

INFORMATION PROCESSING  
MANAGEMENT ASSOCIATION  
**FORUM 2002**

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*25 Years of Service to the State*

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Saint Martin's College • May 21 - 22, 2002



*“Delivering Services in a Changed World”*

[www.ipma-wa.com](http://www.ipma-wa.com)

# Information Processing Management Association

Silver Anniversary of FORUM 25 Years of Service to the State  
Message from the IPMA Chair  
Doug Tanabe, DOP

This year is Forum's 25th anniversary. The IPMA is pleased to sponsor this cost effective and customer focused trade show for state, county and city government employees. Your participation at events sponsored by the IPMA supports our purpose to provide educational and networking opportunities for information technology professionals.

We are celebrating a new millennium with opportunities and challenges not envisioned 25 years ago. The recent explosion of the Internet and advances in technology have made it possible to provide information and transact business in real time. Since new technologies have allowed state government services to be electronically accessed by nearly every citizen in Washington State, we will continue to be challenged to meet citizen and customer expectations for more efficient and effective government operations.

The Forum theme "Delivering Services in a Changed World" denotes much change in recent years. The world is different and the information technology profession must be responsive to changing business needs and provide 24/7 availability. Technology services must include: business case development, project management, rapid application development, security, disaster recovery and business continuity.

We hope you enjoy Forum 2002 and will participate in future IPMA events.

## Future IPMA Events

- **Professional Development**

Professional Development programs are provided regularly for IPMA members and the IT community.

The following events have been scheduled:

- June 19, 2002 - Virtual Workplace
- August 21, 2002 - Enterprise Architecture
- October 16, 2002 - Data to Information

- **Executive Summit October 2-4, 2002, Campbell's Resort, Chelan, WA.**

This year's Executive Summit will facilitate communications, networking and the exchange of information technology ideas between senior state government information systems managers, selected speakers and corporate sponsors.

- **Executive Lunch May 19, 2003, St. Martin's College, Lacey, WA.**

The Executive Lunch is an annual IPMA hosted event for information technology managers and special guests.

- **Forum May 20-21, 2003, St. Martin's College, Lacey, WA.**

Forum is an annual trade show sponsored by the IPMA. It is one of the premier technology shows in the Pacific Northwest and is the largest to focus primarily on the public sector. Held in the Olympia area, Forum has proven to be an effective opportunity for vendors to demonstrate their products, for speakers to share their expertise and knowledge, and for state employees and others to attend free seminars and product demonstrations.

## IPMA Board of Directors

Mary Ellen Bradley, Ecology  
Dennis Jones, OFM  
Christy Ridout, DSHS

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Phil Grigg, GA  
Mike McVicker, DIS  
Doug Tanabe, DOP

Sheryl Hall, L&I  
Bob Monn, Ecology  
Shelagh Taylor, L&I

Phil Coates, IPMA Chief Financial Officer

## Forum 2002 Keynote Speakers

Tuesday, May 21

**8:30 to 10:00 am - Keynote Presentation: Mr. Brent Woodworth**  
**“How to determine the continuity and recovery requirements of your business?”**

For over 25 years, Brent Woodworth has worked closely with business leaders, elected officials, and heads of state throughout the world in the development of improved risk identification, disaster management, and global humanitarian relief services. He is responsible for the development and implementation of IBM's Crisis Response Team services in 60 countries and has responded to over 70 major global disasters. He represents IBM's corporate risk and insurance interests in providing disaster preparedness, mitigation, response, and recovery services for all of IBM's manufacturing, marketing, and administrative sites worldwide. He and his team also are responsible for the delivery of IBM's Humanitarian Relief Services during times of global crisis. Mr. Woodworth was inducted into the Contingency Planning & Management Hall of Fame at the CPM 2001 Conference in Boston.



Wednesday, May 22

**8:30 to 10:00 am - Keynote Presentation: Mr. Weldon Ihrig and Mr. Ed Lightfoot, U of W**  
**“The Information Based Organization”**

How the University of Washington is working toward becoming an information based customer focused organization - providing people with the information and services they need - when they need them, where they need them and in a format that can be easily acted upon.

