

June 15 - 16, 2006

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Hosted by the University of Northern British Columbia
at the Empire Landmark Hotel, Vancouver, BC

June 15 - 16, 2006

UNBC UNIVERSITY OF
NORTHERN BRITISH COLUMBIA



A POLYTECHNIC INSTITUTION



The Backbone of Research,
Education and Innovation



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welcome

The University of Northern British Columbia is thrilled to be hosting this year's conference in the beautiful lower mainland. We believe this conference enables IT professionals to gain knowledge and insights into current and future directions for the industry. The conference will bring together colleagues from most of the post-secondary institutions across the province to share ideas, experiences and lessons they have gained. We hope that everyone has a chance to network with their peers, interact with our vendors and sponsors and take back some new and innovative ideas. Thank you to all the institutions that work hard to make this such a success conference for the IT professionals that we work with and believe in.

The previous conferences were hosted by Kwantlen University College (2000, 2001), University College of the Fraser Valley (2002), Capilano College (2003), Vancouver Community College (2004) and British Columbia Institute of Technology (2005). They were extremely popular for both sponsors and attendees. Last year's participants included 29 sponsors and 250 attendees from 25 educational institutions. Thanks to everyone who participated for making it a memorable event. And a special thank you to the staff at Kwantlen for continuing to support the IT4BC website. With sponsors' support of the conferences, we have been able to offer low cost events while still treating the attendees with quality sessions, good food, fun activities and prizes.

IT4BC Organizing Committee

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PSITA Advisor	Dave Cresswell	
PSITA Advisor	Don Evans	



The it4bc planning committee would like to acknowledge Help Desk BC for their assistance in facilitating the pre-conference training and keynote speakers. Thank you!

Char LaBounty

President - LaBounty and Associates, Inc

June 15, 2006

Char LaBounty is founder and President of LaBounty & Associates, Inc., a service management consulting firm focused on the growing field of customer support services, dedicated to providing quality technology support practices that enhance client's business initiatives. Char is one of the preeminent experts on the development and deployment of Service Level Management throughout the IT Enterprise and writes and speaks extensively on the subject, throughout the world.

Prior to her current position, she was the Director of the Membership Services Division for the Help Desk Institute. Char joined the Institute from Disney Worldwide Services where she was head of the Business Services Division. As Vice President of the Customer Relations Group for Norwest Corporation, Char was responsible for establishing their two Support Center organizations, as well as managed all disciplines associated with customer training, implementation, marketing, support, and corporate acquisitions.

Char has authored several books and published industry research on Outsourcing and has published many articles on the topics of technology service and support. Char is a much sought after speaker at technology and service and support events around the world, and has dedicated her career to providing sound customer service practices. Char is the past chairperson to the HDI Strategic Advisory Board, and a current member of the HDI Training Advisory Board.

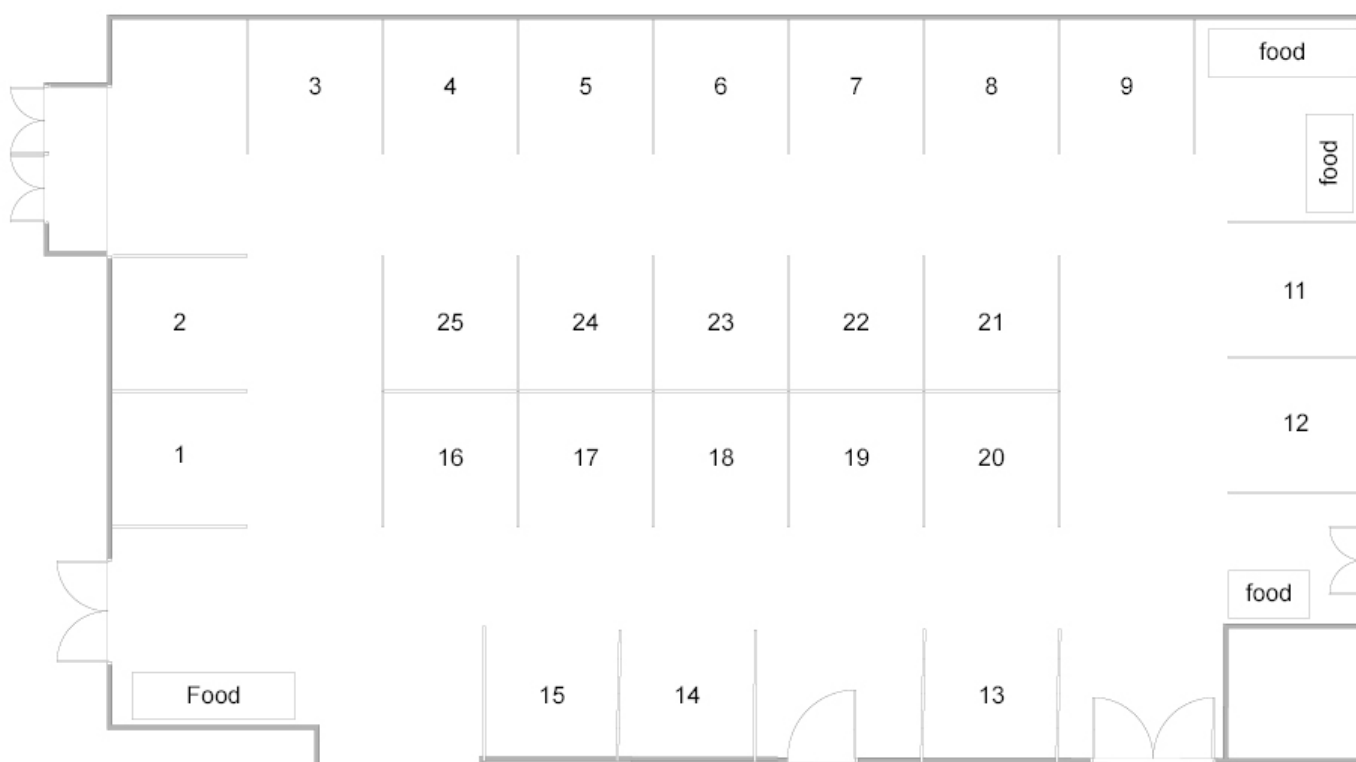
Ron Muns

CEO & Founder - HDI Leading IT Service & Support

June 16, 2006

Ron Muns is an international leader in IT service and support industry and is frequently quoted on key issues and concerns. He is credited with having a significant global impact on the professionalism of the IT service and support industry. Ron has more than 25 years of experience as the founder of HDI, creator of several successful commercial software products, consultant with an international accounting firm, and as an IT strategist. Ron is a Certified Public Accountant, Certified Information Systems Auditor, and holds several ITIL and HDI Certifications. He has a Bachelors Degree in Business Statistics from the University of Texas at Austin.

Visit it4bc sponsor booths during the Vendor Reception!



1	Seanix Technologies	14	Telus/Nortel
2	Oracle Corporation	15	IBM/Lenovo
3	Barracuda Networks	16	Matrix
4	4th Utility Communication Solutions Inc.	17	Millenium Computer Systems Ltd./ Information Builders Inc.
5	Acer America	18	MSE
6	Cisco	19	SungardSCT Higher Education
7	Custom FAQs Solutions	20	CDI Education/Polar Bear
8	Kyocera Mita	21	Mitel Networks
9	BCIT School of Transportation	22	Macquarie
10		23	Island Key Computer
11	BCNet	24	Cybex Systems Inc.
12	Novell Canada	25	Dell Canada Inc.
13	Livetime Software Inc.		

Developing and Maintaining Effective Service Level Management

June 13 & 14, 2006 | 8:30 am to 4:30 pm | Room 205A VCC Downtown Campus (250 West Pender Street)

Char LaBounty – LaBounty & Associates Inc.

\$400

Developing and implementing a Service Level Management (SLM) methodology and associated Operating Level Agreements (OLAs) and Service Level Agreements (SLAs) can be among the most challenging, time-intensive tasks that you will undertake in your IT Enterprise and your Service Desk. But make no mistake, these tools are extremely valuable and worth the effort.

Fundamentally, the Service Level Management process provides a methodology for introducing and implementing reasonable expectations for the customers and IT Enterprise organization. SLM acts as a guide for establishing good, sound business relationships.

Before you can establish and maintain an effective SLM program, you must commit to a customer service culture then the organization must commit to an ongoing SLM management process.

This two day training class addresses what it takes for you to determine the protocols for introducing and implementing OLAs between your internal IT support organizations, and SLAs with your customers' organizations.

Areas to be addressed:

- **Purpose of Service Level Management** - Before you embark on this type of project, it is important to clearly understand the purpose of implementing Operational Level Agreements and Service Level Agreements in your organization, as well as developing a strong comprehension of the prerequisites necessary in your organization to begin this process as well as the pitfalls of unsuccessful attempts. We will review these elements in this area, as well as discussing long-term benefits.
- **Why Now?** - We will discuss why Service Level Management is currently receiving so much industry interest and why so many organizations is implementing a Service Management strategy.
- **Pre-requisites and Pitfalls** - We will discuss the prerequisites required in organizations thinking about implementing Service Level Management as well as review a long list of what causes Service Level Management initiatives to fail.
- **Identification Process** - It is important to clearly identify all participants within an organization to ensure there is total buy-in. In this section, we'll discuss how to identify all stakeholders, and a process to identify all service elements to be included in the SLA. We will review the importance of establishing good strong severity definitions, and review steps necessary to determining your service elements.
- **Development & Negotiation Process** - We will share with you a phased approach we have developed to assist you in developing and negotiating Service Level Agreements within your organization.
- **Measurement & Reporting** - Developing Service Level Agreements will go far to ensuring that clearly defined service expectations are in place, however, they are only viable if you report your performance to these service expectations to your customers and management. We will discuss the importance of establishing baseline performance information, as well as reviewing the importance of measurement and reporting as well as how to establish meaningful reporting to your customers and all stakeholders.
- **On-going Maintenance** - We'll discuss how you keep Service Level Agreements alive in your organization, ensuring they are not only effectively managing your current environment but, providing you insight into how to improve your Service Levels on a continuous basis.
- **Requirements Process** - We will review and discuss the importance and benefits of developing a Requirements Process for all new/changed products and services within the Service Level Management process.
- **Reviewing OLA/SLA Template** - You will be provided attendees with an actual sample of a Service Level Agreement and we will review the components of the sample template, so you will have a starting place when you return to your company's to begin.

Rock with Helms Deep



Helms Deep is a hard rock band based out of Vancouver B.C. Canada. The band was formed in the fall of 1997 when front man Glen Dobson and lead guitarist Martin Saunders put their plan into action. Glen, nicknamed Dobber, moved to Vancouver in '93 to find a music scene worth giving his life to. Little did he know that Martin Saunders had also moved to Vancouver with the same plan in mind. In a twist of fate they ended up in the same apartment building. The sound of a Les Paul screaming through a Marshal Amp invited Glen to knock on the door of Martin's abode. The two hit it off instantly with the same obvious passion for driving rock. A walk down to the local beach to jam on acoustics, they realized what they were going to do about it...start a rock band.

Rock the night away with Helms Deep after dinner June 15, 2006.

GRAND PRIZE!

