Sign Up TODAY for the Taste of IT Conference

How to Protect Your Privacy Online
Survived and Thrived

By: Ann Gallaher, COO, Technology First

The Greater Dayton IT Alliance (doing business as Technology First since 2008), was founded in 1998 by the Dayton Development Coalition (DDC) with support from the state of Ohio, local governments and companies. A local industry study found a large number of IT professionals in the region that had gone unnoticed. The goal was to find out how to help grow the profession and industry.

The DDC created Ohio’s IT Alliance in 2000 in conjunction with the Greater Dayton IT Alliance and Governor Taft’s office. Ohio’s IT Alliance was a statewide Thomas Edison Center for Information Technology that was funded by the Ohio Department of Development. There were 6 regional offices in Cleveland, Cincinnati, Columbus, Athens, Toledo, and Dayton as well as a central office.

We were initially founded to solve the need for IT workers during the adoption of email as a form of business communication and demand for business to business website development in the raging 1990’s. Y2K was looming and the dot.com era was in full swing. The industry couldn’t find enough workers.

After September 11th, the dot.com bust and the outsource movement to India, the industry slowed down on manpower needs but was more interested in business development opportunities. In response, we created the Tech Source program as a B2B technology referral service. Through this service we have been able to match companies with technology needs to providers in the region that can help them.

Now, the workforce need has come full circle and there is again more interest in the future workers for the industry. Since all industries are dependent on IT infrastructure our work is ever more important.

In 2008, the Ohio Department of Development ceased funding the Edison center because the Ohio’s IT Alliance statewide group could not settle on a common program to provide measurable value (metric) back to the State of Ohio. The funding ended at the same time as the onset of the great recession which impacted most businesses and the US economy. This was also a period when MeadWestvaco and GM were leaving the area.

As a result of the loss of funding from the Ohio Department of Development and the economy struggling, each city with an OITA organization approached the change differently. Several cities shut down immediately, others changed direction and sought other state funding sources, and some were absorbed by larger organizations.

Today, Technology First is the only remnant of Ohio’s IT Alliance still serving IT professionals and their employers that is self-funded with a full-time staff. With the help of dedicated leadership both staff and volunteers, the organization has survived and thrived!
Luncheon Keynote

Data-Driven Marketing and the Digital Enterprise

Today’s digital, consumer-empowered landscape means one sure thing for organizations: the rate of change will never be slower than it is today. Leading brands seeking a competitive advantage will choose to transform themselves before their competitors and customers force that change upon them. And organizations who embrace data-driven marketing will create the most compelling customer experiences, keeping customers engaged and fueling sustained growth.

Reception Keynote

The Internet of Everything

The Internet of Everything is a global industry phenomenon, which brings together people, process, data, and things to make networked connections more relevant and valuable than ever before. Today more than 99% of things in the world are not connected. But it is estimated by 2020, 4.5 billion new people and 37 billion new things will have joined the Internet. In the near future, the growth and convergence of information, people, and things on the Internet will make networked connections more relevant and valuable than ever before, creating unprecedented opportunities for countries, industries and individuals. The network plays a critical role in the Internet of Everything — it must provide an intelligent, manageable, secure infrastructure that can scale to support billions of context-aware devices to facilitate data analysis and reporting.

Breakout Sessions

Driving Down Maintenance and other IT Related Costs
Presented by CDW

Detailed Breakdown of a Data Breach
Presented by McGladrey

Assured Failure: Five Mistakes that Guarantee Project Collapse
Presented by AfidenceIT

A New IT Operating Model through Application Value Rationalization
Presented by Forsythe

Experience the Open Source Revolution
Presented by Ardent Technologies

Open Source Software: Costs and Benefits
Presented by Taft Law

Cloud DR: Protecting Data is Protecting Your Business
Presented by US Signal

Criminal Investigations in the Workplace
Presented by PERRY proTECH

SDN (Software Defined Networking) — Where Does This Fit — A Practical Network Technologist’s View
Presented by NeTech

