

The Nashville Chapter
of
The Association of Information
Technology Professionals

May 2012
Chapter Newsletter

Consulting: The Good, the Bad, and the Ugly Engagements

We all have been exposed to consultants and their work. Some of us have worked as consultants or have considered working as consultants.

Our May program is about IT consulting. Our speaker is Ron Styers who has over 25 years experience with consulting companies. Ron is presently President of Healthbox Technologies. Healthbox Technologies works with healthcare organizations that could benefit from a collaborative approach to the development of custom software and database solutions.

Ron will discuss starting a consulting company and the various problems that it entails. Do you have to have your first engagement before you start? Are you better off starting by yourself or hiring people? Can you work out of your garage? How do you balance working on a deadline from your first engagement while developing future engagements?

Ron will discuss what he considers the most important aspect of starting a consulting company: hiring the right people. Will the person you hire be of value over the long haul? Will they be flexible as to types of clients and in slack periods? Do you hire for a specific contract or permanent employees? There are many differences in hiring IT people for a small, startup company compared to a large, established corporation. The trick is to find the right people.

Ron will discuss the benefits and problems in selling to governments. Is the bid and proposal process worth the effort? Do you have the inside track? Does someone else have the inside track and your proposal is merely to satisfy a multiple bid requirement? If you obtain a government contract, can you use it as a foot-in-the-door for other contracts?

Ron will discuss “firing” a customer. How do you

drop a client without damaging your reputation?

Finally, Ron will discuss selling your consulting company. How do you set the price? Do you retain any of your clients? Will your employees be happy? Selling your company is not as easy as it may sound.

Prior to Healthbox Technologies, Ron was V.P. Sales and Marketing for Atiba Software, LLC. He also is a Board Member of the Nashville Technology Council serving as Membership Chairperson. Ron worked for Peak 10 as Sales and Marketing manager for six years. Peak 10 manages data centers for customers that need rack space and “cloud” hosting services.

Ron was President of Selling Assistant for five years where he designed a system that combined the features of a CRM software (Customer Relationship Management) with an automated direct mail system. This system generated note cards and letters in a sales person’s handwriting.



Ron spent 16 years with Cottonwood Technologies as President & Founder. Cottonwood specializes in information technology planning, large network design, telecommunications development, IT strategic consulting, and e-commerce Internet technologies. Presently, Ron is involved in three startup companies.

Ron and his family live on a golf course in Spring Hill, TN. They have two grown children. Ron enjoys golf and reading. They head to Gulf Shores, AL, for vacations.

If you have ever considered starting your own consulting company, you should not miss this meeting.

REMEMBER

**Dinner Cost Reduced With Early Registration:
\$15 – Members, \$25 - Guests**

IN THIS ISSUE:

Message from the President	Pg 3
AITP Article	Pg 4
Calendar of Upcoming Events	Pg 5
AITP Business Information	Pg 6

AITP Nashville Roster

President:	JP White jpwhite3@bellsouth.net 615/417-7543
Vice President:	Walker Morrow Laser One Inc. Nashville, TN 37210 wmorrow@laserone.com
Secretary:	Ella McGill American General 615/749-1346 fax: 615/749-2840 Ella.McGill@agla.com
Treasurer:	Beverly Gibson beverlygibson04@comcast.net 615/424-0135
Chapter Liaison:	Dr. Gerald Marquis Tennessee State University 615/ 963-7096 gpmarquis@yahoo.com
Membership Director:	Joan Julius InfoWorks JMJulius@bellsouth.net
Director of Programs:	Paul Saunders, CCP Saunders Systems Corp. 615/367-1717 paul@saunderssystems.com
Student Chapter Coordinator:	Marshall Messamore Vanderbilt University Medical Center 615/936-7935 fax: 615/875-7924 marshall.messamore@vanderbilt.edu
Newsletter Director:	Robert Wright Vanderbilt University 615/936-6847 r.n.right@gmail.com
Director of Meeting Arrangements:	Mary Simpson Genesco Inc. 615/367-8083 fax: 615/367-7775 msimpson@genesco.com
Website Coordinator:	Mike Eischen Genesco Inc. 615/367-7068 meischen@genesco.com
Director of Publicity	Walker Morrow Laser One Inc. Nashville, TN 37210 wmarrow@laserone.com
Past President:	Tom Clark Star Physical Therapy (615) 591-6590 clarktw2001@hotmail.com
Internet Information —	Web Sites
Chapter:	http://www.aitpnashville.org
Headquarters:	http://www.aitp.org
Region 7:	http://members.tripod.com/aitpregion7

AITP
P. O. Box 22038
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

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.

