



# AITP The Printout

The Nashville Chapter  
of  
The Association of Information  
Technology Professionals

August 2008  
Chapter Newsletter

## AGILE SOFTWARE DEVELOPMENT

Software development has often been called chaotic with conflicting interests and needs of users, developers, and management. There have been attempts to improve the software development process. An innovation that has gained considerable support over the past 15 years is called Scrum. Scrum is a type of Agile development that has been used successfully by such companies such as Google, Bank of America, Adobe, etc.

Agile Development is a conceptual framework for software development that promotes development iterations, open collaboration, and adaptability throughout the life-cycle of the project. Scrum is a type of Agile Development.

Scrum is comprised of a prioritized list of features called a Product Backlog, from which the development creates production ready code in time-boxed iterations of development (usually 3 – 4 weeks). Scrum is being used by companies to create better quality applications that add value to the Users in shorter periods of time.

Our August program is about software development. Our speaker is Tommy Norman, a Systems Architect with the Compuware Corporation. Compuware Corporation is one of the top ten enterprise software and IT services in North America. They have about 70 full time professionals in their Nashville Office. Tommy will discuss how Scrum is an agile process to manage and control development work.

It can be used as a wrapper for existing engineering practices and is a team based approach to interactively, incrementally develop systems and programs when requirements are rapidly changing. Tommy will tell us how they have adopted Scrum in two different companies. He will give us a practical look at what worked and what did not.

Tommy has extensive experience in developing software and in improving the process. At present, he is a Systems Architect with the Compuware Corporation here in Nashville. He has been with Compuware for three and a half years and provided consulting services to clients, including Bridgestone/Firestone, Trilegiant, and Central Parking Systems. Tommy created and managed the internal Thought Leadership program.



Prior to Compuware, Tommy spent five years as a Senior Consultant with CGI Management and Consulting Services. He was also the Director of Software Development for the Renaissance Center in Dickson, Tennessee, and spent several years as a Network Technician for the Shelby County Government in Memphis.

Tommy holds current certifications as Microsoft's MCSD and MCT. He and his wife Heather live in hermitage with their four daughters, Hadley, Sophia, Emma, and Isabella. Isabella is a new arrival, just two months old.

Tommy has made previous presentations to the AITP Chapter. He is an interesting speaker.

### IN THIS ISSUE:

Message from the President	_____	Pg 3
Calendar of Upcoming Events	_____	Pg 5
AITP Business Information	_____	Pg 6

## AITP Nashville Roster

## Dinner Reservation and Cancellation Policy

<b>President:</b>	<b>Marshall Messamore</b> Vanderbilt University Medical Center 615/322-3647 fax: 615/343-1214 marshall.messamore@vanderbilt.edu
<b>Vice President:</b>	<b>Tom Clark</b> Star Physical Therapy (615) 591-6590 <a href="mailto:clarktw2001@hotmail.com">clarktw2001@hotmail.com</a>
<b>Secretary:</b>	<b>Ella McGill</b> American General 615/749-1346 fax: 615/749-2840 Ella_McGill@agfg.com
<b>Treasurer:</b>	<b>Beverly Gibson</b> beverlygibson04@comcast.net 615/424-0135
<b>Chapter Liaison:</b>	<b>Frank Reagor</b> freagor@charter.net
<b>Membership Director:</b>	<b>Joan Julius</b> CGI joan.julius@cgi.com
<b>Director of Programs:</b>	<b>Paul Saunders, CCP</b> Saunders Systems Corp. 615/367-1717 paul@saunderssystems.com
<b>Student Chapter Coordinator:</b>	<b>Dr. Gerald Marquis</b> Tennessee State University 615/ 963-7096 gpmarquis@yahoo.com
<b>Newsletter Director:</b>	<b>Robert Wright</b> Vanderbilt University 615/322-0004 r.n.right@gmail.com
<b>Director of Meeting Arrangements:</b>	<b>Mary Simpson</b> Genesco Inc. 615/367-8083 fax: 615/367-7775 msimpson@genesco.com
<b>Website Coordinator:</b>	<b>Mike Eischen</b> Genesco Inc. 615/367-7068 meischen@genesco.com
<b>Director of Publicity</b>	Open
<b>Past President:</b>	<b>Mary Simpson</b> Genesco Inc. 615/367-8083 fax: 615/367-7775 msimpson@genesco.com
<b>Internet Information —</b>	<b>Web Sites</b>
Chapter:	<a href="http://www.aitpnashville.org">http://www.aitpnashville.org</a>
Headquarters:	<a href="http://www.aitp.org">http://www.aitp.org</a>
Region 7:	<a href="http://members.tripod.com/aitprejon7">http://members.tripod.com/aitprejon7</a>