How to Print to Anywhere, from Anywhere and Still Have a Greener Workflow Plus Cost Reduction
Presented by Document Solutions

Enabling Access to Applications Through Mobile Devices — Things to Consider
Presented by Mapsys

The Smart Data Center
Presented by SIS

How to Make an Application Customer Centric
Presented by McGladrey

New Frontiers in Vendor Management
Presented by ServiceNow and Intreis

Intelligent WAN (iWAN)
Presented by Cisco

Software Defined Everything: Enabling the Datacenter of the Future
Presented by Dell

It’s A Service World After All
Presented by TW Telecomm

Why Move to Platform as a Service?
Presented by Sogeti

End of year promotion
90 days free from move-in and special pricing

Future-Proof
Up to 30KW per rack, multiple megawatts of capacity. Meet modular infrastructure

Transparent
Readline and historical analytics for your datacenter available on any device

Secure
“Steel vault” for your IT equipment

Sustainable
Concurrently maintainable infrastructure, Tier 8 design certified data center
How to Protect Your Privacy Online

By: Jeremy Galliani, Segue Technologies

The recent revelations about the NSA metadata collection practices, along with what seem like never ending reports of massive data breaches, have naturally put privacy at the forefront for many of us. You may be wondering what online privacy is and whether you should be concerned about profiling, fingerprinting, and other methods used by Advertisers, ISPs, Mobile Devices, and Law Enforcement agencies. How are users currently tracked online and what tools are available that can enhance online privacy in today's age?

What is Online Privacy?
Privacy, with regards to online activity, ultimately grants the user the right to have control over what information they provide, who has access to it, and protection over Personal Identifiable Information (PII). With the growing use of Social Media, Cloud Computing, and Mobile Devices, some experts actually argue that Privacy is a thing of the past. Undoubtedly, virtually everything we do or share online can remain there permanently. More and more users are willingly sharing information on Social Media sites, which can then be used by advertisers, hackers, and even law enforcement agencies for a variety of reasons. Having said that, it is really up to the user to take ownership of their online privacy. For those of you that heavily use Cloud-based services, the Electronic Frontier Foundation, a privacy advocacy group, put together a nice infographic that shows how some of the more popular services protect your data.

Tracking Users Online
A user's online activity can be tracked by Internet Service Providers, browsers, cookies and even Search Engines. While capturing your Internet browsing history does offer some benefits to users, it’s important to understand how this occurs and why.

Internet Service Providers
When you sign up for Internet service through say, Verizon, your home connection is tagged with an IP address. While the IP address can’t necessarily be tied back to a specific user, your IP address can be tied back to your geographical location, and even your address. Depending on the ISP’s Terms of Service (TOS), virtually all online activity you conduct online can be collected. The specifics of how this occurs is all stated for you in writing but, let’s be honest here, who reads all of the language in a TOS? It’s not only absurdly long, but it’s typically riddled with legal jargon making it difficult for most users to decipher what it means. The bottom line is that by accepting the TOS, which you really don't have much choice in if you need Internet Access, puts the user at an inherent disadvantage with regards to their privacy.

Browsers, Cookies (SuperCookies, Finger Prints)
By default, most browsers are configured to log your browsing history, in addition to storing cookies on your computer. Storing browsing history provides the user the ability to quickly load web pages they may have viewed in the past. The use of cookies really has two purposes. One — websites can better tailor search results for each user. Two — cookies can store login information for a specific site making it easier for users to access a site that requires a username and password (credentials won't have to be entered each time they visit the page). While both of these are convenient, they also pose a risk to your privacy should someone gain unauthorized access to your computer.

Search Engines
Most users utilize an online search engine while using the Internet. While the majority of search engine providers store search data as an aggregate, some providers store web history for individual users making their web history available on any device they use. For example, Google has this ability, and while not the default configuration, we can easily enable this setting. Again, from a convenience standpoint this is a nice feature but from an online privacy standpoint, I would avoid it if possible.

