



**NEWSLETTER  
INFORMATION**

Published nine times per year (September – June) by the Minnesota Information Professional Society. We welcome materials for publication (articles or news). Submit materials on disk or via E-mail to:

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**NOTE  
MEETING  
INFORMATION**

**MEETING PLACE:**  
**Holiday Inn – Bloomington**  
**35W at 94<sup>th</sup>**  
**Phone (612) 884-8211**

**Meeting Times:**  
3:30 PM Networking Event  
5:00 PM Social Hour  
6:00 PM Buffet Dinner  
6:45 PM Meeting & Program  
8:00 PM Adjourn

For a Dinner and Program  
Reservation, send email:

[reservations@mnips.org](mailto:reservations@mnips.org)

\$28 Members  
\$33 Non-members

**Meeting NOTICE**

**Tuesday, Oct. 21, 2003**

**Minnesota Information  
Professional Society**

Networking Event Topics:  
**"The Job Search Process"  
&  
"Some of the Things They  
Look For and How to Re-  
spond to Questions"**

Dinner Topic:  
**"ITIL – What's It All  
About?"**  
Speaker:  
**Hugh Pruitt**

**SPEAKER TOPIC**

ITIL (Information Technology Infrastructure Library) is a set of best practices standards for Information Technology (IT) service management. ITIL provides enterprises with a scalable, vendor-neutral approach to improve the quality service through integrated processes. Hugh Pruitt will discuss what is ITIL, what is its purpose, where is it going, and who is adopting it. He will also address the emerging relationship between ITIL and existing practices in IT along with the value of ITIL certification. (I don't know much about the relationship to outsourcing beyond the idea that "it's difficult to give-away something you don't understand".)

**SPEAKER PROFILE**

Hugh Pruitt has more than 10 years of experience in information technology, including corporate IT and consulting. He has a proven ability to develop and integrate business process and IT process and methodology. Hugh is ITIL Foundation-certified, and is one of the contributing authors to ITIL curriculum at the University of Minnesota College of Continuing Education along with being one of the leading members of the Twin Cities IT Service Management Forum (itSMF).

**President's Letter**

Greetings!

Last month I noted that our theme for this year is 'Building for Success'. As the board talked about our goals for the organization this year during our summer planning sessions we felt we first had to review the past year and then, using what we learned, reestablish our priorities for this coming year.

As we build for success we feel we can only be successful if we give back to the IT community by providing educational and networking opportunities. For programs this year we have scheduled topics for the full year. They can be found on our website at [www.mnips.org](http://www.mnips.org). We hope we have lined up some interesting and educational topics for everyone to learn from and use in their daily lives and careers.

Another way we felt we could be successful is by continuing to provide networking events for those interested. In

those meetings we feel we have been able to provide hints, tips, résumé reviews, and generally help people to connect themselves with others in the IT community. This year we have established a theme for the sessions and will be inviting HR managers from around the Twin Cities area who have a good view of hiring practices, résumé formats that work and don't work, and other information which should provide helpful guidance to the people involved in job search.

As president, it is my responsibility to oversee the organization and make sure things run smoothly. We started our planning sessions this June with myself, the elected board members, and a couple of 'old timers' that could help with the process. With some initial plans in place we met with the full board each month over the summer to plan, concoct, scheme and otherwise line up each of the committees so we would be ready to move forward once September arrived. As the summer progressed we did turnover from last year's committee chairs to this year's committee chairs, then improved on what we were doing so we feel we have a nice combination of old traditions and new processes to make us better than ever.

Now that we have started the year we are excited about moving forward. We are still in process of voting on new Bylaws that we reviewed and updated this summer. Members of the organization should look for an email from our Audit and Bylaws committee chair, Dave Farmer, with updated information on the new Bylaws and calling for a vote to put them in place. You can find our current Bylaws at <http://www.mnips.org/doc/about.html>. We also have in place a Roles and Responsibilities document that describes our roles within this organization. It is meant to compliment our Bylaws by adding more detail to our roles and process. You can find the Roles and Responsibility document at

<http://www.mnips.org/doc/about.html>. If you haven't been involved in an organization in the past or even if you have, you might find the process that we follow interesting. For more detailed information on what each of the committees do you can also visit our website at <http://www.mnips.org/doc/memserv.html#Volunteer>. There you will find checklists describing our committees and can be used to determine what might be a good volunteer opportunity for those interested.

Thanks to everyone who attended last month's meeting. Your turnout and enthusiasm made us successful for our first events of the new MnIPS year!

– Sylvia Wiebe, MnIPS  
President

### Volunteer Coordinator Letter

MnIPS' new year is in full swing, and already volunteers are making their presence felt. A special thanks goes to the following individuals for their help. Ron Voracek helped greet and sign-in members and guest at MnIPS' September networking meeting - your help is greatly appreciated Ron. Also, Matt Ackerman is helping Kris Luopa plan this year's MnIPS education seminar. A big thanks goes to Matt for helping with this very important event.

Volunteer opportunities are still available. To learn more, visit MnIPS' website at <http://www.mnips.org/doc/memserv.html#contacts> or contact me at [jandjoconnor@mindspring.com](mailto:jandjoconnor@mindspring.com) and I can help answer any questions you might have regarding volunteering.

– Jeff O'Connor, MnIPS  
Volunteer Coordinator

## Networking Meeting Agenda

30-second commercials for all attendees

"The Job Search Process"  
- Terry Bonerz  
President, *involve* I.T., Inc.

"Some of the Things They Look For and How to Respond to Questions"  
- Kathleen Curran  
VP of Human Resources, Telex Communications, Inc.

