Promoting Information Technology Growth

July 2014 Edition

Why Build Fiber to Homes in Dayton?

How to Tackle Your Big Data Challenges
Who Is Your “Team”?  
By: Steve Hangen

As I was growing up my initial impressions of the concept of a team revolved around sports. Baseball, basketball, football, and soccer shaped my early perception that the team was limited to my fellow players and coaches.

As I progressed into my high school years, my concept of the “team” started to expand. The team was no longer just the coaches and those fortunate enough to have been selected to compete, but also those additional people who also had some level of impact on the success of the team. People in such roles as statisticians, score keepers, team managers, cheerleaders, bus drivers and alumni that provided their expertise based upon past experience all became valuable components of the team.

As my involvement in group activities grew to include school project teams and becoming a member of the school band, my limitation of the team concept to the sporting world started to dissipate. However the importance of applying similar team approaches was very beneficial. Examples included defining goals for the team, defining roles for the team members, clarifying various leadership positions, developing plans, reaching out to people outside of the core team for assistance and adjusting the tactics based upon events that occurred during the execution of the plan.

Leapfrogging ahead to my business career, unfortunately I initially forgot pieces of what I had learned about the expanded view of my team. Once again I let my team concept reduce to that core group of coworkers/leaders within the company that were working together to accomplish an objective. The thought of enhancing my team concept to include a much broader contingent of people that could play key roles in the success of the team positioned efforts did not start sinking in until I started to put the pieces together around several shaky projects that became very successful due to teaming with a broad range of additional contributors. And interestingly enough, many of these people did not work for the same company as me.

Examples of my expanded “team” member concept were skilled consultants, hardware and software providers, mentors, local college/university expertise and IT/business people from other companies who had “been there, done that.”

That brings me to the point of this article… Who is your “team”? There is significant value in expanding your view of the team concept as it definitely affects the way that you interact with these people as well as your participation in activities that broaden your perspective.

Technology First could give your team a valuable boost. How can that be? By getting involved in group activities for the broad Dayton area IT community such as the CIO Council (definitely not limited to IT people with a CIO title), the CIO Council, the BI and Infrastructure Special Interest groups and frequent conferences. By participating, you can easily connect with others who may have assessed the same business function, purchased and installed similar hardware/software, and experienced the same issues, used suppliers that you are considering, dealt with career path issues that you sometimes don’t even realize until later. Plus I always encourage my team members to attend such events as well.

I used to consistently state that I was too busy to attend the activities that Technology First offers. Then I woke up to realize that I had fallen back into my earlier trap of limiting the definition of my “team”.

I have unquestionably determined that it is well worth my time to participate in such local and regional events, and reap rewards in ways that I sometimes don’t even realize until later. That brings me to the attendees that when I thanked the “team” that positioned me for this recognition, I was not limiting it to the commonly assumed definition… those that worked with me at WinWholesale.

The team from my perspective definitely consisted of those people, but also included a broad group of colleagues and friends from IT suppliers, local universities and Technology First members.

So think about it… Who is your “Team”? Who is your “Team”?

Steve Hangen is outgoing Technology First Board Chair having served from July 2012 to June 2014.
Why Build Fiber to Homes in Dayton?

By: Leigh Sandy, Founder at Extra Mile Fiber LLC

Does the Dayton region really need faster broadband, like the gigabit speeds that would be supplied from a fiber optic Internet to the home? Before answering this question, let’s look at what is available today in the region and then look at what would be different with a fiber broadband option.

There are two primary broadband providers to homes in the Dayton region, AT&T or Time Warner Cable. Both providers claim to have residential broadband service that peeks at between 45mbps and 50mbps download speed with around 5mbps upload speed. The availability of higher upload speeds are not an option. There are also many complaints on the Internet about users not getting the speeds they are quoted and concerns over their bandwidth being oversubscribed. These peak speeds are also subject to availability and not available to all neighborhoods. There are also neighborhoods where there is only one broadband provider option. There are even a few areas where there is no wired broadband provider available.

Pricing for these top packages are currently listed for $65/mo without bundling other services like TV or telephone. Pricing often involves contract periods and often increases following your contract period. You may have to threaten to switch providers in order to keep your lower rates, but that may not help in the future as these carriers ignore these threats to switch.