Tools to Enhance Privacy
Bottom line, all of that data compiled together can essentially be used to build a profile of you. To be clear, a substantial and growing number of users are not concerned about what they share or what providers do with their data. (continued on page 5)
their right. For those of you that do care, the tools below should provide you some options for increasing your online privacy:

"I’m slightly concerned about my privacy"
- Configure your browser to automatically clear history/cookies every time you close the browser or occasionally clear history manually—all browsers have this ability under preferences. It’s a good practice to occasionally clear your history regardless of how you feel about your privacy.
- Enable browser “private mode”. Most if not all browsers have a private mode which forces the browser to not log websites visited and prevents the downloading of cookies and other add-ons while browsing the Internet. Please note that private mode does have its limitations (find out more about them here).

"I’m really concerned about my privacy"
- Disconnect Me – A browser plugin that blocks cookies and third party cookies from tracking your online activity.
- Privacy Badger – A browser plugin available for Chrome & Firefox, similar to Disconnect Me, that blocks tracking across multiple websites from advertisers and other third parties.
- HTTPS Everywhere – A browser plugin that attempts to force the use of HTTPS on sites you visit. If a site you visit has a secure version available, the plugin will route you to it. Browsing a site through HTTPS is considered secure, as the session between your browser and the web server is encrypted.
- Do Not Track – A browser plugin that notifies websites you visit to opt out of third party tracking via a header. Whether websites support this request is still unknown.

"I’m Paranoid"
- Disconnect Me Search Engine – A tool that creates a secure VPN tunnel with which to secure your online searches and subsequent pages visited. The tool claims to make this data unavailable to both your search engine and ISP.
- Tor Browser – A tool offered by the Electronic Front Foundation that works similar to Disconnect Me Search, in that your online activity is done through a secure channel. However, the technology behind Tor is different. For starters, using Tor requires a Tor browser. Additionally, the Tor network routes traffic through Tor relays, which makes it extremely difficult to tie your online activity to even your IP address.

As you can see, there are several tools available should you be concerned about privacy. It’s really up to you to decide how to best balance convenience with privacy. I cannot deny that the some of the features offered by some online services have even forced me to sacrifice some privacy but I still do what I can to try and control access to my data.

For more information, contact David Hart, Segue Technologies at 513-907-6805.
Technology First Announces New Annual Partner

Taft/  

Since 1885, Taft has maintained a constant focus: to provide clients, both large and small, with legal advice and services that meet the highest possible standards. For more information on Taft, visit their website at www.taftlaw.com

With more than 400 attorneys, Taft Stettinius & Hollister LLP has offices in Cincinnati, Cleveland, Columbus and Dayton, Ohio; Chicago, Illinois; Indianapolis, Indiana; Covington, Kentucky; and Phoenix, Arizona, and maintains a presence in Florida. The firm practices across a wide range of industries, in virtually every area of law, including:

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- Environmental
- Health & Life Sciences
- Intellectual Property
- Labor & Employment
- Litigation
- Private Client
- Real Estate
- Tax

BLOGS

Business Process Simulator

By: Paul Moorman, IT Strategist, NewPage

Business Process Simulator is a simple business process simulation web app (also available in the Chrome Web Store) and can be used to model new business processes or optimize existing ones. Or handy just to document and share a process flow.
The office communication world used to be split into two primary areas — the phone and the computer. In that environment, synchronous communications, such as making a phone call, depended on one network like a private branch exchange (PBX) or a key telephone system provided by a local phone company. Asynchronous, or message based communications such as email, depended on a separate, non-compatible network like Ethernet. Two very complex systems, often controlled by different departments (maintenance and IT) and both with major costs associated with purchases, maintenance and upgrades.

