Technology First Leadership Awards Nominees

Taking Advantage of the Next Generation of Mobility
Building Dayton’s Workforce Pipeline

By: Ann Gallaher, COO, Technology First

The Digital Mixer was initiated to informally introduce current technology students to the local IT industry and potential future employers. Every year nearly 40 employers and hundreds of students have converged on the Apollo Room in Wright State’s Student Union to socialize and circulate.

Over the years that we have co-hosted the Digital Mixer with Wright State University, University of Dayton, and Sinclair Community College we have strived to have a “networking” feel to the event rather than your typical career fair. You know like a cocktail party without the cocktails.

In February, students from Sinclair Community College, University of Dayton, Clark State Community College, Wright State University and many others participated in this unique student and professional networking event. No company booths or banners were set up—just a room filled with conversation about the Dayton IT industry.

Technology First—with staff leadership from the Wright State University Soin College of Business—work together to organize and host this worthwhile program. Employers weren’t necessarily looking for interns or interested in hiring graduates—but were asked to send IT professionals at all levels and from multiple technical specialties to speak with the students. During the event they get to meet and greet students interested in learning more about starting or continuing their IT careers in Dayton. For those employers who are proactively hiring interns or new grads—resumes were provided featuring those students interested in possible job opportunities.

The Digital Mixer in conjunction with the Robert V. McKenna annual scholarship program—both sponsored jointly with Technology First—work together with employers and universities to retain outstanding students. Mark your calendar for February 2017! This is an event not to be missed.
Technology First Leadership Award Nominees

Technology First Leadership Award

The Technology First Leadership award recognizes the contribution of information technology students and professionals ensuring a vibrant Dayton community. Recognizing Individuals and Teams exemplifying Technology First Values: creating a community to share knowledge, grow business, and explore the future.

Categories:

**Emerging Technology Leader**

An IT college student or student team that exhibited excellence while delivering a capstone project.

Nominees:
- University of Dayton MIS / Mikesells Intranet Project
- Wright State University / Speedway 3-D Printing Project
- Sinclair Community College / Teradata Application Programming Project
- Wright State University / WinSupply Business Intelligence Project
- University of Dayton / Imagery Solutions Business Automation Project

Past Winners:
- Clark State Community College – 2015
- Hanen Alkhafaji, PQ Systems – 2014

**Best IT Services Company**

An IT company that has increased its investment in the Dayton region through revenue, jobs, or capacity.

Nominees:
- AfidenceIT
- Back to Business IT
- CRT Corp
- TEK Systems

Past Winners:
- Mafazo: Digital Solutions – 2015
- Lighthouse Technologies – 2014

**Innovative Technology Team**

A company or IT department that has designed and implemented an innovative use of technology.

Nominees:
- AfidenceIT SYNC Methodology
- Teradata Customer Services IT Knowledge Centered Support Project
- Midmark Customer Tracking System Project
- Red Hawk Technologies Development Team Web-based Telephony Application Project
- Boost Technologies LLC dba Shumsky Promotional Core System Project

Past Winners:
- University of Dayton Information Technologies – 2015 Academic
- Midmark – 2015 Enterprise

**IT Executive of the Year**

A senior level professional responsible for influencing progress and developing teams through leadership excellence.

Nominees:
- Jill Campbell, Director of IT, Heidelberg Distributing
- Brian Clayton, Chief Information Officer, Taft Law
- John Huelsman, Director of Information Technology, Hobart Service
- Srujal Sheth, President, Vana Solutions

Past Winners:
- Mark Human – 2015
- Steve Hangen – 2014
- Tim Hull – 2014 Community Advocate

**Outstanding Technology Team**

An IT department that has impacted the efficiency, productivity, and performance of their company.

Nominees:
- City of Fairborn—Infrastructure Project
- Midmark—Point To Point Encryption Solution
- Speedway—Speedy Rewards Agile Project
- Net Gain—Connectivity Project
- Taylor Communications—Consolidation Project

Past Winners:
- Hobart Service – 2015
- Lion – 2014
As the workplace expands further beyond the office, embracing mobility has become a necessity for businesses of all sizes. Mobility is no longer a one-size-fits-all solution, and your organization must maintain a comprehensive, flexible policy to account for technology advances and evolving user expectations. The new wave of options requires more oversight and presents challenges for IT, but the right strategy can greatly improve efficiency, productivity and employee satisfaction.