The quality of the broadband service varies widely by your provider and by your neighborhood. There does not seem to be any consistency in terms of how often there are troubles on the broadband connection. A recent nation-wide survey of homes (conducted by Michael Render of RVC LLC) reveals that reliability/service is considered important to 94% of the respondents. In terms of reliability, the survey reports that cable customers reboot their routers an average of 1.5 times per month compared to dsl customers rebooting their routers an average of 2.4 times per month. In terms of customer service, the survey reports that cable customers made an average of 2.1 service calls per year compared to dsl customers making an average of 2 service calls per year. In my own experience over the last 19 years assisting many broadband customers in the Dayton area, service calls to both Time Warner Cable and AT&T have been very frustrating and have often involved lengthy hold times. The quality of broadband is very inconsistent across the Dayton region. Some of you have great experience with broadband, but others have had bad experiences.

What would be different with a third broadband provider offering service speeds of up to 1gbps? It is very possible that packages from both AT&T and Time Warner Cable would get better for their existing customers in the Dayton region. For instance, the places where Google Fiber has launched or planned to launch their gigabit fiber service are now getting better options from their existing broadband providers. AT&T is offering a special service with speeds of up to 300mbps in parts of Austin, Texas. Time Warner Cable is providing 50mbps service to their customers currently paying for 15mbps service in Kansas City, and is providing free wi-fi to their customers in Austin.

Pricing for fiber broadband would remain competitive with existing broadband offerings, but may include higher speeds or better features. Google Fiber is currently priced at $70/mo for their gigabit service (1gbps down and 1gbps up) in Kansas City. Cincinnati Bell offers their 100mbps service (20mbps up) in parts of Cincinnati for $85/mo and have announced gigabit speeds coming this fall.

Fiber broadband is more stable and provides a better quality connection. The national survey shows that fiber broadband users reboot their router an average of 1.1 times per month and make an average of only 1.3 service calls per year.

The FCC currently defines broadband as any Internet service with at least 4mbps of download speed. However, many current video streaming services require 5mbps of download to operate well for HD video. The FCC is currently seeking public comments on their consideration to change the definition of broadband to something between 10mbps and 25mbps download. However, that would just barely cover Ultra HD 4K video streams that may require as much as 25mbps per stream. Although many homes still purchase separate video packages bundled with their broadband, the national survey referenced above shows that the overall bandwidth required in the average household is approaching 50mbps today (including this video bundle). This survey shows that almost 50% of people under the age of 35 receive at least 66% of their content strictly over the

(continued on page 4)
Internet. As more homes “cut the cord” and move to broadband only services and as more content becomes available in 4K video, the current peak speeds offered by current broadband providers will not be sufficient.

Would adding a fiber broadband provider benefit the Dayton region? This would potentially be a third option for many homes in the area. An option with potential speeds of up to 1gbps (1000mbps) for both download and upload. After researching what is happening in other areas of the country getting fiber broadband to the homes, I definitely believe that a third broadband provider offering fiber Internet to our homes would bring some measurable benefits to our community. The fiber broadband is increasing the values of homes and is encouraging startup businesses in the communities. The survey reports a total of 13% of fiber broadband users have a home-based business earning over $10,000 in extra incoming. The positive benefits of fiber broadband are being seen in all areas of these communities, including underserved areas and low income areas. You may have also seen the recent headlines regarding “net neutrality” and the battle between major broadband providers, like Verizon and Comcast, and content providers, like Netflix. The battle is over whether major broadband providers are throttling content speeds to get revenue on the both sides of the connection. Netflix has been compelled to enter into a special agreement to provide a separate “fast lane” for their customers receiving broadband from Comcast. Netflix even started posting ratings for your broadband connection for streaming that prompted complaints from Verizon. With Comcast in the process of purchasing Time Warner Cable, our area is poised to be right in the middle of the “net neutrality” discussion. A third provider offering service over fiber could help to ensure the competition that keeps “net neutrality” open for all content.

In 2010, our Dayton region joined over a thousand other areas in applying to be the first area to receive Google Fiber. We lost out to Kansas City and have not made the list of new metro areas being announced by Google Fiber or AT&T’s new GigaPower. Instead of waiting for another carrier, let’s bring fiber broadband to Dayton now and make a positive impact in our community and the surrounding region.
Heartbleed and SSL

By: Paul Moorman, IT strategist, New Page Corporation

Heartbleed is a security bug in the open-source OpenSSL cryptographic library that affected approximately 17 percent of the Internet’s secure web servers. It was exploited by sending a malformed heartbeat request with a small payload and large length field to a server. The larger length field was not checked against the actual length of the payload, so it returned up to 64 kilobytes of extra data, whatever was in the server’s memory, which very likely belonged to OpenSSL and potentially containing the servers’ private keys and user session cookies and passwords. To make matters worse, there are no traces left behind to determine if you’ve been exploited. To completely remediate the issue, each server needs to be patched, new certificates installed and all user’s passwords changed.

