Promoting Information Technology Growth

February 2013 Edition

Stop Inviting Junk E-mail to Your Website

Keynote and Breakout Presentations at O-ISC 2013

Ohio Information Security Conference
March 13, 2013
LEADERSHIP

O-ISC 2013 — The Ohio Information Security Conference

By: Ann Gallaher, COO, Technology First

The Ohio Information Security Conference is a technical conference targeted to business owners, managers, and security professionals who have a vested interest in protecting their company’s information and communication systems. The conference which is being hosted by Technology First will be held on March 13th at Sinclair Community College.

The Breakfast Keynote speaker this year will be Bob Butler, Chief Security Officer and Senior Vice President for IO. Prior to assuming his current role, Mr. Butler served as the first Deputy Assistant Secretary of Defense for Cyber Policy (August 2009-August 2011). In this role, Mr. Butler acted as the principal advisor to the Secretary of Defense and other Defense leaders on the development of cyber strategy and policy.

Mr. Butler will describe active cyber defense operating concepts for dealing with advanced persistent threat including some specific countermeasures. From his own experience, he will also highlight some real world examples of “best in class” resiliency against this threat.

The luncheon keynote will be Bill Dean, director of forensics and security assessments for Sword & Shield, with more than 14 years of experience in the technical field. Bill has focused his career on the specialties of systems security, electronic discovery, digital forensics, and incident response. He served as the technical expert and provided Federal Court testimony in the 7th largest eDiscovery case in 2007. Bill’s presentation is titled, When Your High Walls and Wide Moats Fail.

Christopher Soghoian is a privacy researcher and activist, working at the intersection of technology, law and policy. He is the Principal Technologist and a Senior Policy Analyst with the Speech, Privacy and Technology Project at the American Civil Liberties Union.

Mr. Soghoian will be discussing, The Looming Crisis of Mobile Security Updates as the final reception keynote.

This year will be the 10th annual conference. Again, it has been organized by local information security professionals to focus on emerging trends and share industry insights. They are certain this event will provide a networking environment to meet and learn from professionals around the state who share similar challenges and requirements.

We encourage you to check it out, register, and attend!

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Stop Inviting Junk E-mail to Your Website

By: Lonnie Waugh, Web Developer/Programmer, Bitstorm Web

I would always find myself opening up my e-mail software in the morning to be absolutely deluged by advertisements for medications and other products I couldn’t possibly need or want. I also discovered apparently that I have deceased relatives living in Nigeria that wish to leave me large sums of money if only I would send them $100.00 to pay the transaction fees. Sound familiar?

While the issue of junk e-mail is still alive today, it is a much smaller problem overall thanks to significant enhancements in filtering software. However, with traditional junk e-mail on the decline, another form of junk messages started to gain in popularity at the same time. There are people out there that are making a lot of money by writing scripts that scour the internet searching for “submittable contact forms”. Once a contact form is located, the script will look for known field names such as “First Name, Last Name, E-Mail, Your Website and Comments”. There are numerous other fields that these scripts look for and in many variations. Once a submittable contact form is found with recognized or known elements, the script will automatically populate them with advertising content and submit the information to you, often several times if not many times.

As the problem of junk contact forms started to get worse, systems were developed to try to thwart this automated submittal issue such as CAPTCHA which stands for “Completely Automated Public Turing Test to Tell Computers and Humans Apart”. These CAPTCHA systems were, and still are fairly effective in the fight against junk contact forms, however, I began to notice over the last year or two that more and more illegitimate contact forms were being submitted to our clients every day. Not only was the frequency of these forms increasing but as the CAPTCHA became more distorted and complex in an attempt to thwart unwanted automated intruders, the difficulty of the human viewer to recognize the CAPTCHA was declining, leading to frustration and an inability to submit legitimate contact forms.

Over the course of the last few months I tried many things like re-naming the fields to adding in my own general knowledge style challenge system where I ask a simple question such as “What is two plus three” or “What is the color of an orange?” To my surprise I noticed that not only were my questions being answered but the normal CAPTCHA was being answered too!

Soon, I stumbled on the realization that there are actually services out there where you can hire people to submit the junk forms for you at extremely low rates! So I decided to come up with my own methods of fighting this incessant issue.

The solution I developed has so far blocked 100% of the junk submissions and yet has not blocked a single legitimate person to date. I have this method in place on multiple web sites that were previously receiving dozens of junk contact forms per day.