In the 1980’s, before cell phones and mobile devices, voice mail systems were an important feature for mobile workers. Around 1985, email became more widely accepted in the workplace and voice mail service providers realized a need for email reading features. A major drawback to this solution was the reliance on the phone company to manage the system along with the expenses required for changes such as adding a new employee. Privatization drove the development of powerful software that increased usability and manageability. As companies deployed IP (Internet Protocol) networks in their environments in the early 90’s, they began to use this mechanism to transmit voice instead of relying on traditional phone networks. Some vendors used circuit packs or cards for their existing PBX systems to interconnect. Other vendors, new to the voice scene, developed equipment that could be placed in routers to transport voice calls across a company network. The termination of PBX circuits is often called Voice over IP (VoIP). This type of IP solution was software driven and eliminated the need for switching equipment at the customer site except for the equipment necessary to connect to the outside world.

The new technology was called IP telephony (ta-ˈλ-fə-nē). This allowed the phone to live on the network as another computer device. Transmitting voice now meant encoding the conversation and transporting it with RTP or Real-Time Transfer Protocol. The flood gates opened for advanced features by allowing other computer applications to communicate with the phone in a wide variety of ways.

The term unified communications, or UC, appeared in the late 90’s and is the integration of real-time communication service such as instant messaging, presence (online visibility to the availability of a co-worker), telephony, video conferencing, desktop and data sharing, integrated voice mail, email, SMS and fax. UC is not a single product, but a wide range of products that provide a consistent unified user-experience across multiple devices and media. UC also allows for integration through software to business processes.

I am fortunate to work for a company that not only implements cutting edge technologies for our clients, but also provides those same technologies to all of us at work. We definitely eat our own dog food. I can be on the phone with a client and open a chat with a colleague to help answer a question, instantly. There is no back and forth of voice mails or emails and no waiting. I can access the right resource at the right time.

I did an informal poll at our Sidney location that houses the IT/Networking team to find out their favorite part of having UC at work. The technicians nearly all chose instant messaging while others appreciate the web interface for online meetings either from our phones, video conference, PC/Laptop/Tablets or a combination all of the above in one meeting. Admin appreciate having a directory search right on their phone, and the sales team members appreciate a single number reach so their clients don’t have to remember their work number, their cell phone number or their email address — one contact rolls through all. My personal favorite is that I can retrieve voice mails left on my office phone from my cell phone at anytime from anywhere through my email and can save the file or forward it to a co-worker if need. It’s all on the network. “We have a plethora of collaboration resources” as one of our network design team members stated.

Aside from the obvious time and productivity benefits, UC is comprised of digital data that is transmitted through high-speed connections … it’s not only faster but it’s more secure. This connection allows for encryption of data coming and going so it keeps a message private and stored on the network. UC often lowers operational costs with reduced travel costs and windshield time driving to and from meetings, and provides network transport such as intelligent call routing and SIP gateways using a WAN connection that can manage other business applications too.

The legacy phone system has moved from a capital expenditure and now ties to the Internet of Things. Total Cost of Ownership comes from a different perspective. The expense of UC should be considered for the full anticipated lifespan of the UC solution – typically around 6 years.

According to Aberdeen Group’s study on the Total Cost of Ownership for Unified Communications published in 2012, the deployment of a UC solution should be based on the expected headcount at the end of the life cycle rather than the beginning. If you plan ahead and take advantage of lower cost per unit at larger deployment counts, you can potentially reduce the deployment cost. Additionally, Aberdeen Group found that 76% of IPT deployments had a concurrent LAN (Local Area Network) deployment and 53% conducted a WAN (Wide Area Network) upgrade. Both of these increase bandwidth and support a higher quality of service. UC requires ongoing support including maintenance contracts, software assurance, cost of service orders, systems management, power backup plans, training and time and labor associated with Moves, Adds, Changes and Disconnects (MAC-D). Communication systems now require a holistic view throughout the entire organization.