**AITP**  
P. O. Box 22038  
Nashville TN 37202

AITP members will be notified by electronic mail one week prior to the Chapter meeting. Reservations can be made by responding to the electronic notice or by calling *Mary Simpson at 615/367-8083 fax: 615/367-7775* Dinner reservations can be canceled up to 24-hours prior to the meeting without cost.

**Since the Chapter pays for reserved meals, No Shows will be billed at the reservation price of \$20.00 for Members, and \$30.00 for Guests.**

Members are responsible for their guests' reservations. *If you are a member and have not been receiving this notification, please contact Mary Simpson at:*

**615/367-8083 fax: 615/367-7775**  
[msimpson@genesco.com](mailto:msimpson@genesco.com)

### August Chapter Meeting:

**Holiday Inn Brentwood**  
**760 Old Hickory Blvd (at I-65)**  
**Brentwood, TN 37027**  
**615-373-2600**



TECHNOLOGY LEARNING COOPERATIVE  
**BELMONT**  
UNIVERSITY

---

**"IT TRAINING FOR IT PROFESSIONALS"**

Select Programs:

- Six Sigma for Service Industries
- Business Analyst Certification
- Project Management
- Finances for the Non-Financial Professionals
- Unix — Java — Microsoft — Oracle

[www.belmont.edu/tlc](http://www.belmont.edu/tlc)  
[TLC@mail.belmont.edu](mailto:TLC@mail.belmont.edu)  
 Contact: [mclanec@mail.belmont.edu](mailto:mclanec@mail.belmont.edu)  
 615.460.5566

## MESSAGE FROM THE PRESIDENT

-----

W. Edwards Deming said, "It is not necessary to change. Survival is not mandatory." Jeff Orton, CIO/CLO at Genesco, Inc. thoroughly understands the sentiment Dr. Deming was expressing...you have to change to survive. Genesco has had tumultuous times over the past 18 months including a rejected buy-out bid and a failed merger deal. As a growth company, it faces big changes in the near future, especially in IT. But you won't hear Mr. Orton complaining--he is a survivor; he embraces change and has a positive attitude about the opportunities change presents.

Through all the business changes mentioned above, Genesco has come to a special moment as it counts on IT for its business survival and success, but IT has to change to make it happen. According to Laurie M. Orlov a researcher at Forrester Research, Inc. there are three viable archetypes of successful IT departments in business; they are Solid Utilities (like water or electricity), Trusted Suppliers (with project management as an example), and Partner Players (valued parts of the business). The IT department can't decide which it wants to be. It must respond to the needs of the enterprise. Genesco has been providing "Solid Utilities," but appears to be in a transition to "Partner Player." Jim Estepa, President and Chief Executive Officer, Genesco Retail Group, is one of the catalysts. He believes in the power of IT and how it can contribute to the business of Genesco. He talks about virtual inventory and how to automate and centralize tasks of a store associate in order to give the associate more time on the floor, meaning more time serving the customers and making sales. Mr. Orton discussed what it will take to accomplish Estepa's vision. It will take a network, point of sale hardware, operating systems, Oracle portal, applications, etc. In other words, it will take an investment in IT as a business partner that will return value. IT at Genesco has an incredible opportunity to be a force multiplier and contribute directly to business strategy.