Weldon Ihrig will describe the organizational approach used by the U of W to transform a large institution to an information based, customer focused organization. Weldon Ihrig is Executive Vice President of the University of Washington, and is responsible for the management of all financial and administrative services of the university. He is one of the primary policymakers of the University as a whole and represents the university in political, business and civic affairs. He holds a BA in Electrical Engineering and an MBA, both from Ohio State University.



*Weldon Ihrig*

Ed Lightfoot will explain the conceptual framework used in building the technical architecture to enable an information based customer focused organization and demonstrate how it currently works through the University's web portal: MyUW. Ed Lightfoot is director of information systems at the University of Washington and is responsible for planning, developing, consulting and supporting university-wide information systems. He has been involved in software and information systems planning, development and management since 1964 - in projects ranging from COBOL compiler development to medical center information systems. He holds a B.S. in Industrial Management from the Georgia Institute of Technology.



*Ed Lightfoot*

## Forum 2002 Planning Committee

The IPMA wishes to thank the following individuals for the many hours they gave in planning for Forum 2002.

Dennis Laine, Forum Co-Chair - Retired  
Mike McVicker, Forum Co-Chair - Information Services  
Skip Grover - Dept. Social & Health Services  
Glenn Hay-Roe - Attorney General's Office  
Arlene Smith - Labor & Industries  
Jim Andersen - Forum Director

Jim Albert - Attorney General's Office  
Phil Grigg - General Administration  
Jim Culp - Dept of Transportation  
Sue Fleener - WA State Patrol  
Debbie Stewart - Ecology

# Forum 2002 Speaker Sessions

## “Delivering Services in a Changed World” - May 21, 2002

**8:30 to 10:00 am - Keynote Presentation: Mr. Brent Woodworth**  
**“How to determine the continuity and recovery requirements of your business?”**

**Vendor Exhibits Open 8:00 am to 4:30 pm**

APPLICATION DEVELOPMENT	SECURITY	TELE-WORKING
<p><u>10:30 am Abbot Conrad Room</u></p> <p><b>How to plan and benefit from e-Government online service delivery systems.</b></p> <p>Gartner Consulting - Ed Fraga, VP, Public Sector Practice</p> <p>Mr. Fraga will review e-Government, approaching e-Government and agency budget issues through cost efficiencies, increasing revenue and increasing service to the public. In addition, Mr. Fraga will also discuss the topic of existing legacy systems and adapting to e-Government initiatives. Discussion issues will include:</p> <ul style="list-style-type: none"> <li>* Definition of Main Concepts.</li> <li>* Planning for e-Government.</li> <li>* Architecture for e-Government.</li> <li>* Security &amp; Privacy for e-Government.</li> <li>* Funding of e-Government.</li> <li>* Measuring e-Government.</li> <li>* Benefits of e-Government.</li> </ul>	<p><u>10:30 am Father Meinrad Room</u></p> <p><b>Combating Virus Attacks</b></p> <p>Panel: L&amp;I - Eric Vondescheer, Co-Chair of WACIRC; Darlene Kosoff, DIS; and WACIRC members</p> <p>The panel will discuss recent experiences combating virus attacks. The state has been hit with 5-6 virus attacks in the past 6 months from Code Red to each NIMDA version plus Goner. The panel will include agencies that have been affected.</p> <ul style="list-style-type: none"> <li>* How did they recognize the event?</li> <li>* How did they contain the virus?</li> <li>* How they recovered and the important lessons they learned.</li> </ul>	<p><u>10:30 pm Father Michael Room</u></p> <p><b>Tele-Work: Making it work?</b></p> <p>Right! Systems Inc. (RSI)</p> <p>In the spring of 2001, Governor Locke asked agencies to expand their Tele-commuting/ Tele-Working initiatives as an energy saving strategy. How have agencies implemented the governor's directive to promote working from home? RSI has worked closely with a number of State agencies on remote access issues and will discuss their experiences.</p> <p>RSI and RSI Technology Partners will discuss:</p> <ul style="list-style-type: none"> <li>* Technologies needed to support Tele-work</li> <li>* Types of activities best suited for Tele-work</li> <li>* Agency success stories/pilot projects</li> <li>* Technology support needs to implement a Tele-work initiative</li> <li>* Security issues</li> <li>* Liability/legal issues and lessons learned.</li> </ul>