Don't forget to enter for your chance to win!

First Prize: Personal Laptop Computer

Second Prize: 20" Flat Panel Monitor

CONGRATULATIONS!

Congratulations to Shane Schlosser of UCFV.

Shane is the lucky winner of the early bird registration draw and will be attending IT4BC 2006 for free.

S001 - Next Generation Printing Service - Novell iPrint on Open Enterprise Server at Vancouver Community College

June 16, 2006 | 9:45 am to 10:45 am | Nortel Room

Ali Balanda/Beng Lim – Vancouver Community College

When Vancouver Community College needed to replace NDPS service in early 2006 Novell's new iPrint program on Open Enterprise Server was chosen. This session will present online demonstrations of the service itself, the management interface and a look at the OES/VMWare platform it is delivered from. Bring your questions for a full disclosure session - and yes it really works !

Beng and Ali , with help from the VCC Network Services team, designed, built, tested and implemented the new service in under 4 weeks.

Ali Balandy and Beng Lim are Computer Support Analysts at Vancouver Community College. They have been the primary technical implementers of the last three versions of print service platforms.

S002 - Opportunities for Success

June 16, 2006 | 11:00 am to 12:00 pm | Pavillion 4 Room

Mark Roman – University of Victoria

The talk focuses on the strategic information systems opportunities facing higher education institutions.

Mark Roman is currently the Executive Director, Computing and Systems Services at the University of Victoria. He came to Victoria from Ottawa where he was the Executive Director of Enterprise Systems at Carleton University. Prior to entering the world of higher education, Mark worked at the Director and VP levels in the financial services industry. He has a B.Math (computer science) from the University of Waterloo and an M.B.A. from Queen's University. Mark is also a Project Management Professional.

S003 - IronPoint CMS at Kwantlen University College

June 15, 2006 | 11:00 am to 12:00 pm | ---

Donna Hrynkiw – Kwantlen University College

How we implemented the IronPoint Content Management System at Kwantlen University College.

Donna has been at Kwantlen for a number of years, currently in the position of Web Coordinator. She works closely with the Marketing department on the IronPoint project and several other web applications.

S004 - Open Source Software - What Is It and Does It Hurt?

June 16, 2006 | 9:45 am to 10:45 pm | Pavillion 4 Room

Stephen Forrest – Vancouver Community College

Stephen Forrest will present the history and present use of Open Source Software at Vancouver Community College. He will show examples of some of the VCC client services and some ICS infrastructure management tools in a live demonstration over the internet and will encourage questions and exploration of this area.

Stephen Forrest, PMP is the Network Services Manager for Vancouver Community College. He has been a regular contributor and presenter at IT4BC since the very beginning.

S005 - Security at the Network Edge for VCC

June 15, 2006 | 3:45 pm to 4:45 pm | Nortel Room

Jackie Lu – Vancouver Community College

VCC improved network security by using Novell's new Security Manager as a firewall with iChain as a web proxy and for internet and intranet authentication and access management.

Also, Jackie will discuss techniques using SSH Tunnelling for remote access to College services.

Jackie Lu, Information Security Specialist from Vancouver Community College. Jackie has worked for VCC for 7 years in a variety of technical support roles including desktops, network, servers and directory management. In 2005 he became the VCC Information Security Specialist.

Jackie is very knowledgeable and technically expert in a wide range of security and systems administration issues.

S006 - Implementing the Google Mini Search Appliance

June 15, 2006 | 2:30 pm to 3:30 pm | MCSL/IBI Room

Michael P Stewart – British Columbia Institute of Technology

A moderately technical walk through of how BCIT implemented 3 Google Mini appliances for their public web space. Including gotchas, pitfalls and quick wins.

Michael recently joined BCIT as a web app architect after a long career on the web in Ontario.

S007 - Finding the IT Security Sweet Spot

June 15, 2006 | 11:00 am to 12:00 pm | SungardSCT Room
Hugh Burley & Greg Desaulniers – Thompson Rivers University

Hugh and Greg will provide a high level overview of their approach and lessons learned from TRU's recent security audit.

S008 - Creating On-Line Communities of Practice with Lotus Quickplace

June 15, 2006 | 2:30 pm to 3:30 pm | MSE Room

Peter Simon – British Columbia Institute of Technology

As part of the TEK (Technology Enabled Knowledge) initiative, BCIT is implementing Lotus Quickplace as a tool that provides an on-line place for virtual communities to meet, share expertise and learn from each other. For administrative users, QuickPlace is a great project management tool, offering a common workspace in a secure environment on the Web. It is used to organize and communicate with others, sharing content and tasks for any project. It provides a forum for having discussions, collaborating on documents, scheduling events and assigning tasks, and sending and receiving email.

Peter graduated from the University of Saskatchewan with a Bachelor of Commerce degree and has worked as a Computer Analyst in the financial and educational sectors. In 1989 he joined the BCIT Computer Resources department and in 1997, became part of the team that introduced Lotus Notes. During the same period, he became involved with on-line learning and now is part of the team supporting tools such as WebCT, The Learning Manager and Lotus Quickplace. He is currently the project manager for the Lotus Sametime Instant Messaging project and a resource on the WebCT 6 / Banner integration project.

S009 - AJAX at Kwantlen

June 16, 2006 | 8:30 am to 9:30 am | Pavillion 4 Room

Dave Dumaresq – Kwantlen University College

Dave will be demonstrating how AJAX can be leveraged with existing web applications to improve the user experience and work around issues created by transmitting and searching large amounts of data.

Dave has worked in IT at Kwantlen for 15 years where he has helped develop both Lotus Notes and Java applications. Some projects he has been responsible for are Online Elections, Online Learning, Luminis Portal Channel development and Domino Infrastructure. Graduated from BCIT in 1996, Interests in Software development, Artificial Intelligence, Ruby on Rails, and Geo Caching.

S010 - Building a New Help Desk at Okanagan College

June 16, 2006 | 9:45 am to 10:45 pm | IBM/Lenovo Room

Deborah Matheson/Tom Esson/Xavier Mendoza – Okanagan College

On July 1, 2005, OUC became Okanagan College (again). We will describe how we re-structured the department with the remaining ,significantly fewer, personnel, and quickly put a number of web based services in place to:

- a) maintain our sanity
- b) provide better services to our students and colleagues

Deb Matheson moved out of the Registrar's Office to IT Services several years ago. She works with an eclectic group of highly motivated and fun, people at Okanagan College. Re-organizing the help desk and implementing a new service request system and Web Based Q and A are just a few of the projects she and her team have been involved in over the past year.

Xavier Mendoza is a Programmer/Analyst whose main responsibility this year has been the website which includes the official on-line calendar. Xavier graduated this month from Okanagan College with a Bachelor of Computer Information Systems.

Tom Esson is the IT Support Coordinator. Tom has been instrumental in the acquisition of several web based services now in use at the College and has been wearing many different hats during the first year of OC's reincarnation. If any of you attended CBUC in Kelowna, you'll know that Tom is also a talented musician.

S011 - Sharing BCcampus

June 15, 2006 | 1:15 pm - 2:15 pm | MSE Room

Randy Bruce – BCcampus

At this session, you will find out about collaborative initiatives that BCcampus has been supporting – shared application and registration systems, shared services for course management systems, e-portfolio systems, shared online course development, licensing and learning object repositories, shared teaching and program models. Participants will have the opportunity to discuss a shared identity capability that BCcampus could facilitate. Time permitting, we'll also do some blue-skying about the incorporation BCcampus-provided connector technology within institutional web/portal application systems.

For the past three years, Randy has been responsible for developing learner services through the BCcampus initiative. Prior to that he has held a succession of leadership positions in the BC public post-secondary system. He has the dubious distinction of being responsible for leading BC's first post-secondary administrative implementations of unix, Oracle, and SCT Banner. His current assignment, creating a federated web services system connecting institutional student information systems is his most challenging to date.

S012 - Efficiently Managing IT Projects

June 15, 2006 | 11:00 am to 12:00 pm | Pavillion 4 Room

Janet Woo – CDI / Polar Bear Corporate Education Solutions

Today's IT projects present unique challenges to the project manager requiring coordination with many stakeholders and integration of various technological capabilities. Discover critical success factors and hidden risks inherent in IT projects—and leave with an understanding of strategies and techniques developed in the field by experienced IT project managers for successfully managing IT projects.

CDI / Polar Bear is Canada's largest corporate training solutions provider with offices in every province and major city coast to coast. With more than 25 years experience in the design and delivery of technology and management training, CDI / Polar Bear provides programs for individuals at all levels of an organization including project managers, business analysts, IT specialists, and senior executives. CDI / Polar Bear works with some of Canada's top organizations to identify, design, deliver, and manage learning solutions that support their business objectives

S013 - Data Center - 10G Ethernet Issues & Standards

June 16, 2006 | 8:30 am to 9:30 am | MSE Room

Joseph D Kish – Tyco Electronics/AMPNetconnect

10Gb is a reality on fiber, the industry is pushing to place implement this on copper, this presentation will discuss the current state of the standards, issues, pitfalls, and concerns in implantation.

Data Centers have become a very big concern. This presentation will discuss Tier Levels, standards, and options for ensuring you are getting the most out of this costly investment.

Joseph D. Kish, is a 32 year "veteran" of the telecom and computer industry, a Senior Systems Applications Engineer with Tyco Electronics/AMP Netconnect. He is a member of CSI (Construction Specifications Institute) and a BICSI (Building Industry Consulting Services International) accredited RCDD (Registered Communications Distribution Designer) since 1996.

Joseph has been employed with Tyco Electronics/AMPNetconnect since 1973.

S014 - Career Trends in IT

June 15, 2006 | 3:45 pm to 4:45 pm | MSE Room

Bruce Diemert – Robert Half Technology

Bruce is the Division Director for Robert Half Technology.

S015 - Identity Management; Why Most Projects Fail and How to Succeed

June 15, 2006 | 1:15 pm to 3:15 pm | IBM/Lenovo Room

Chris Roylance – StratCom Networks

With an explosion of Directories and Databases in the Academic environment, managing Identities has become a difficult and time consuming task. Automation of the task is fast becoming a necessity.

Many institutions undertake training and invest in software to tackle to this issue. However, most projects drift for months or years without progress.

This session examines the Identity Management Project from its initial phases through to final delivery. At the end of the session, you should know how to put together a project team, analyze the business processes that affect the final design, the documentation that should support the design, how to organize the technical development and testing, and how deliver your solution.

The presentation uses Novell Identity Manager 3 for illustrative processes, but the methodology should hold good for other software solutions.

Chris has worked as a Novell Consultant supporting Government, Industry and Education for the last 10 years. In that time he spent 3 years with Novell Canada's Advanced Technical Training Team presenting on NetWare, eDirectory, GroupWise and Zenworks Desktop Management.

Chris has worked with Novell's Identity Manager since it was the DirXML beta and has delivered Identity Manager solutions for education and Industry. He is currently Novell's Senior Architect on the West Fraser Identity Manager Project, and is actively engaged in the development of Identity solutions for Capilano College, BCIT, Selkirk College and Winnipeg School District.

