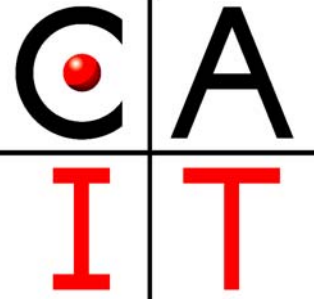


CAIT Connection

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

Sep/Oct, 2005



The Information Workplace: Big Changes Ahead in the World of Work

Today's information workers operate in a complicated environment. They rely on a disjointed set of office productivity, content, collaboration, and portal tools. What will IT's role be in the re-definition of the world of work?

This issue will be the focus of CAIT's Wednesday, October 19th event, "The Information Workplace: Big Changes Ahead In The World Of Work." This event, which features **Erica Rugullies**, Principal Analyst at Forrester Research, will be held from 8:15-10:30 a.m. at the Chase Park Plaza Hotel. Executive Member organizations may register up to 6 individuals; Supporting Mem-



Erica Rugullies,
Senior Analyst,
Forrester Research

bers up to 3; SME Members up to 2. To register, please contact (314) 935-4444 or EventRSVP@cait.wustl.edu.

The presentation will reveal that the information workplace (IW) is likely to be much simpler, yet richer, than today's tools by incorporating contextual, role-based information from business systems, applications and processes; delivering voice, documents, rich media, process models, business intelligence, and real-time analytics; integrating just-in-time eLearning; and fostering collaboration. Using a service-oriented architecture, the IW will be rich with presence awareness, information rights, and personalization, and it will provide offline and online support to a

Information Workplace, (Continued on page 2)

Announcing 2006 Certification Tracks

While many enroll in one CAIT class at a time, there is a way to document and formalize your educational achievement with a respected credential. CAIT offers a series of IT certifications that you can pursue at a comfortable pace in the evening and still complete by the end of next year - even faster if you can take classes during the day.

The "Certificate of Directed Studies" program provides IT profes-

sionals an approach to upgrade their skills and broaden their perspectives to prepare them for

2006 Certification Tracks

.NET Program'g Using C#	IT Professional Development
.NET Program'g Using Visual Basic.NET	Linux
Advanced Java Development	Macromedia MX Web Development
ColdFusion Application Development	Object-Oriented Dev in C++
Computer Networking and Security	Object-Oriented Dev in Java
Data Warehousing	Project Management
Database Development Using Oracle	SQL Server
Database Principles	Unix Systems
Enterprise Networking	Visual Basic
Enterprise Web Application Dev in Java	Web Content Design
Flash Internet Application Development	Windows XP & Server 2003
IT Leadership & Management	XML

greater responsibility. These Certificates can also help IT managers establish benchmarks for the IT skill sets possessed by their employees. The instruction combines

the best features of several IT training alternatives. Like any Washington University program, instruction meets high academic standards, and includes theory and essential principles in a vendor-neutral context. And as with industry certifications, learning is immediately applicable in the workplace.

If you have questions about the Certificate program or other training opportunities at CAIT, please visit us on the web at <http://cait.wustl.edu>, or contact Training Services at (314) 935-4444 or training@cait.wustl.edu.

WHAT'S COMING

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

Two Days:
Tue & Wed, Nov 1-2
8:30 am-4:30 pm

"Writing Skills for IT Professionals" (MGT300)

Two Days:
Mon & Tue, Nov 7-8
8:30 am-4:30 pm

"Consulting Skills for IT Professional" (MGT225)

Two Days:
Wed & Thu, Nov 16-17
8:30 am-4:30 pm

"The Business IT Partnership: Delivering Business Results" (MGT280)

One Day:
Fri, Nov 18
8:30 am-4:30 pm

"Strategies to Increase Your Value as an IT Professional" (MGT305)

Two Days:
Thu & Fri, Dec 1-2
8:30 am-4:30 pm

"Business Finance & Budget Fundamentals" (MGT290)

Four Evenings:
5:00 pm-8:00 pm,
Mon & Wed,
Nov 28, 30, Dec 5,7
Two Days:
Mon & Tue, Dec 12-13
8:30 am-4:30 pm

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

From the Director's Chair ...

CAIT's annual presentation and golf outing at The Innsbrook Conference Center once again provided a much needed opportunity for many of the IT management and technical professionals of CAIT's member organizations to escape for a day, hear **Bart Perkins**, a very interesting and experienced columnist from Computerworld, and enjoy each other's company along with a little friendly competition on the golf course. Some caught up with the business and personal happenings of colleagues they hadn't seen in awhile, and others sought out peers from other organizations that were rumored to be pursuing business - IT initiatives similar to he/she was about to embark upon within their own companies. Still others were conversing about handicaps and *lightheartedly* accusing others of understating their golfing abilities and forming a foursome with an unfair advantage!