### LUNCH

<p><u>1:00 pm Father Meinrad Room</u></p> <p><b>Does it Make Sense to Web Enable Legacy Applications?</b></p> <p>Judith Franklin, Minnesota DVS, DRS and the Sierra Systems Group</p> <p>Mainframe applications survived Y2K, and now their life is being extended once more. Web-based tools and applications can provide mainframe functionality and data to a much broader audience in a more user-friendly manner. Presenters from the Washington State Department of Retirement Systems and the State of Minnesota Department of Driver and Vehicle Services will describe two projects where state agency legacy systems were successfully web-enabled. The presenters will cover:</p> <ul style="list-style-type: none"> <li>* What business problem was addressed?</li> <li>* What factors were considered in making the decision to web-enable the legacy application?</li> <li>* What technology approaches were considered and what was selected?</li> <li>* What challenges and risks were overcome to achieve success?</li> <li>* What are the lessons learned and best practices?</li> <li>* What should others consider in approaching this type of project?</li> </ul>	<p><u>1:00 pm Abbot Conrad Room</u></p> <p><b>Product Vulnerability and What to do About it.</b></p> <p>Microsoft - Matt Williams, Technology Specialist - State &amp; Local Government</p> <p>Microsoft products such as IIS and outlook have been particularly vulnerable.</p> <p>The speaker will discuss:</p> <ul style="list-style-type: none"> <li>* Why are these products vulnerable?</li> <li>* What can a customer do to protect itself?</li> <li>* What is Microsoft doing about it?</li> </ul>	<p><u>1:00 pm Father Michael Room</u></p> <p><b>Washington State eLearning Network</b></p> <p>DOP - David Dobson; and Representatives from Lguide.com, NetG, and SkillSoft</p> <p>Learn why the Department of Personnel's Training services and new eLearning Network has been identified as a best practice in Washington State. Learn which training method is the most cost effective for which type of subject. Identify what type of learner benefits most from eLearning. This session will address:</p> <ul style="list-style-type: none"> <li>* Training subjects (end user training, IT technical training, leadership, and management of technology).</li> <li>* Training method options.</li> <li>* Drop out rates - what do they mean?</li> <li>* Cost per student.</li> <li>* Solutions.</li> </ul>
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<p><u>3:00 pm Father Meinrad Room</u></p> <p><b>Web Services and the Application Development Tools Landscape</b></p> <p>Logical e-Business Solutions - Alex Vollmer, Senior Managing Consultant</p> <p>Web Services are collections of functions, made accessible using standard Internet protocols. This presentation will provide an overview of Web Services and address the following areas:</p> <ul style="list-style-type: none"> <li>* Compare and contrast the key .NET and J2EE application development tools</li> <li>* Can Java and .NET live together in the state environment, and can we afford it if they do?</li> <li>* Are the new Web Services development tools all we need for general application development?</li> <li>* Examples of successful Web Service based application deployments.</li> <li>* What are the considerations for selecting .NET and or Java on IT projects?</li> </ul>	<p><u>3:00 pm Abbot Conrad Room</u></p> <p><b>Cyber Terrorism Prevention: An awareness session.</b></p> <p>Symantec - Brian Finan, Director for Homeland Security</p> <p>The recent letter from the Governor to the Chair of the ISB requested that the ISB take action on the state's systems for the prevention of computer and telecommunications attacks by terrorists. The letter requests that an Incident Response Center within DIS be formed. The speaker will address:</p> <ul style="list-style-type: none"> <li>* New Blended Threats and how to protect your systems against them (resulting from the recent CodeRed and Nimda viruses).</li> <li>* Being an alert center.</li> <li>* Disseminate information in an efficient manner to the state agencies.</li> <li>* Staying in touch with the latest developments in an emergency.</li> <li>* Ongoing preventative practices.</li> </ul>	<p><u>3:00 pm Father Michael Room</u></p> <p><b>IT Services Contracting Essentials</b></p> <p>Panel: Moderator Glenn Briskin, Sierra Systems Group</p> <p>So, your project's approved and you have to acquire consultants to help you get it done. Do you know the essential information on rules, approaches, and best practices to be sure you get what you want? Listen to a panel discussion on this topic including representatives of the Department of Information Services, Office of Financial Management, General Administration, Milestone Consulting, and Sierra Systems Group. The discussion will cover:</p> <ul style="list-style-type: none"> <li>* What do I do to be sure I get approval to contract?</li> <li>* What are my choices to acquire consulting services?</li> <li>* When is it personal services and when is it purchased services?</li> <li>* Should I use a fixed-bid contract or an hourly rate for the services?</li> <li>* What should be in a statement of work?</li> <li>* What will build a good working relationship with the consultant?</li> <li>* How can the work be organized to stay in control?</li> <li>* How can I assure that technology transfer occurs?</li> </ul>
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# Forum 2002 Speaker Sessions