A simple way to test if a web site could be exploited is to use an online SSL scanning tool like Qualys’s SSL Server Test (https://www.ssllabs.com/ssltest). This tool runs in about one minute and scans for Heartbleed (aka CVE-2014-0160), the more recent, but less impactful, OpenSSL CCS vulnerability (CVE-2014-0224), and a long list of SSL configuration parameters, evaluating the validity of digital certificates, key strength, protocol support, cipher strengths and many others. It then summarizes its findings and assigns a letter grade from “A” to “F”.

According to their statistics for June 2014, about 26% of web servers get the “F” grade, 36% get a “B” and 29% get an “A”.

In my recent testing of Dayton-region web sites, three configurations issues account for most of the “F” grades. They are:

1. An Invalid or Expired Certificate. It appears that many web sites are actively used with the non-encrypted “http://” protocol, but were initially configured for encrypted “https://”, eventually forgotten and has resulted in an untrusted certificate. If a user would happen to use “https://” to access the site, the web browser will issue a scary warning urging the user to leave.

2. Support for SSL Version 2. This very old version is insecure and while it’s unlikely you’re actually using it since a user’s web browser that only supports SSL v2 will not work with three-fourths of secure web sites, it’s an easy fix to turn it off and eliminate all possibility of its use. If you’re under PCI rules, you must fix it.

3. Insecure Renegotiation. This issue allows an active man-in-the-middle attacker to inject arbitrary content into an encrypted data stream. While it doesn’t currently appear that anyone has found a useful way to exploit this, it’s also easy to remove the renegotiation feature.

My recommendation is if your site gets an “F” rating, fix it. Shoot for an “A” if your site deals with credit cards, personal information, interacts with government agencies or you’re under legal or regulatory compliance rules. Re-run tests at least yearly, but since it takes just a minute, monthly is not unreasonable. If you’re looking for a comprehensive set of good SSL practices, I suggest investigating these two sources:


Getting SSL right insures your data is private and trusted as it traverses the Internet, but it does not prevent other web site security issues such as SQL injection or cross-site scripting attacks. For a comprehensive evaluation of your web site, consult a professional security organization.

Paul Moorman, IT strategist, New Page Corporation. Paul can be reached at paul.moorman@gmail.com
The 25th annual Robert V. McKenna Memorial Scholarship golf Tournament was held on Friday, June 13, 2014 at Shaker Run Golf Course. The funds raised by the golf outing provide scholarships to deserving college IT students in Southwest Ohio and are distributed in partnership with Technology First.
A Disaster Recovery Discussion

By: Dayton Technology Group

Power outages can occur at any time. Some can be extended outages. Remember when the remnants of Hurricane Ike rolled through our area about 6 years ago? That event sparked an extended disaster period for many companies; for many it sparked an unknown period of disaster since many did not know when the power was going to be restored. This can become a serious issue and its possibility of happening again should inspire all of us to take some time to evaluate what happened and how we can avoid big problems in the future. Our weather is unpredictable and this event can happen again. What will these outages do to your business when it does?

Extended outages point to the importance of a solid and tested Disaster Recovery plan. Some of you already have these Disaster Recovery plans in place but these types of power outages spawn a new version of a "disaster" and a gray area in disaster recovery. These outages come with extended periods of unknown recovery. The worst part about the 2008 Ike event was not knowing when the power would be restored. This facilitated confusion on whether or not to declare a disaster or simply wait it out until the power was restored.

Most Backup and Disaster Recovery plans focus on 3 main areas: 1. Basic Existence: Protect your data existence with tape or off-site backup plans; 2. Short Term Disaster: failover or redundant services onsite; and 3. Long Term Disaster: Disaster recovery plans that planned for a long term outage.

There are times when it can be unclear when to declare a long term disaster. A lot of these long term outage plans require a multiple day turn around for getting services back up and running at hot sites or other locations. Doing so when power came back in a day or two would have meant your business would be down for longer than necessary.

This medium term disaster area should be considered and planned for. You should determine the risk your business is willing and able to take during these medium term disasters. This will help you determine if a solution to protect against this kind of outage is justified. It is an area seldom considered when constructing Disaster Recovery plans.

