as volunteers, it would be difficult for many of us to commit to six years on any Board.

As a portfolio director, on the other hand, a two-year term really is a necessary period of time to accomplish a few key objectives. What generally happens, as a new Board member, is that it takes a year to get your bearings. It takes some time to get used to working with the other Board members and learn about Board business and protocol. By the time planning starts, it is almost halfway through the first year. By the start of the second year, you are ready to begin in earnest.

So, why am I writing about this? The purpose of this month's column is to encourage you to volunteer with CIPS Calgary. As the notice for CIPS Board nominations comes out in the very near future for 2002/2003, consider putting your name forward. Volunteering with CIPS Calgary will be one of the most satisfying professional activities you will ever undertake. If a Board position seems a little overwhelming, then consider adding your name to our volunteer distribution list. You will receive email notices when extra volunteers are required for special events and can decide whether to participate or not at that time.

Any way that you can contribute to, or volunteer with, CIPS Calgary will benefit you personally and professionally many times over. Just as important, your volunteer efforts will benefit the IT community as a whole. A win-win situation if I've ever seen one – it just doesn't get any better than this! ☛



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## Project Management SIG

Our May session will feature **Mr. Kevin Brown** who will discuss **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. This session will be sponsored by **DMR Consulting Group Inc.**

Karen Wright  
Partner, Ethier Associates  
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Email: [kwright@ethierassociates.ca](mailto:kwright@ethierassociates.ca)

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

**Date** Wednesday, May 8, 2002  
**Time** 12:00 noon (sharp) - 1:00 pm  
**Location** Fifth Avenue Place Conference Centre  
2nd Floor, West Tower  
202, 237 - 4 Avenue SW

For more details regarding the session and how to register, please visit the new PMSIG website at <http://www.associationsplus.ca/cipsig/>.

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

## Presenters Needed!

Michel Selim is coordinating the Web SIG for the Calgary PC Users Society. If any one willing to be, able to be, and interested in being, a speaker (on a web topic of your choice!) for one of this group's meetings, please let Michel know by responding to him at [michel.selim@canada.com](mailto:michel.selim@canada.com).

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### Java Users Group

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

## CIPS Special Interest Groups

Register for events online! The site can be accessed at [www.associationsplus.ca/cipsig/](http://www.associationsplus.ca/cipsig/).

## e-Business SIG

The Employee Recruitment, Retention, and Learning (ERRL) Program is a key component in the ongoing growth of the [www.cchrei.ca](http://www.cchrei.ca) site. The ERRL Program is designed to increase the HR capacity of small and medium-sized environmental enterprises by providing them with tools which:

- increase the ease and accuracy of recruitment;
- raise the retention rates of existing staff;
- produce customized professional development plans to increase the skills of employees.

As Senior Project Manager with Kryos Systems, Laurie Desautels has effectively managed a wide variety of e-Business projects, including implementation of content management websites to complex e-Business sites such as [www.cchrei.ca](http://www.cchrei.ca). A graduate of the SAIT Computer Technology program, Laurie has over nineteen years of experience in the IT industry.

Michael Kerford is Vice President of the Canadian Council for Human Resources in the Environment Industry (CCHREI). Michael played the lead role in the development of the organization's website. The site has grown from a handful of static HTML pages to a fully interactive human resource and career tool, frequented by almost 20,000 active members.

Mr. Michael Kerford will provide a summary of the business objectives and challenges of engaging employers and employees in improving recruitment and retention using the website.

Ms. Laurie Desautels, a Senior Project Manager with Kryos Systems, will describe the technical challenges

associated with implementing the computing infrastructure, technology, and design of the e-Business solution.

The e-Biz Team thanks Kryos Systems for its sponsorship of this event.

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<b>Date</b>	Thursday, May 16, 2002
<b>Time</b>	12:00 noon – 1:00 pm (registration begins at 11:30)
<b>Location</b>	Bow Valley Conference Centre 3rd Floor, Bow Valley Square II 205 - 5 Avenue SW
<b>Speakers</b>	Michael Kerford, Vice President, Canadian Council for Human Resources Laurie Desautels, Senior Project Manager, Kryos Systems
<b>Cost</b>	Free

Register for the CIPS Calgary e-Business Special Interest Group by visiting: [www.eBizCalgary.org](http://www.eBizCalgary.org)

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Note: Pre-registration is required for this event. Lunch will be provided on a first-come first-served basis. Seating is limited so register early!

### **e-Business SIG Mission Statement:**

Showcase leading edge e-Business initiatives for Calgary IT Community leaders.