As of this writing, about 580 junk forms have been thwarted and yet no recognizable delay has been reported by any customer submitting a contact form to any client. There is a series of 5 tests that I perform on each and every contact form submission and they are:

Honeypot Field Test
A honeypot field is a form field that is hidden to the human visitor but is still a part of the form. Since the junk mail submitter still uses an automated system to fill in the fields it will populate that honeypot field if the form is submitted with something in there, I block it. This method alone has blocked about 80% of all of the junk.

Phone and Zip Code Test
Believe it or not, many of the junk contact form submissions have “12345” as the phone or zip code. If a phone or zip code comes through using “12345”, I block it.

BotScout (www.botscout.com)
BotScout is a highly effective and free resource that looks at the name, e-mail, IP address and comment for known reported junk submitters. The service is free for up to 300 submissions a day if you register for a key. It’s free for up to 30 submissions if you don’t register.

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Akismet Test
If they have gotten this far, and they usually do not, I run them through the Akismet system which is a database maintained by Wordpress to block junk comments on blogs.

RBL (Real Time Black List)
This final method is one of the first I tried and I decided to include it as a final step. Although it is the least effective of the group, it still nets several junk contact forms periodically and is worth the effort. This test checks the submitter’s IP address against a database of known junk e-mailers.

The combination of this 5 point testing system has so far been 100% effective in my fight against junk contact form submissions. It was to my surprise that this most effective solution was the easiest to put in place. The best side benefit of this system is that we’ve been able to remove the annoying and hard to read CAPTCHA system entirely from those sites which means that the end-user has a much better experience using the contact form. Close the door on unwanted contact form submissions. It’s easy and effective with this 5 point testing system.

Lonnlie Waugh is a web developer/programmer for Bitstorm Web, a division of TDH Marketing, Inc., headquartered in Dayton, Ohio. Bitstorm Web offers award-winning custom website design and custom apps to attract and impress visitors. The division also provides 2D and 3D illustration, CAD visualization and digital animation used to visually explain complex engineered products and processes, entertain consumers or train employees and customers for greater retention. Mr. Waugh has extensive hands-on experience and a thorough understanding of both front end and back-end website design and development using all the latest technologies. In addition, he has broad based Linux Systems administration and centralized configuration, systems integration, process automation, biometrics and authentication/security expertise. Besides his technical expertise, Mr. Waugh has a proven track record as being a client focused problem solver with strong organizational abilities, accuracy and speed, that he gained providing Tier 3 technical customer service and support. Visit www.BitstormWeb.com.

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**10th Annual Ohio Information Security Conference: March 13**

**KEYNOTE PRESENTERS**

**Advanced Persistent Threat Countermeasures** | Bob Butler, Chief Security Officer/Senior Vice President for IO
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Mr. Butler will share his perspective on the advanced persistent cyber threat from his current role and as the former Deputy Assistant Secretary of Defense for Cyber Policy. Mr. Butler will describe active cyber defense operating concepts for dealing with advanced persistent threat including some specific countermeasures. From his own experience, he will also highlight some real world examples of "best in class" resiliency against this threat.

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**When Your High Walls and Wide Moats Fail** | Bill Dean, Director of Forensics and Security Assessments for Sword & Shield
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For years, organizations were instructed to diligently protect the perimeter from attackers. This approach no longer works. After many high-profile breaches, we are now being told that we are likely already breached and must detect the threats that are already inside. This presentation will discuss methods and tools to detect and disrupt attackers that are already inside our networks.

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**The Looming Crisis of Mobile Security Updates**
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Although the norm in the PC industry is for software companies to provide security updates for years (if not decades), the norm in the mobile device industry is very different. Android devices are routinely abandoned by hardware manufacturers and mobile carriers after a year, if not just a few months. Thus, although Android now has more than 75% of the smartphone market, the majority of these devices are running software that is both out of date, and vulnerable to security exploits for which no patches are available. The companies that make the hardware and software know about this problem, but none are willing to solve it.

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**BREAKOUT PRESENTATIONS**

**Geolocation, Access Control and Privacy: The Spy in Your Pocket**
Kevin Kampman, Senior Director, Gartner, Inc
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Geolocation is the fugu fish of personal identity information: a tempting and valued meal, but one that can be highly toxic if not properly handled. As geolocation technologies become more widespread and diverse, organizations must develop their understanding of its modalities, and hone their ability to manage the resulting information. This presentation will introduce the characteristics of geolocation, inter-related technologies, use cases, benefits and risks.