Some questions that should now be asked:
What would happen to the business if you suddenly were down for 2-3 days? Is it worth the risk that you could face in a medium term disaster to justify implementation of a plan for this type of medium-term disaster?

Should your current Long-term Disaster Recovery plan be redesigned?
How to Tackle Your Big Data Challenges

By: Anastasiya Combs, Manager Consultant for Sogeti

Since big data is still a new concept and a fast growing technology, one of the main challenges of building big data solutions is to find the right approach for a time and cost effective process that brings value to the business. Big data projects are driven by business, not IT, and should help answer specific questions as well as help discover new hypotheses. The more we learn the more questions we have. This means the solution should be very flexible and scalable and should be able to adapt to new technology quickly. This process requires constant collaboration between developers, analysts, data scientists and stakeholders.

How to get started:

Business goals, problems and questions should be the first area of focus in any BI solution. It is always good practice to prioritize these goals and questions and to start by defining the scope in a Proof of Concept (POC). One of the most important steps in this first stage is to have a data governance process in place. To answer most of these questions you will need to pull data from multiple sources such as ERP and CRM systems, but the definition of the same term can be different in each system, which can lead to discrepancies and misunderstanding. The result of the initial stage should include one well defined business question, a business terms dictionary and a data mapping document. Initial data analysis can be done at this stage and can give an idea of the complexity and feasibility of the process.

Data modeling and exploratory analysis:

Data modeling and building a data structure can be very confusing in a big data framework, particularly for developers with a RDBMS background who use a “schema first, data later” approach. With big data, new concepts such as “data first, schema later” or “data, no-schema” need to be learned. Another difference between data modeling in RDBMS and NoSQL databases is very high denormalization. The platform architecture and data model will depend on the type of data, data usage, nature of the analytics and performance and availability requirements.

With the Hadoop framework, data can be stored in a file system as a landing zone. The initial analysis can determine what data is available, how to extract it and how to store it for future use. For example, very large amounts of web log data can be stored in the Hadoop Distributed File System (HDFS) staging area and processed by applying map reduce jobs in order to extract valuable information which can be structured and imported into an existing data warehouse.

So, logical data modeling goes in parallel with exploratory analysis, can be done in multiple stages and should be very flexible. It is always good practice to present data through visualization tools which can help detect data anomalies quicker and prompt feedback from the business decision making team. This phase of the POC is the most expensive part of the process and takes about 80% of the time. Therefore, determining the smallest scope possible and frequent collaboration is very important at this stage.

Physical data modeling is driven more from performance requirements, nature of analysis, amount of data, availability requirements and budget. Data stored in memory can be processed 10 times faster than in a HDFS system, but it is not replicated. So, if a system failed during analysis, data can be lost if it is not written on the disk. Some big data vendors offer full in-memory data processing engines, but this also comes with a high price tag.

Data quality:

It only makes sense to perform a data quality assessment and data (continued on page 9)
cleansing after valuable data is defined, you want to avoid spending time on managing data you are not going to use for analytics. It is also important to find out how much "dirty data" you can afford. It is sometimes preferable to achieve only 80-90% accuracy rather than spend more time on cleansing the remaining 10-20%. Vendors like Datameer and Talend are now providing big data profiling tools with visual components.

Analytics and visualization:
Business questions and type of data will determine the type of analytics and the method of data processing. If you are dealing with multi-structured or unstructured data like web logs or external social network analysis, it will require some data discovery work. Before moving into complex analytics, exploratory analysis needs to be done and usually performed at the same stage as data modeling and data quality assessment. If your goal is to perform complex analytics like data mining, predictive and statistical modeling or real time analytics, then the level of complexity and performance requirements should be the primary consideration for the platform architecture and vendor selection. It is also important to test different visualization tools and techniques at the early stage and present it to stakeholders for feedback.

Security and encryption:
One of the main challenges in big data projects is designing, configuring and maintaining security. Beyond traditional security concepts like firewall protection, network security, authentication and access control management, you need to consider data encryption for sensitive information and privacy protection as well as continual verification of external data sources if data is pulled from outside the firewall.

Big data security needs to be constantly maintained due to new data sources and the fact that a combination of non-sensitive data sets can become sensitive information and violate the privacy of clients. Encrypting entire datasets can cause a performance drop of about 20% and also make analytics more difficult. It is best practice to focus on security at early stages of the project and include these considerations at POC. Failing to provide correct data protection at this level can lead to changing your architecture and big data vendor.

