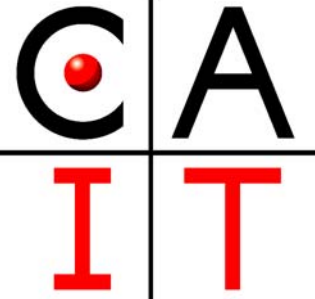


CAIT Connection

Center for the Application of Information Technology
Washington University in St. Louis

July/Aug, 2005



Leveraging IT to Drive Corporate Innovation—Topic of Next Event

Join us on Wednesday, August 31st when we will examine "Leveraging IT to Drive Corporate Innovation" with **Dr. Keith Sawyer**, Associate Professor at Washington University in St. Louis. This event will be held from 7:30-9:30 a.m. at the Mission Control Room of the James S. McDonnell Planetarium at the St. Louis Science Center. Executive Member organizations may register up to 10 individuals; Supporting Members up to 5; SME Members up to 2. To register, please contact (314) 935-4444 or EventRSVP@cait.wustl.edu.



R. Keith Sawyer,
Associate Professor
Washington University

Dr. Sawyer will report on the latest research on innovative organizations, which shows that in the most innovative companies,

the wall between the "creative" people and their colleagues is almost non-existent. Every segment of the company is open to the creative process in a way that carefully balances the organization's need for structure and rules and the creative system's need for flexibility, rule-breaking, and innovation. To meet its commitments, IT must now be involved in each stage of organizational innovation, from insight to execution. Dr. Sawyer will provide guidance on how enterprises can increase their innovative power,

Leveraging IT, (Continued on page 4)

Take Your Next Step as an IT Professional with these Unique New Classes



Standing still is not an option for today's IT professional. Let CAIT help you take your next step in personal development and technologies with the following all-new classes. For more information or to register, contact CAIT at training@cait.wustl.edu or (314) 935-4444.

Hibernate Programming (TTVJ56) - This 2-day workshop provides a comprehensive introduction to Hibernate, the most popular object relational mapping (ORM) tool for Java. Using Hibernate, programmers can write ordinary Java objects and persist them to any relational database. Choosing a different database is simply a matter of updating a configuration file. Students explore key Hibernate concepts through a series of hands-on lab exercises. Begins September 28.

Strategies to Increase Your Value as an IT Professional (MGT305) - With ongoing

changes in technology, today's IT professionals must continually "reinvent themselves" to maintain and build their value to their employers. This workshop will help you crystallize in your own mind which path is best for you and your enterprise, and how to leverage technical expertise with the core competencies now required of IT professionals. Areas explored include credibility, collaboration, leadership, responsible agenda-setting, enterprise knowledge, and relationship management. Three, half-hour individual coaching meetings in the weeks

Next Steps, (Continued on page 3)

WHAT'S COMING

MARK YOUR CALENDAR!

Annual Innsbrook
Presentation & Golf
Friday, September 23

"Strategies for Increasing Your Value as an IT Professional" (MGT305)

Two Days:
Wed & Thu, Oct 5-6
8:30 am-4:30 pm
CAIT
5 N. Jackson

"Marketing the IT Organization Internally" (MGT110)

Two Days:
Mon & Tue, Sep 12-13
8:30 am-4:30 pm
CAIT
5 N. Jackson

"IT as a Service Organization" (MGT115)

Two Days:
Mon & Tue, Oct 3-4
8:30 am-4:30 pm
CAIT
5 N. Jackson

"Internal Negotiating Skills for the IT Professional" (MGT250)

Two Days:
Tue & Wed, Nov 1-2
8:30 am-4:30 pm
CAIT
5 N. Jackson

To enroll, contact CAIT
Training Services at
(314) 935-4444 or
training@cait.wustl.edu

From the Director's Chair ...

I recently ran across a July 1999 issue of CIO Magazine as I was performing some long-overdue office re-organizing. As I thumbed through it, I considered the topics which were on the minds of IT leaders 6 years ago. At that time, wireless networking alternatives were considered 'emerging technology', as was the development of sophisticated intranet portals. The realization that web-enabled business capability was not a fad but a fundamental shift in customer expectations was just burgeoning. "E-" preceded words which up until then hadn't changed in decades! IT departments were primarily providing transactional support services, in contrast to acting as a strategic business partner. Of course, many a cautious CIO planned to spend Y2K New Years Eve at the office. And, as the dot-com bust hadn't occurred yet, over 3.4 million Americans called themselves IT professionals.

Today we live in interesting times. We read labor statistics indicating that the economy is rebounding, yet this is not the general consensus among leaders of IT service companies and CIOs. A recent article in *InformationWeek* offers an explanation. Although many of the technology professionals who lost their jobs during 2000 – 2002 are now back in IT positions, they are in more traditional roles, as a result of a significant realignment in the IT workforce. Employers are hiring people in roles which they see making a difference in productivity, including in IT. It's why we see such an emphasis on IT's role in driving corporate innovation and why a workshop on "The Business-IT Partnership: Delivering Business Results" will soon be offered.