### **e-Business SIG Audience:**

IT Executives • Project Managers • Architects

## Data Warehouse SIG

Over the last five years, Shell Canada has been evolving its Data Warehouse. It now consists of 25+ subject areas with 200+ power users and 1800+ report viewers. Shell uses DB2 on an AS/400 as its Data Warehouse and Business Objects as the ad hoc query tool. Shell's Data Warehouse offering is now expanding to include Microsoft's Analysis Services, a multi-dimensional database and OLAP engine.

This presentation will focus on the methods used to implement the "step change" moving Shell's Data Warehouse into the multi dimensional arena.

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<b>Date</b>	Tuesday, May 21, 2002
<b>Time</b>	12:00 noon
<b>Location</b>	EDS (System House) 4th Floor, 112 – 4 Avenue SW (Sun Life Building East)
<b>Subject</b>	Discussion On Development of Shell Canada's Large Data Warehouse
<b>Speaker</b>	Dan Bainbridge, Shell Canada

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Lunch will be provided by Shell Canada.

All are welcome. NO ADMISSION CHARGE. Please contact Hassan Sherazi at 228-5423 if you need more information.

## CIPS Alberta Update

### I.S.P. of the Year Award

To advance awareness of the I.S.P. among Alberta information technology decision-makers, CIPS Alberta will award the first I.S.P. of the Year award this fall.

This award has been established to recognize an individual who provides a superior example of professional practice. Nominations are open to all certified members of CIPS practicing in Alberta.

A call for nominations was sent to more than 1000 decision-makers in the Information Systems industry in April. Nominations for the 2002 award will be accepted until May 31, 2002.

From these nominations, three finalists will be identified by an independent jury and announced in early summer. The final award recipient will be announced at the Edmonton Section Conference this October and recognized at a gala event in Calgary in the new year.

In addition to the call for nomination mailing and the award presentations, there will be a press program throughout the award process, with the intention of establishing an association between the I.S.P. and professional practice in Information Systems.

For more information, and to nominate an IT professional for this award, please go to <http://www.cips.ca/alberta> and follow the link from there.

### Volunteer Opportunity - CIPS Alberta Board

If you are a certified member of CIPS practicing in Alberta, we ask that you consider participating on the CIPS Alberta Board of Directors.

CIPS Alberta is the body owning and implementing the regulation that establishes the I.S.P. as the registered professional designation for Information Systems practitioners in Alberta. Our mandate is: "To administer and advance the certification, standards, education, and discipline of the I.S.P. designation in Alberta under the Professional and Occupational Associations Registrations Act (POARA)."

Board positions are for two-year terms, typically starting in September of each year. Nominees must be certified members of CIPS.

Becoming involved with the CIPS Alberta Board provides many benefits:

- You will directly contribute to the development of your profession;
- Your personal and business network will broaden to include practitioners from all parts of the province;
- You can enhance and apply your technical, management, and financial skills in a high profile, professional context;
- Your participation in the Board will be regularly highlighted through updates in the section newsletters, inclusion on the website, and through association with the various initiatives of the Board;
- You will be encouraged to participate in local and national events related to Board initiatives, and will be supported in doing so.

Initiatives of the Board for the coming year include:

- Being an active participant in the development of the new CIPS governance structures;
- Increasing recognition of the I.S.P. through the I.S.P. of the Year award and other initiatives;



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- Participating in the review of the Alberta privacy and freedom of information acts.

The majority of meetings are held by conference call, minimizing travel time. Four in-person meetings are held in Red Deer each year.

Board members have the option of holding a portfolio. Current portfolios include Professional Practices, chair of the Discipline Committee, and Registration. Holding a portfolio is the best way to explore or advance a particular personal interest. However, it is not necessary to hold a portfolio to be an effective contributor to the Board.

For more information on CIPS Alberta, please go to <http://www.cips.ca/alberta>. If you would like to become involved with the Board, please contact [sabina@cips.ca](mailto:sabina@cips.ca). ☛

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**Contact Erika Rauser**

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Fax (403) 244-2340

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

**WOMEN IN IT**

CONTINUED FROM PAGE 9...

“female IT professionals.” One of the most heartening results of this interview was the answer to this question. All our respondents said they felt they were IT professionals already, with Karen calling particular attention to women’s golf as an example of an attitude that still exists in society.

I think Janet speaks for all our respondents when she says, “I don’t ever want to hold a job/position because I am female; everyone should be evaluated for a position strictly based on merit.”

If you are reading this and wondering what you can do to get started in the IT profession, you have already made a positive first step—picking up the professional society’s newsletter. By joining CIPS (if you haven’t already), you have opened the door to valuable networking possibilities and friendships.

Now is the time to launch your career in the IT industry! ☛

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