

The Nashville Chapter
of
The Association of Information
Technology Professionals

September 2010
Chapter Newsletter

Leadership

Developing leadership skills is one of the key challenges facing the workforce today. Leaders are expected to be emotionally intelligent, savvy business people with a certain amount of global expertise and strategic thinking ability. They are called to be proactive, innovative, business developers and deal makers. Their roles include managing change and diversity, inspiring and motivating others and initiating their own professional development strategies. Additionally, as the current workforce matures, they are called to understand and embrace the basic tenets of leadership in a multi-generational workplace.

We generally think of leaders as those occupying high levels of authority and having such titles as CEO, CFO, CIO, Directors, etc. In the Information Technology world, leaders are needed at all level—from multiple-member teams to single member projects working with a user or client. As a boss, whom do you promote? The person you have to kick to get started, or the go-getter? Leadership skills are important at all levels, even if you are working by yourself.

Our September speaker is Brenda McCoy Hunter, President of B. Hunter Associates, a Nashville based management training and professional development organization. Brenda will discuss what leaders really do and how to develop those skills. She will also discuss effective team leadership. Prior to starting B. Hunter Associates, Brenda was the Director of the National Extension Leadership Development Program at Tennessee State University.

Brenda has more than 25 years experience in helping people develop their leadership skills and personal growth.

She is a dynamic internationally recognized trainer and speaker who has traveled the road from survival to success. Her thought-provoking presentations are delivered with energy and enthusiasm. Internationally, Brenda has directed leadership activities in Japan, China, and New Zealand.

Brenda McCoy Hunter is a native of Winston-Salem, North Carolina. She earned her Bachelor of Science Degree at North Carolina Agricultural and Technical State University in Greensboro. At Tennessee State University, she earned the Master of Arts Degree in Adult Education and Psychology. Ms Hunter participated in doctoral studies at Peabody College and Tennessee State University. Residing in Nashville since 1973, Brenda is a graduate of the leadership Nashville Class of 1991.



Brenda has published a book, “Answering the Call,” which is a practical guide for achieving inner success in order to gain outer mobility.

Brenda is married to Al Hunter and they have two adult children, LaVonne and Nathan. In her free time, Brenda loves to cook and travel.

Come to our September meeting and learn about the secrets of good leadership skills. You could also ask Brenda about where she has traveled.

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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

September Chapter Meeting

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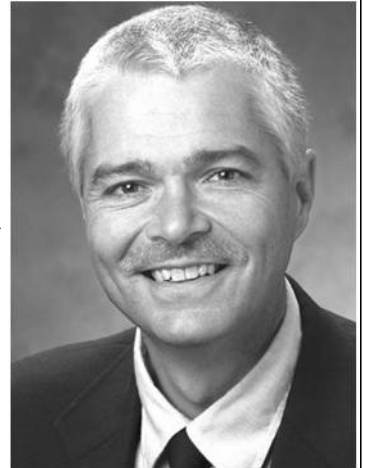
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Half Page	(5" x 8")	\$300 for 12 issues
Quarter Page	(4" x 5")	\$150 for 12 issues
Business Card	(2" x 4")	\$ 50 for 12 issues

Contact Mike Eischen for more information! 367-7068

President's Message

August's program was given by Rick Murray of Commerce Union Bank where he serves as Executive Vice President and CFO. Rick enjoys photography outside of work. One of Rick's passions at work is Technology and Security which are central to any banking institution nowadays. He informed us that in 2009 internet fraud losses totaled \$560 Million and upwards of 90% of financial institutions reported some form of security incident. It's not for the want of trying that banks have security incidents; clearly they are prime targets for those wishing to profit from cyber-crime. Many financial institutions, especially smaller institutions like Commerce Union outsource a good portion of their financial systems and management. This makes life more complex and sets new challenges for security. However the outsource hosts for many financial institutions, provide better protection than an individual bank could realistically afford. This is a function of the outsourcer protecting the assets of many banks at one time.



We read in the press about Russia/Eastern Block countries and China being the source of many hackers. While they do have some very sophisticated hackers and are well organized the truth is that the majority of cyber-attacks on our institutions originate from within the USA.



Clearly banks want to protect their financial assets but the biggest risk a bank faces is loss of confidence and reputation held by their customers. Protecting their assets is clearly a costly affair, however often overlooked are the costs and effort associated with compliance with banking regulations that define what a bank can or must do to stay in business.