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**Can We Get Comfortable with Cloud Services?**
Kent King, Information Security Officer, Denison University
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The principals of cloud computing which make it flexible and affordable create a relationship dynamic which must be mitigated by ongoing risk management. A portion of the cost savings should be invested in monitoring the security and performance of the provider and conducting reviews to ensure requirements are continuously met.

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**Information Security 101: Getting the Most Bang for Your Buck**
Jerod Brennen, CTO & Principal Security Consultant, Jacadis
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With the global marketplace continually expanding, the information security manager is expected to know (and do) more than ever before. This presentation will teach you how to do more with less by implementing and maintaining an ISO-based information security program, shared by someone with first-hand experience.

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**The Ramifications of IPv6 in Information Security**
Dan Wilkins, Network Support: Security Specialist, MDECA
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We are going to explore the differences between IPv4 and IPv6, how it affects the tools we already use and how it changes some of the methods we currently use in the testing of our networks.

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Smart Grid IQ Test - Assessing the Security of Smart Grid Systems
Matt Neely, Director of Research, Innovation and Strategic Initiatives, SecureState LLC

Today many gas, electric and water utilities are implementing smart grid systems to better monitor and manage their distribution networks. Smart grids present unique security challenges because the critical infrastructure they monitor and manage is deployed into insecure and hostile environments where attackers will have direct access to key components. Additionally because of the wide geographic area these systems cover, a timely response to intrusions is not assured.

It is essential to make sure the security of these systems is fully tested. The talk will start out by reviewing the common components in a smart grid system. Next it will cover the rules and regulations related to smart grid assessments. The rest of the talk will focus on the different assessments which should be performed on various parts of the infrastructure. The talk will include demos of various smart grid testing tools and techniques.

Business Under Attack – Preventing, Detecting, & Responding to Security Breach Incidents
Bowe Hoy, Regional Manager - Consulting, Sword & Shield

This discussion will feature security practitioners from various industries preparing for and preventing an information security breach, dealing with the occurrence and aftermath of a breach, and balancing security breach incident strategy against cost, usability, and business performance.

Internet Security
Isaac Dunifon, Digital C.O.P.S - A division of PERRY proTECH

A. Year In Review
1. Identify who got hacked
2. Explanation of how they were hacked
3. Describe what was stolen
B. Cloud Computing & Social Media
1. Discuss what the two have in common
2. Relationship to smart phones
C. Stopping the intrusions
1. Software
2. Hardware
3. User Education
4. Policies and Procedures

How the NSTIC and IDESG are Creating a Usable National Identity Ecosystem
Darren Kall, Managing Partner, SecurityUX

The IDESG User Experience Committee Chairperson will describe, and encourage participation in, NSTIC, the National Strategy for Trusted Identities in Cyberspace, a White House initiative to improve the privacy, security, and identity management of online transactions. The IDESG is the steering group developing an identity ecosystem to fulfill that strategy.

Technical, Security & Legal Implications of “BYOD”
Alon Israely, Manager, Strategic Partnerships, TotalDiscovery.com

The BYOD trend has profound implications for professionals in charge of corporate technology, security, governance and legal affairs. As the lines between work and home become blurred, BYOD is a new reality that companies must address proactively. This presentation provides an overview of best practices as they relate to BYOD and how organizations can minimize risk from a legal and eDiscovery perspective.

Cloud Two-Factor Authentication using MS Products Based on Real World Implementation Experience
Austin Nagel, National Solutions Specialist in Identity Management, Sogeti USA

This technical demonstration will describe ways to manage identities during the implementation of two-factor authentication using a combination of Microsoft products. The solution is a combination of work completed at two different clients with varying scenarios. The speaker will discuss Federation and SSO using ADFS 2.0, leveraging a Custom IP-STS that authenticates against AD LDS with embedded PhoneFactor as the second factor of authentication. FIM 2010 will be the identity management solution used for provisioning and managing the AD LDS userProxy objects.

The 2013 Traffic Jam: The Intersection of Social Media, Privacy Laws and Data Security
Ronald Raether, Faruki Ireland & Cox P.L.L.

The world’s most popular social media site, Facebook®, reported recently that it now has over one billion users worldwide. With social media pervading most aspects of society and business, Ron addresses social media’s influence on company exposure, regulatory changes and other factors affecting internal privacy policies. Ron deals with the issues arising from consumerization and offers best practices to address the risks created by the blurring of personal and business conduct and the exponential effect of social media.