I look forward to seeing many of you at upcoming CAIT events addressing these and other issues that we're all living through in these interesting and ever-changing times.



Laurie Koetting
Laurie Koetting
Director, CAIT

Battle for Control of the Internet Raging

As one of the pioneering members of the American Registry for Internet Numbers (ARIN), the group responsible for managing Internet Protocol (IP) resources for North America, CAIT Senior Technical Associate **Bill Darte** suddenly and reluctantly finds himself in the middle of a global struggle regarding who will control the Internet. And, the stakes for business and technology, not to mention global freedom and economic growth, could not be higher.

From its humble beginnings as a U.S. Department of Defense research project in the mid-1960's, the Internet has grown to a worldwide communications phenomenon. True to the American tradition, its phenomenal growth and development resulted not from a directive from government, but through the efforts of a wide variety of enterprising individuals, many of whom worked as unpaid "volunteers" from research and commercial organizations. These "bottom-up, consensus-based efforts" over time became formalized through groups that include the Internet Architecture Board (IAB), the Internet Engineering Task Force (IETF), the global policy-oriented Internet Corporation for Assigned Names and Numbers (ICANN), and ARIN's counterparts in Europe, South America, Asia, and Africa.

Perhaps predictably, now that the enormous significance of the Internet is well-established, parties have emerged that would like to consolidate control of the Internet and secure some of the power for themselves. For government bodies around the world, control over the Internet potentially provides opportunities to increase tax revenues, control technolo-

gies for their own benefit, select business and technology winners and losers, restrict free speech, and achieve leverage over other nations. Moreover, for some organizations whose fates are linked to older technologies, a shake-up of the status quo may give them opportunities to regain lost power. For example, as more and more voice communications are being transported via the Internet using VoIP, the International Telecommunication Union (ITU), which oversees phone service internationally, is finding its authority threatened.

The latest threat to the existing order of Internet governance comes from the United Nations (UN), which charged its Working Group on Internet Governance (WGIG) to prepare recommended options. While they have developed 4 alternative proposals that will be debated at a meeting in November, ominously 3 of the 4 proposals would likely result in the UN serving as the primary agent controlling the Internet, through bodies consisting of representatives from a broad collection of national governments. Bill Darte's group, ARIN, and its global counterparts fear that such a plan would impede the free-flowing development of new technologies, add unnecessary burdens to enterprises who wish to conduct global business, and add an element of chaos to currently, relatively smooth processes through which entities can secure domain names and addresses.

CAIT is considering hosting a seminar on recent developments and likely outcomes of the emerging battle to control the Internet. But, we would like a better understanding of how much interest exists for this seminar. If you believe you might be interested in an offering such as this, please contact Bill Darte at billd@cait.wustl.edu.



NEXT STEPS, (Continued from Page 1)

following the course will help students integrate learning with their real-world situations. Begins October 5.

Introduction to SharePoint -

(WIN130) Today's distributed business environment requires that information workers respond anytime and anyplace while closely collaborating with other workers. Microsoft Windows SharePoint Services offers this needed integration by offering essential collaboration and communication technologies into a Web-based environment. This course is designed for IT professionals that need to understand everything that SharePoint can do as well as how to get it up and running. In this course students will learn to install, configure, administer, and develop for SharePoint products and technologies. They learn the fundamentals of developing business applications in a SharePoint environment, including how to fully inte-

grate Office 2003 applications and how to build a project management application in a SharePoint environment. Begins November 10.

SharePoint Programming (WIN135) -

During this 3-day hands-on workshop, students learn how to create and deploy web parts, modify SharePoint behaviors, and customize the appearance and content of their SharePoint sites. Begins November 14.

SQL Server Reporting Services (SQL125) -

In this two-day instructor-led course, students learn to author, deploy and manage reports using Microsoft SQL Server Reporting Services. Begins October 10.

For a complete listing of classes, please visit CAIT on the web at cait.wustl.edu. For more information and to register, contact training@cait.wustl.edu or (314) 935-4444. We hope to have the opportunity to help you take your next step!

Connecting with the CAIT Staff

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Annual Presentation & Golf Outing Scheduled for Friday, September 23



Bart Perkins,
Managing Partner
Leverage Partners, Inc.

Please mark your calendar for Friday, September 23, 7:30 a.m.- 5 p.m. for the St. Louis region's premiere IT executive event of the year, the annual CAIT Executive Speaker Series and Golf

Outing at the Innsbrook Estates Executive Conference Center. It will be a day of camaraderie, fun, and learning with other St. Louis IT leaders.

As a benefit of membership, there is no charge for either the presentation or golf. Executive Members may send up to 6 individuals; Supporting Members up to 3; SME members up to 2. Please register by contacting Kathleen Neal at (314) 935-5501 or

EventRSVP@cait.wustl.edu. If you will be playing golf, tell us whether your usual score is <90, 90-110, or >110. If not, please let us know if you will be joining us for lunch.