Some of the most important changes Mr. Orton embraces are not technological ones, they are cultural. Because of the business and technological changes, Genesco will need new, improved skills and Orton believes the way to get upgraded skills is to upgrade attitude. He told a wonderful story about his college professor, Bruce Clayton, whose positive attitude completely overcame the lack of skills at various points in his life leading Dr. Clayton to a successful career as a professor and author. Mr. Orton strives for this type of can-do attitude and wants to inspire Genesco's personnel to it also. He feels attitude can lead to victimization or empowerment. He gave an example about building an IT strategy which is quite difficult without a business strategy. Rather than feeling victimized by lack of a business strategy, he suggests making a choice to be empowered and go get the business strategy. The attitude Mr. Orton wants to see can be summed up in his quote from Forrester Research, "Embrace technology chaos. Deliver business results." Genesco has an exciting road of change ahead. The attitude of IT will be a key factor in their success.

We can learn from Mr. Orton as well. Embracing change with a positive attitude is a key way to make AITP Nashville a place *where IT professionals meet*.

Marshall B. Messamore

AITP President

[marshall.messamore@vanderbilt.edu](mailto:marshall.messamore@vanderbilt.edu)

## AITP Member Profile

### JOAN JULIUS



Our member profile this month is about Joan Julius who is a long time AITP member (15 years). Joan has served on the AITP Chapter Board for a number of years and is currently the Membership Director. In this profile, we want to give Joan credit for the great job she has done in the membership area and also help in her search for a new position. Joan is currently working on the Bridgestone/Firestone account for CGI Consulting, but they are outsourcing the IT work to India. Joan does not want to relocate out of the country.

Joan has been with CGI Information Systems and Management Consultants here in Nashville since 1997. CGI is a large consulting firm that provides end-to-end IT services and business solutions to clients in the United States, Canada, and over 20 other countries.

Joan is a senior-level IT professional with hands-on experience in global enterprise manufacturing and distribution environments. She has led several technical teams to automate the receiving, processing, and sending of EDI documents and bar code labels with large manufacturing customers for a vehicle parts supplier. She has developed and enhanced sales, forecasting, order management, shipment, and finance processes to interface with the received and sent electronic documents.

Joan has proven success in project management, including solution development and customer relationships. She led a million-dollar ERP conversion from the software investigation through implementation. Joan has mentored and trained technical and business colleagues. She salvaged the relationship with a \$35 million customer by aggressively spearheading the EDI/Bar Code requirement project.

Prior to CGI, Joan worked as an independent consultant. She managed a nine member IT team for Rohm Electronics, a global leading electronic component manufacturer. They supported fourteen satellite sales and distribution centers on-line. Other projects included the automation of the shop floor process and the development of the labor analysis system.

Joan holds several certifications. She is a Microsoft Certified Professional (MCP) in MS SQL Server Development, Novell Certified Network Administrator (CNA), and Certified Computer Programmer (CCP) of the Institute for Certification of Computer Professionals. Joan holds a BS in Computer Science from the American College of Computer and Information Sciences.

Joan lives with her family near Percy Priest Lake. Joan says Nashville is quite a change after spending years living in the Orange County area of Southern California. She has a son who is an R.N. and Director of Nursing at the Reno, Nevada jail. Joan and her husband like to travel and say that Switzerland was their best trip.

When you see Joan at our next AITP meeting, please thank her for her work as Membership Director and let her know of any senior level IT positions available. Joan can be reached at [JMJulius@bellsouth.net](mailto:JMJulius@bellsouth.net).

# Calendar of Upcoming Events 2008

Date	Event	Location	Information
August 14	Chapter Meeting	Holiday Inn Brentwood	Agile Software Development Tommy Norman, Compuware Corp
September 11	Chapter Meeting	Holiday Inn Brentwood	Team Building Vicki Davis, Dale Carnegie
October 9	Chapter Meeting	Holiday Inn Brentwood	Computer Game Development Mike Meredith, ITT
November 13	Field Trip (to be confirmed)	Ford Motor Glass Plant	George Gilbert, IT Plant Manager
December 11	Chapter Meeting (guest night)	Holiday Inn Brentwood	Patsy Hatfield Lawson, Front Porch Productions

## SPEAKERS

We are always interested in good speakers to make presentations at our AITP Chapter Meetings. If you know someone who is interested in making a presentation on a topic, on their company, or company's products, please contact Paul Saunders at (615) 367-1717 or [Paul@SaundersSystems.com](mailto:Paul@SaundersSystems.com).

