



AITP

The Printout

April 2005

Chapter Newsletter

The Nashville Chapter
Of
The Association Of Information
Technology Professionals

Personal Networking

Our April program is about a subject that we all recognize as important and that we all should do more of. The subject is networking, and the problem is that often we have had no training in how to actually do it. Our April speaker is Carol A. Smock, President of Strategic Business Network, LLC and an expert on the subject of networking.

Strategic Business Network, LLC is the leading local resource for business networking services, expertise and opportunities. SBN provides targeted industry networking events and training programs for local professionals to enhance their networking skills and effectiveness.

Carol A. Smock has helped with the start up of four businesses since achieving the status of "expert" in the Call Center Industry by age 29. Carol's desire to succeed was undeniable through the network of relationships she solidified within the call center industry. Her career began at TeleDirect International, Inc., formerly located in Davenport, IA, which launched her on the pathway to call center expert. In that capacity she researched marketing strategies, developed computer application interfaces and taught call center staff to use technology and customer service to achieve success through telemarketing.

Carol was then hired by Indianapolis Newspapers as Retention and Special Project Manager. She developed and executed retention programs generating more than \$2 million dollars in revenue over two years. In 1999, Brentwood, TN-based TCS Management Group offered Carol a position to serve as a Call Center Consultant and as an Instructor through Call Center University. In 2004, Carol partnered with Adam H. Small to form Strategic Business Network, LLC - a company dedicated to provide training and opportunities for local professionals to use networking as an effective method to grow their career and/or business.

Carol will give us the "Basics of Networking", essentially how to make the most of the opportunities. She will point out where the opportunities are and how to prepare for them. She will give us tips on how to act and what to say to make ourselves unforgettable. This should be a fun presentation.

Carol will be assisted in her presentation by Adam Small, Director of Development with Strategic Business Network, LLC. Adam is a Past President of the Nashville Chamber of Commerce and was a founder of both Nashville Emerging Leaders and the 20/20 Leadership Alliance. He has been recognized for his dedication in this arena, by being named as a "Top 30 Under 30" and "Top 40 Under 40" by Business Nashville and the Tennessean respectively.

IN THIS ISSUE:

Message from the President	_____	Pg 3
Calendar of Upcoming Events	_____	Pg 7
AITP Board Member Spotlight	_____	Pg 11

AITP Nashville Roster

President:	Robert Wright Vanderbilt University 615/322-0004 wrightr@library.vanderbilt.edu
Vice President and Director of Publicity :	Dr. Charles Apigian Middle Tennessee State University capigian@mtsu.edu 615/898-2375
Secretary:	Ella McGill American General 615/749-1346 fax: 615/749-2840 Ella_McGill@agfg.com
Treasurer:	Bob Claxton McKesson 615/352-4888 bob.claxton@mckesson.com
Chapter Liaison & Website Coordinator:	Frank Reagor freagor@charter.net
Membership Director:	Joan Julius CGI 615/232-8200, ext. 3584 joan.julius@cgi.com
Director of Programs:	Paul Saunders, CCP Saunders Systems Corp. 615/367-1717 paul@saunderssystems.com
Student Chapter Coordinator:	Dr. Gerald Marquis Tennessee State University 615/ 963-7096 gmarquis@tnstate.edu
Newsletter Director:	Mike Eischen Genesco Inc. 615/367-7068 fax: 615/367-7775 meischen@genesco.com
Director of Meeting Arrangements:	Mary Simpson Genesco Inc. 615/367-8083 fax: 615/367-7775 msimpson@genesco.com
Past President:	Jeanine Martin Oasis Software LLC 615/376-9884 ext. 306 jmartin@oasissoft.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, \$25.00 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.

April Chapter Meeting:

Holiday Inn Select - Vanderbilt
2613 West End Ave.
Nashville, Tennessee 37203
(615) 327-4707

TRAINING:

- **SYSTEMS ANALYSIS**
- **PROJECT MANAGEMENT**
- **EFFECTIVE COMMUNICATION**
INTERVIEWING, SPEAKING, WRITING
- **EXECUTIVE OVERVIEWS**

* * * * *

IN HOUSE AND CUSTOMIZED COURSES
FLEXIBLE SCHEDULES
INCLUDING PART TIME AND WEEKENDS

SAUNDERS SYSTEMS

Visit www.SaundersSystems.com
Call us at: **615-367-1717**

MESSAGE FROM THE PRESIDENT

The good news from coastal Alabama is that Gulf Shores is still there. The vulnerable-looking high-rises weathered the hurricane rather better than most smaller structures. But the damage looked to be mainly on the surface of the buildings. The "Herman Munster Beach house" next door to the timeshare was still intact with some external panels missing. The timeshare looked restorable but the members had already voted to replace it with a high-rise, an option on the yearly agenda that preceded the hurricane.