Microsoft Security Intelligence Report
Nam Ng, Senior Program Manager, Microsoft Corporation

Threats have changed in dramatic and unexpected ways over the past year as attackers continue to hone and evolve their strategies and tactics, and Internet connected devices proliferate. Using the latest data from hundreds of millions of systems around the world, this session will provide a unique perspective on the global threat landscape.

EXHIBITORS
New Horizons Computer Learning Center • Sogeti USA
Uptime Solutions • Ohio Information Security Forum

If you have any questions regarding the conference or you would like to be an exhibitor, please call Russ at 937-229-0014 or email: rbennett@technologyfirst.org.
I woke up at 3:30 a.m. thinking: E-mail stinks! — it destroys us — we cannot control it — how do we control it?

Can we completely change how we communicate within our organization?

I hate e-mail. It allows for a stream of consciousness from everyone in an organization to throw their thoughts and ideas at you all at the same time. It is impossible to keep up. We have allowed e-mail to take over and give all of us Technological ADD. Imagine an audience of 100 people where everyone had a tennis ball and then the speaker said “My job is to collect all of the tennis balls. Throw the balls and I’ll catch them.” What happens? All of the tennis balls fly to the person in front who has no chance of catching two or three, let alone all 100.

Why do we do this? Because we start communicating in small groups (using actual conversations instead of electronic communication) where there is a small set of items to deliver and then keep using these same communication styles when we are in larger and larger groups assuming the communication method still works when it doesn’t! We do not recognize it until it is too late and we have created a massive interdependent web of “living” conversations in e-mail that we must continue to feed and maintain or the entire web of knowledge and progress “work” collapses! We are currently using e-mail to manage conversations! My answer?? STOP! LET IT COLLAPSE! We must stop, let the entire system collapse and then restructure it.

We are doing it all wrong. We are allowing our technology to drive our thinking and our acting. We are trying to act like a computer time slicing activities. A computer doesn’t get distracted or less “smart” because it is working on 1 or 1000 things. A computer does each activity at the same, consistent level of capability regardless of the number of requests because it is a machine, it doesn’t “think.” Humans don’t work that way. We need focus. We need to spend time working on a small set of non-changing objectives for a period of time to be effective and ‘smart.’ Our IQ drops temporarily every time we are interrupted. According to a 2005 article from CNN, e-mails ‘hurt IQ more than pot’.

So what have we done about it since 2005? Nothing! We’ve made it worse! We’ve added more technology that lets us get more messages, more often, and distract ourselves constantly — this means that, on a regular basis, we’re constantly 10 IQ points dumber than we need to be.

If we want to actually address the problem as opposed to acknowledging it and then ignoring it, we must CHANGE. And it is not just changing an individual here or there.

What must we change? — We must change not only our own individual style of communication, but the way an entire organization creates and manages thoughts, conversations and information exchange.

How do we combat this loss of IQ, overwhelming barrage of e-mails, and still work intelligently?

Solution

1. Establish a list of deliverables/work that should be accomplished within a set time.
2. Allow for the capture of thoughts and ideas without interrupting the execution/delivery.
3. Create a method to allow/enable conversations without creating a never ending stream of messages.
4. Allow changes to active work objectives and direction.
5. Capture new deliverables with target delivery dates.
6. Allow the tracking of deliverables such as a start date than can be set (quickly) queuing work for future days.
7. Provide status of active work (have the ability to easily do so).

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8. Accommodate everyone on all shifts not just first shift.
9. Address organizational ADD — not necessarily individual ADD.
10. Address the need for customers (internal or external) to connect, deliver requests and receive feedback/responses/progress reports.
11. We must be SIMPLE. A complex model of rules and steps to do this is just as bad as the original problem; this must translate to any set of work, any team, any work environment which currently relies on e-mail as the primary method of ‘real time communication’.
12. Make it clear when Items need to be answered and addressed TODAY.
13. Communicate to the recipient when an item must be started and addressed in order to be completed by the time it is due.

Solution/Ideas (without all the answers)

So as I wrote this, I had more questions than answers. Here is a list of the Open Questions you might find useful:

• How do we address “data” — files, attachments, presentations? Hypothesis is to centrally locate data files so that they can be referenced by multiple people; some technological capabilities within SharePoint 2010 allow multi collaboration on the same item; Yammer or Huddle also have a cloud-based solution for doing this.