The enhancements in data security, employee productivity, customer satisfaction, and reduced operational costs realized by moving to unified communications allow businesses to map out a technology strategy that gives them access to current and future capabilities and the flexibility they need to support their success. I can’t imagine working without it.

You can contact Kathy at kvogler@perryprotech.com
Knowledge Management Leveraging the External Brain
By: Dan Luciano, Business Applications Practice Manager, Sogeti

We almost all now have one or more smart devices in our home from appliances to phones. These devices enable us to execute our personal lives with much more efficiency than ever before in our history while also making us smarter about how we perform tasks. My fridge reminds me when it is time to change the water filter. My smartphone tells me to leave for a meeting early based on traffic conditions. My search engine allows me to quickly identify the most hilarious cat video at a moment’s notice so I can share it with my friends on Facebook.

The age of consumer driven instant gratification around accumulation of knowledge whether trivial or critical is equally important in our business enterprises. Having the right information at the right time gives organizations a competitive advantage in how they execute towards business objectives. However, most enterprises still seek a "Knowledge Management Tool" that will upon installation instantly solve their organizational challenges.

Further complicating the landscape is that solutions often fall into categories that narrowly define what the enterprise truly needs such as:

- Search
- Enterprise Content Management
- Collaboration
- Analytical Reporting
- Enterprise Information Management

So how does your organization go about implementing knowledge management? Here are some guidelines to help.

- Understand job functions and information required by role
- Create communities to support electronic data sharing for similar job groups
- Understand links between structured (relational DBMS) and non-structured content (docs/images/audio/video)
- Encourage electronic social collaboration

By doing the above items, your enterprise can encourage employees to start building up the data knowledge you will need to drive analytics and search. However, by empowering communities, many employees will understand instinctively where to find important information or which peers can help them by viewing who is posting frequently. Suddenly, with a few simple tools and people based processes, the enterprise external brain takes off and the improvement cycles begin.

Source: http://www.accountingweb.co.uk/
Your Data is Telling You Something

By: David Mezera, President and Founder of DataYard

I found an article this morning through my daily cruise through tech news. I mentioned the company mentioned in the article, Codespaces, yesterday when I was talking with our management team. Codespaces was wiped out of existence by an attack that ultimately led to the near total destruction of their data. The timing is serendipitous because this article touches on some of the points I was trying to make about looking for anomalous data in the many streams of data we already have at our disposal, or could easily add.

From the article: “Every attack is a sequence of events.”

I’ll extend that: “Every system failure or security breach is a sequence of events.”

Failures are generally not atomic events. Systems aren’t 100% functional one instant, and down to 0% the next. Anomalous data is a bellwether that something different is happening, that something worth taking a closer look at is in progress. Not that something necessarily wrong is happening. You don’t know that yet. All you know is that something different is happening, a possible indicator of trouble on the horizon. You’re begging for trouble if you know you have an anomaly in progress and you ignore it.

A problem started to unfold with my car, and an indicator went off. I responded (added coolant to a leaky system), but that didn’t resolve the core problem. The indicator went off again, was ignored, and the problem got worse. If my wife hadn’t stopped the car immediately with the third indicator (smoke) the over temp could have warped the rods and destroyed the engine. Furthermore, the status of the indicator had an entirely different meaning based on the historical trend data of the particular Beetle.

Changing data is telling you something. Listen to it.

A Beginner’s Guide to Social Media Analytics

By: Kelli Chastonay, Director, Software & Services Solutions – IM, Security & Analytics for SIS

Social media has entrenched itself into the day-to-day lifestyle of populations all over the world. Whether it’s Facebook, reddit, Twitter, LinkedIn, Google+, or your favorite blog, the amount of social media content on the Internet is mind blowing. So, why is this important for your business? The opinions of people can help a company gain better insight into the desires of their current and future customers. Okay, that’s all well and good, but in order for an organization to tap into this enormous amount of information they need one basic thing: Social Media Analytics.