The most affordable hotel room was in Fort Walton Beach this time, so we had the opportunity to tour some of the local attractions there. One of them was an Indian mound museum. While the mounds of Illinois and Ohio are more famous, indigenous peoples built them throughout the southeast as well. This museum had numerous exhibits of the local culture -- styles of pottery decorations, mat weaving examples, even some Confederate history. But most eye-catching to a techie was a piece of ancient technology: the pump drill.

Brought to America by the Spanish, who got it from the Phoenicians, the pump drill was a clever gadget that made hole-drilling and fire-starting much easier. Imagine a shaft with a round flywheel two-thirds of the way down toward its tip. Put the shaft through the hole in the center of a cross-piece which

serves as a double-handle. Attach two cords from the handle ends to the top of the shaft and you have the device. Wind the cords one way or the other and with an easy downward pumping action you would send the shaft spinning one way, then the other, back and forth. Put a piece of flint on the tip and you can drill a hole through wood or bone. Using wood instead of flint you can start a fire. Truly, the drive to develop technology to improve human lives did not begin with computers and the modern era.

We will have our first chapter meeting at the new meeting place, the Select, the second Thursday in April. Do not go to the Sheraton or the Prime. See you there.

Sincerely,

Robert Wright
President, AITP Nashville Chapter
www.aitpnashville.org
(615)322-0004

No Cost Speed Networking

NO COST structured speed networking events are held on Tuesday's in Franklin at the Williamson County Career Center. Here are the details:

When: Tuesday's from 11:30 to 12:30

Upcoming Dates: 4/5, 4/12, 4/19, 4/26

Where: The Williamson County Career Center
225 Noah Drive, Suite 360, Franklin, TN 37064
(Directions below)

Purpose: To help people, businesses, and resources connect.

Who Should Attend: Those who are seeking
*** employment opportunities
*** business opportunities
*** employees
*** resources
*** referrals
*** exposure
*** ideas

* These are no cost events RSVP's are required *

For more information or to RSVP for an upcoming event contact:

Matt LeBlanc
Career Counselor
Workforce Essentials
Williamson County Career Center
(615) 790-4244 x 110

mleblanc@workforceessentials.com
www.workforceessentials.com

DIRECTIONS TO THE WILLIAMSON COUNTY CAREER CENTER
The Williamson County Career Center
225 Noah Drive, Suite 360
Franklin, TN 37064

From Nashville

-Take 65 South
-Take exit 65 (Highway 96) Turn RIGHT
-Go to 5th light (Mack Hatcher Bypass) Turn LEFT
-Go straight through 2 lights (Royal Oaks Blvd & Lewisburg Pike)
-After going straight through 2nd light take 2nd RIGHT (SE Business Parkway) It is opposite the entrance to Sullivan Farms subdivision
-Go to stop sign Go STRAIGHT
-We are the 3rd building on the left (building #225), right after the fire station.

AITP

The Association of Information
Technology Professionals

Monthly Meeting of the Nashville Chapter

Date: Thursday April 14, 2005

Place: Holiday Inn Select - Vanderbilt

Cost: Members = \$25.00

Guests = \$30.00

Students = \$20.00

Early Registration Discount = \$5.00

Meeting Schedule

5:00 -6:15	Social/Networking
6:15	Dinner
7:00	Business Meeting/Speaker

Contact Mary Simpson for reservations at
615-367-8083 or msimpson@genesco.com

Personal Networking

Our April program is about a subject that we all recognize as important and that we all should do more of. The subject is networking, and the problem is that often we have had no training in how to actually do it. Our April speaker is Carol A. Smock, President of Strategic Business Network, LLC and an expert on the subject of networking.

Strategic Business Network, LLC is the leading local resource for business networking services, expertise and opportunities. SBN provides targeted industry networking events and training programs for local professionals to enhance their networking skills and effectiveness.

Carol A. Smock has helped with the start up of four businesses since achieving the status of "expert" in the Call Center Industry by age 29. Carol's desire to succeed was undeniable through the network of relationships she solidified within the call center industry. Her career began at TeleDirect International, Inc., formerly located in Davenport, IA, which launched her on the pathway to call center expert. In that capacity she researched marketing strategies, developed computer application interfaces and taught call center staff to use technology and customer service to achieve success through telemarketing.