## Computer Room Spot Cooling Sales & Rentals



**Port-A-Cool Distribution**

P.O. Box 1152 Franklin, TN 37065 ♦ 615-794-8070

**[www.portablecooling.com](http://www.portablecooling.com)**

## AITP NEW MEMBER

Michael Smiley  
Database Administrator Lead  
Brookdale Senior Living  
111 Westwood Place  
Suite 200  
Brentwood, TN 37027  
[msmiley@brookdaleliving.com](mailto:msmiley@brookdaleliving.com)

Welcome to our new member!

## BLAST FROM THE PAST

Suzanne Lattimore of Direct General Corporation was the speaker at our August 2004 chapter meeting. From Robert Wright's September President's message:

“When Suzanne arrived at Direct the AS400 mainframe could only stay up half a day per week and 3 programmers ran everything. The computer room had a raised platform, not for cabling but to address a chronic flooding problem. Today the IT department has 67 employees. The corporate headquarters are in Nashville, the Administrative Operations are in Louisiana, and Claims offices are in Memphis, Knoxville, and Tampa. About 40% of total revenues come from the Florida agencies. The business is more than 50% cash-driven.”

Suzanne was also the keynote speaker at the Regional Student Conference which our chapter hosted that year.

\*\*\*\*\*

“Quest”

A 23-foot trailerable houseboat built from plans.



Image from the  
[www.Glen-L.com](http://www.Glen-L.com) site

## ITT Technical Institute's Bridge Program

The ITT Technical Institute of Nashville has started a new program that they call "The Bridge Program." This program is aimed at helping Nashville employers find technically qualified people for part-time temporary work. It helps employers find good people without a permanent job offer and helps ITT Technical Institute find employment for their graduates. The AITP Nashville Chapter supports this program as ITT has an AITP Student Chapter.

This is a program in which ITT students work for an employer for approximately six months (two quarters). The students are recommended by their Department Chairs and are considered as the top students in the Department. Students must maintain a 3.25 GPA to stay in the program. Students are expected to continue their regular ITT classes during this time.

Employers who need a short-term person to fill a specific job or project can ask ITT for a list of possible candidates for that position. Students would be paid a reasonable rate for their time, but there would be no benefits. The hourly rate would be established in advance. Students would work a minimum of 20 hours per week for a period of six months or less.

This program would give employers the opportunity to evaluate the temporary workers and possibly offer permanent employment after graduation.

For more information about The Bridge Program, contact Josh Brown of ITT at 615-889-8700 or [jhbrown@itt-tech.edu](mailto:jhbrown@itt-tech.edu).

**Thanks to our advertisers:**

### Portable Cooling & Heating Systems

**Belmont University**

**Saunders Systems**

**Promote your Company's Products or Services**

**The Printout (this Newsletter)**

Half Page	(5" x 8")	\$300 for 12 issues
Quarter Page	(4" x 5")	\$150 for 12 issues
Business Card	(2" x 4")	\$ 50 for 12 issues

Contact Mike Eischen for more information! 367-7068

AITP  
P.O. Box 22038  
Nashville, TN 37202  
Address Correction Requested

# The Printout

August 2008



**MANAGERS TRAINING**  
**in**  
**PROJECT MANAGEMENT**

*Need a refresher on how to run projects?*

**ONE ON ONE SESSIONS**

*Will tailor to suit your needs and schedule*

**WORK WITH A PROFESSIONAL  
AND IMPROVE YOUR SKILLS**

*Call for information*

**SAUNDERS SYSTEMS**

**615-367-1717**

*P.S. Tell your boss about this.*