Social Media Analytics is the practice of gathering public sentiment and executing business strategy based upon the findings. So how does a person or business get started with sifting through this massive amount of data? First off, become familiar with some of the tools that are out there. IBM Social Media Analytics can offer great insights into how successful an article, campaign, or a simple post is on a given network. There are many tools available for your company’s benefit. Here are a few features of IBM Social Media Analytics:

- Population Analytics: Get to know who your social media campaign is reaching. Collect and analyze demographics, geographic points, and even behavioral tendencies about your audience. These pieces of information will help guide future social media campaigns and potential offers and products.
- Advanced Analytics Integration: Combine IBM Social Media Analytics with powerful advanced analytical tools, such as SPSS, to yield rich research and reports. Determining if changes in, for instance, a Twitter campaign may uncover successful patterns in your outreach.
- Social Media Impact: Tracking how and where your content is shared can be highly beneficial in finding successful marketing strategies.
- Technology First | October 2014

See more at: http://thinksis.com/blog/software/beginners-guide-social-media-analytics#sthash.Et5T8SMf.dpuf
Four Points to Consider When Choosing a Cloud Provider

By: Caleb Compston, US Signal

The numbers don't lie, cloud hosting is this decade’s cyber boom. In the past six months Business Insider reports that cloud hosting startups have received over 1 Billion dollars in startup capital. That’s billion with a major “B.” If taken by itself that figure would indicate the great new frontier of the cloud is ready for pioneering. However, with as many headlines as the cloud is receiving these days, there is a much darker side to the prairie. In the last three years, three major cloud businesses have closed their doors and the IRS reports indicate that at least three hundred small cloud hosting businesses have closed. These closures led many customers to lose their data completely. So what should you look for in a company to ensure your data stays not only safe, but online?

1. **Age of the company**
   With the sheer number of startups offering “budget-friendly” pricing, it can be tempting to move your data to the cheapest cloud possible. However consider this recent report from Forbes: 8 out of 10 businesses will fail within five years, and 5 out of 10 businesses will fail within their first year of operation. That’s a lot of hassle getting your data in and out of the cloud. Many cloud companies charge for outbound data, meaning you will be paying just to leave their cloud.

2. **Server infrastructure**
   Find a cloud hosting company and ask them what type of servers they run. My guess is you’ll receive a whole lot of nothing back. Many cloud hosting solutions lease from other cloud hosters, who in turn lease from another cloud hoster. It’s a very common setup that has plagued the virtual private server world since it’s inception, and is now becoming prevalent within the cloud hosting world. This results in uncontrolled server environments that your provider can’t touch. There is also the same issue that you run into with on-premise server setups: If you don’t have the documentation on server and component age, when do you need to change the hardware? Cascade this down several levels of hosters and all of a sudden you have random outages due to server problems that no one saw coming.

3. **Network infrastructure**
   You can have the best hardware in the world, but if it isn’t backed with a solid network connection what good does it actually do you? Having slow applications or a slow website often means lost business. Running simple PING and Tracert tests can give you an idea of how much lag time you might expect. You should also consider if your application will be just for your company or if a more geographically diverse set of individuals will be relying on it. The potential provider should be able to provide you with their connection points to other major networks. If they can’t, outside users may suffer even if your connection is quick.

4. **Support time**
   Unlike keeping your data in house, if there is a problem at the cloud facility you can’t go and fix it yourself. Run a test ticket and see what type of response time you get. Many companies claim to have top quality service, but you want to make sure they can back up those claims.
   
   The cloud is supposed to make life easier, and with the right provider you can gain immense benefits. US Signal offers a variety of cloud hosting solutions that can meet your needs. We are very proud of our highly available, diverse network. Our services are backed with excellent customer service and a wealth of cloud and network experience.