Carol was then hired by Indianapolis Newspapers as Retention and Special Project Manager. She

developed and executed retention programs generating more than \$2 million dollars in revenue over two years. In 1999, Brentwood, TN-based TCS Management Group offered Carol a position to serve as a Call Center Consultant and as an Instructor through Call Center University. In 2004, Carol partnered with Adam H. Small to form Strategic Business Network, LLC - a company dedicated to provide training and opportunities for local professionals to use networking as an effective method to grow their career and/or business.

Carol will give us the "Basics of Networking", essentially how to make the most of the opportunities. She will point out where the opportunities are and how to prepare for them. She will give us tips on how to act and what to say to make ourselves unforgettable. This should be a fun presentation.

Carol will be assisted in her presentation by Adam Small, Director of Development with Strategic Business Network, LLC. Adam is a Past President of the Nashville Chamber of Commerce and was a founder of both Nashville Emerging Leaders and the 20/20 Leadership Alliance. He has been recognized for his dedication in this arena, by being named as a "Top 30 Under 30" and "Top 40 Under 40" by Business Nashville and the Tennessean respectively.

Please post a copy on your company bulletin board



TRAINING FOR THE BUSINESS COMMUNITY

IN HOUSE AND CUSTOMIZED COURSES
FLEXIBLE SCHEDULES
INCLUDING PART TIME AND WEEKENDS

* SYSTEMS ANALYSIS

- * **PROJECT MANAGEMENT**
- * **EFFECTIVE COMMUNICATION**
INTERVIEWING, SPEAKING, WRITING
- * **EXECUTIVE OVERVIEWS**



ALL COURSES CONDUCTED BY IT PROFESSIONALS
REAL WORLD TRAINING
LEARN TECHNIQUES THAT ARE CRITICAL TO YOUR SUCCESS

SAUNDERS SYSTEMS

Visit www.SaundersSystems.com or call us at: **615-367-1717**

- *Is the temperature rising in your computer room?*
- *Have your computers out grown your building's current cooling capacity?*
- *What affect does heat have on your equipment?*
- *If your cooling system failed, how much time would you have?*
- *Are you freezing your people to keep your computers cool?*
- *Are you tired of having your staff fight over the thermostat setting?*



We help IT managers with hot computer
rooms protect data and equipment.



Give us a call. We can help you keep your cool.

*Computer rooms • Emergency • Temporary • Spot cooling
Sales and rentals of portable cooling equipment*

PORTABLE COOLING & HEATING SYSTEMS

PORT - A - COOL DISTRIBUTION

P.O. Box 1152, Franklin, TN 37065 • 615.794.8070

www.portablecooling.com

Calendar of Upcoming Events 2005

Date	Event	Location	Information
April 14	Chapter Meeting	Holiday Inn Select - Vanderbilt	Personal Networking - Carol Smock, Strategic Business Network
May 12	Chapter Meeting	Holiday Inn Select - Vanderbilt	Personal Privacy - Ned Ramage, Micro Tech Journey Team

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.



IRON MOUNTAIN™

OFF-SITE DATA PROTECTION

- ✓ Nashville's First accredited, Full-Service Off-Site Media Storage Facility
- ✓ Electronic Vaulting Services
- ✓ Specialists in Media Management and Disaster Recovery Services
- ✓ Environmentally Controlled Media Vaults with 24/7 Access
- ✓ Supplier of Magnetic Media, Computer Room, and LAN Furniture

For Special AITP Pricing, call **Jeff Nelson** or **Michelle Settle**
(615) 641-6661



Jeff.Nelson@ironmountain.com



Michelle.Settle@ironmountain.com

New AITP members this month.

Eric Bock
ITT Technical Institute
2845 Elm Hill Pike
Nashville, TN 37214
E-mail: ebock@itt-tech.edu

Brandon Bowers
IIT Technical Institute
2845 Elm Hill Pike
Nashville, TN 37214
E-mail: bbowers@itt-tech.edu

Ahmed Shakil
ITT Technical Institute
2845 Elm Hill Pike
Nashville, TN 37214-3717
E-mail: ashakil@itt-tech.edu

Tucker Sylvestro
II Technical Institute
2845 Elm Hill Pike
Nashville, TN 37214
E-mail: tsylvestro@itt-tech.edu

Welcome to AITP!