President's Message

Our April program was a very interesting program, Richy Vaughn of the Metro Police Department gave us an insight into the workings of the police and how technology is playing an increasingly important part in the fight against crime. Davidson County is made up of 8 precincts and the Metro Police department is going to open a new crime lab on Myatt Drive at the old Peterbilt factory location. Metro police have to cover 534 square miles with help of 1373 officers.

Richy shared some interesting statistics with us. Metro Police is the 29th largest police department in the US!! Nashville is by contrast the 26th largest city with 626,000 residents however the 'population' grows to 1.2 Million during a typical work day. Here are some of the technology items the police use on a daily basis.

936 Desktop Computers

437 Laptop Computers

742 Mobile data computers or tablet PC's

792 Windows Mobile PDA's (Which serve as field electronic fingerprint devices)

1036 Aircards based on Sprint and Verizon networks.

The police department have begun an initiative to encrypt all of the data on their laptops and are pleased to report that none have been lost or stolen to date.

Computing started at Metro Police department with the introduction of a Univac Mainframe in 1971, it wasn't until 1983 that the first 911 computer dispatch system was introduced on Tandem Non-Stop systems. 1995 saw the introduction of the first automated fingerprint, Richy assured us that it does NOT resemble the fingerprint systems one sees on CSI or NCIS.

In 2005 the first Municipal Video surveillance systems were introduced. 20 were installed initially and this number will increase to 70 this year. These units record activities only, face recognition as it turns out is too expensive in practice. Recent technological advances have prompted the department to evaluate face recognition once more. 2006 saw the first air cards deployed in police vehicles and in 2011 the ability to run fingerprint lookup in the vehicle was introduced. Officers can also use the PDA's to scan the barcode on Tennessee drivers licenses, however out of state licenses cannot be looked up in this manner, each state has its own database and systems that are not inter-connected nor compatible.

Currently the metro police have 36 staff members in the computer department and their equipment is housed in a 3,600 square foot data center.

Board Members: We will meet on May 3rd at the Vanderbilt offices in Green Hills as we did in March this year. Please mark your calendars!! Thanks go to Marshall and Vanderbilt for making their facilities available.

AITP is determined to continue bringing technology from all walks of life to our monthly gatherings. Don't miss out!!

JP White

President, AITP Nashville Chapter

<http://www.aitpnashville.org>

Tech support: The case of the IT ghost

Any IT pro will tell you that remote access can be a real lifesaver. But sometimes, taking control of someone's computer from afar can have unintended consequences.

Just ask Russ Long, the IT director of SDS Pharmacy, who was remotely troubleshooting a new point-of-sale system at one of his company's stores on an otherwise ordinary day. He hopped on the phone with the store's manager and signed into the system to see what was up. Long was on the brink of resolving the issue when he encountered another problem he'd never anticipated.

"I heard a scream on the other end of the phone," Long recalls.

Long's first thought was that the store was being robbed. A moment later, though, he discovered it was something far more amusing actually going on.

"The person working the register started yelling that the computer was possessed," Long says.

Apparently, the notion of remote control was new to this associate. Long says it took a good few minutes to calm her down and convince her he wasn't a rogue spirit invading her screen. He admits he had to mute his phone a few times to keep his laughter from being heard.

"Her reaction was just priceless," he says. "I only wish I could have seen her face."

This article was submitted by Dr. Gerald Marquis.

Calendar of Upcoming Events 2012

AITP Calendar of Upcoming Events - 2012

Date	Event	Location	Information
May 10	Chapter Meeting	Holiday Inn Vanderbilt	Consulting: The Good, Bad, & Ugly. Ron Styers, Healthbox Technologies
May 13	Mother's Day	U.S.A.	Take Her to Lunch
May 24	Folding party	Saunders' House	Come network with other AITP folks
May 30	Memorial Day	U.S.A.	Honor the Memories of the Military
June 14	Chapter Meeting	Holiday Inn Vanderbilt	Banking IT, Kevin Herrington, CIO Franklin Bank

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.