S016 - Bad HAIR Day or Bad Attitude? Dealing with Challenging Customers

June 15, 2006 | 11:00 am to 12:00 pm | IBM/Lenovo Room

Barry Leinbach – Barry Leinbach and Associates

Dealing with nice customers is pleasant. But dealing with difficult or challenging customers can threaten to ruin your day and the reputation of the service desk. Very often these customers are really not difficult at all. They may have just been caught up in “the system,” red tape or in their perception of uncaring and uncooperative staff. This session will provide valuable tools to develop strategies that will enable the service desk to cope confidently and effectively when dealing with difficult customers.

The tools and techniques will include:

- Recognizing customer and staff personality types
- Suggestions and strategies for handling them
- Communicating better with the customer
- What causes customers to be “difficult”
- Getting to the root of the problem
- Achieving “win/win” outcomes
- How to deal with aggressive, angry and hostile customers
- Recognizing hostile triggers/hot buttons
- Management’s role
- How to appropriately diffuse difficult behaviour
- Developing specific strategies for conflict resolution
- Developing skills to improve your delivery of bad or unpleasant news

Barry Leinbach is a well known and respected presenter in the IT and business community. He is an HDI Faculty Member and is a very popular speaker at their International Conferences in Canada and the USA. He has also spoken at many Canadian venues including IT4BC, HDBC and Vista.

His 33 years in the industries trenches has allowed him to refine his skills to meet his clients unique needs. His light hearted and motivating approach keeps students actively involved in all aspects of his presentations. Barry is a member of HDI and a director of HDBC for over 14 years.

S017 - We Want to Break the Banks Just Like Our Daddy Did - 'Cause That's Where the Money Is!

June 16, 2006 | 8:30 am to 10:30 am | SungardSCT Room

Charles W Wordsworth/Rui Pereira – Wordsworth & Associates

"As Willie Sutton the bank robber said when asked why he robbed banks, 'because that's where the money is.'" In Sutton's more recent book when asked "Why did I rob banks"? He said "Because I enjoyed it. I loved it. I was more alive when I was inside a bank, robbing it, than at any other time in my life. I enjoyed everything about it so much that one or two weeks later I'd be out looking for the next job. But to me the money was the chips, that's all."

Well now it's 2006 and who the heck wants to get shot in a hold-up when you can sit comfortable at home with a cappuccino and a nice biscotti, or a beer and a bag of cheesie poofs (depending on your preference) and silently slip through a convenient cyber "back door" of an eCommerce web site without anyone ever knowing. That old tech dangerous stuff was for our Daddy's era and now it's a hell of a lot safer and easier, so watch us when while we show you just how easy it really is..!

The presentation will provide a live hacking 101 session.

Charles Wordsworth is the principal consultant of Wordsworth & Associates. Wordsworth & Associates is an Information Technology, security consulting practice based in Vancouver, British Columbia, Canada. The Wordsworth & Associates Risk Management & Security Consulting practice offers services to clients in all aspects of technology security and their team has assisted clients in both the public and private sector in Canada, the United States and overseas.

Charles has a Bachelor of Science degree in Psychology and the Information Systems Professional of Canada (I.S.P.) Certification, an internationally recognized information technology designation. He is also a certified network forensics professional.

Rui Pereira is a Senior Consultant with Wordsworth & Associates. He has Over 20 years of professional experience in all aspects of information systems. Is an expert in Information Security and Business Continuity, including Firewalls, Intrusion Detection (IDS), Web/Proxy/ Application Servers, Internet, routers, UNIX and NT, TCP/IP networking, various security tools, wireless networks, security reviews and penetration testing. He has had broad exposure to communications and Local and Wide Area Networks, primarily TCP/IP, Microsoft and Novell, including architecture, deployment, management and wireless. In addition, Pereira teaches Information Technology programs at the University of British Columbia.

Rui has a Bachelor of Science (Honors) degree in Computer Science/Statistics, the Computer Information Systems Security Professional (CISSP) certification and the Information Systems Professional (I.S.P.) certification.

TBA

S018 - Ensuring the Continuity & Availability of Critical Business Operations

June 15, 2006 | 1:15 pm to 3:15 pm | SungardSCT Room

Kenneth Chun/Charles Wordsworth – Wordsworth and Associates

What is the strategic mission of Information Technology in support of the business and how is that mission sustained in the event of a disaster or security breach?

This workshop provides a step-by-step guide and “walk” through a Business Continuity Planning (BCP) Framework and why Business Risk Impact Assessment is a huge asset to IT during the Disaster Recovery Planning (DRP) stages when building the Contingency SLA.

The workshop will provide an outline of where and how to begin?

- The BCP Life Cycle
- Business Impact Analysis - Foundation for Discovery
- BCP Plan Development
- BCP Model
- Selecting an I.T. DRP recovery strategy
- BCP Time line (Static and dynamic)
- Lessons Learnt

Kenneth Chun is a senior consultant, Business Continuity Solutions, with Wordsworth & Associates, and is a seasoned, highly motivated professional with 26 years IT experience and a successfully track record, in managing progressive IT-business functions, business continuity, disaster recovery planning, project planning, IT operations management and systems development.

He has assisted numerous clients in crafting full business continuity solutions, including Risk and Business Impact Analysis, constructing critical business and IT recovery profiles, developing recovery strategies and building crisis management and incident management teams.

Kenneth has a Masters in Business Administration and Batchelor of Commerce degree and is a Certified Business Continuity Professional (CBCP) and a Certified Information Systems Auditor (CISA).

Charles Wordsworth is the principal consultant of Wordsworth & Associates. Wordsworth & Associates is an Information Technology, security consulting practice based in Vancouver, British Columbia, Canada. The Wordsworth & Associates Risk Management & Security Consulting practice offers services to clients in all aspects of technology security and their team has assisted clients in both the public and private sector in Canada, the United States and overseas.

Charles has a Bachelor of Science degree in Psychology and the Information Systems Professional of Canada (I.S.P.) Certification, an internationally recognized information technology designation. He is also a certified network forensics professional.

S019 - Futuregazing - Have Your Say

June 15, 2006 | 1:15 pm to 2:15 pm | Pavillion 4 Room

Stephen Forrest – Vancouver Community College

Back for a second year at IT4BC, this session invites all the attendees to share their views on the directions and applications of technology in our work, home and wider society use. Fast paced, fun and informative, nobody sleeps for this hour.

Stephen Forrest, PMP is the Network Services Manager for Vancouver Community College. He has been a regular contributor and presenter at IT4BC since the very beginning.

S020 - Does a University Need a Data Centre?

June 16, 2006 | 2:30 pm to 3:30 pm | Pavillion 4 Room

Randy Bruce – BC Campus

Quest is BC's new private, non-profit university being created by UBC's former president, David Strangway. The academic block-based liberal arts residential program is scheduled to begin in September 2007 with 160 students. After four years there will be 640 students at the spectacular Garibaldi Highlands campus. Expectations for student and academic IT capabilities are high, and creating an infrastructure and support structure for a university primarily sustained by tuition fees is a considerable challenge. There is a range of interesting problems to solve in such a startup environment: can all applications be served via a web browser? wired or ubiquitous wireless? laptop program or bring-your-own expectation? can all servers be off site? Find out more about Quest's plans and share your ideas about what you'd do differently (or the same) if you were able to start from scratch.

For the past three years, Randy has been responsible for developing learner services through the BCcampus initiative. Prior to that he has held a succession of leadership positions in the BC public post-secondary system. He has the dubious distinction of being responsible for leading BC's first post-secondary administrative implementations of unix, Oracle, and SCT Banner. His current assignment, creating a federated web services system connecting institutional student information systems is his most challenging to date.

S021 - Project Management Lite

June 16, 2006 | 11:00 am to 12:00 pm | IBM/Lenovo Room

Robert Ball – Kwantlen University College

All projects are not large in scale; Project Management Lite covers the processes to successfully implement a small to medium size project. The presentation uses a campus wide Computer and Operating upgrade as the project. The content covers the master project template file, staffing, communication planning, scheduling, equipment ordering, image creation and testing, installation and post project tasks.

I have worked at Kwantlen University College's IET department for 8 yrs performing many different job duties from Service Desk analyst, System Support Technologist, SST Supervisor to Acting User Support Manager. I am the Project Manager for the majority of the project's that effect the staff and faculty client base. I am presently the System Support Supervisor in charge of the Service Desk, and onsite Support Technologists.

S022 - Security and VOIP - Both Oxymorons

June 16, 2006 | 11:00 am to 12:00 pm | Nortel Room

Peter Van Epp – Simon Fraser University/BCNET

An overview of several years of experimenting with VOIP at SFU (aka VOIP just say no). followed by security lessons and tools gathered during the last 20 years at SFU from the broad policy level down to useful tools for keeping the noise level from security incidents at an acceptable level that may also apply at your site.

For the past 18 years I've been a network and security engineer at SFU and BCnet. For my sins (primarily making the mistake of being involved in a VOIP pilot project) we were also awarded responsibility for the campus phone system last January. Failing to learn from my mistakes, as of April 1 this year I also became the Security Officer for BCNet.

S023 - Luminis Course Studio Report

June 15, 2006 | 3:45 pm to 4:45 pm | MCSL/IBI Room

Bob Walker – Langara College

The Luminis Course Studio is the online area where instructors and students meet. It is automatically setup based on your institution's Banner courses.

Find out about how the Course Studio is used at Langara, some easy modifications to make to it's setup, and about the Copy Content tool that Langara has developed to roll course material from term to term.

Bob Walker is a Project Leader at Langara College.

S024 - Luminis Roundtable

June 16, 2006 | 2:30 pm to 3:30 pm | Burrard Inlet Room

Bob Walker/Marlas Silverstrone – Langara College & BCIT

Our yearly chance to get together and talk about Luminis issues.

Bob Walker is a Project Leader at Langara College.

Marlas Silverstrone, BCIT. Project Manager, myBCIT Portal

S025 - Business Analysis at BCIT: Linking Client Needs to Business Solutions

June 16, 2006 | 8:30 am to 9:30 am | IBM/Lenovo Room

Judy Shandler – British Columbia Institute of Technology

The demands on Post-Secondary Institutions to create and maintain an innovative technologically agile environment has become the norm. Where does this leave faculty, support staff and executive members when understanding of their needs and the technology available do not align?

The role of the Business Analyst in the Computer Resource Department requires the adoption of a strong philosophy to assure client needs are met or exceeded. As the liaison/communicator/coach/champion/educator between the client and technology, aligning people, processes and technology are key ingredients in creating a cohesive organism which is continuously evolving in order to support the agile environment that is a part of every Post-Secondary Institution.

By enabling the clients understanding of their own needs, it is then possible to align available technology to recommend a solution which supports all parties.

Judy has a Masters in Educational Leadership, a Master's Certification in Business Analysis and a Diploma in Technology. She has worked in the Computer Resource Department at BCIT for close to 6 years and has taught at both VCC and BCIT for over 15 years.

In a week and a half Judy will be heading down the Yukon River in a 740 km race from Whitehorse to Dawson City.