Please send any changes to: Joan Julius, Membership
Joan.Julius@cgi.com
CGI Information Systems & Management Consulting, Inc.
(615) .232.8200 x3584

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 info! 367-7068

The DATAVAULT

a division of

RICHARDS & RICHARDS

OFFICE RECORDS MANAGEMENT

242-9600

**OFF-SITE DATAVAULT STORAGE
CLIMATE-CONTROLLED PROTECTION
BLANK TAPE CARTRIDGE SALES**

Discount prices for AITP Members:

Maxell DLT4 40/80 GIG Blank Tape Cartridges \$37.00
Maxell LTO1 100/200 GIG Blank Tape Cartridges \$37.00
Maxell LTO2 200/400 GIG Blank Tape Cartridges \$59.00
Maxell Super DLT 110/320 GIG Blank Tape Cartridges \$54.00

Thanks to our advertisers

Richards & Richards

Iron Mountain

Computer Professionals Incorporated

Saunders Systems

Portable Cooling & Heating Systems



AITP Golf
Umbrellas for Sale
Large, Blue & White Stripe
with AITP Logo

Special Price — \$15.00

Call Paul Saunders at
615/367-1717
for delivery at the Chapter
meeting

**A great gift for any
occasion!**

AITP Chapter News

Speakers needed for the AITP Student Chapter!

Can you fill in the blanks?

The most interesting project I was assigned to was _____ because _____

_____.

A day in the life of a(n) _____ at _____ is interesting because

_____.

Our student chapter members would really like to hear about your experiences in the “real world” so that they can be better prepared for life after graduation.

If you would like to help our student chapters by providing a short discussion or presentation on one of the above topics or any other IS related topic please contact the Nashville Chapter’s Student Chapter Coordinator below.

Gerald Marquis
gmarquis@tnstate.edu
615-963-7096

Nashville AITP Website

This is just to remind all our readers that information about Nashville AITP and our upcoming events is available on our website at www.aitpnashville.org. Please take a minute to visit the web site and learn more about our organization!

Nashville AITP Student Chapter Scholarships

Since our March AITP meeting was a field trip, there was no raffle to benefit the AITP Student Chapter Scholarships. We will continue our fund-raising efforts for the Scholarship at the upcoming Chapter Meeting.

If you are interested in learning more about AITP Student Chapter Scholarships contact Dr. Apigian:

Charles H. Apigian, PhD.
Middle Tennessee State University
615-898-2375
capigian@mtsu.edu

AITP Member Spotlight

AITP Board Member Spotlight: Frank Reagor

By James Lotochinski

Generally speaking, when a person retires, he or she looks forward to his or her golden years. Such is the case with **Frank Reagor**, whom the Nashville Chapter of the Association of Information Technology Professionals is pleased to spotlight this month.

Frank has been an AITP board member since 1990. Although he retired on March 31 from Deloitte & Touche, Frank has graciously agreed to stay on as our Liaison/Region Director!

As a Production Analyst at Deloitte & Touche, Frank was a mainframe COBOL programmer analyst. Deloitte & Touche, with its headquarters in Wilton, Connecticut, is a \$6.87 billion company with 30,000 employees in 107 offices in 90 cities. For over 100 years, Deloitte & Touche has become one of the top three accounting and client service firms in the United States.



Frank attended the Electronic Computer Programming Institute for two years. He knows COBOL, RPG and Microsoft office products. Outside work, Frank's hobbies include bringing old cars back to life, NASCAR's road rallies, motorcycling, golf and landscaping.

When asked what initially brought him to AITP, Frank said, "Friends from work and the networking opportunities." He volunteered to be an AITP Board Member because "... the chapter had a need and I felt I could help." Throughout his tenure as a leader in our organization, Frank enjoyed the team work and the friends he has made.

Frank discussed the three things he's learned while being a member of our AITP chapter for over fifteen years: "(1) I have gained knowledge in a wide variety of IT areas through great meeting programs. (2) Networking has allowed me to meet many interesting people in IT. (3) I've made many friends and teamwork has allowed us to do some great things.

Deloitte & Touche supports its employees and their activities with AITP. Frank encourages other IT professionals to join our chapter because "... it's a great way to meet people in IT. You also get an overview of other areas in IT that you're not directly working in."

We at the Nashville Chapter of AITP salute Frank Reagor and wish him all the best in his retirement. The next time you attend one of our meetings, introduce yourself to Frank and say, "Thank you!"

Each Month we would like to feature a new or recent member in our Newsletter. This gives current AITP members a chance to get to know our new members. If you are a new or recent member and would like to contribute to the AITP Newsletter, please contact me for a new member profile.

Mike Eischen, AITP Newsletter Director
Genesco Inc.
(615) 367-7068
meischen@genesco.com



The Printout
April 2005

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



**Information Technology
Consulting**

IT Project Staffing

Application Development

**Project Management
& Coordination**

Business & System Analysis

**Infrastructure/Network
Architecture & Administration**

Helpdesk/Desktop Support

QA Testing

Security

*Information Technology
Staffing Solutions*

***205 Powell Place
Brentwood, TN 37027
615.369.0888***

www.computerprof.com