Caleb Compston
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Please contact Michelle Marek for more information 937.229.0054 or mmarek@technologyfirst.org

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Tech Thursday

Highlights from the last Tech Thursday

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MEMBER MENTION

Edaptive Computing Inc.—a software development company—secured a U.S. Air Force contract to develop tools to boost hardware and software security. The contract is with the Air Force Research Laboratory at Wright-Patterson Air Force Base and is Edaptive’s third military deal this year.

Lighthouse Technologies, Inc.—an onshore outsourcing company providing Rural Software Testing (a cost-effective alternative to offshore software testing) and Oracle ERP test automation and consulting services—has been ranked for the third consecutive time in the 33rd annual Inc. 500|5000 list. This year, Lighthouse ranks #2539 overall. Inc.’s exclusive ranking of the nation’s fastest-growing private companies provides a comprehensive look at an important segment of the economy — America’s independent entrepreneurs.

Teradata Executive Named One of Top Four Chief Technology Officers in US
Teradata, is a big data analytics and marketing applications company, announced today that Stephen Brobst, Teradata Chief Technology Officer, has been selected by ExecRank as the number four U.S. chief technology officer (CTO) for 2014. ExecRank screened over 2,500 Chief Technology Officers from among more than 10,000 CTOs in the United States. The top three CTO’s named for 2014 hold positions with Amazon.com, Tesla Motors, and Intel.

Do you want a blog site where everyone knows your name?
We hope so.
Technology First’s blog features members of Dayton’s IT community commenting and linking to posts that they find valuable. There are several new posts every week. Other ways that our community is getting interactive is our Twitter account @technologyfirst and our LinkedIn group.
If you would like to contribute to this blog, please contact Ann Gallaher at agallaher@technologyfirst.org.
Fall Events Lineup

October 24  Quarterly Event – Safety and Big Data
November 12  Taste of IT Conference
December 5  CIO Council meeting

NEW JOB POSTINGS

Network Engineer — Information Technology .......................................................... Sinclair Community College
SharePoint Architect .......................................................... Ardent Technologies Inc
Network Administrator/Engineer .......................................................... DataYard
IT Manager .......................................................... Montgomery County — Data Processing
Web Developer .......................... Bitstorm Web, a Division of TDH Marketing, Inc.
Technical Support Associate: Public Safety/Law Enforcement ........ Commsys, Inc.
Administrative Assistant (Channel Management Support) ........ Commsys, Inc.
Paid Web Development Intern .......................................................... Omnispear, Inc.

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http://www.technologyfirst.org/component/employment_exchange

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Technology First would like to thank and recognize its Board of Directors. They provide input into the strategic direction of the organization and actively lead working committees that drive our programs and services.
Monthly Featured Class

Professional Scrum Master Certification

Learn from the experts and take your career to the next level!

Offered through an affiliation with scrum.org, this course is the standard course developed by Ken Schwaber, the originator of Scrum. The Professional Scrum Master course covers Scrum basics, including the framework, mechanics, and roles of Scrum. But it also teaches how to use Scrum how to optimize value, productivity, and the total cost of ownership of software products. Students learn through instruction and team-based exercises, and they are challenged to think on their feet to better understand what to do when they return to their workplaces.

The course is created by and endorsed by Scrum.org, the international curator of the official Scrum agile process and is taught by a certified scrum professional trainer who has been rigorously assessed by Ken Schwaber (the inventor of Scrum) and the scrum.org committee.

Audience
Product managers, Product directors, Founders, Product VP, Program managers, Engineering managers, Product designers, Lead developers. Persons responsible for the successful use and/or rollout of Scrum in a project or enterprise.

Assessment
After class, attendees will have 14 days to take the Professional Scrum Master I online assessment, which consists of 80 multiple choice questions. If they score 85%, they will receive PSM I certification. The cost of the first attempt is included in the price of the PSM class. Subsequent attempts are $100 USD each. Students are also eligible for the PSM II
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