S026 - Hardware Independent Imaging Using Microsoft and Third Party Tools

June 15, 2006 | 3:45 pm to 4:45 pm | IBM/Lenovo Room

Brent Besse

Rolling out new desktop computers, repairing corrupted installs etc, is a time consuming task. Getting an OS on the computer can be the simple part. Keeping track of which drivers go with which platform doesn't make it easier.

The goal of Hardware Independent Imaging (HII) is to cut down the time it takes to build and maintain the images and the number of images required.

Using tools supplied by Microsoft and other vendors, you can create an image that does not have to be re-built or re-created when new hardware is introduced or drivers change.

We will look at how Royal Roads has implemented HII on our campus to cut down on the number of images and the time it takes to put a new computer on the desktop.

Brent Besse has been involved in the electronics and IT field since 1982. He currently holds a number of industry certifications that include MCSE, MCSA, SCNP, Linux + and A+. He is also a Microsoft Certified Trainer, and has been instructing at Royal Roads University since 1998. He recently moved to Computer Services department at Royal Roads, where he is responsible for computer deployment. He also instructs in Royal Roads Network and Systems Administration program.

S027 - The Moodle Movement

June 15, 2006 | 11:00 am to 12:00 pm | MSE Room

Carrie Spence/Brandt Linkowsko – Royal Roads University

Royal Roads University is moving their entire student population from an existing proprietary online .net based LMS to a customized open source LMS powered by Moodle over a period of six months (July-Dec 2006). This change is being made as part of a three year IT project that involves connecting all the university's computer systems. The presenters are intimately involved in making this change and will share their models for transitioning to a new learning platform including development and design process, project risks, communication and implementation strategies.

It is hoped this submission will be of interest to the many institutions contemplating a change of LMS, whether proprietary or open source, or struggling with defining a workable process to implement such a change. The presentation will be followed by a discussion about the challenges encountered to date in this agile development model and what can be anticipated as the courses go live.

Carrie Spencer, MA, is an instructional designer and Director of the Centre for Teaching and Educational Technologies at Royal Roads University. She oversees a large unit of professional and technical staff responsible for the design, development and delivery of all online and blended academic courses at the university, corporate client contracts for online training and development, learner technical training, and faculty training and development. She is also a member of a project management team leading a multi-million dollar IT project to integrate all of the university's systems.

Brandt Linkowski, PMP, is a project lead at Royal Roads University and currently manages the Learn team to deliver a new online learning platform for RRU using a customized version of Moodle. Formally educated in both project management and computer programming, Brandt also works in Agile development.

S028 - Piloting a WebFiles Solution at BCIT

June 16, 2006 | 9:45 am to 10:45 pm | MCSL/IBI Room

Joey Dabell/Michael P Stewart – British Columbia Institute of Technology

WebFiles is BCIT's branding for a solution to provide students, faculty and staff with 24/7 access via a web-browser interface to: secure file storage and retrieval, collaborative workspaces via self-provisioned access permissions, collaboration features including versioning and file activity logging, and web publishing. The underlying technology for BCIT's WebFiles is Digital Locker Suite by Xyθος Inc. (www.xythos.com)

A walkthrough of the WebFiles Pilot project currently underway at BCIT. This session will touch on the WebFiles project drivers, chosen technology and rationale, system issues and topology, and implementation issues, alternatives, and the custom changes involved in BCIT's implementation of a WebFiles solution.

Joey Dabell has been at BCIT since 1995 working on software development projects at the BCIT Technology Centre with the Advanced IT research group, and with the School of Computing teaching for the 2000-01 academic year. Most recently Joey has been working with the Web Services group in Computer Resources as project manager for the WebFiles Pilot project.

Michael P Stewart recently joined BCIT as a web application architect after a long career on the web in Ontario.

S029 - Online Virtual Computer Laboratories and Their Potential

June 16, 2006 | 9:45 am to 10:45 am | MSE Room

Stephen Beaudry – Royal Roads University

Aimed at enabling the training of computer and network technologies at a distance, online virtual computer laboratories enable students to safely install, configure, break and repair various computer and network equipment in a hands-on environment via the Internet. Leveraging a number of existing technologies in creative ways allows distance learning of computer studies to take on an aspect of the training that was not previously viable, namely the hands-on configuration of real equipment.

Interested in furthering the state of online learning, Royal Roads University is partnering with a variety of organizations to research, document and share as open source knowledge the creation of just such an online virtual computer laboratory. Leveraging a number of open source technologies to enable this project, and embracing the spirit of the GNU Public License (GPL) by which many implementations of these technologies are released, Royal Roads University will gladly share the findings of the project with the online education community at large.

Passionate about the possibilities, the speaker expects to share his ideas, the technologies involved, and plenty of details during this session. Preferring a collaborative approach, he asks that you bring your enthusiasm, as plenty of feedback and discussion is intended.

Stephen has filled a variety of technical positions at Royal Roads University since first joining the institution in 1998, initially as a faculty member instructing within the school of Information and Society, he now supports the Infrastructure of the University in the Academic and Information Systems department.

Choosing to return to Vancouver Island after working as far away as Beijing, his knowledge of network design, security and business continuity have been acquired while consulting in diverse environments, starting as a member of the consulting team of General Physics corporation. Beyond his time with the University, Stephen manages a local consulting business that helps to keep his finger on current technology trends and industry needs.

While filling his duties as the senior network architect at RRU, Stephen is also the principle investigator and creator in constructing an online virtual network laboratory, under a research partnership with Inukshuk Internet, aimed at providing the technology necessary to deliver advanced networking education to remote communities, especially northern Canadian areas and aboriginal communities.

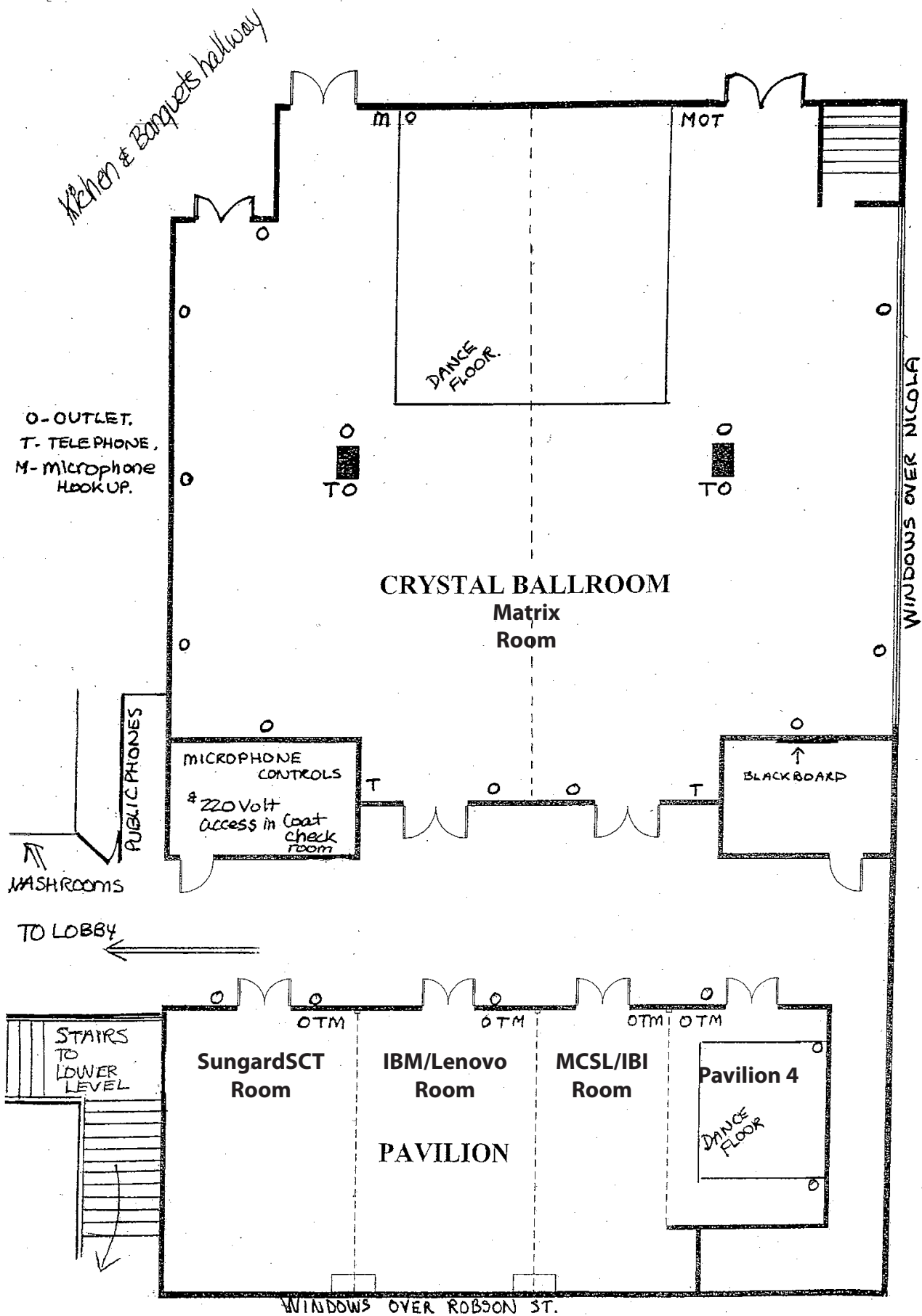
S030 - Power Distribution in the Server Room

June 15, 2006 | 3:45 pm to 4:45 pm | SungardSCT Room

Mike Huang – Vancouver Community College

A poorly designed power distribution in a server room causes a lot of concerns and problems. But changes can be made to provide reliable power source for the server room equipment.

Mike Xianzhao Huang is a Network Specialist working in the Information and Computing Services Department, Vancouver Community College.