Offices
Warehouses
Retail Spaces
Emergency Cooling
Industrial Work Areas
Computer Server Rooms

Portable Air Conditioner
Sales & Rentals



615-794-8070
1-800-807-5798

www.portablecooling.com



AITP Business

AITP has membership discounts for everyone! Please read through our various programs at www.aitp.org/join and try to take advantage of them. AITP is a valuable resource for any IT professional or student and a great investment in their own career, both now and in the future!

Multi-Year Professional Membership Discount: Save money by joining or renewing for 2, 3 or 5 years.

Unemployed Member Initiative: Reduced association dues for those members who are temporarily unemployed, on family leave, on medical leave or on education leave.

Enterprise Membership Program: Significant dues discount for companies with 3 or more employees as AITP members.

Student to Professional Membership: Upon graduation, students are able to join AITP with all the rights and privileges of a Professional Member at a significantly discounted rate for 3 years.

Student Membership Dues Reduced to \$30: Take advantage of the new lower rate to join and participate in an AITP Student chapter, attend the National Collegiate Conference, and apply for scholarships exclusively for AITP student members.

Faculty Advisor Membership Initiative: Significant reduction in Association dues for faculty members who agree to serve as a student chapter faculty advisor for a year.

On June 22nd, the Association Board of Directors unanimously approved renewal of the popular Unemployed Professional Discount to be effective for a full year - from 9/1/11 until 8/31/12. To qualify for this discount a person must have been previously employed in the IT profession and must now be unemployed.

Current AITP members may use the discount when their membership comes up for renewal anytime in the coming year, but new members are welcome at any time, provided they meet the qualifications above. The discount of \$50 reduces the Association dues to \$55. Chapter and Region dues (if applicable) must also be paid and are not discounted.

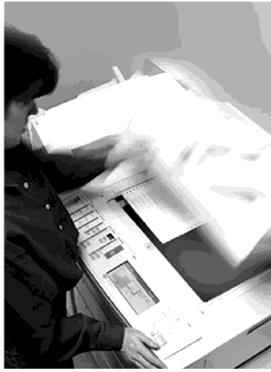
Last year, over 200 individuals took advantage of the program and extended or joined AITP. Naturally the association leadership wishes that all IT Professionals regain and retain full employment, but we also realize that there is currently a nationwide unemployment rate hovering around 10%, and the economy has been slow to recover.

What better way to network among your peers, than at a chapter, region or national event? Most chapters meet every month from September through June, and some meet throughout the entire calendar year. The opportunity to network and share your professional interests and talents could assist you in getting back on track to gain full time employment.

The association dues have been reduced to \$55; which is a savings of \$50 off of the normal amount. Local Chapter and Region dues if applicable must be paid and are not reduced. Members who previously took advantage of this Unemployed Membership Discount will be eligible for this promotion as long as they are able to validate that they are still unemployed. This membership discount will not be available online.

Be sure to take advantage of this limited offering. The total membership or renewal for the Nashville chapter will be \$85, compared to the regular \$135 membership fee.

For more information, email memberservices@aitp.org.



Bring order to your output chaos.

We specialize in simplifying the chaotic world of printing and copying. By providing cost-per-page document management solutions we can centralize and simplify your print, copy, fax, imaging and digital storage.

Let us show you how our managed print solutions can help you communicate more effectively, improve your workflow and substantially reduce your printing costs. Call us at **615-726-1111** or visit www.laserone.com and bring order to your output chaos.



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

Thanks to our advertisers:

Portable Cooling & Heating Systems

LaserOne Saunders Systems Richards & Richards

BSR

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

RICHARDS & RICHARDS

OFFICE RECORDS MANAGEMENT

NASHVILLE'S OLDEST & MOST TRUSTED NAME IN RECORDS & INFORMATION MANAGEMENT

SCANNING



OFF-SITE DATA PROTECTION



1741 ELM HILL PIKE, NASHVILLE, TN 37210
(615) 242-9600
WWW.RICHARDSANDRICHARDS.COM