## “Delivering Services in a Changed World” - May 22, 2002

**8:30 to 10:00 am - Keynote Presentation: Mr. Weldon Ihrig and Mr. Ed Lightfoot, U of W  
“The Information Based Organization”**

**Vendor Exhibits Open 8:00 am to 3:30 pm**

APPLICATION DEVELOPMENT	INFRASTRUCTURE	DATA BASES
<p><u>10:30 am Father Meinrad Room</u></p> <p><b>Deploying EntireX middleware for connectivity and data access</b></p> <p>Software AG - Mark Braukhoff; DIS - Tom Thomas, and Ryan Consulting - Pete Sullivan</p> <p>EntireX Broker is a message-oriented middleware platform, which allows Windows users to integrate their applications with Unix systems and mainframes. Agencies can integrate all classes of applications across a variety of platforms with EntireX Broker.</p> <ul style="list-style-type: none"> <li>* Show examples of how to provide Web access to mainframe data.</li> <li>* Show examples of how to provide platform-to-platform interconnectivity (UNIX, AIX, NT, OS/390).</li> <li>* Share lessons learned from agencies using EntireX.</li> </ul>	<p><u>10:30 am Abbot Conrad Room</u></p> <p><b>Next Generation Technologies in Enterprise Computing</b></p> <p>Dell - Jeff Torgerson - Senior Product Manager Servers/Storage</p> <p>From next generation processors and I/O to new Blades Modular Computing, come explore the next generation of Enterprise technology.</p> <ul style="list-style-type: none"> <li>* New generation server technology</li> <li>* Blades &amp; Bricks servers</li> <li>* Direct Attached, SAN &amp; NAS Storage solutions</li> <li>* Disaster Recovery &amp; Continuity of Operations Solutions</li> </ul>	<p><u>10:30 am Father Michael Room</u></p> <p><b>GIS - How it is being used in Washington State</b></p> <p>Panel</p> <p>A panel of state experts will present examples of how they provide better access to information through the use of Geographic Information Systems. The session will address:</p> <ul style="list-style-type: none"> <li>* Applications of GIS by state agencies.</li> <li>* Improving government services through the use of spacial data.</li> <li>* New directions for the use of GIS technologies including web and mobile data access.</li> </ul> <p>Come join the Departments of Transportation, Ecology and Natural Resources as they explore the present and future of GIS in Washington state government.</p>