Thursday June 15, 2006

Time	Events							
Room	Telus Room	Nortel Room	MSE Room	English Bay	Sungard-SCT Room	IBM/Lenovo Room	MCSL/IBI Room	Pavillion 4
7:30 - 9:00am	Registration							
9:00 - 10:30am	Welcome and Keynote: Char LaBounty (President - LaBounty & Associates Inc.) - Matrix Room							
10:30 - 11:00am	Coffee Break - PSITA Room							
11:00 - Noon	S050 USING THINKVANTAGE TECHNOLOGIES TO OPTIMIZE PC LIFECYCLE (TBA)	S046 INTEGRATED REPORTING SOLUTION FOR HIGHER EDUCATION (TBA)	S027 THE MOODLE MOVEMENT (Carrie Spencer/ Brandt Linkowski - Royal Roads)		S007 FINDING THE IT SECURITY SWEET SPOT (Hugh Burley/Greg Desaulniers - TRU)	S016 BAD HAIR DAY OR BAD ATTITUDE? DEALING WITH CHALLENGING CUSTOMERS (Barry Leinbach)	S037 NETWORK ADMISSION CONTROL IN EDUCATIONAL ENVIRONMENTS (Rob Barton - Cisco)	S012 EFFICIENTLY MANAGING IT PROJECTS (Janet Woo - CDI/Polar Bear)
Noon - 1:15pm	Lunch Break - Matrix Room							
1:15pm - 2:15pm	S052 SEANIX PRESENTATION (TBA)	S032 SIP PBX EVOLUTION - COLLABORATION MULTI-MEDIA CONFERENCING (Nortel/Telus)	S011 SHARING BCCAMPUS (Randy Bruce - Bccampus)		S018 ENSURING THE CONTINUITY & AVAILABILITY OF CRITICAL BUSINESS OPERATIONS (Kenneth Chun/Charles Woodsworth - Woodsworth & Associates)	S015 IDENTITY MANAGEMENT - WHY MOST PROJECTS FAIL AND HOW TO SUCCEED (Chris Roylance - StratCom Networks)	S053 ORACLE'S FUSION MIDDLEWARE FAMILY OF PRODUCTS (Dev Dhindsa - Oracle)	S019 FUTUREGAZING - HAVE YOUR SAY (Stephen Forrest - VCC)
2:30 - 3:30pm	S045 IMPLEMENTING ITIL BEST PRACTICES FOR CUSTOMER SERVICE & SUPPORT (TBA - LiveTime)	S033 SIP CONTACT CENTER - VIRTUAL CONTACT CENTER WITH MULTI- MEDIA, CRM & CTI CAPABILITIES (Nortel/Telus)	S008 CREATING ON-LINE COMMUNITIES OF PRACTICE WITH LOTUS QUICKPLACE (Peter Simon - BCIT)				S006 IMPLEMENTING THE GOOGLE MINI SEARCH APPLIANCE (Michael Stewart - BCIT)	S036 ENTERPRISE ARCHITECTURE @ BCIT - ONE YEAR LATER (Leo De Souza - BCIT)
3:45 - 4:45pm	S042 ENTERPRISE ARCHITECTURE BASICS - A HANDS ON WORKSHOP (Juan Aristizabal/ Dean Robertson - TBA)	S005 SECURITY AT THE NETWORK EDGE FOR VCC (Jackie Lu - VCC)	S014 CAREER TRENDS IN IT (Bruce Diemert - Robert Half Technology)	S054 LEXMARK BOF (Leo De Souza - BCIT)	S030 Power Distribution in the Server Room (Mike Huang - VCC)	S026 HARDWARE INDEPENDENT IMAGING USING MICROSOFT & THIRD PARTY TOOLS (Brent Besse)	S023 LUMINIS COURSE STUDIO REPORT (Bob Walker - Langara)	S038 ENTERPRISE ARCHITECTURE BASICS - A HANDS ON WORKSHOP (Leo De Souza - BCIT)
4:30 - 6:00pm	Vendor Reception - PSITA Room							
6:00pm	Dinner - Matrix Room							

Friday June 16, 2006

Time		Events						
Room	Telus Room	Nortel Room	MSE Room	English Bay	Sungard-SCT Room	IBM/Lenovo Room	MCSL/IBI Room	Pavillion 4
8:30 - 9:30am	S051 ENTERPRISE IDENTITY MANAGEMENT IN HIGHER EDUCATION (Keith Sams - TBA)	S034 NETWORK SECURITY - LAYERED DEFENSE, WIRED AND WIRELESS TECHNOLOGY (Nortel/Telus)	S013 DATA CENTER - 10G ETHERNET ISSUES & STANDARDS (Joseph Kish - Tyco Electronics/AMPNetconnect)	S055 BCNET PRESENTATION (TBA)	S017 WE WANT TO BREAK THE BANKS JUST LIKE OUR DADDY DID - 'CAUSE THAT'S WHERE THE MONEY IS (Charles Wordsworth/Rui Pereira - Wordsworth & Associates)	S025 BUSINESS ANALYSIS AT BCIT: LINKING CLIENT NEEDS TO BUSINESS SOLUTIONS (Judy Shandler - BCIT)	S041 TOWARDS KNOWLEDGE MANAGEMENT AT BCIT (Nancy Marsh/Kara Foreman - BCIT)	S009 AJAX AT KWANTLEN (Dave Dumaresq - Kwantlen)
9:45 - 10:45am	S047 INTERMEDIATE APPLICATION INSTALLATION AND TUNING OF MICROSOFT TERMINAL SERVICES (Paul Stokes/Trevor Fuson - UNBC)	S001 NEXT GENERATION PRINTING SERVICE - NOVELL IPRINT ON OPEN ENTERPRISES SERVER AT VANCOUVER COMMUNITY COLLEGE (Ali Balanda/Beng Lim - VCC)	S029 ONLINE VIRTUAL COMPUTER LABORATORIES AND THEIR POTENTIAL (Stephen Beaudry - Royal Roads)			S010 BUILDING A NEW HELP DESK AT OKANAGAN COLLEGE (Deborah Matheson/Tom Esson/Xavier Medoza - Okanagan)	S028 PILOTING A WEBFILES SOLUTION AT BCIT (Joey Dabell/Michael Stewart - BCIT)	S004 OPEN SOURCE SOFTWARE - WHAT IS IT AND DOES IT HURT? (Stephen Forrest - VCC)
10:45 - 11:00am	Coffee Break - Matrix Room							
11:00am - Noon	S047 INTERMEDIATE APPLICATION INSTALLATION AND TUNING OF MICROSOFT TERMINAL SERVICES (Paul Stokes/Trevor Fuson - UNBC) CONTINUED	S022 SECURITY AND VOIP - BOTH OXYMORONS (Petre Van Epp - Simon Fraser/BCNET)	S029 MPLS - MULTI PROTOCOL LABEL SWITCHING (Dave Zacks - TBA)		S035 MOBILITY - WIRELESS SOLUTIONS, SIP PBX INTEGRATION, SIP MOBILITY CAPABILITIES WITH RIM, WIRELESS SECURITY (Nortel/Telus)	S021 PROJECT MANAGEMENT LITE (Robert Ball - Kwantlen)	S039 SINGLE WEB SIGN ON WITH CAS (Michael Stewart - BCIT)	S002 OPPORTUNITIES FOR SUCCESS (Mark Roman - UVic)
Noon - 1:15pm	Lunch Break - Matrix Room							
1:15 - 2:15pm	Thank You and Keynote: Ron Muns (CEO & Founder - HDI Leading IT Service & Support) - Matrix Room							
2:30 - 3:30pm		S040 VIDEO CONFERENCING SUCCESSES AND CHALLENGES REACHING THE NORTH (Andrew Snih - UNBC)	S043 DIGITAL AUDIO RECORDING & PODCASTING AT SFU (Bill Glackman/Oleg Titov/Dmitry Nasanovitch/Mike Stanger - SFU)	S024 LUMINIS ROUNDTABLE (Bob Walker/Marlas Silverstrone - Langara/BCIT)	S044 INFORMATION SECURITY AWARENESS (Ralph Kopperson - TBA)	S031 SURVIVING THE UPGRADE - BANNER 7.1 (Greg Alstad - Kwantlen)	S049 CISCO UNIFIED IP COMMUNICATIONS (Javier Limon - Cisco)	S020 DOES A UNIVERSITY NEED A DATA CENTRE? (Randy Bruce - BCcampus)



S031 - Surviving the Upgrade - Banner 7.1

June 16, 2006 | 2:30 pm to 3:30 pm | IBM/Lenovo Room

Greg Alstad – Kwantlen University College

Originally presented at SunGard Summit 2006, this session will be of interest to Banner clients who are presently upgrading or planning to upgrade to Banner's latest version. Kwantlen University College presently has Banner Student, Finance and Human Resources in production and has also implemented Online Self-Services for Students, Employees, Faculty and Advisors. Kwantlen is also using the Luminis portal product. In October 2005, Kwantlen successfully completed an upgrade of its Banner products from the 5.x versions to the latest release, 7.1.

Greg Alstad, CMA, is Manager, Business Solutions at Kwantlen University College. In addition to being a Certified Management Accountant, Greg has a diploma in Business Administration and has recently been supplementing his educational background with courses in Project Management and Business Analysis. Presently in his fourteenth year working as an administrator in post-secondary education, Greg has also worked in hospital administration and for various non-profit organizations.

S032 - SIP PBX Evolution - Collaboration, Multi-media Conference, etc.

June 15, 2006 | 1:15 pm to 2:15 pm | Nortel Room

TBA – Nortel/Telus

S033 - SIP Contact Center - Virtual Contact Center with Multi-media, CRM, and CTI Capabilities

June 15, 2006 | 2:30 pm to 3:30 pm | Nortel Room

TBA – Nortel/Telus

S034 - Network Security - Layered Defense, Wired and Wireless Security

June 16, 2006 | 8:30 am to 9:30 am | Nortel Room

TBA – Nortel/Telus

S035 - Mobility - Wireless Solutions, SIP PBX Integration, SIP Mobility Capabilities with RIM, Wireless Security

June 16, 2006 | 11:00 am to 12:00 pm | SungardSCT Room

TBA – Nortel/Telus

S036 - Enterprise Architecture @ BCIT - One Year Later

June 15, 2006 | 2:30 pm to 3:30 pm | Pavillion 4 Room

Leo De Souza – British Columbia Institute of Technology

BCIT identified Enterprise Architecture as a key discipline to enable the success of our 5 year, \$25M TEK (technology enabled knowledge) Initiative. BCIT created and funded a new position called the Enterprise Architect; which is responsible for:

- aligning IT services and technology to support the education and business strategy of the Institution
- improved planning for technology adoption and the value it brings the institution
- manage and reduce IT complexity by consolidating technologies with fiscal responsibility

This presentation will review the introduction of Enterprise Architecture at BCIT and the value of using a disciplined approach to implementing strategy with technology to support teaching, learning and applied research in Higher Education.

Leo is the Enterprise Architect at the British Columbia Institute of Technology. He has 20 years of IT experience. He began his IT career as an IBM mainframe computer operator. Over the years, he has advanced his career through the following roles as a programmer/analyst, a systems analyst, a database administrator, an information architect and an Enterprise Architect. Leo's has established an Enterprise Architecture office, and developed and deployed EA best practices into BCIT's diverse and complex environment.

Leo has a Bachelor of Science in Biology/Genetics from UBC and a Diploma of Technology, Computer Systems from BCIT.

S037- Network Admission Control In Educational Environments

June 15, 2006 | 11:00 am to 12:00 pm | MCSL/IBI Room

Rob Barton – Cisco

This session will discuss some of the technical advances that have been made in Network Admission Control in the past year, and how these technologies are being deployed in educational environments to protect both corporate and student computers from attacks, including worm and virus propagation.

Rob Barton is a Cisco Consulting Systems Engineer specializing in Wireless and Security technologies. Rob has worked at Cisco for six years and holds two CCIE certifications – one in Routing and Switching and the other in Security.

S038 - Enterprise Architecture Basics - A Hands On Workshop

June 15, 2006 | 3:45 pm to 4:45 pm | Telus Room

Leo De Souza – British Columbia Institute of Technology

This workshop is a hands-on introduction to Enterprise Architecture tailored for Higher Education Institutions. Leo will spend the first part of the hour introducing the Zachman Framework for EA. The attendees will then break into groups to build out the first two rows of the Zachman Framework based on Clive Finklestein's Rapid EA Delivery approach.

Attendees will be able to take completed artifacts back to their institutions as a jump start to thinking about how to use Enterprise Architecture to make a difference. We will be using the attendees' knowledge and experience as the source data for populating the Zachman Framework cells. Attendees will be able to adopt these generic templates to their home institutions.