Lead Exchange and Individual Networking

Please view our Networking Resources area on our website at: <http://www.mnips.org/doc/network.html>

### Donate a Cellular Phone

Please bring your cell phones for donation to the monthly MnIPS meetings. A receipt for donation will be provided to each donor.

Each cell phone donated benefits the Southern Valley Alliance For Battered Women. We only accept:

- digital phones
- phones that are 1 – 3 years old.
- phones with a charger (so they can be tested).
- phones that are up to 7 inches long.

### Impacts on Information Technology

(Sept. 2003 MnIPS topic summary by Dr. Bernice Folz – Professor Emeritus, Graduate Programs in Software, University of St. Thomas)

This article touches upon several topics discussed at the MnIPs meeting on September 16, 2003 – topics I believe all of us should be thinking about, and, maybe doing something about.

A word of caution. We read many **statistics** in today's newspapers and magazines and maybe rely on them for our own decision-making. Statistics can be a very useful tool to learn about the world about us through findings in research or data with which to make decisions. The Department of Employment and Economic Security for the State of Minnesota will be obtaining data from the federal government in November that will be post 9/11, post economic downturn, and post dot com crises. They will be issuing reports by next June based on this new data.

But what is really going on in our economy? Is this a market slowdown or a **redirection** that is affecting us? Greenspan and most politicians are handling it as a market slowdown, hoping that monetary and fiscal measures developed in the 1930s will solve the problem. Today's recession is not like the recessions of the past which were recessions "within" the U.S., but rather global. The potential for wealth creation no longer belongs to the U.S. only - it is global and that means that the whole pie of wealth is shared globally. We thought we were immune from global economics; yet, the U.S. also became a part of the global economic downturn.

Was there an **IT shortage** in the 1990s? NO. I do not believe we had the shortage of IT workers that was displayed by the hiring craze. Companies had money; business was good. Some companies hired Java programmers because the company down the street was hiring - the phenomenon of "keeping up with the Joneses". We have inventory modeling techniques; we have the JIT philosophy of inventory control. Yet today few, if any, companies have an inventory program to track, in detail,

the skills of its workers - labor is not cheap; yet, most organizations do not know the skills of its employees.

What about the **western philosophy of management and Knowledge Management**? From 1750 to the 1900's, capitalism and technology conquered the globe - technology is not new. What is new is the speed of diffusion and the global reach across cultures and geography that has changed the meaning for the term "knowledge". Today we are a knowledge economy and knowledge is the competitive weapon. Knowledge is the key economic resource with land, labor, and capital as secondary, or even as restraints on our knowledge economy. Corporate America should be valued based on knowledge rather than on bricks and mortar. And, when we think of knowledge we think of PEOPLE. One CEO said, "each evening 90% of my capital assets drive out of the gate and I hope 90% will return in the morning". In a knowledge economy, managers manage people and their knowledge/talents. Management as a discipline emerged after World II. In the U.S., we think in numbers and we measure in numbers instead of knowledge. Maybe this is part of the problem with our economic downturn.

What is happening to the U.S. job market due to **outsourcing**? We are not only outsourcing manufacturing jobs, we are outsourcing programming, business analyst, call centers, and even patent work. A recent Forester Research article in Fortune as well as the Minnesota High Tech Association summer newsletter have cited projections for IT outsourcing. The estimates range from 400,000 to 1 million IT jobs over the next 10 - 15 years will be outsourced. A little math will show that this means 500+ IT jobs could be outsourced yearly in Minnesota. Salaries and wages are cheaper abroad than in the U.S. and this affects the bottom line. We are in a global economy and corporate America has the responsibility to

bring salaries and wages in line with other economies to curb the outflow of jobs to other countries.

As to **education**, technology has changed the role of the teacher and the role of the student. Life-long learning implies that the student is responsible for his/her learning where the teacher is the facilitator. Today the Bachelor's degree is the "expected" degree and no longer (as it did in the 1950s) guarantees you a job. Globalization has changed this.

As to **future technologies**, each person could come up with your own set. A few of the technologies on the horizon, or here already, would include:

- . Embedded processor or microscopic sensors in many items, which will also require faster and cheaper real-time processing as well as enhanced data transfer and data storage systems
- . Web as a portal into your super PC - the web will no longer just be a warehouse for documents; the web will turn your PC into a supercomputer
- . The Internet as a very important transport vehicle
- . Scientific instruments will couple functions rather than do just one function
- . Bio and nano technology and biology-based computers that function like Mother Nature
- . Need for hi-performance computers to handle embedded sensor data as well as monitor software and hardware and other huge volumes of data
- . Embedded security - security needs to be embedded in databases, operating systems, applications, and networks

But as one looks at future technologies, one senses a theme that they are not ONE technology but are several technologies, many times from several disciplines, that need to be integrated to be effective. The IT professional of the future will need to possess a multidisciplinary background and understand integration. That is the wave of the future.

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To view the full list of Officers, visit:  
<http://www.mnips.org/doc/memserv.html>

**MnIPS Newsletter**  
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### Address Service Requested

#### **DINNER MEETING**

Tues. Oct. 21, 2003, 3:30-8:00 PM  
TOPIC: "ITIL – What's It All  
About?"

**NOTE: Meeting Location**  
Holiday Inn Bloomington  
35W & 94<sup>th</sup> (1201 W. 94<sup>th</sup> St.)

**"Who is General Failure  
and why is he often inter-  
rupting my computer!"**



by Earl C. Joseph, Futurist