aitp
Association of Information Technology Professionals

No matter how sophisticated the technology, it still takes people! ™

The Printout

The Nashville Chapter
of
The Association of Information
Technology Professionals

May 2010
Chapter Newsletter

Remote Office Connectivity

Our May program is about a subject that is becoming a necessity today: connecting to remote offices and users. Our speaker is William Vance who is Chief Information Officer/Director of Information Systems for Waller Lansden Dortch & Davis, LLP, (WLDD), a $125M law firm. Bill has been with WLDD for over six years and has had first hand experience and problems of remote connectivity.

WLDD has their home office in Nashville with a branch office in Birmingham, AL. Remote workers are in Chicago, IL; Athens, GA; Louisville, KY; Milton, Fl; Omaha, NE; and Los Angeles, CA. Bill will discuss the connectivity issues with all these sites and the steps necessary to provide redundant Web Interface servers, redundant Provisioning servers, provide individual virtual desktops, hosting to allow fail-over, and the ability to quickly add additional servers.

Bill will also discuss the upgrading of the phone systems in the Los Angeles, Birmingham, and Nashville offices with Voice Over Internet Protocol (VOIP) technology. This provides unified messaging, 4 digit dialing, and IP video conferencing.

Bill has also installed extranets at WLDD which has improved collaboration with clients on documents and schedules.

As CIO at WLDD, Bill manages a $5M operating and $4.2M capital budget and 19 people. He serves as Chairman of the Technology Committee and has designed the IT strategic plan in parallel with the firm's strategic plan. Bill also designed and installed their SharePoint 2007 based intranet. Among his many projects was a print management program resulting in 98% printer/copier uptime and $30K annual savings.

Prior to WLDD Bill worked three years for Gardner Carton & Douglas LLP, a $120M law firm in Chicago. He was Chief Technology Officer with a staff of 30. Bill implemented over $10M in IT projects and managed a $4M data center relocation. Previously Bill was the Director of Technical Services for five years with a $250M international law firm in Chicago supervising 70 people. He was responsible for LAN, WAN, telecommunications, remote offices, network services, financial services, database services, operations, data center, and help desk operations. Bill has over 20 years of IT experience.

AITP Nashville Roster

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Headquarters:	http://www.aitp.org
Region 7:	http://members.tripod.com/aitpregion7

AITP
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Nashville TN 37202

Dinner Reservation and Cancellation Policy

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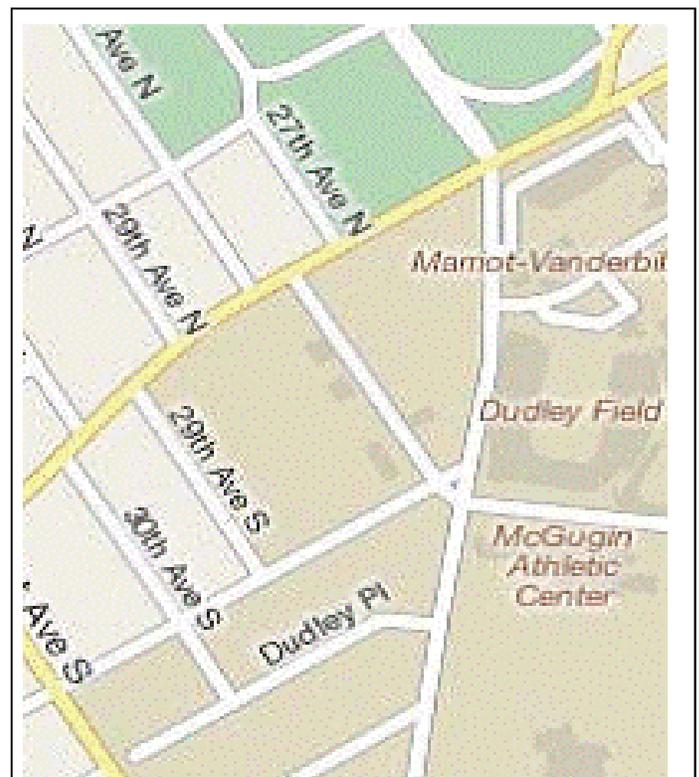
Since the Chapter pays for reserved meals, No Shows will be billed at the reservation price of $20.00 for Members, and $30.00 for Guests.

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.

May Chapter Meeting

Holiday Inn Vanderbilt
2613 West End Ave.
Nashville, TN 37203
615-327-4707

President's Message

April's program was given by Matt Hester of Microsoft (Twitter @matthewhester). Matt lives in Cincinnati Ohio and travels extensively with his role as IT Pro Evangelist. He moved from Dallas, at first he had mixed feelings regarding the move but later it was a blessing in disguise since now he can spend more time with his father. It's good to see a professional make a move based on factors in addition to obvious career goals. Matt's role as an evangelist is to support and grow the IT community and promote the adoption of technology. Matt's focus at our last meeting was on Windows Server 2008 R2 and he has written a book recently on that subject.

Matt spent the first part of his dialog with us explaining Microsoft's roadmap for some of its major product lines.

> Microsoft is committed to providing a solid platform for directory services with their active directory extensions and improvements.

> Virtualization of computers, both servers and desktops is a rapidly growing sector in IT and Microsoft is extending the capabilities of their Hyper-V technologies to take on the market leader VMware.

> Webservices provided by IIS have seen some significant improvements. Microsoft claims that their IIS product now out performs Apache and has been re-engineered to be interoperable with Linux servers running SUSE, Ubuntu and also support for PHP as an adjunct to their .NET platform.