• How do you accommodate the need/efficiency to review data ‘off-line’ — while not connected to the corporate network?

• Does a Manager function differently than an individual contributor? Hypothesis is “no”, it is only different tasks, not a different way to manage the communication

• Does this eliminate meetings? Hypothesis: it doesn’t eliminate meetings; however it must be used to minimize the number of meetings. If this is effective the number of meetings required to exchange information should be reduced with the objective that you are meeting to act or decide how to act as a group. If not managed, it will initially feel as if there is more time to talk and meet and therefore meetings could replace e-mail as the interruption

• The interruption will still occur if you only transition the interrupting potential from one technology to another or from one mechanism to another (e-mail to IM, e-mail to meeting). How do you address this?

• If work requires more than one person to accomplish it, how is it best coordinated? Hypothesis: group work is exactly that — group work — get the group together in real time — can be distributed and virtual (e.g. chat) — don’t use e-mail to ‘discuss’ — work the problem, track the open items that are questions, assign owners to questions and summarize at the end of the work effort so everyone knows how it ended, what work was done, what is left to be done and who has to do the work that is left (includes open questions)

• Communication happens around topics; the more centralized/common the list of topics is across an organization, the more everyone will be talking about the same things

• How does this model translate throughout an organization and accommodate the hierarchy of data and communication that is required to maintain structure and priority and distributed workload that is necessary for a large organization to be successful?

Hypothosis: this is limited to functional business areas — it won’t translate outside and manage cross functional communication without some structured communication (meetings)? This is intended to manage the day-to-day work and not the broad, long term strategy; however, that needs to be conversations as well and not a string of e-mails.

2 http://www.futurepundit.com/archives/000273.html
3 www.yammer.com

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True Collaboration

By: Paul Moorman, IT Strategist, NewPage Corporation

The finest example of true collaboration I had the pleasure to witness took place during an SAP project years back. It started out simply enough when I needed to produce some statistics from SAP but lacked the location of each user. We needed to get that data into each SAP user’s profile from some external source. While this was a simple problem statement, it lacked a simple answer.

The solution presented itself through a most unlikely collaboration source: a simple email stream. It started with an idea that would work, but at a fairly steep cost - in the six figure range. That first email was sent to about a dozen people. A short time later, someone else improved on the first idea. Then another, and then another: Somewhere in the middle of the ten or so emails that eventually became part of a stream of ideas, I improved on the idea. And then my idea was further improved. At the end of the stream, the final idea would take a couple hours of time and no further outlay of dollars. I sat amazed at this string of creativity and the fantastic solution.

Then I took a step back and realized how fantastic and unique this was from a people standpoint. I realized how the credit for this solution was due not just to the final idea’s creator, but to everyone involved in the process.

The person submitting the original idea took what most people would consider a bold and probably an unwise risk. But it took some uncommon bravery to write down a well thought out idea for a group of bright people to critique. That bravery cannot be understated, and even though we all knew each other pretty well, it can still be a risky thing to do, particularly to one’s own ego. But without that start, it’s likely the problem would not have been solved. He deserved a special thank you and a nice chunk of the credit.

Then there was the group of people, myself included that incrementally improved on the first idea. And although we also didn’t find the final solution, we kept the energy alive and the ideas flowing. Each of us deserved some of the credit for getting to the final solution.

The person with the final solution certainly deserves their share of credit. They designed a very elegant solution that was quick to implement and at only the cost of a couple hours of time.

Bravery, energy and the resulting ideas are the lifeblood of collaboration, not cool social media tools. Collaboration starts and ends with people. Give credit to everyone that participates. The rest (i.e., the tools) will take care of itself.

Local Companies New Horizons and Ascendum Solutions Partner to Create New Jobs Program

Ascendum Solutions and New Horizons Computer Learning Centers partner for job training program. Disabled veterans and displaced workers are encouraged to apply.

Disabled veterans and displaced workers in the Cincinnati and Dayton area who are interested in training for a career in IT are invited to apply for a 3-week training program sponsored by New Horizons Computer Learning Centers.

New Horizons developed the program in conjunction with Ascendum Solutions, a global information technology solutions company, to help them in their quest for tier-1 helpdesk technicians. The program is meant to narrow the learning curve for new employees in the role.