**Current workplace mobility trends**

Many businesses are implementing a hybrid mobility model to align with evolving employee demand. In this scenario, employees can take advantage of a “bring your own device” (BYOD) option, but a catalog approach is also available, with multiple company-provided devices and operating systems to choose from. With this hybrid approach, workers can choose whether they want corporate data on their device, or physical separation between their work and personal phone.

In building a catalog of choices, this approach actually creates a “choose your own device” (CYOD) option, creating choice for employees for their device and mobile support, depending on their needs and situation. To account for the different possibilities, IT must map different technology options for different user personas and different types of employees.

In addition to creating options, companies also have increased their reliance on IT to maintain a high level of data protection, application standardization and a seamless user experience across multiple devices. The new mobility demands require IT staff to take on additional responsibilities to manage multiple operating systems, and the various nuances between different devices and versions of mobile software.

Supporting multiple device standards (or no defined standard at all) requires additional complexity and burden at the corporate IT level, elevating it away from the employees. Users are typically only concerned with simplicity and the devices and apps functioning as intended. Across increasing levels of fragmentation, IT must ensure that corporate data is deployed and managed securely across all devices, and that the solutions are adding value to existing business processes and general productivity.

**The importance of a modern mobility policy**

A general enterprise mobility policy embraces advanced technology and reduces the reliance on working in a specific place. Without an enterprise policy, the perception, or possibly the reality, may be that the only place to work is in the office. Times have changed, and so have employees and their expectations. Your mobility policy must evolve to support the “work from anywhere” mindset that many employees are adopting, and that brings more efficiency to the organization.

A strong mobility policy can also protect your organization. For instance, some companies may think they have a thorough BYOD policy by simply enabling the technology, but actually have not created any human resources (HR) or security restriction policies to protect the data, and therefore, the liability of the company. A comprehensive mobility policy extends beyond data security to the liability for any deployed solutions. In other cases, companies will provide employees with mobility options, give users what they want and then back away. However, a true mobility strategy must include significant input and support from the legal, HR and IT teams.

**Mobility risks and challenges**

With breaches on the rise, data protection is very important; without the right solutions in place to protect employee or corporate data, as soon as a device leaves the building, any control stops. In many cases, corporate IT no longer has any visibility of data once it is downloaded onto the phone.

Any data security vulnerabilities could trigger compliance failures, especially in the financial services, insurance and banking industries. Several compliance requirements dictate that organizations must have control of any sensitive data that enters any type of device, regardless of the owner. In the event of a data breach, you won’t know if data has been lost or stolen unless you have full visibility into data on all devices that can access it.

An insufficient mobility policy could also cause personnel issues. With current employee expectations, the best talent typically won’t stay at a company with a subpar mobility policy. Technology has also become a key factor in campus recruiting, as new members of the workforce take innovation for granted and are dependent on technology. Companies suffer significant consequences because of outdated technology and processes, and they may not even realize they need to adapt to changing user demand. Users will find a way around policies, sometimes to the detriment of security, or they will find another company to work for.

**Implementing a modern mobility policy**

When developing a mobility policy, you must start with a high-level view of the departments that must be engaged and what the strategy seeks to accomplish.

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The technology selection comes later; if you start with technology first, it is extremely difficult to backtrack once devices are in the field and change how employees work by implementing controls and adding more protections.

Your organization must define its requirements up front, and establish employee expectations. Thinking through the policy from an HR and IT standpoint and what information should be secured on the phone is important before developing any type of implementation road map. Setting clear expectations helps show that you understand how critical mobile devices are and also helps garner trust when employees know that they are supported.

Implementing mobility solutions such as Microsoft’s Enterprise Mobility Suite (EMS) can integrate additional security, controlling everything from a particular email message to any attachments included. This platform includes single sign-on to different cloud applications, mobile device management and a higher level of information protection. Implementing EMS before enabling email and other work functions provides full visibility and control of company information on any device, allowing your organization to protect its data and audit against the desired level of access.

Unfortunately, many companies do not have the staffing or experience on staff to implement a thorough mobility policy. Consulting with an experienced advisor can help your business understand its needs and capabilities, involve the right departments, provide a barometer of the success of mobility strategies at peer organizations and map out a comprehensive strategy.

The future of mobility

The common technology structure with a desktop or laptop computer serving as an employees’ sole device is going away. Workers use smartphones as their primary device more often, especially if they travel frequently or work remotely. Tablets are also becoming more than just consumption devices with the integration of more robust software suites, and new hybrid devices provide the functionality of a laptop with the mobility of a tablet. As time goes by, employees may only go back to a desktop or laptop for significant document edits.