### LUNCH

<p><u>1:00 pm Abbot Conrad Room</u></p> <p><b>Beyond the Desktop, Profiling an Enterprise Portal</b></p> <p>Cisco - Kathleen Conroy</p> <p>Speaker shares lessons learned from their intranet experience.</p> <ul style="list-style-type: none"> <li>* Lessons learned about intranet application deployment.</li> <li>* Descriptions of killer intranet applications.</li> <li>* Describe the culture change for employees without desktops (and computers) using intranet self-service applications.</li> <li>* ROI for intranet applications.</li> <li>* Other ideas.</li> <li>* What is an Enterprise Portal?</li> <li>* What value does an Enterprise Portal provide to an organization?</li> </ul>	<p><u>1:00 pm Father Michael Room</u></p> <p><b>Networking – Anytime, Anywhere, Always-on Access</b></p> <p>Compaq - Paul Flotten, Architect for the NA Wireless Practice</p> <p>LANS, WANS, MANS, SANS, and PANS –Are there any “areas” we haven't covered yet?</p> <p>This session will cover the latest in network technologies.</p> <ul style="list-style-type: none"> <li>* See what is going on with Internet2.</li> <li>* Wired and wireless networking.</li> <li>* Citrix.</li> <li>* Remote access.</li> <li>* Bandwidth management.</li> </ul>	<p><u>1:00 pm Father Meinrad Room</u></p> <p><b>The Statewide Active Directory Forest: “Let's get together”.</b></p> <p>Netdesk - Todd Shelton, President</p> <p>The state of Washington is implementing Active Directory in the statewide forest project. Learn what it is, who is doing it, and what's in it for you:</p> <ul style="list-style-type: none"> <li>* What is Active Directory and what does it enable?</li> <li>* What is the Windows 2000 Steering Committee and what are they up to?</li> <li>* How can we use the Active Directory in programs?</li> <li>* When is it going to be implemented and what does your agency?</li> <li>* What do we have to do to get on board?</li> <li>* What's in it for me?</li> <li>* Find out why Active Directory makes sense for the state's business at this seminar.</li> </ul>
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<p><u>3:00 pm Father Michael Room</u></p> <p><b>Object Oriented Analysis and Design for Web Projects</b></p> <p>Rational and Sierra Systems Group</p> <p>Today's Web-based systems require interaction among many services, servers, and systems to deliver integrated content and capabilities to users. The Web-based user interfaces require a flexible, iterative approach to creating user-friendly functionality. Modern development methodologies are providing tools that can model this complexity and organize development to assure a successful mesh of business needs and technical approach. Presenters from Rational and Sierra Systems will cover:</p> <ul style="list-style-type: none"> <li>* A modern methodology and object oriented analysis and design tools - the Rational Unified Process (RUP) and the Uniform Modeling Language (UML).</li> <li>* Best practices and tools to apply this methodology to real world Web projects (use cases, modeling techniques).</li> <li>* Examples of analysis and design deliverables from local state government projects.</li> </ul>	<p><u>3:00 pm Father Meinrad Room</u></p> <p><b>VoIP - Converged Voice Assessments</b></p> <p>Seitel Leeds &amp; Associates - Frank Leeds</p> <p>Voice over Internet Protocol (VoIP) promises many benefits, yet adoption rates continue to remain in the single digits, perhaps due to difficulty in distinguishing marketing hype from reality. Mr. Leeds will discuss and answer questions about their companies four-phase VoIP Assessment process, including the following areas:</p> <ul style="list-style-type: none"> <li>* Discovery - what information is important to identify up front?</li> <li>* Technical Assessment - what are the important technical questions?</li> <li>* Feature Assessment - does VoIP mean giving up functionality?</li> <li>* Financial Assessment - how can we measure the expected benefits?</li> </ul> <p>This valuable seminar will give you a good overview of the assessment process and how it might be implemented in your enterprise.</p>	<p><u>3:00 pm Abbot Conrad Room</u></p> <p><b>Content Management: How to manage and protect your enterprise assets.</b></p> <p>Interwoven - Steve Ferrero and ImageSource - Shad White, VP</p> <p>Steve Ferrero, Interwoven, will address:</p> <ul style="list-style-type: none"> <li>* How to manage enterprise assets.</li> <li>* Content intelligence and distribution.</li> <li>* Collaborative content services for portals.</li> <li>* Collaborative document publishing and collaborative code management.</li> <li>* DIS Master Contract for Content Management Software &amp; Services.</li> </ul> <p>Shad White, ImageSource, will address Disaster Recovery:</p> <ul style="list-style-type: none"> <li>* Definitions of Recovery</li> <li>* Types of disasters and what can be lost?</li> <li>* Sampling of What Has Been Protected</li> <li>* Vertical Markets and some of the archive and retrieval players</li> <li>* New meaning since 9/11.</li> </ul> <p>The session will be followed by a question and answer session.</p>
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SAINT MARTIN'S PAVILION