“At a time when other industries are shedding jobs, the IT industry continues to offer career opportunities,” said Amy Matney, Director of Career Development at New Horizons. “It’s vital for IT businesses to have a pipeline of skilled professionals to meet the demands of the marketplace. Ascendum’s approach is built on the success of using the right combination of strategy, people, processes, technology, and infrastructure for each client situation, to meet specific business needs/challenges and deliver expected results.”

New Horizons will host multiple recruiting events in January and February for programs that begin in February and March. Up to 20 students will be given the opportunity to participate, and candidates will be selected based on their aptitude as shown through assessment testing and an interview process.

Interested candidates should contact Amy Matney at amatney@5pe.com.

About Ascendum Solutions and New Horizons

Ascendum is a global information technology (IT) solutions company delivering “Technology Inspired Solutions to Business Driven Challenges.” Ascendum works with small, medium, and large firms (including many Fortune 1000 companies) to help them solve business challenges. Ascendum’s approach is built on the success of using the right combination of strategy, people, processes, technology, and infrastructure for each client situation, to meet specific business needs/challenges and deliver expected results.

About Ascendums and New Horizons

New Horizons is the world’s largest independent provider of IT training with more than 300 centers in 60 countries. New Horizons Cincinnati is a division of 5Point Enterprises, the managing entity for seventeen New Horizons centers in Colorado, Kansas, Kentucky, New Mexico, Ohio, Oklahoma, South Dakota and Texas. A Microsoft Gold Certified Partner for Learning Solutions and a Cisco Learning Associate, New Horizons delivers a full range of technology and business skills training from basic application and desktop productivity tools to complex and integrated business systems. For more information, please visit http://www.nhcomputerlearning.com or call (513) 554-0111.
Volunteers Needed for Little Miami River Kleeners’ Effort

The Little Miami River Kleeners will organize their 4th clean up effort on June 8, 2013. They are looking for volunteers to help clean up the Clark and Greene County sections of the river. The river will be divided into 2 mile sections and a recruited team of 9 will cover a section. The clean up will be canoe based from 8:30 until noon. After the clean up there will be a picnic in the Bellbrook area.

Past volunteers have included a variety of individuals from Scout troops, company teams, seniors, environmental groups, families and students. Come help us keep the river looking pristine and have some fun on the water while doing it.

For more information and to see photos of past events visit www.lmriverkleeners.org. You will be able to sign-up online in the near future.

Along with the clean up effort we will be working on an educational school based program that will encourage river/water stewardship. If you are interested in helping with this effort please visit www.lmriverkleeners.org.

The Little Miami River Kleeners is a non-profit organization founded in 2010 and dedicated to encouraging everyone to keep the Little Miami River looking its best. It is home to 87 species of fish, 36 species of mussels and numerous species of turtles, frogs, and birds. A National and State Scenic River, it is 105 miles long, drains 1,737 square miles in 5 counties and supplies water to many communities. It flows through several natural areas that highlight Ohio’s geologic, botanic, and cultural heritage. Learn more: www.lmriverkleeners.org
TrainingIndustry.com Selects New Horizons as a 2012 Top 20 IT Training Company

New Horizons Computer Learning Centers today announced it has again earned a spot among the Top 20 Information Technology (IT) educational companies in the world for the fifth straight year since the award was first established in 2008 by the leading website TrainingIndustry.com.

New Horizons has more than 300 learning centers in 70 countries. New Horizons, the world’s largest IT training firm, offers a wide range of technical, application and business skills training, from basic PC productivity tools (Microsoft Office, etc.) to more complex business systems (Microsoft, Cisco, VMware, security, networking, virtualization and cloud computing).

This prestigious award recognizes New Horizons’ excellence in leadership and innovation in IT training, breadth of IT training, delivery methods offered, geographic reach, and other qualifying criteria.

The 2012 Top 20 IT Training Companies are the best companies in a very competitive segment of the training marketplace said Ken Taylor, COO of TrainingIndustry.com. New Horizons continues to rank among the top IT training companies because of their demonstrated commitment to bring the industry high quality courses focused on new and industry relevant topics.

“This continued recognition is testament to New Horizons’ mission to empower people around the world to succeed through learning,” said Earle Pratt, CEO of New Horizons Computer Learning Centers. “As we continue to expand our offerings with our recent status as a VMware Authorized Training Center (VATC), we strive to meet and exceed the needs of our clients.”