With employees wanting to use their own device, and with differences in mobile platforms and devices, the demand for mobile developers will continue to increase. Additionally, a new breed of talent is necessary to map applications and devices to user personas and businesses processes, while developing new strategies to increase efficiency through mobility.

The need for mobility is not going away; worldwide smartphone usage is projected to double by 2020, with 70 percent of the population utilizing devices. Therefore, you must carefully evaluate employee and organizational needs when designing a mobility solution and involve several different parties to increase security and reduce liability. Focusing on the strategy before the technology, and performing the proper due diligence first, can help develop a mobility approach that dramatically increases access and productivity.
An Opportunity in the Numbers

It is often said that there are 2 pieces to crisis: danger and opportunity. Natural disasters provide an interesting example of this philosophy. In an effort to help consumers prepare for the worst, Walmart studied consumer’s buying behavior to better stock their stores. Walmart found, unsurprisingly, that before a hurricane reaches land, items like canned foods, batteries, and flashlights saw a sales spike. However, other findings were more surprising, with two items seeing a 700% growth in sales: beer and strawberry Pop-Tarts.

Data, and the tools to make sense of it, lead Walmart to this discovery. In the past few years, capturing and storing Big Data has become a popular topic. While this was an important first step, it still hasn’t driven the value most organizations were looking for. Often, it seems to replace the problem of not having enough data with the problem of having too much data to make sense of. For small data and easy questions, a human can often discover the answers he/she seeks. However, as the data get bigger and the questions become harder, we need a better way to discover new insights: machine learning.

Machine learning finds new insights that humans couldn’t or wouldn’t find. It relies on powerful algorithms and large quantities of data to uncover connections that wouldn’t be seen otherwise. It powers everything from Amazon’s recommendation engine, to predicting future weather patterns, from the fraud alerts used by banks, to discovering new stars.

Microsoft has invested heavily in providing a first-class data science environment on Azure. Currently their most important offerings are Azure Machine Learning, Azure Hadoop, and Power BI. Azure Machine Learning provides an online studio for rapidly developing, testing, and deploying powerful machine learning scenarios. Azure Hadoop makes it easy to deploy and manage Hadoop environments by simplifying the process of setup and maintenance. Power BI provides a natively online visualization and reporting tool similar to Tableau. In this article, we will focus on Azure Machine Learning.

Azure Machine Learning offers a full featured, online environment for developing, deploying, and managing machine learning scenarios. It drives value by 1) enabling rapid and custom development, 2) allowing collaboration across the organization, 3) making deployment easy, and 4) providing a marketplace to buy, sell, and share best practices.

Rapid and Custom Development:

Developing a machine learning application on Azure is quick, easy, and highly customizable using Machine Learning Portal. Azure provides a drag and drop interface that provides most of the common machine learning algorithms and supports many different methods of sorting, filtering, breaking up, and applying data. Additionally, if the functionality you need isn’t provided, Azure Machine Learning allows you to incorporate your custom R or Python code.

Collaboration:

Machine Learning is inherently a collaborative effort, combining the knowledge and skills of the SMEs, analysts, and technology. Because Azure Machine Learning is a SaaS offering, it’s easy for individuals and teams to collaborate on the development of scenarios. This is even more important when your development teams are spread across the globe.

Easy Deployment:

After you’ve built your machine learning scenario in Azure, deploying your research into your application is just as simple. The most common method of deployment is to create a web endpoint out of your scenario. This provides a cross-language, cross-platform, and even cross-premises solution that can be easily integrated into your application or workflow.

Marketplace:

Additionally Azure Machine Learning supports a dynamic marketplace where you can buy, sell, and share your scenarios, models, and APIs. The marketplace already has a lot of great content, including text analytics like analyzing customer sentiment in social media, anomaly detection similar to financial fraud reporting, and recommendation systems comparable to Amazon and Netflix.

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This is a great opportunity for organizations that want to test out machine learning but don’t have access to the necessary talent to write their own.

**Conclusion:**

Data is everywhere and machine learning has quietly become integral to our daily lives. From digital assistants like Siri and Cortana, to smart thermostats and home security systems. Data is now the cornerstone to key business solutions and decisions. How will you use that key to unlock your business’ potential?

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Preparing for a breach can greatly reduce the cost of a breach according to the Ponemon Institute. Thus, insurers reward those organizations who have taken preparatory steps and implemented defensive measures such as an incident response plan and designated a team to execute that plan. An incident response plan will identify the actions that should be taken when a data incident occurs. Having an incident response plan can result in lower premiums.