Rick told us how terrorist activities such as 9/11 have reshaped and redefined banking practice. During the grounding of all flights immediately after 9/11 it soon became known to the authorities that over \$50 Billion dollars of banking transactions on paper documents were held hostage until flights could be resumed. This threatened the solvency of the worldwide banking system and required swift action by the feds to prop up the banking system against collapse. Soon afterwards electronic imaging for banking transactions became acceptable which allowed a huge modernization of the banking industry from a paper based industry to an electronic one. This has had many benefits such as remote deposit capture by commercial customers; they simply scan a checks image to deposit funds, no need to visit the bank to do this routine chore. This also means funds are made available more quickly and oils the wheels of the banking system. Some banks are accepting deposits with images made from mobile devices such as cell phones.

Observe that nearly all banking is web driven today, a far cry from just 10 years ago. This is both a boon and a risk. Social Networking allows individuals to effortlessly publish information about themselves which is a goldmine for identity thieves. Facebook is now targeted by authors of Spyware. Spyware is getting very sophisticated, the recent Zeus bot network is powerful enough to defeat multi-factor authentication. Phishing commonly targets banks and Paypal. The threats continue to mount requiring an equally strong response from the banks to keep ahead in this 'arms race'.

Effective security planning is a methodical process, requiring system administrators to put in place stringent checks and balances to detect both unauthorized activity or the lack of expected authorized activity. Rick clearly enjoys his role at Commerce Union Bank and we all enjoyed the information he imparted as well as his relaxed and entertaining delivery.

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

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

HOW WELL DO YOU & YOUR BOSS COMMUNICATE ?

Here's a quick way to measure the quality of your communication with your boss. Read the following questions and circle either A (for agree) or D (for disagree).

- A D 1. I can ask for help without feeling embarrassed.
- A D 2. My boss recognizes the good things I do.
- A D 3. I understand what my boss expects of me.
- A D 4. My boss coaches me toward improvement when I need it.
- A D 5. I am aware of the reasons for the major decisions my boss has made this year.
- A D 6. My boss understands my personal goals.
- A D 7. I know at least two specific things I can do to get a better rating at my next performance review.
- A D 8. My boss lets me know when I miss the mark, but without putting me down.
- A D 9. I feel free to disagree with my boss when we talk.
- A D 10. My boss is aware of the basic problems I have to cope with in doing my job.

Now count up the numbers of A's you circled. If you've got 10, your communication with your boss is just about perfect.

9 or 8, good. 7 or 6, about average. 5 or less, needs improvement.

For another look at the quality of communication where you work, go over the questions again -- but this time imagine how your employees would answer. When you finish, you decide what sort of score equals "needs improvement."

* * * * *

The above "mini" article was submitted by AITP member Paul Saunders. If you have an article appropriate for the AITP Newsletter, please forward it to Robert Wright, Newsletter Editor.

Calendar of Upcoming Events 2010

AITP Calendar of Upcoming Events - 2010

Date	Event	Location	Information
September 6	Labor Day	USA	Your Day Off
September 9	Chapter Meeting	Holiday Inn Vanderbilt	Leadership, Brenda McCoy Hunter, B. Hunter Associates
October 14	Chapter Meeting	Holiday Inn Vanderbilt	Developing Your IT Career, Jeff Sanford, President, ZGI

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.



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AITP New Member

**Megan Ward
Aub Consultants Inc
info@aub-consult.com**

Welcome to our new member!

AITP Unemployed Discount on Membership Dues

By: Barbara Viola

Posted: 2010-06-15 21:35:59.0

In response to current economic conditions, AITP Membership Services is pleased to announce our latest Membership initiative. We are instituting limited-time membership pricing for unemployed persons.

Commencing June 1, 2010 through December 31, 2010 AITP will offer a reduction to those persons who are unemployed; national dues will be reduced from \$105 to \$35. This equates to savings of \$70 for a total cost of \$65. The Unemployed discount does not apply to Chapter dues. The unemployed member will be responsible for paying Chapter dues at the full price, as well as applicable Regional Dues. The Chapter will receive these dues as they do now, through the monthly chapter rebate process.

To enroll as an Unemployed Member, please either email memberservices@aitp.org or call AITP Headquarters at 800-224-9371 to verify eligibility and receive instructions for enrolling.

Note: This Program is open to all new or renewing members, but no refunds will be granted for existing members. It is an independent program that is not to be combined with the Spring New Member Promotion or any other AITP special incentives.



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AITP Nashville is located on



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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The Printout
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