Finally, this workshop will begin to build a community of interest in using Enterprise Architecture for Higher Education.

Leo is the Enterprise Architect at the British Columbia Institute of Technology. He has 20 years of IT experience. He began his IT career as an IBM mainframe computer operator. Over the years, he has advanced his career through the following roles as a programmer/analyst, a systems analyst, a database administrator, an information architect and an Enterprise Architect. Leo's has established an Enterprise Architecture office, and developed and deployed EA best practices into BCIT's diverse and complex environment.

Leo has a Bachelor of Science in Biology/Genetics from UBC and a Diploma of Technology, Computer Systems from BCIT.

S039 - Single Web Sign On with CAS

June 16, 2006 | 11:00 am to 12:00 pm | MCSL/IBI Room

Michael P Steward – British Columbia Institute of Technology

The why and how of an ongoing implementation of JA-SIG Centralized Authentication Service, an opensource java based web authentication system, happening @ BCIT.

Michael joined BCIT in May of 2005 after working with web technologies in Ontario. Starting with structured markup at SoftQuad in Toronto in 1995, Michael has developed web sites for Celestica, La Senza, and Dominion Bond Rating Service among others.

S040 - Video Conferencing Successes and Challenges Reaching the North

June 16, 2006 | 8:30 am to 9:30 am | Nortel Room

Andrew Snih – University of Northern British Columbia

This presentation will include the state-of-the-art technology that is currently in use for the Northern Medical Program at UNBC and discuss the future plans for video conferencing into the regional campuses throughout Northern BC. A detailed description of the delivery systems at UNBC, UBC, and Uvic will be presented with a focus on our proposed regional delivery plans. These cooperative systems are capable of delivering a wide variety of curriculum material while maintaining a very reliable delivery medium. These systems have been designed to accommodate for minimal downtime, interruptions, transmission delay and ease of use by the end user.

This presentation will also look at operational obstacles that we faced and will be facing as we continue move forward. Challenges such as infrastructure, qualified personnel, access to resources and so-on.

I have been in the electronics/AV field since 1986. I was a member of the Canadian Navy from 1986 – 1996 as a electronics technician specializing in HF/UHF/LF/VHF, and satellite communications. I moved to Prince George in 1996 and commenced work at UNBC's Educational Media Services (EMS) as the only Audiovisual technician. I started my role as the department coordinator in 2000. Since 2000 EMS has grown into a department of 5 staff members servicing over 10000 individual requests for services and equipment on a yearly basis.

I keep myself out of trouble by hobby farming, however my wife thinks this can sometimes get me into trouble. (Equipment breakdowns have been known to happen).

S041 - Towards Knowledge Management at BCIT

June 16, 2006 | 8:30 am to 9:30 am | MCSL/IBI Room

Nancy Marsh/Kara Foreman – British Columbia Institute of Technology

BCIT Computer Resources launched the Knowledge Base with eHelpDesk in 2003, however, with no communication plan and few dedicated resources, its value was largely unrecognized. With the TEK Initiative came recognition that both students and faculty require a single place to find information about using technology. As part of the TEK Resources project, the existing Knowledge Base was repurposed as the Learning and Teaching Services online knowledge management repository.

In this session, we'll examine the challenges and successes of the BCIT Knowledge Base project - how we've made the existing system more usable, defined a content management process, leveraged the current Marqui content management system and started to promote the KB as the definitive source for technology information.

Nancy Marsh is currently a systems analyst in BCIT's Web Services. In her 11 years in IT, she has taught in the Computer Systems Technology full time and part time programs, provided support for computer labs and eLearning applications in Computer Resources, managed the Technical Support team and produced end user documentation and instructional materials for Pivotal Software, and managed networks and novice users for Royal LePage Commercial. Nancy has a Bachelor of Technology in Database Systems and a Computer Systems Diploma from BCIT.

Kara Foreman is an accomplished writer, editor and teacher. She graduated from Douglas College's Print Futures Professional Writing program in 2003 and is the managing editor of the Republic of East Vancouver newspaper. Before coming to BCIT, Kara worked with Etraffic Solutions, an international provider of online learning content and applications for K-12 and adult learning based in Victoria, BC.

S042 - Enterprise Architecture Basics - A Hands On Workshop

June 16, 2006 | 3:45 pm to 4:45 pm | Telus Room

Juan Aristizabal/Dean Robertson – 4th Utility Inc

In the not so distant future all communications systems within buildings will be able to run on a common platform and infrastructure, your network!

Data, voice, security, CCTV, access control, building management systems, fire detection and all other communication systems will be able share the same medium and protocols. This emergence will enable otherwise disparate systems to interact seamlessly, sharing resources such as networks, computers, data centers and personnel reducing the global requirements of a typical educational facility. Systems will become a macro control and surveillance system.

Juan has almost 30 years experience in the design, engineering and integration of virtually all low-voltage systems and holds an Registered Communications Distribution Designer (RCDD) with Network Transport Specialist (NTS) designation from the Building Industry Consulting Service International (BISCI). Juan's extensive training, knowledge and practical experience enables him to look at systems architecture from a larger scale or drill down to a detailed design level with equal proficiency.

Dean has 20 years experience with numerous systems, their applications and specializes in wireless systems, excluding cellular applications. Dean has the accreditation of Red Line Certified Expert (RCE) in wireless systems in addition to training and practical experience with numerous other wireless manufacturers.

S043 - Digital Audio Recording and Podcasting at S.F.U.

June 16, 2006 | 2:30 pm to 3:30 pm | MSE Room

Bill Glackman/Oleg Titov/Dmitry Nasanovitch/Mike Stanger – Simon Fraser University

Since 2004, nearly 8000 lectures per year, from approximately 450 courses, have been made available to students for downloading as MP3 and WMA files. Recent system enhancements have incorporated podcasting, enabling students to automatically receive their course lectures via subscription. The core of the system is a scheduling module that allows a one-time entry of a recording request, requiring no further staff intervention in the process. Other modules carry out signal processing and encoding, then ensure transfer of files to a server for end user access.

Bill Glackman – Associate Director – Learning & Instructional Development Centre

Oleg Titov – Programmer/Technician

Dmitry Nasanovitch – Programmer/Technician

Mike Stanger – System Analyst

S044 - Information Security Awareness

June 16, 2006 | 2:30 pm to 3:30 pm | SungardSCT Room

Ralph Kopperson – Ministry of Labour and Citizen Services

Security Awareness is often identified as the most cost effective method for mitigation of information security risk. This session will present the key topics for promoting heightened awareness of the importance of information security. (And there will be prizes!)

Ralph began his career in the Information Systems industry in 1972, working for a Victoria based data processing firm as computer operator and systems analyst. He later completed a Bachelor's degree in Computer Science, and worked as a programmer/analyst in the private sector as well as with the Department of National Defence.

In his 20 years with the BC Public Service, Ralph's work has ranged from providing systems development services to forest researchers, to serving as program manager in such areas as technical development, operations, and user support.

Currently Ralph leads the BC Government's Information Security Education and Awareness program, within the Information Security Branch of the Office of the Chief Information Officer.

The mandate of the Education and Awareness Program is to work with ministries and the broader public sector to promote a corporate culture of information security.

S045 - Implementing ITIL Best Practices for Customer Service and support

June 15, 2006 | 2:30 pm to 3:30 pm | Telus Room

Darren Williams – LiveTime

The IT Infrastructure Library (ITIL) defines a set of best practices for service and support. This talk will outline what ITIL is about and focus on the 5 key business processes, Incident, Problem, Change, Service Level and Configuration management and how they can be used to provide support services in an education environment.

Darren Williams is Founder and CEO of LiveTime Software. Dr. Williams drives the corporate direction and vision. Since its foundation, Dr. Williams has led the company's expansion into several key markets within the UK, Europe and Australia. With 300% year over year growth, 1LiveTime has quickly become a leader in the service management industry and has overtaken the competition with its technology leadership and adoption of open standards. Dr. Williams holds a Ph.D. in Medicine from the University of Melbourne.

S046 - Integrated Reporting Solution for Higher Education

June 15, 2006 | 11:00 am to 12:00 pm | Nortel Room

Rob McMickling & Wayne Feyer – Millennium Computer Systems, Information Builders

Millennium Computer Systems Ltd. specializes in providing administrative software solutions to the higher education market in North America. Our FAST solutions (Fast Administrative Support Systems), are a set of secure, web based administrative solutions that integrate with SCT Banner, Datatel Colleague, Oracle Financials, PeopleSoft and other similar packages.

FAST Reporting tools are specifically developed to integrate with your ERP system to allow for web based, near time reporting of enterprise data in a single, secure location. These solutions include Financial Reporting, Student Reporting and Human Resource Reporting.

Information Builders is a \$300M, U.S. based private software company specializing in Enterprise Business Intelligence and Integration. Information Builders has been in business for over 30 years and offers a mature Web based reporting and integration platform that helps organizations access and analyze the information locked within their systems using our flagship product WebFOCUS.

WebFOCUS offers an easy to use interface for non-technical users so they can access the information they need including web based reporting, ad hoc query capabilities, report scheduling, full Business Intelligence and KPI development and more.

Information Builders and Millennium Computer Systems have partnered together and integrated FAST and WebFocus tools to provide a prebuilt, scalable, flexible enterprise solution for the higher education market; specifically aimed at Administrative Reporting and Business Intelligence.

*Rob McMickling - Director, Application Development, Millennium Computer Systems
Wayne Feyer - Senior Account Manager - Information Builders*

S047 - Intermediate Application Installation and Tuning for Microsoft Terminal Services

June 16, 2006 | 9:45 am to 12:00 pm | Telus Room

Paul Stokes/Trevor Fuson – University of Northern British Columbia

Microsoft Terminal Services provides the ability for users to remotely access resources and applications that are hosted on a remote system. From an IT perspective, this facilitates the rapid and centralized deployment of applications to desktop and mobile users anywhere in the world. This presentation covers the requirements, configuration, and installation of applications in a terminal services environment. The presentation is based on Microsoft best practices and from the 6 years of experience of running terminal services at the University of Northern British Columbia.

Paul Stokes is the Customization and Development Manager for the University of Northern British Columbia and has 15 years of IT experience for which the previous 6 have been with UNBC. He currently holds numerous industry certifications that include B.Sc., MCT, MCSE, MCDBA, MCSA, MCDST, CCNA, OCP DBA. For the majority of his IT career, he has been a Senior Systems Administrator specializing in Microsoft Server and developer technologies, systems integration and systems management. In addition to his systems administrator experience, he has been actively involved in network, database, and software development roles of design, implementation, deployment, and testing. His current role is the manager of the Administrative Computing and Information Services departments' software development team and is actively involved in business development initiatives at the UNBC.

S048 - MPLS – Multi Protocol Label Switching

June 16, 2006 | 11:00am to 12:00 pm | MSE Room

Dave Zacks – Cisco

MPLS, or Multi Protocol Label Switching, is a unique and powerful networking technology that allows for support of multiple, overlapping network topologies on a single network infrastructure. This session will provide an introduction to MPLS, it's uses, and it's capabilities, and will explore the enhanced network functionality that an MPLS foundation to the network can support. The session assumes a basic familiarity on the part of the attendees with IP routing concepts and features.