Since securing cyber liability insurance is now a necessity for any business, the implementation of an incident response plan can result in significant cost savings both currently and in the future. The Ponemon study, which looked at the costs of data breaches, found that the average breach in the U.S. costs an organization around $6.5 million dollars. Other key cost-reduction factors include having an incident response team in place prior to a breach, along with employee training. Creating an incident response plan and having an incident response team to execute the plan reduced the cost of a breach from an average of $217 per compromised record to $193. However, involving third parties in response to a breach brought the costs up to $246 per record.

Cyber liability insurance is broken down into two main categories of coverage: third-party and first-party costs associated with a data breach.

First-party costs include the costs to the insured organization and are related primarily to restoring computer functionality, business interruption costs, and forensic investigations.

Third-party costs include fees paid to retained specialists for services related to litigation, responding to regulatory investigations and requirements, governmental inquiries, credit monitoring for impacted customers, public relations, notices and communications to consumers, customers, and other third parties, and other liability management issues related to the data breach.

The most informed way to purchase cyber liability insurance is to understand the risks to which your company is exposed. Part of the process of creating an effective incident response plan is identifying data that your company is collecting and the potential regulatory and compliance issues concerning that information. This process can then be used to purchase more targeted and effective cyber liability insurance by purchasing the coverage that best suits your company’s needs.

Furthermore, having an incident response plan in place and designating a team to execute that plan prior to a breach contribute significantly to mitigating data loss and the corresponding fraud and identity theft that follow an unauthorized breach of data.

In the final analysis, the most effective way to purchase cyber security insurance is after you have created and implemented an incident response plan, along with the other components of a comprehensive information security plan, so that you better understand what your insurance needs are and can enjoy lower rates because you have adopted best practices.
Protecting IT from the Inside, Out

By: Chris Patterson, Time Warner Cable Business Class

While the technology industry has experienced rapid evolution over the last decade, there is one constant still keeping IT professionals up at night: securing the technology innovations that connect today’s society. Particularly within the last two years, data breaches have impacted some of the biggest names in finance, retail, manufacturing, entertainment, technology services and more. Each breach not only jeopardized valuable, often proprietary data, it also tarnished the reputation and even hurt the bottom line of the victimized organizations.

The Great Debate: Securing Cloud vs. On-premises

Cloud adoption is at an all-time high with a recent IDG Enterprise Cloud Computing Survey finding that enterprise adoption of cloud applications has grown at a CAGR of 6.01 percent over the last four years; however business and IT leaders continue to site security as a barrier for new deployments or a primary concern for existing cloud-based IT.

In a recent IDG forum on Cloud Transformation, with leaders from VMware, NaviSite and Ceridian, participants agreed that making judgments about the relative merits of security in the cloud vs. security on-premises is a circumvent exercise with little value. The reality is that all environments are susceptible to attacks and with many threats stemming from human error, there is no real, foolproof solution. Hackers are becoming more advanced in their intrusive techniques and businesses must closely monitor their own data as if their networks and servers were stored and managed outside the confines of their organization. Today’s IT leaders must accept that workloads move between on-premise and cloud environments — safeguards must be implemented from one touchpoint to the next and everywhere in between to protect data throughout its digital journey.

Layering Security to Protect IT

One of the most tangible ways to look at cloud security is to focus on the various layers of your infrastructure that require protection, or as I like to call it, the “cloud security funnel.” If you look at a layered infrastructure model, all the way at the bottom is physical, next is network and at the top is applications.

- **Physical security:** In the past — when businesses were running data centers out of their broom closet — physical security was a significant issue, as these data centers were particularly vulnerable and accessible to anyone within close proximity. Companies recognized this risk and took appropriate steps in safeguarding the physical components of their infrastructure. Cloud was a key player in quelling physical security concerns as it centralized thousands of servers into one location, enabling them to benefit from enhanced security systems. With an advance cloud provider, physical security concerns can almost completely disappear.

- **Network security:** The next layer to consider is the network. As an industry, cloud and IT professionals have made strides in securing operating systems and basic networking. Many organizations today have the necessary antivirus tools, firewalls, access control lists and intrusion detection to safeguard against outside attacks. Additionally, the security architecture of today can include deep packet forensics, netflow analysis, network access controls, DDoS and scanners to provide even stronger security. Organizations today can look to a cloud provider to manage nearly every element of protecting the network — from patching to monitoring, and more.