All in all, everyone seemed to enjoy the knowledge and perspectives gained, the camaraderie shared, and of course the incredible weather! And for the 4th year in a row, I did not have the pleasure of awarding a 'hole-in-one' prize of an entire set of classes needed to earn a Certificate of Directed Studies in any one of the 20+ certifications offered by CAIT. The prize is transferable to anyone in the winner's organization. Well, maybe next year!

During conversation I received lots of ideas and suggestions for future presentations, workshops, roundtables and classes. Please be on the lookout for an upcoming email announcing the annual CAIT topics survey, through which you may also submit your preferences for CAIT's offerings in 2006. You'll be able to let us know the topics for which we will begin sourcing expert presenters, specialized workshops and roundtables you'd like to see us offer that will benefit your IT organizations, and classes that address technologies and skill sets needed by individuals in your companies. We've scheduled the 1st offering of the **ITIL Foundations and Certification** for Nov 14-16, which was the direct result of your requests and input.

Let us know what you need to continue to develop yourselves and your IT staffs. We're listening!



Laurie Koetting

Laurie Koetting,
Director, CAIT

Innsbrook Event Delivers a Day of Learning & Camaraderie

On Friday, September 23rd, dozens of St. Louis IT executives and managers pushed away their keyboards and spent a day getting refreshed and refocused at the annual Executive Speaker Series and Golf Outing at Innsbrook.

The weather was fine, as the sun prevailed over the iffy forecast.

The day began with a presentation by Computerworld's supplier management columnist Bart Perkins entitled, "Strategies and Metrics for Vendor Management." He provided the group with valuable insights into how leading companies now utilize, integrate, and manage vendor relationships. Mr. Perkins is 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. He is currently a Managing Partner of Leverage Partners, Inc. in Louisville, KY.

Then, it was off to an 18-hole golf scramble, which gave CAIT members a great, once-a-year opportunity to meet and get to know their colleagues. The winning team delivered a combined score of 12 under

par! Their results earned each of them a coveted CAIT combination golf and travel bag, as well as bragging rights for a full year until next year's outing. The winning team, all of whom are from Bunge North



The winning team, all from Bunge North America.

America, consisted of Bob Scarry -- Vice President & CIO, Chris Brunk -- CIO, Bunge Europe, Don Elledge -- IT Manager, and Tom Mann -- Manager, IT - SAP Systems.

Bob Davis of U.S. Bancorp won the "Closest to the Pin" competition. The "Longest Drive" competition was won by John Powell of Anheuser-Busch.

We would like to thank all participants for making this year's Innsbrook outing a great success!



John Powell and Bob Davis celebrate their individual performance victories.

Information Workplace. (Continued from page 1)
plethora of devices. As this unfolds, information work will expand beyond traditional knowledge workers.

Erica Rugullies is a Principal Analyst in Forrester's Information Delivery research group. Her current research focus includes enterprise messaging and collaboration, the information workplace, team collaboration, message archiving, and information rights management. In the past she has also covered product information management, idea manage-

ment, product life-cycle management, commerce servers, eProcurement, business-to-business (B2B) marketplaces, and electronic bill presentation and payment. Erica has a B.A. from Harvard University.

We hope you will join us on Wednesday, October 19th for a glimpse into the future of the information workplace and the world of work.

New Certifications for 2006

As the career needs of IT professionals change, so do CAIT certification programs. Note these three new certifications for 2006:

IT Professional Development

With ongoing changes in technology, today's IT professionals must continually "reinvent themselves" to maintain and build their value to their employers. Those who simply stick with technology as their primary skill value run the risk of having their jobs outsourced or off-shored right out from under them, while those who limit their role to "individual contributor" can get passed over for opportunities that require collaboration or business-oriented solutions. This certification track is designed to help all IT professionals at all levels determine and make progress toward the professional development path that is best for them -- their own optimal intersection of personal strengths, employer needs, and business conditions.



IT Leadership and Management

This certification track has been designed for IT professionals who currently hold or are pursuing positions of IT organization leadership and management, and beyond. It includes a core set of classes that build foundational skills in management, including finance, strategy, communications, people skills, and project management. Elective

classes allow students to tailor the curriculum to meet their particular needs and interests.

SQL Server

Microsoft SQL Server is one of the most popular relational database management systems. While

it has commonly been used by businesses with small to medium sized databases, its use in large enterprises continues to grow, and it has become a significant competitor to other relational database products for this market segment. This certification track provides the foundation for its use, including development, administration, and reporting services.