Conclusion:
Big data has no boundaries. There are so many options, vendors, questions and roadblocks that it is very easy to get side tracked and lose the scope of the project. To maximize the effectiveness, the POC should contain all aspects of the project life cycle. This includes the business question definition, data governance, data exploration, quality assessment, data modeling, security configuration, analytics modeling and visualization.

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Windows Security: Mobile Devices and Malware on the Rise

BYOD Blurs the Lines between Personal/Business-use of Devices Creating New Challenges for Windows Security

BYOD and Blurred Lines

With the advent of employees’ use of business PCs and the introduction of BYOD (Bring Your Own Device) in the workplace, the introduction of Malware into business has increased significantly in recent years. The fragmented boundaries of employee use of business systems for personal reasons has changed to include Web Surfing, such as, checking personal email, visiting Social Sites such as Facebook, browsing blogs and forums, and watching videos. Business and personal smart phones and tablets are increasingly being used in business environments with access to their wireless networks and network resources such as servers.

Metrics to Monitor

In consideration of the last Microsoft Security Intelligence Report Volume 15, the report looks at the details of Malware activity through the first half of 2013. This report generates metrics through Microsoft’s Malicious Software Removal Tools (MSRT) which is released during Microsoft’s Patch Tuesday every month and real time Microsoft security products. According to the report, the tool reports two types of information — the Infection rate and the Encounter rate. MSRT reports the Infection rate by a measurement called CCM or computer cleaned by mille. CCM represents the number of computers cleaned for every 1000 executions of the MSRT. The Encounter rate is reported by MS real time products which is the malware detected on a system but not necessarily active. The inactivity could be caused by intervention of Microsoft or Third Party antivirus software or other factors.

Infection and Encounter Rates

According to the report from 3Q 2012 to 2Q 2013, about 17 percent of the Microsoft PCs have encountered malware. MSRT detected Infection and removed malware from about 6 out of every 1000 systems it scanned for an infection rate of 0.06%. During this time frame, MSRT detected about 72% of the systems scanned had full time protection, 20% of the systems scanned were intermittently protected, and 8% had no protection. The report listed the following Infection numbers for Microsoft Operating systems per 1,000 systems with 32 bit and 64 bit system rates combined — XP SP3 – 9.1, Vista 5.5, Windows 7 – 4.9, Windows 8 – 1.6. The Encounter Rate was between 10% and 12.5% for business systems for this time frame.

Mitigating Threats

For business, the important fact is that the impact of malware to business can be mitigated by installation of firewall products, managed security service providers, and most importantly, user education. There are a number of network devices to scan and detect network traffic and email that could compromise your environment by blocking access to websites with known bad reputation and deleting emails that contain malware. Managed Security Service Providers can install software on your client systems that allow for monitoring for virus activity, real time reports of activity, and remote assistance for removal of any malware. By providing user education classes or access to online education material, companies can teach employees how to prevent problems with malware and the loss of time and productivity for business systems and personal devices.

If you would like to know more, contact Afidence to discuss ways to improve your business practices with an assessment of your current company’s network and user environment.

Paul Ferguson can be reached at Paul.Ferguson@Afidence.com or 513-234-5822.
According to a survey conducted by Edge Strategies, a leading market research firm, 50% of SMBs stated that cloud-based services are going to become more important for their operations. 58% of the businesses surveyed believe working in the cloud will make them more competitive.

Despite these sentiments, a Microsoft study reported that SMBs are losing over $24 billion in productivity annually due to the long-standing practice of assigning non-technical employees to manage a company’s IT solutions. The label this study gave these employees, those taken away from their primary business role to manage IT, indicates their services were probably conscripted: Involuntary IT Managers (IITM) — No kidding!

If you are a small business owner who has put your most tech-savvy employee in charge of IT, you are not alone. The Microsoft study (performed by AMI-Partners) reports that one in three SMBs rely on IITMs. An international phenomenon, this study covered nine countries in North America, Latin America, the Middle East, and Asia.

On average, IITMs lose six hours per week (approximately 300 hours per year) from their core job. While less than an hour a day per work week may not seem like much, it significantly negates the potential of their IT infrastructure acquisitions. Specifically, small businesses spend about $83 billion annually on IT and communications; paradoxically, they lose 29% of its benefits because of the $24 billion in lost productivity.