Now that the industry has essentially locked-down physical and network security, we’ve moved our focus up the stack to cloud-based applications.

- **Application security:** As the cloud industry has better secured the bottom of the “cloud security funnel,” this has forced potential attackers to target higher up the stack. A trend we’re seeing is hackers tampering with custom application designs or impersonating users. As cloud security provider, Alert Logic, recently stated in their 2015 Cloud Security Report, “It is vitally important to secure and monitor internal applications for malicious activity, similar to securing a customer-facing application.”

Application security continues to challenge the industry; however businesses today can partner with an expert cloud security provider to implement tools, such as application firewalls, for added protection. Within the application layer, the emphasis should be on identifying vulnerabilities, log management, AV, patch management, mail/web filters, scanners and back-up. In today’s dangerous digital world, security-aware application design, dynamic and static application security testing, and runtime application self-protection — combined with active context-aware and adaptive access controls — are needed.

While technology and cloud innovations have enhanced security measures at every layer, businesses today must change their point of view from “Will I be hacked?” to “When will I be hacked and how can I lessen the impact?” The concept of “inside” or “outside” security is a thing of the past. Across all industries, recognition that perimeter defense is simply not enough, and that applications need to take a more active role in security, gives rise to a new multifaceted approach.
Can a project ever have quality as a constant when things change and time and cost presumed frozen?

A study published in Physical Review Letters, by physicists Radu Ionicioiu et al., confirmed “that the three apparently reasonable classical assumptions—objectivity, determinism, and independence—are mutually incompatible with any theory” (Zyga). Lisa Zyga discussed the three classical assumptions in her article, Could Classical Theory Be Just as Weird as Quantum Theory? Zyga indicated that “while any two of the three assumptions are compatible, all three are not.”

### Basic constraints: time, cost, and quality

Zyga’s article proves a perfect analogy to the basic constraints on project management. Projects are constrained by three elements: time, cost, and quality. Let’s associate project terms with the physics analogy to help see the parallels.

Most project sponsors will state hard constraints on all three, but in practice, only two of three can be honored simultaneously.

In traditional project governance, managing change and avoiding scope creep are in tight focus. However, I propose that the primary purpose of project managers is first to ask stakeholders which two of the three project elements are the most important. The second purpose is to inform them what impact will take place on the third element.

My experience tells me that most stakeholders will cling to time and cost over quality because quality is the most difficult to measure. Thus, timelines and budget become the mandate. Project managers are familiar with stern words like, “We need this on time and on budget. I trust you won’t let any quality slip.” I understand that project teams have to pedal faster from time to time. But in the end, are we so willing to let results vary? If we cannot assert that quality suffers when time and cost are priorities, we compromise integrity.

### Let’s perform an experiment

Now, let’s perform a thought experiment. We will see if a project can ever have quality as a constant when things change and time and cost are presumed frozen. Feel free to play along at home and see if you can break the “only 2 of 3” logic. OK, we’re in the middle of the project, and something changes. Already someone is doing something that wasn’t planned. Thus, to get all the planned activities complete in the allotted time, something is getting rushed. The quality is going to suffer. That quality slip can be as simple as a typo because proofreading was skipped. Such a simple slip then compounds into a misunderstanding. Sure, maybe nothing bad happens, but the door to quality compromise is now open.

The physicists in the article suggest that it seems most natural to drop the objectivity assumption. But as project managers, we should not allow sustained quality to be assumed when time and cost constraints are held fast in the face of change.

Thank you for reading, and let me leave you with this: I am a project manager. I work for AfidenceIT. And I think about quality constantly.
Many enterprises have hybrid environments where they run applications in legacy systems, on-premises private clouds and public clouds. According to Skyhigh Networks, organizations run an average of 545 services in the cloud. The hybrid environment model is becoming the standard for a number of reasons. Three big benefits are that it allows chief information officers (CIOs) to standardize their IT services, cut costs and provision applications faster.

However, when you run applications in the cloud, you give up some control over how they perform. You’re often at the mercy of internal or external cloud providers for your apps’ speed, security and availability. But relying on others for your apps’ performance simply won’t cut it. According to Riverbed, customers expect high availability and fast response times when they access applications, irrespective of whether they use computers, tablets or mobile devices. Your end user’s experience with the services you enable is rapidly becoming critical to your company’s success. In other words, poor user experience is bad for business.