About New Horizons Computer Learning Centers

With over 300 centers in 70 countries, U.S. based New Horizons Worldwide Inc. is the world’s largest IT training company. Through an integrated learning approach that ensures new knowledge can be applied to real-life situations, New Horizons offers a wide range of technology, applications, and business skills training from basic application and desktop productivity tools to complex and integrated business systems. New Horizons continues to expand its offerings, locations, and solutions to meet the growing demands placed on organizations and their employees. New Horizons is certified as a Microsoft Partner with a Gold Learning competency, Cisco Partner for Learning Solutions, CompTIA Authorized Partner, and VMware Authorized Training Center.

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www.nhcomputerlearning.com

We empower people around the world to succeed through learning.
Afidence Set to Expand Offices

Afidence, a premier IT Consulting company located in the southwestern region of Ohio, celebrates their new office location in South Lebanon. The consulting company provides IT infrastructure services with assessments, strategy, staffing, projects, and support. When asked what sets Afidence apart from their numerous competitors, Bryan Hogan, Owner and President of Afidence, says “It’s pretty simple, we don’t accept financial incentives for products we recommend and we do what we say...we deliver expert, unbiased service with real quality. IT costs can be high and include many complexities, the question companies need to ask themselves is can I depend on and trust the IT provider that is recommending products and working through those complexities with me?”

The Hogan’s attend Mosaic Gospel Community, who in the spring had the chance to purchase a 12,000 sf office building on 6 beautiful acres next to the Loveland bike trail in Lebanon, Ohio. The Hogan’s were originally trying to find space that would include offices for Mosaic’s leadership and instead, the church ended up offering rental space to Afidence. Within 90 days, Mosaic’s congregation raised the cash to purchase the property and Afidence officially joined the Mosaic Campus in November. “It’s truly an experience renting space from your own church,” says Barbara Hogan, co-owner of Afidence. “The business profession can at times be a greedy, island producing atmosphere, and suddenly we have a faith family that cares about us and our employees literally right underneath us.”

Exciting opportunities are on the horizon for Afidence in 2013, besides launching a conference and retreat center, Afidence is moving into the areas of Business Intelligence and OnPoint Executive Services. These days every dollar counts and that does appear to be why clients reach out to Bryan and Afidence—they trust him. If you are skeptical, maybe you’ve been burned by the IT provider one too many times, do your own research and check out their client endorsement section on the Afidence website at http://www.afidence.com/client-endorsements/.

About Afidence
Afidence is a Business Advocate and IT Consulting Company focused on aligning IT to the business needs of their clients through unbiased real time business solutions. A Microsoft Partner since 2001, Afidence has fast gained the reputation as the premiere “go to” business and IT consulting company in Southwest Ohio. An award winning professional services company, Afidence has been delivering transforming advice and people for over a decade.

For more information about Afidence, Inc. visit www.afidence.com or to schedule a meeting with Bryan Hogan, President, contact us at (513) 234-5822 or e-mail us at info@afidence.com.
NEW JOB POSTINGS

For more information about these jobs and other jobs, please visit https://www.technologyfirst.org/employment-exchange.html.
Upcoming Training:

**FEBRUARY**

**NEW FEATURED CLASS**

Java Programming for Mobile Application Development — Th, 2/21, 2/28, 3/7, 3/14, 3/21, 3/28, 4/4, 4/11, 4/18, 4/25, 5/2, 5/9, 5/16, 5/23, 5/30, 6/6, 6/13, 6:00pm — 9:00pm, $2,655/$2,390 for Technology First Members: This course will teach you the skills necessary to develop and publish mobile applications for Android in this 16-week Certificate Program of hands-on computer lab training.

**CompTIA Cloud Essentials Certification/Network Design and Management Package** — Need 2 students — M–W, 2/11–13, 8:30am — 5:00pm, $3,275/$3,148 for Technology First Members: The package includes two classes: Network Design and Management Package and CompTIA Cloud Essentials Certification. Network Design and Management gives beginners, IT managers, or other professionals a deeper understanding of network design, management, and associated technologies. Cloud Essentials Certification demonstrates what an individual knows about cloud computing from a business and a technical perspective and about moving to and governing a cloud environment. These classes are relevant to many types of IT professionals. Fee includes test voucher.