> Cloud computing is becoming increasingly popular with corporations and Microsoft has recently brought to market their Azure product line. The primary selling point to IT departments and corporations is that Azure can transform a corporation's IT division from a cost center into a strategic asset. Currently 80% of companies operate their data centers as cost centers, Azure allows corporations to relocate the local data center to 'the cloud' or a data center operated by a company that specializes in hosting and managing large data centers. Microsoft is of course such a provider along with other leading providers such as Amazon EC2/S3, Google Apps, GoGrid, ElasticHosts etc.

Matt then continued his discussion with specifics regarding Server 2008 R2. Service pack 1 has been announced, some of the features to lookout for are

> Remote Terminal Services improvements. One drawback to remote access is that graphics especially video do not work well or at all. RemoteFX extensions now make streaming video transmit reliably over a remote access session.

> Hyper V has been extended so that it can now be considered to have 'feature parity' with VMware. Microsoft is therefore claiming they have 'caught up' with the leading vendor in this industry segment.

> The AD Admin center can have multiple administration levels/roles, so some AD admin tasks can be delegated to the help desk (i.e. password resets) without giving access to all admin controls. The admin center also supports canned filters to quickly identify users with expired passwords, geographic location, empty AD attributes etc. There is now also a 'recycle bin' for deleted users (however this is rudimentary and is only available via the command line).

> Better support for Solid State Drives. Virtual servers can achieve phenomenal performance boosts by moving to solid state drives for critical boot and paging resources.

I look forward to seeing you all again in May for another exciting and informative program.

JP White
President, AITP Nashville Chapter
http://www.aitpnashville.org

Doug Hutton

Our profile this month is about Doug Hutton who is an IT Support Specialist for Star Physical Therapy in Franklin, TN. Doug has been with Star Physical Therapy for three years and says it is a great place to work. He works for Tom Clark, the IT Director at Star Physical Therapy, who is also an AITP member.

Doug's primary responsibility is for the Information Technology Help Desk, supporting 500 laptops and desktops in over 60 locations. He also sets up new PC's and peripherals including installation of software prior to deployment. Doug provides application support for the EMR and Clinical documentation systems. Doug's job description includes "… and other duties as required," so he is called on to handle a wide variety of problems that arise in the IT area.

Prior to Star Physical Therapy, Doug worked for Quanta Computer Manufacturing in Smyrna, TN, as a Computer Repair Technician and Trainer. At Quanta, Doug handled the troubleshooting, diagnosing, and repair of 17 laptop computers made by Gateway. He was also responsible for training new employees in Quanta Computer Repair. While there he set a new record for their repair department repairing 31 laptops in an 8 hour shift.

Doug's first career was in the music business. He has played the guitar, drums, and bass for 17 years. Doug was in a band that had a CD out, and had radio play on three different stations. They were about to start a tour when the lead singer decided not to participate. Doug decided that career plan B was called for and he enrolled in the Tennessee Technology Center in Murfreesboro. He graduated in 2006 with a Diploma as a Networking Specialist and has 18 certifications. Doug has had offers to go on tours and play music, but he prefers to stay home, work in the IT field, and be there for his family.

Doug's family includes his wife Melissa, a 19-month-old son named Logan, and a ten-year-old girl named Makala. Makala came to them when Melissa's father passed away. Melissa and Doug have been married for four years and originally met at Cracker Barrel where they were both employed. Melissa has a Bachelor's Degree in Business Management from Western Kentucky University and now works for American Airlines in the Admirals Club at the airport. They live in the Hermitage area.

When you see Doug at the next AITP dinner meeting, you can discuss music with him or trade stories of how you met your significant other.

Calendar of Upcoming Events 2010

Date	Event	Location	Information
May 9	Mother's Day	Home	Bring Flowers
May 13	Chapter Meeting	Holiday Inn Vanderbilt	Bill Vance, Sr. Director IT Waller Lansden Dortch & Davis
June 10	Chapter Meeting	Holiday Inn Vanderbilt	TBA
June 14	Flag Day	U.S.A.	Show Your Colors

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.

AITP New Member

Layton Welborn
W3 Information Services, Inc.
423 Foster Dr
White House, TN 37188

Welcome to our new member!

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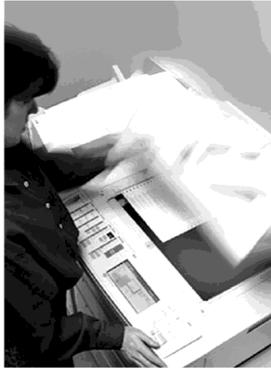
News & Upcoming Events

Events and Meetings

April 28   Networking Tactics Webcast: Info Presented by: Dave Willmer,
           Executive Director, Robert Half Technology; Registration

April 28   Association Board of Directors Teleconference – RSVP

April 30   PCI (Professional Chapter Incentive) Funding and Region
           Funding Applications due

May 15   Submit nominations for 2 & 4 Year Educational Institution
           Recognition Award to studentawards@aitp.org.

May 25   Virtual Water Cooler – Chapter Leaders Teleconference/Webinar
           Topic: Pittsburgh Chapter Spotlight

May 26   Association Board of Directors Meeting, Chicago , IL – RSVP

May 31   Deadline for FITE Scholarships for 2010-2011 Academic year
           (Betty Stevens-Frecknall, Kevin Jetton Service,
           William R. Reaugh)

May 31   COPA forms due to Professional Awards Committee

May 31   Submit Student Individual Performance Award (SIPA) documentation
           to studentawards@aitp.org

May 31   Submit Student Outstanding Chapter Performance Award (SCOPA)
           documentation to Region Presidents.

AITP Nashville is located on

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You can find us in the Group Directory. If you have a question, please contact Walker Morrow at wmorrow@laserone.com

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Contact Mike Eischen for more information!   367-7068

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