Although many IT organizations monitor their apps’ performance, they often don’t have a clear view of what’s really happening. We’ve found that about two thirds of IT organizations are using a fragmented, technical domain-centric approach to performance management. With this approach, it’s difficult to view domain-specific events or connect the dots to see how your end-to-end services perform.

One big problem is that CIOs invest considerable resources to create performance transparency from the technical domains up to the service. However, you will achieve greater transparency if you start from the service and move down to the technical domain.

Consequently, these CIOs find themselves with a rich portfolio of tools but still can’t attain a “single pane of glass” view into their services. This can make it challenging to ensure high levels of performance and meet your service level agreements (SLAs).

As Riverbed states: “It’s your job to protect your end users’ experience—but that’s a tall order without a unified view of performance that puts your services’ health in crystal-clear focus.”

On the other hand, IT organizations that use a strategic, planned approach to monitoring need fewer tools. By implementing fewer tools — but in a deeper and broader manner — you can gain the visibility you need to proactively manage your end users’ experience. This approach will give you an enterprise-wide view of what’s happening with your apps.

**Why is Application Performance Management Important?**

Applications are becoming important IT services, since end users rely on them for their day-to-day tasks. This makes application performance management (APM) a key part of service performance management (SPM).

Here are four ways APM can benefit your IT organization:

1. **Gain Visibility Into Apps Across Your Entire Technology Stack**

   When properly designed and implemented, APM will provide you with the right levels of SPM transparency. You’ll gain visibility into how your applications are performing across your entire technology stack — whether they’re located in legacy systems, private clouds or public clouds. You’ll be able to monitor app performance for all your enterprise users — regardless of where they’re located or what device they’re using.

   This visibility lets you experience apps the way your end users are experiencing them. If a performance problem arises, you’ll see exactly where within your technology stack — including the network, servers, database, application code or end-user device — the bottleneck lies. With this level of diagnostic insight, you can address the technical root cause before your end users complain.

   When you proactively identify issues, you can determine whether changes in your IT environment are causing degradation in services. This helps your IT organization move from being a “fire fighter” to a “fire safety and prevention specialist.”

   This also improves productivity across the enterprise, as you can greatly reduce the amount of unplanned work that comes with service disruptions.

2. **Make Your IT Organization More Valuable to the Business**

   APM’s deep insights allow IT organizations to become more service-centric. The more visibility you have into your apps, the more you can ensure that your IT services meet the business’s SLAs. For example, you can use APM to provide real-time reporting on your service level compliance, demonstrating your commitment to service delivery.

   The context analytics that you gain through APM lets you measure how applications impact the business. This helps you service performance

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directly to the business’s financial results. This capability makes your IT organization more valuable - reinforcing your strategic role in employee productivity and customer engagement while also driving revenue.

APM will also provide you with visibility that allows you to make data-driven, service-based investment decisions. For example, since APM tools automatically gather performance data and track system resource utilization, you can gain deep insights into how your servers and infrastructure are consuming resources – both in and out of the cloud. This insight allows you to optimize your infrastructure spending, plan for seasonality, allocate costs and negotiate service contracts with cloud or hosting vendors.

3. Manage Your IT Costs

APM helps you manage your costs, as you can use its insights to better predict peaks and valleys in application consumption. You can also manage the capacity of your capital-intensive resources.

Taking a strategic approach to performance management and using APM tools may allow you to consolidate your technology-domain-centric tools. This helps eliminate redundancies and the need for specialized skills. It also can boost your efficiencies.

4. Take a Proactive Approach to IT Management

Extending your performance strategy into your service/application design and development phases can enhance your IT organization’s proactive management capabilities. For example, APM shows developers how their code is performing — whether they use agile or waterfall design processes. This helps them meet the business’ desired performance levels before they deploy apps.

APM can also help your IT operations team. For example, when they receive alerts about slowddowns in production, they can view up-to-the-second diagnostics that can help them troubleshoot. They can use these diagnostics to collaboratively resolve the problem without pointing fingers or assigning blame.

How to Get Started With Application Performance Management

When you take a strategic approach to service performance, you may want to consider: incorporating APM monitoring capabilities into the design of your services and utilizing APM monitoring tools during the design and development of your services.

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This approach will help your development team ensure their services perform as expected. It will also speed their revision cycles, so they can deploy services faster. And finally, it ensures that the service is ready to transition to operations.

How is your IT organization delivering services today? Are you using a proactive or reactive approach to ensuring application performance? How do you measure your applications’ impact on business results to make your IT organization more valuable?

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