Connecting with the CAIT Staff

Laurie Koetting
Director
(314) 935-5398, lauriek@cait.wustl.edu

Steve Boriss
Associate Director
(314) 935-4850, steveb@cait.wustl.edu

Thomas A. Browdy, Ph.D.
Director & Affiliate Professor,
Information Mgmt. Programs
(314) 935-5138, tbrow@seas.wustl.edu

Madelynn Hopson
Client Services Manager
(314) 935-5367, madelynnh@cait.wustl.edu

Bill Darte
Senior Technical Programs Specialist
(314) 935-7575, billd@cait.wustl.edu

Carole Swindle
Office Manager
(314) 935-4790, caroles@cait.wustl.edu

Dottie Barresi
Client Services Coordinator
(314) 935-5379, dottieb@cait.wustl.edu

Cheryl Walker
Client Services Coordinator
(314) 935-7347, cheryls@cait.wustl.edu

Kathleen Neal
Marketing Programs Assistant
(314) 935-5501, kathleenn@cait.wustl.edu

Pat Waller
Sr. Client Support Specialist
(314) 935-5382, patw@cait.wustl.edu

Keith Hible
Sr. Client Support Specialist
(314) 935-7571, keithh@cait.wustl.edu

participate in ITSM projects. This course is 70 percent lecture and 30 percent interactive. The ITIL Foundations Certification Exam is administered at the end of the course. This course is appropriate for all IT staff, system and network administrators, managers, and executives who are responsible for the delivery of IT services in an organization.

The first offering of this class is **November 14-16**. To register, contact CAIT Training Services at training@cait.wustl.edu or (314) 935-4444.

Introducing ITIL Foundation & Certification Class



For many years, IT had been advancing so rapidly that it was more than enough to stay on top of emerging technologies, costs, staffing requirements, and the creation of business value. In fact, enterprises were so busy keeping-up, there was little time left to document, analyze, and implement best practices on how to provide superior client service and manage the IT function itself. By contrast, for many of the other, more mature business functions, these activities were at or near the top of their priority lists.

The sudden, soaring popularity of IT Infrastructure Library ("ITIL", pronounced "eye-till") suggests that our field may now finally be ripe for a commonly accepted

framework for best practices in Information Services. That's why CAIT is pleased to introduce a new class in ITIL to help St. Louis companies participate in this emerging development.

ITIL Foundation and Certification (ITIL01) is a 3-day course that introduces the concepts of IT Service Management (ITSM) based on the IT Infrastructure Library (ITIL). It describes a set of processes involved in developing an IT framework and features a hands-on High Performance simulation that provides an interactive learning experience throughout the course. This results in a thorough grounding in the basic theory of ITSM, which can be used to take the Foundation Certificate in IT Service Management exam and to

New CAIT Classes

Be sure to check out these new classes, just added to CAIT's schedule:

The Business - IT Partnership: Delivering Business Results (MGT280)

- The relationship between IT and business leaders has emerged as one of the most important variables that determines whether IT investments fail or actually create real value to an enterprise. This interactive, pragmatic course has been developed for both senior business and IT managers and executives who are responsible for setting IT priorities and/or sponsoring IT project initiatives. **Begins November 18.**

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 determine which path is best for you and your enterprise, and how to leverage technical expertise with the core competencies now required of IT Professionals. Three, half-hour individual coaching meetings by phone in the weeks following the course will help

students integrate learning with their own real-world situations. **Begins December 1.**

Hibernate Programming (TTJV56)

- This 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.

Writing Skills for IT Professionals (MGT300)

- Companies consistently rate written communication skills near the top of the desired skills list for employees at all levels. During this 2-day course, which has been specifically designed for IT professionals, you will learn to recognize what makes "good" business writing so much more effective than "bad" business writing, and learn principles of plain language included in the 5 components of good writing: Complete, Consistent, Clear, Concise, and Correct. **Begins November 7.**

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 December 14.**

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 who need to understand everything that SharePoint can do as well as how to get it up and running. **Begins November 10.**

For a complete listing of classes, please visit CAIT on the web. For more information and to register, contact training@cait.wustl.edu or (314) 935-4444.

Visit CAIT at

[Http://cait.wustl.edu](http://cait.wustl.edu)

CAIT offices are located at:
5 North Jackson, Suite 130, Clayton

For general or membership information,
Contact Steve Boriss at:
steveb@cait.wustl.edu or (314) 935-4850

For training information,
contact Carole Swindle at:
caroles@cait.wustl.edu or (314) 935- 4790

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

2005 CAIT MEMBER EVENTS

UPCOMING EVENTS

Date	Topic	Presenter	Time	Location
Wed, Oct 19	The Information Workplace	Erica Rugullies, Forrester Research	8:30-10:30am	Chase Park Plaza
Thu, Nov 17	Data Quality Strategies & Best Practices	Frank Dravis, Firstlogic, Inc.	3:00-7:00pm	St. Louis Zoo
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
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

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