The study found that while some IITMs are confident in their technical skills, 26% indicated they do not feel qualified to manage IT. Of those who felt qualified, 30% characterized their IT duties as a “nuisance.” Six in ten of the IITMs want to simplify their company’s technology to lessen the burden of day-to-day IT management. To that end, they believe cloud adoption can help.

The SMBs (100 employees or less) in this study reported they are ready to shift more of their limited budget toward cloud solutions. While IITMs have concerns with the security and reliability of the cloud, its ability to integrate with their existing IT investments is paramount in their decision process. It takes a great deal of experience and skill to meld cloud into a business’s day-to-day operations. This is where US Signal and our partner relationships can help.

US Signal Cloud Hosting services provide the virtual compute and storage environments to host IT solutions and the data they generate. Our partners have the skill sets necessary to integrate, configure, and manage these environments. Plus, we provide support on a 24/7/365 basis and have devoted substantial capital (money and human) to make sure your data is transported and housed in a secure environment. As a result of our combined expertise, your business is essentially gaining a fully equipped data center with a highly experienced staff for a fraction of the cost of permanent one-on-site.

The more responsibilities off-loaded to US Signal and our partners, the less “involuntary” activities your staff is forced to do. Having IITMs fully engaged in the job they were hired to do will off-set the costs of outsourced IT because your personnel are in the right place doing the right job.

Mark Neistat is a Field Marketing Manager for US Signal. He can be reached at mneistat@ussignal.com
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15 CEO Council  
18 BI SIG  
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Technology First | July 2014
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Why invest time and money learning JAVA?

1. Wonderful community support
   The biggest strength of Java programming language and platform is the community of Java programmers. There is a strong support for beginners, advanced and even expert Java programmers. Java actually promotes taking and giving back to the community.

2. Excellent documentation and resources
   Java is known for its extensive documentation and resources. Not only can you look up code to learn what a method does or how to use a class, but it also includes learning materials and provides an excellent reference while coding in Java.

3. Java is an Object-Oriented Programming Language
   Java is an object-oriented programming language. Developing OOP's application is much easier, and it also helps to keep system modular, flexible, and extensible. Once you have knowledge of key OOP concepts such as abstraction, encapsulation, polymorphism, and inheritance, you can use all those with Java.

4. Java is Platform Independent
   In the 1990s, this was the main reason for Java's popularity. The idea of platform independence is great, and Java's tagline "write once, run anywhere" was enticing enough to attract lots of new development in Java. One of the reasons Java is the best programming language is that most Java applications are developed in a Windows environment and run in UNIX platform.

REGISTRATION INFORMATION

JAVA FUNDAMENTALS
   Learn how to create basic applications using the Java SE 7 programming language. You will also describe object-oriented concepts, Unified Modeling Language (UML) representation of object-oriented programming (OOP) concepts, and Java platforms and technologies.
   This course is designed for students who are looking for an entry into an application development or a software project management career using Java technologies.
   7/21-7/25, 8am-5pm, $3,250

DEVELOPING ANDROID MOBILE APPS FOR BUSINESS
   Learn how to develop and publish an Android app, focusing on developing business apps for tablets and smartphones that are compatible with a wide variety of Android versions and device layouts.
   This course is intended for a programmer or web developer who is new to mobile app development in Android. No Android devices are required in order to participate in this class.
   10/8-10/10, 8am-5pm, $1,595

UPCOMING COURSES FOR INFORMATION TECHNOLOGY

JULY
   Agile and Scrum Team Workshop
   7/14-7/15, 8am-5pm, $1,100
   Java Fundamentals
   7/21-7/25, 8am-5pm, $3,250
   Microsoft Project 2010: Level 2
   7/29, 9:30am-4:30pm, $250

AUGUST
   Professional Scrum Master Certification Training
   8/11-8/12, 8am-5pm, $1,795

SEPTEMBER
   Fast Track to Spring and Hibernate
   9/18-9/20, 8am-5pm, $2,875

OCTOBER, 2014
   Developing Android Mobile Apps for Business
   10/16-10/10, 8am-5pm, $1,595
   Professional Scrum Master Certification Training
   10/22-10/23, 8am-5pm, $1,295
   CompTIA Mobile App Security+ Android Edition
   (Exam A00-011)
   10/29-10/31, 8am-5pm, $1,295

All classes are held at Miami Valley Research Park, 1190 Founders Dr., Kettering unless otherwise noted. Call 937-252-9787 or visit workforce.sinclair.edu
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