Dave Zacks is a Systems Engineer working for Cisco Systems, based in Vancouver, BC. In this capacity, Dave works with, and assists in supporting, many of the largest Enterprise and Public Sector customers in British Columbia, including many customers in health care, education, finance, transportation, and high technology. Dave has been involved in networking for over 20 years, and has been working actively in the computer industry for over 25 years.

S049 - Cisco Unified IP Communications

June 16, 2006 | 2:30 pm to 3:30 pm | MCSL/IBI Room

Javier Limon – Cisco

This presentation will cover the strategy behind Cisco's Unified Communications architecture, new products and features introduced in 2006. A technical overview of the architecture and the SIP enhancements introduced in Call Manager 5.0 will be discussed. In the end, there will be a 10 minute Q&A session.

Javier Limon has worked for Cisco for the past 10 years. He spent his first six years working for the Service Provider market segment where he specialized on MPLS, Aggregation and Packet Voice. He currently resides in Vancouver, BC and works as a Systems Engineer supporting the Commercial market segment. He currently specializes on Wireless, IP Telephony and Security.

S050 - Using ThinkVantage Technologies to Optimize PC LifeCycle

June 15, 2006 | 11:00 am to 12:00 pm | Telus Room

Albert Chan – Lenovo

Built into ThinkPad notebooks and ThinkCentre desktops, they help you recover quickly from crashes, secure confidential data and connect to just about any available network. ThinkVantage Technologies help to reduce expenses, free up resources, and reduce the after-purchase costs associated with computing.

A discussion on Lenovo's full suite of ThinkVantage Technologies, including Rescue and Recovery, Client Security Solution, Active Protection System, System Migration Assistant, Secure Data Disposal, and LANDesk Management Console. Find out how Lenovo's ThinkVantage Technologies can assist your IT department through setup, deployment, routine maintenance, and protection – reducing user downtime and making your IT department more efficient.

Albert Chan is an National ThinkVantage Integration Architect for Lenovo. He has 13 years of IT experience and has worked with IBM/Lenovo for 5. Recently, he has worked with international teams to optimize standard methodologies for delivering services to customers. He is a co-author of multiple IBM RedBooks including "Platform Management for Windows: Installation, Configuration, and Packaging" and "Using ThinkVantage Technologies: Volume 1 - Creating and Deploying Client Systems". He holds a bachelor's degree in Economics and Computer Science from the University of Toronto. He is a Microsoft® Certified Systems Engineer (MCSE), LANDesk Certified (CLA) and IBM Certified Expert for xSeries®.

S051 - Enterprise Identity Management in Higher Education

June 16, 2006 | 8:30 am to 9:30 am | Telus Room

Keith Sams – IBM

Enterprise identity management has taken on new dimensions and meaning for institutions. The university campus is a very open computing environment. The open computing environment encourages innovation and collaboration between students and faculty. In such an open computing environment the need to ensure proper security and data control is paramount. Several recent instances on college campuses in the United States have shown how significant an issue this can become.

Keith will discuss some of the issues around providing proper security and data protection controls for institutions of higher education. Some best practice case studies will be examined and discussion of data protection and data privacy issues will be discussed. Thoughts concerning the establishment of a enterprise identity management strategy as a first step to addressing these concerns will be examined.

Keith began his career with IBM in 1979. Keith has held various management, technical, sales, and marketing positions for the past 20 years. For the past 7 years Keith has been working with IBM Tivoli security solutions which provide the foundation for directory integration, data privacy, identity, and asset management across the enterprise. Keith has worked with several higher education institutions in the US to provide enterprise identity management solutions.

S052 - Seanix Presentation

June 15, 2006 | 1:15 pm to 2:15 pm | Telus Room

TBA – Cisco

S053 - Oracle's Fusion Middleware Family of Products

June 15, 2006 | 11:00am to 12:00 pm | MCSL/IBI Room

Dev Dhindsa – Oracle Corporation Canada Ltd.

This presentation will provide an overview of technology components that constitute Oracle's Fusion Middleware family of products. Both the current state and the future direction of these products will be highlighted. Strategies to optimize existing investments in Oracle middle-tier products (e.g., iAS) towards the goal of effectively leveraging the broader technology offerings from Oracle will also be discussed. This presentation will also provide insight into Oracle's free entry-level product offerings that may be leveraged by members of the BC Higher Education community.

Before recently joining Oracle, Mr. Dhindsa held a senior technical architect position with a global SI firm for 13 years. In this position, Mr. Dhindsa was instrumental in creating an Oracle "Centre of Excellence" that provided consulting and development services to many public sector organizations within North America.

S054 - Lexmark BOF

June 15, 2006 | 3:45 pm to 4:45 pm | Burrard Inlet Room

TBA – Lexmark

S055 - BCNet Presentation

June 16, 2006 | 8:30 am to 9:30 am | Burrard Inlet Room

TBA – BCNet



IBM Canada

IBM has a long history of helping higher education institutions maximize their resources and extend their impact on learning, teaching and knowledge management. We can help address key business challenges with new strategies and solutions. We continue to help enhance the educational experience with our 1:1 computing solution featuring advanced ThinkPad technology from Lenovo. IBM also offers innovative hardware and software that help institutions operate with secure and resilient infrastructures. To learn more, go to www.ibm.com/education.

Lenovo: A Worldwide Leader in Technology

Lenovo is an innovative, international technology company formed as a result of the acquisition by the Lenovo Group of the IBM Personal Computing Division in May 2005.

Lenovo Canada, formerly IBM Canada's PC Division, has a proven track record of providing technology and service to Canadian businesses of all sizes. Today, these two visionary companies are united under the Lenovo name. With Lenovo's landmark acquisition of IBM's Personal Computing Division in May 2005, the new Lenovo is a leader in the global PC market, with approximately \$13 billion in annual revenue, and products serving enterprises and consumers the world over.

Globally, Lenovo offers the Think family of PCs which are designed with features ideal for mid- to large-sized companies. The Think family, including the ThinkPad, is consistently ranked as the undisputed premium-brand leader in the global PC industry, with products rated "best-in-class" and "number one" in surveys. www.lenovo.com/ca/en.



Information Builders

Information Builders' Web business intelligence and integration technologies help some of the largest and most influential educational organizations in the world deliver real-time information to more decision makers.

Over the years, our software has supplied more than 500 such institutions with administrative computing needs such as admission reports, government regulatory reports, student aid information, and budget information.

Information Builders can provide Web access to any university data source, making it easy to track:

- Finance and accounting
- Human resources
- Student information
- Alumni information
- Financial aid

Information Builders has partnered with Millennium Computer Systems to provide a prebuilt, scalable, flexible, enterprise solution for the higher education market, specifically aimed at administrative reporting and business intelligence. This partnership extends the value of the FAST Reporting Modules to add Strategic Business Intelligence

capabilities including Dashboards & Key Performance Indicators, Historical & Trending Analysis, On Line Query, Access to Disparate Data Sources, and Automated Report Distribution. This solution provides Enterprise Business Intelligence and Reporting Capabilities with the fastest implementation time in the industry.

Headquartered in New York City for over 30 years, the company has offices worldwide and annual revenues exceeding \$300 million.

For more information, please contact Wayne Feyer at (604) 688-2499 or Wayne_Feyer@ibi.com.



Millennium Computer Systems Ltd. - Information Builders Partner

Millennium Computer Systems Ltd. specializes in providing administrative software solutions to the higher education market in North America. Our Fast Administrative Support Systems (FAST) solutions, are a set of secure, Web-based administrative solutions that integrate with SCT Banner, Datatel Colleague, Oracle Financials, PeopleSoft, and other similar packages.

FAST Reporting tools are specifically developed to integrate with your ERP system to allow for Web-based, near-time reporting of enterprise data in a single, secure location. These solutions include financial, student, and human resource reporting.

Information Builders and Millennium Computer Systems have partnered and integrated the FAST and WebFOCUS tools to provide a prebuilt, scalable, flexible, enterprise solution for the higher education market; specifically aimed at administrative reporting and business intelligence. For more information see: www.mcsl.com.



Sungard Higher Education

SunGard Higher Education provides software, professional services, and technology management services to help colleges and universities build, unify, and manage their digital campuses. Bringing together people, processes, and technology, we work with our customers to provide a unique solution to help each institution address key challenges facing higher education today:

- Performance: Improve productivity, accountability, reporting, and outcomes
- Constituent Service: Deliver superior service and access to education, helping you maintain productive relationships with your constituents
- Competitiveness: Compete effectively for students, funding, and reputation in a changing environment.
- Funding and Resource Allocation: Improve efficiency, resource allocation, and overall performance. Help institutions do more with less.
- Protection: Ensure education environment is secure, reliable, protective of personal data, and compliant with regulatory requirements.

More than 1600 institutions worldwide rely on our broad portfolio of software and services to help them achieve their institutional missions and objectives. To learn how we can help you, visit www.sungardhe.com.



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4th Utility specializes in the design, installation, integration and maintenance of physical plant cabling, wireless infrastructure, CATV/CCTV, voice, data, card access, emergency call systems and most low-voltage communications systems.

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Acer Canada

Established in 1977 as a subsidiary of Acer Inc. of Taiwan, Acer Canada designs and markets personal computing solutions for end-users who require reliability, enhanced productivity and greater value. Acer Canada's award-winning products include tablet PCs, desktop PCs, notebook computers, servers, displays and peripheral solutions for business, government, education and home users. More than 50 million Acer systems have been sold worldwide, solutions for living, learning and working.

Acer has more patents than any other Taiwanese-based corporation --Taiwan accounts for 70% of worldwide hardware manufacturing. Acer was ranked in Business Week's listing of the world's top 100 IT companies Acer is ranked: # 1 - Canada for LCD** shipment with highest growth of 683% # 3 - Canada for notebook** shipment with highest growth of 263% # 3 - Worldwide mobile computing solutions (Q4 2005) # 4 - Worldwide PC and notebook shipments with highest growth rates among the top 5 # 4 - Worldwide LCD* shipment # 3 - EMEA (Europe, Middle East and Africa) for total PC shipment # 1 - notebook in EMEA # 1 - notebook across 13 countries in Europe # 3 - notebook in Asia Pacific, with highest growth rate among the top ten vendors # 1 - notebook in Thailand, Malaysia and Indonesia # 1 - Total PCs in Taiwan

Source: Gartner Dataquest 2005, *DisplaySearch 2005 and **Evans Research Report 2005.



Barracuda Networks

Spam is filling inboxes - email is becoming an inefficient and dangerous means of communication. It is estimated that over 90% of all computers connected to the Internet are infected with spyware and malware. Viruses, Worms, Identity Theft, Internet Bullying, Security holes, 'Spim': These are all reasons to be wary of Instant Messaging on your network.

At over 30,000 installs, the Barracuda Spam Firewall is the most trusted spam-blocking and anti-virus appliance protecting email for both small and large networks worldwide. Barracuda Spyware Firewall is the first true comprehensive anti-spyware and Web filtering gateway appliance that is not only powerful, but also easy to use and affordable for networks of all sizes.