The day will begin with a presentation by Computerworld's supplier management columnist **Bart Perkins** entitled, "Strategies and Metrics for Vendor Management." Today's enterprises are continually grappling with the issue of how to utilize, integrate, and manage vendor relationships. While creating sourcing strategies to identify which activities should remain in-house vs. outsourced is challenging enough, this is only the first of many issues. Handing-off responsibilities to vendors creates immediate needs to manage and measure their performance in ways that fit the culture and capabilities of the organization. Mr. Perkins will share best

practices based on his experiences as both a consultant and as a former CIO of two Fortune 250 companies: Tricon Global Restaurants (the parent of KFC Corporation, Pizza Hut, and Taco Bell) and Dole Food Company.

Then, it's off to the golf course for the annual CAIT Golf Scramble - 18 holes compliments of CAIT!

We look forward to seeing you at Innsbrook on Friday, September 23rd!

Visit CAIT at

<http://cait.wustl.edu>

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(314) 935-5367

To register for courses, contact:
training@cait.wustl.edu
(314) 935-4444

LEVERAGING IT, (Continued from page 1)

and how IT can work in concert with the rest of the company to deliver the innovation that fuels growth.

R. Keith Sawyer, Associate Professor of Education at Washington University in St. Louis, has studied creative teams and organizations for 15 years, preceded by a 10-year career as an IT consultant. After earning a degree in Computer Science from MIT, he designed video games for Atari, then became a management consultant for

high-tech consultancy Kenan Systems (acquired by Lucent Technologies). Later, he pursued graduate work at the University of Chicago, where he studied group creativity. He is the author of several books, including the forthcoming book, "The Innovation Paradox."

We hope you will join us on Wednesday, August 31st to learn more about how IT can help the enterprise unleash its innovation potential.

Project Management Roundtable Shares Area's Best Practices

Each year, CAIT offers one or more roundtable series, in which participants meet monthly to discuss a topic that is particularly timely that year. The attendees themselves drive the agenda, determining as a group which aspect of that year's topic they want to discuss and whom to invite as presenters. This format not only provides a way to obtain "textbook" learning, it also allows participants to learn from the experience of their colleagues in the St. Louis area.

This year, we are offering a roundtable in Project Management with the theme "Hearing the Experience Speak." Accordingly, a special effort has been made, not just to solicit expert presenters, but also to gather learning from

those in the area with extensive Project Management experience via participant interviews conducted by Dr. Tom Browdy, our Roundtable's content expert.

The May 18th session featured **Dr. Gerry Schwartz**, former President of Sverdrup and now Senior Professor at Washington University in St. Louis. His topic was "Critical Partnership." Discussion focused on how to initiate a partnership program, recognizing that partnering involves a process that starts before the project starts.

The June 15th session included a presentation by **Dr. Rose Jonas**, President of The Jonas Company employment consultants, on the topic "Group processes and individual mentoring." As most projects require groups of people to work together as a team,

the discussion focused on deciding which processes are most effective for particular teams.

The July 6th session included a presentation by **Dr. Allen Atkins**, now retired following a 37-year career with Boeing. His topic, "Leading and managing the outside influences of a project," focused discussion on how to work with various stakeholders that may have the same, tangential, or competing expectations about results of the project.

For more information on the Project Management Roundtable, or for suggestions on future Roundtable topics, please contact Bill Darte at billd@cait.wustl.edu or (314) 935-7575.

2005 CAIT MEMBER EVENTS

UPCOMING EVENTS

Date	Topic	Presenter	Time	Location
Wed, Aug 31	Leveraging IT to Drive Corporate Innovation	R. Keith Sawyer, Assoc. Prof, WUSTL	7:30-9:30am	John S. McDonnell Planetarium
Fri, Sep 23	Strategies & Metrics for Vendor Management	Bart Perkins, Leverage Partners, Inc.	7:30am-5:00pm	Innsbrook Golf Resort
Wed, Oct 19	The Information Workplace	Forrester Research	8:30-10:30am	Chase Park Plaza
Nov TBD	TBD	TBD	3:00-7:00pm	TBD
Wed, Dec 7	The Business Value of Portal Technology	Michael Minkler, Perficient	7:30-9:30am	TBD

PREVIOUS EVENTS

Fri, Mar 4	2005 IT Trends	Daryl Plummer, Gartner Research	8:15-10:30am	Saint Louis Art Museum
Tue, Mar 22	Combating Spam, Viruses, Spyware	Kenneth Schneider, Symantec	7:30-9:45am	Eric P. Newman Center, Forest Park
Wed, Apr 20	ITIL (IT service mgt best practice framework)	Ken Wendle, HP	2:45-7:30pm	Dennis Jones Visitor Center, Forest Park
Wed, May 18	Outsourcing & American Competitiveness	Murray Weidenbaum, Ph.D., WUSTL	5:30-8:30pm	Whittemore House, Wash U Campus
Thu, Jun 9	Emotional Intelligence in IT	Edie Varley, The Varley Group	8:15-10:30am	Whitaker Hall, Wash U Campus

Please RSVP for events to EventRSVP@cait.wustl.edu or (314) 935-4444