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WORTHINGTON CENTER

Father Meinrad Room

Abbott  
Conrad  
Room

Father Michael Room

Main  
Entrance  
Lobby

# Forum 2002 Booth Layout

Company	Booth	Contact Name	Phone Number
AETEA Information Technology, Inc.	215	John Dupras	425-519-4543
Attachmate Corporation	233	Tom Evans	425-644-4010
Beluga Software	201	Rhett Russell	360-867-1100
Capital Business Machines	225	Don Hartman	360-491-6000
Cardiff	108	Kelly Stratton	206-782-5721
Cascade Computer Maintenance	228	Rachel Strouse	360-493-6081
CIBER, Inc.	219	Cyndi Geiger	425-451-2575
Cisco Systems, Inc.	113	Paul Murdoch	360-352-3657
Communications Specialist Inc.	116	Clayton Walker	425-482-9200
Compaq Computer Corp.	117	John Stewart	360-491-7215
Compuware Corporation	231	Eric Fickeisen	425-637-2989
Dell Computers	109	Kevin Flick	425-235-0181
EMC Corporation	111	Judy Duning	360-943-6000
EnterSource, Inc.	213	Maile Mulligan	253-265-8551
Exabyte Corporation	232	Dan Nichols	916-944-8540
Gartner Group	221	Leon Chickering	360-867-9130
Gateway Computers	212	Bruce Armga	360-446-1570
General Microsystems, Inc.	205	Earl Overstreet	425-644-2233
Hewlett Packard	103	Bill Ross	208-396-5981
IBM	101	Michael Andritch	360-705-8880
ImageSource, Inc.	243-244	Kim Torres	360-943-9273
Information Builders, Inc.	206	Bill Willisford	425-861-9400
InterBase Corporation	223	JK Shokeen	714-669-4975
Interwoven	220	Steve Ferrero	425-519-3666
Iomega	202	Michael Frazier	949-472-4589
KPMG, LLP	235	Carol Cabe	206-215-4618
Lexmark International	227	Dan Keller	425-868-1941
Logical E-Business Solutions	115	John McDonald	360-491-7774
Marconi Communications	118	Mark Davis	425-990-7946
Microsoft	114	Peg Souders	206-890-8085
Milestone Technology, Inc.	236	Jacques Michel	360-786-9173
Netdesk	122	Kate Chan	206-224-7690
Network Appliance, Inc.	203	Robert Moore	425-467-4732
Network Design & Management	218	T.J. Siegel	509-326-5200
Novell	240	Darrell Sutherland	425-452-6604
Pacific NW Networks, Inc.	204	Erich Eyman	360-833-8436
Pacific Technologies, Inc.	216	Steve Smith	425-881-3991
Packeteer	214	Paul Tarkington	408-873-4400
Paladin Data Systems Corporation	208	Shannon Childs	360-394-5937
Prosodie Interactive	224	Kirk Cameron	877-903-9685
Qwest Corporation	112	Del Ballard	360-786-6246
ReachOne Internet	238	Jason Hearn	360-456-5640
Rhodes Consulting Services	209	Charles Reed	360-943-8188
Right! Systems, Inc.	104	Sean Padget	360-956-0414
Seattle Data	207	Dave Williams	206-575-8123
Shana Corporation	226	Ken Nachtigal	780-433-3690
Sierra Systems	102	Glenn Briskin	360-357-5668
SIVCO, Inc.	211	Aniko Szivos	877-700-2600
SMART Technologies	230	Robert Grawet	360-943-6176
Software AG	110	Dan Webster	303-470-2401
South Sound DotNet User's Group	210	Paul Mehner	360-789-4424
SQLsoft	217	Doug Day	425-990-4116
StorageTek	106	Eric Olson	425-709-3406
Sun Microsystems, Inc.	119	David Buckland	425-467-4362
Sybase, Inc.	222	Dave Yenne	360-455-9463
Taneum	239	Mike Greene	425-251-0711
UNISYS Corporation	121	Brian Ridderbush	503-612-4552
Verizon	107	Ken Simon	360-705-9120
WA Dept of Personnel	229	David Dobson	360-664-1938
WA Dept. of Info. Services	241-242	Nancy Jackson	360-902-3553
WA GA - State Procurement	234	Steve Lovaas	360-902-7342
WA State Library	237	Susan Reams	360-570-5565
Xerox	105	Candy Johnson	503-295-4312
Xiotech Corporation	120	Jim Grua	425-861-4231

The IPMA wishes to extend its appreciation to the following Corporate Sponsors. These Corporate Sponsors provide support and speakers for IPMA events and programs. This support makes it possible for the IPMA to meet its annual goals and objectives.