**MARCH**

**CompTIA Security+ Module 3 for CEUs** — Th, 3/7, 8:00am — 12:00pm, $199/$179 for Technology First Members: Need 3 students: This CompTIA Security+ Module is for those professionals who want to gain continuing education units (CEU) in order to renew their certification. The CompTIA Advanced Security Practitioner (CASP) course introduces you to advanced security implementations and strategies used for full enterprise implementations. It is also the main course you will take to prepare you for the CAS-001 exam. As an Advanced Security Practitioner, you must be able to apply security across all levels of an organization, not just at the networking and hardware levels. You may earn up to 40 of the 50 CEUs required for the CompTIA Security+ certification renewal using CompTIA Approved Quality Content (CAQC).

**Oracle 11g DBA (Oracle Administration)** — M–F, 3/18–3/22, 8:30am - 5:00pm, $2,978/$2,680 for Technology First Members: Need 3 students: This 5-day course is designed to give students a firm foundation in basic administration of Oracle Database 11g. In this class, students learn how to install and maintain Oracle Database 11g. Students gain a conceptual understanding of the Oracle database architecture and how its components work and interact with one another. Students learn how to create an operational database and properly manage the various structures in an effective and efficient manner including performance monitoring, database security, user management, and backup/recovery techniques. The lesson topics are reinforced with structured hands-on practices.

**CompTIA Network+ Certification** — M–W, 3/18–4/7, 8:30 - 9:30am, $2,177/$1,995 for Technology First Members: Need 2 students: Our CompTIA Network+ Comprehensive class is designed to provide in-depth understanding and the foundation you need not only to be productive on the job but also to be successful in more specialized topics and in your pursuit of vendor-specific certifications. Microsoft added CompTIA Network+ to their Microsoft Certified Systems Administrator (MCSA) program, and other corporations, such as Novell, Cisco, and HP Earning CompTIA’s Network+ certification increases your value in the marketplace.

**April**

**Oracle SQL Tuning for DBAs and Developers** — Need 5 students — 4/1–4/3, 8:30am — 5:00pm, $1,940/$1,746 for Technology First Members: A single inefficient query can have disastrous effects. A bad statement may overload all database processors. Improvements to SQL performance tend to be the safest changes you can make to an application, least likely to break the application somewhere else, and applications should have their high-load SQL tuned.

**CompTIA Security+ Module is for those professionals who want to gain continuing education units (CEU) in order to renew their certification.**

*Check out our website for reduced prices on Microsoft classes, register or see other offerings TODAY! www.sinclair.edu/technologyfirst*

**Contact Lillian Sullivan at 937.252.9787 or lillian.sullivan@sinclair.edu.** Not seeing a class you are looking for? Contact us today! Sinclair Workforce Development at 937-252-8787 or email workforcedevelopment@sinclair.edu

Did You Know?

Workforce Development’s Testing Center offers an extensive portfolio of selection, descriptive and predictive assessments and certification exams from respected online vendors including ACT, CDA, CLEP, EKetogenic, PM, Pearson Vue, and Prometric. Numerous companies, individuals and organizations frequently use the Testing Center for pre-employment screening, professional developmental planning and industry certification and credential exams.

Workforce Development also has a state-of-the-art facility that would be great for your next training event! The facility’s five computer training labs are fully equipped with the latest technology including the region’s only hands-on Cisco and Oracle Network Labs. Each room includes 24-26 networked student PC workstations with a flexible infrastructure to meet client’s needs. Or check out our flexible meeting rooms, perfect for your next off-site meeting. We invite you to experience the superior client service, state-of-the-art facility, and exceptional catering that is Workforce Development at Miami Valley Research Park! Conveniently located just minutes from I-675 and SR 35 in Kettering, Ohio, clients may reserve the facility for their own programs or partner with Workforce Development to provide targeted training solutions for their organization’s unique needs.

*Oracle SQL Tuning for DBAs and Developers — Need 5 students — 4/1–4/3, 8:30am — 5:00pm, $1,940/$1,746 for Technology First Members: A single inefficient query can have disastrous effects. A bad statement may overload all database processors. Improvements to SQL performance tend to be the safest changes you can make to an application, least likely to break the application somewhere else, and they help both performance and throughput, with no hardware cost or minimal cost at worst.

Applications should have their high-load SQL tuned.

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Mobile Responsive Websites For Companies on the Grow

- Responsive Web HTML5 and CSS3 Development
- Custom Apps Development
- Ecommerce Solutions
- Search Marketing
- Social Media Marketing
- Content Management Solutions
- 3D Modeling and Animation
- Video Production

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