Barracuda IM Firewall is an integrated Instant Messaging server and gateway solution. It will easily and completely identify and manage all IM traffic within your organization. Eliminate the security, virus, and compliance risks of instant messaging while harnessing the communications and productivity benefits for which IM has become an indispensable asset.



*The Backbone of Research,
Education and Innovation*

BCNet

BCNET (www.bc.net) is a non-profit society supporting and promoting advanced networks for the province's research and higher education communities. The organization serves BC's universities and institutes, research and development institutions, government bodies, community organizations and industry groups. BCNET is the province's foremost leader in advanced network technology and is leading the way for enhancing education and research capabilities over the Internet. BCNET is supported by the provincial and federal governments as well as by its regional university members.

Please visit us at www.bc.net.



A POLYTECHNIC INSTITUTION

British Columbia Institute of Technology

BCIT offers IT professionals several options to enhance their skills and obtain credentials which are highly respected in industry. Our Bachelor of Technology in Technology Management (TMGT) is one of those highly valued programs which provide IT professionals with a greater understanding of integration and innovation issues that exist between management and technology, as well as the business strategies surrounding these issues.

TMGT degree program is unique in that the program delivery is through conventional night school, distance education or the Internet. This allows working professionals to maintain a full time career while working towards their degree.

Explore opportunities at www.tmgt.bcit.ca



CDI Education/Polar Bear

CDI Education / Polar Bear is Canada's largest supplier of workplace learning solutions providing programs for individuals at all levels of an organization including Project Managers, Business Analysts, IT specialists and senior executives. We work with some of Canada's top organizations to identify, design, deliver, and manage learning solutions that support their business objectives. As a wholly owned Canadian company we understand Canada's training needs, and how they affect our unique place in the global economy. CDI Education / Polar Bear maintains offices from coast to coast with over 1,100 employees in 60 locations dedicated to our mission.



CustomFAQs Solutions

Based in Vancouver, BC, CustomFAQs Solutions provides since 2001 a true Web Based Student/Staff Support Portal for Colleges and Post-Secondary institutions of all sizes.

Effectively serving on the Website answers to Students, Prospective Students, Staff and Employees enables all institutions to improve its communication and reduce the load of support calls.

Douglas College, Vancouver Community College, Okanagan College, Thomson Rivers etc. have already implemented CustomFAQs Solutions.

Flexible, Powerful and Easy to Use student service application. CustomFAQs Solutions include Knowledge Base, FAQ, Email Management, Online Chat, Email Marketing, Service Request, Surveys etc. to build a true customer service portal.



Cybex Systems Inc.

Cybex Systems Inc. is a high-value computer solution provider. Creation and addition of value propositions is always sought for as our deliverables so that customers get the most out of their investments in technology.

Showcased at our booth will be two best-of-breed enterprise class solutions for SECURE WLAN and SECURE REMOTE ACCESS respectively.

Bluesocket Inc.'s original Secure Wireless Gateway has been adopted by many education institutions around the world because of its ease of implementation and feature richness in backend management. With the introduction of its own "zero-configuration" BlueSecure access points, Bluesocket Inc. now delivers a complete end-to-end Secure WLAN solution.

Aventail Corporation is a pioneer in SSL-VPN technology since 1996. Their advance in technology has made them the choice in mid- to large-size organisations worldwide. "Clientless" secure Remote Access (over SSL) tremendously reduces computing support resources over traditional VPN technology. Versatile and powerful "end-point control" will determine whether the client's access is from an internet kiosk, their home computer or a company provided system ; access to the corporate resources can be restricted based on this collected information. Also at the end of the session, all the information accessed, downloaded files, caches, etc. can be erased from the client computer.

For trial and evaluation of these products, please call us at 604-2703519 or email us : sales1@cybexsys.com



Dell Inc.

Dell Inc. is the world's leading direct computer systems company, with revenues of \$49.2 billion for FY05, and is a premier provider of products and services required for customers worldwide to build their information-technology and Internet infrastructures. Currently, Dell is the No. 1 and fastest growing among all major computer systems companies worldwide, with more than 55,200 employees around the globe. One bold concept—direct customer contact—has led Dell in its continued quest for excellence in the technology marketplace.

Dell's products are currently sold in more than 170 countries worldwide and Dell's global business operations are divided into four distinct geographic regions. The Americas region, which is based in Austin, Texas, covers the United States, Canada, and Latin America. The Europe region, which is based in Bracknell, England, covers the European countries and also some countries in the Middle East and Africa. The Asia Pacific region, which is based in Hong Kong, covers the Far East (exclusive of Japan), Australia and New Zealand. The Japan region covers only Japan and is based in Tokyo. Dell's corporate headquarters is located in Austin, Texas. Dell's manufacturing facilities are located in Austin, Texas; Lebanon, Tennessee; Limerick, Ireland; Penang, Malaysia; Rio Grande Do Sul, Brazil and Xiamen, China.

Who We Are: Dell Canada Inc. Dell Canada, one of Canada's fastest growing vendors of PCs, notebooks, workstations and enterprise products, is a premier supplier to major

Canadian corporations, educational institutions and governments, as well as to small and medium businesses and customers. As a wholly owned subsidiary of Dell Inc., Dell Canada Inc. was incorporated in May 1988. In Canada, approximately 75% of Dell sales are to large commercial and government institutions, while approximately 25% of sales are small and medium-sized businesses and consumers. Dell Canada employs over 700 people in its North York, Ontario headquarters and 500 people in its Edmonton, Alberta call centre. Sales offices are located in major cities such as Montreal, Québec, Ottawa, Winnipeg, Calgary, Edmonton, Halifax and Vancouver.

Dell's Unique Direct Model Dell's award-winning customer service, industry-leading growth and financial performance continue to differentiate the company from competitors. At the heart of that performance, is Dell's unique direct-to-customer business model. "Direct" refers to the company's relationships with its customers, from home-PC users to the world's largest corporations. There are no retailers or other resellers adding unnecessary time and cost, or diminishing Dell's understanding of customer expectations.

- * Key Differentiators
- * Direct Contact with Manufacturer
- * Single Point of Accountability
- * Supply Chain Management
- * Direct Service & Support



Island Key Computer

Since 1989, Island Key Computer has been one of British Columbia's leading Value Added Resellers. With a comprehensive portfolio of products and services from the industry's leading vendors (including Hewlett-Packard, IBM, and Lexmark), we are able to provide a wide variety of solutions to meet our customers' needs. As more than 90% of our business comes from long-term clients, we have a track record of consistently exceeding expectations in the areas that matter most to educational IT departments – high quality products, top-notch service, and extremely competitive pricing.

Though we are known for our strength in high-performance, cost effective print solutions including fleet management services and pay-per-page contracts, we have much more to offer. From consumables and service parts to advanced server clusters and storage implementation, Island Key is a true one-stop partner for all your IT needs. For more information, visit www.islandkey.com



LiveTime Software Inc.

Headquartered in Newport Beach, California, LiveTime Software, Inc. is a vendor of J2EE-compliant, web-based service desk, help desk and support automation software for medium to large enterprises.

At LiveTime we firmly believe in quality software driven by people with true passion and vision. Superior architecture, design and open standards are driving principles behind everything we do. We do not believe we can succeed in the long term by locking our customers into proprietary architectures that are subject to the whims of management or changes in market conditions. We believe you should buy the best and buy it once. Software should grow with your organization.

Our architecture reflects our beliefs and our software is engineered specifically from the ground up. It is not a rewrite of old client server technologies and is not subject to the licensing policies of any technology stack. LiveTime is truly vendor neutral and knows this is the only way to protect your investment.



Macquarie

Macquarie is an international investment, advisory and financial services firm. Macquarie's technology finance division provides a fully integrated range of IT & technology financing solutions designed to enable organizations to implement a viable refreshment strategy for technology equipment. Attributes include: financing (operating and capital), operational flexibility, sale & leaseback options, asset management application and end-of-life decommissioning services.



Mitel

Mitel is a market leader for voice, video and data convergence over broadband networks. With a focus on the user experience, the company delivers advanced communications solutions that are easily customized for individual business needs. Mitel solutions extend from intuitive desktop appliances and applications through to Applications and Services Gateways that enable business process integration and enhancement. Customers are provided with innovative ways to leverage their resources and migrate to the benefits of IP communications at their own pace. Mitel is headquartered in Ottawa, Canada, with offices, partners and resellers worldwide. For more information please visit www.mitel.com.



Novell

Software For The Open Enterprise Do you need a secure, productive, cost-effective IT environment? Novell can get you there by helping you manage, simplify, secure, and integrate heterogeneous IT environments at low cost.



Seanix Technology

Seanix Technology was founded and incorporated in 1986 by President and CEO Paul Girard. With years of experience in the design and manufacturing of personal computer products, Seanix is now considered a leader in the Canadian computer industry. Building on strong partnerships with many of the industry leaders in computer software and hardware, and considered one of the most important direct OEM accounts in Canada by both Intel and Microsoft, Seanix continues to provide value and performance to the corporate, educational and retail markets in Canada.

In 2005, Seanix acquired Vancouver-based A&B Sound and solidified its presence in the retailing of personal computers, as well as in the home and personal electronics industry, through a chain of more than 20 company-owned electronics retail stores. In parallel to this, Seanix continues to support a growing number of independent value-added resellers in all parts of Canada who find value, quality and support in Seanix's flexible online ordering system and full customization of PCs, notebooks and server systems.

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We want to build on the Matrix Brand through customer satisfaction. Every customer's experience at Matrix is important to our growth. We want our customers to view Matrix as a simple, and secure place to conduct business, with Matrix offering helpful and courteous professional expertise.

Through 20 years of experience in providing professional video and audio solutions, we monitor the reliability of the products and brands we represent very closely by measuring their return rates. If we come across any product or brand that has an above average return rate, we discontinue that product or brand from our product line up.

Matrix Professional Video and its management have adopted, and fully support, a formal and continuing program of review, evaluation and modification of our operations, at all levels, so that the Company's ability to provide the highest quality products and related services, as required by our customers, may be verified and improved.

Breakfast/Coffee Breaks/Lunch on Friday June 16, 2006 sponsored by:



Nortel

Nortel is a recognized leader in delivering communications capabilities that enhance the human experience, ignite and power global commerce, and secure and protect the world's most critical information. Our next-generation technologies, for both service providers and enterprises, span access and core networks, support multimedia and business-critical applications, and help eliminate today's barriers to efficiency, speed and performance by simplifying networks and connecting people with information. Nortel does business in more than 150 countries. For more information, visit Nortel on the Web at www.nortel.com.



TELUS

TELUS is unleashing the power of new communications technologies, including the Internet, to deliver the best solutions to Canadians at home, in the workplace and on the move.

TELUS is the largest telecommunications company in Western Canada and the second largest in the country, with \$8.1 billion of annual revenue, 4.7 million network access lines, 1.0 million Internet subscribers, and 4.5 million wireless subscribers. The company provides customers with a full range of wireline and wireless telecommunications products and services including data, Internet protocol (IP), voice, video and entertainment services, utilizing advanced IP-based technologies. For more information about TELUS, please visit www.TELUS.com.



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