

❖ Consultants in Minnesota ❖

March 1997

President's Letter

From: "RAYJ.GISKE"102430.315@CompuServe.COM

For those of you who missed the February meeting, you missed a good one. The evening produced at least several new ideas, new faces, and a new speaker.

Officers:

President: Ray Giske

Voice (612) 861-6054

VicePresident: Jerry Stiff

Voice(612)735-8001

Treasurer: Sheridan Timms

Voice (612) 937-2364

email DJVY54A@prodigy.com

Secretary: Ben Moyle

Voice(612) 933-2885

Fax(612)933-7764

Editor: Magne A. Hatlevik

Voice (612)631-1731

email DNFD92A@prodigy.com

With respect to the speaker... Robert J. Burkhart served as a substitute for Jerry Wallace, previously announced as the speaker on the topic of disaster recovery planning. Bob outlined his approach to disaster planning which 'involves more than preparing a project report to sit on the shelf'. It involves looking at and thinking about day-to-day activities and processes and determining ways they can be made more secure. Among other things, Bob is a master of acronyms; SAFE (Security Awareness For Everyone) or CRA (Critical Resumption Assumptions). According to Bob, everyone should be participating in 'Business Continuity Planning (BCP)'. By removing the hassle in the day-to-day operations, the 'recovery time' following a 'business interruption' can be minimized.

Several of the meeting attendees were attending an ICCA meeting for the first time. We, of course, are happy to have you and hope that you will continue to find the meetings informative and the company cordial. We look forward to seeing each of you often in the coming months.

The Minnesota Chapter ICCA Board met prior to the February meeting to review several issues and even made one or two decisions. The Board approved a recommendation by the Treasurer, Sheridan Timms, to charge a common price of \$20 for members and \$23 for non-members for the

monthly meetings regardless of location. Previously, the price varied somewhat by location because of differences in cost. In addition, the 1997 program schedule proposed by Jerry Stiff was approved. After some fine tuning, the full schedule will be published in the newsletter. Finally, the Minnesota ICCA Chapter has several standing committees which are in need of being populated with members. These committees, which include Communications, Education, External Relations, Government Relations, and Membership, are chapter level equivalents to committees which operate at the national ICCA level. With the exception of Membership, which is being chaired by Joan Barnes, I would be happy to hear from anyone interested in serving on one of these committees. Please contact me if you have interest or questions.

Bob Burkhart

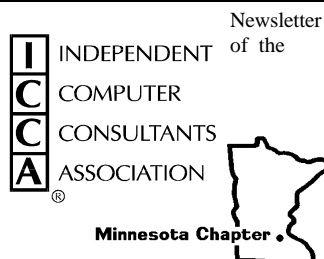
Business Disruption - planning

From: Gerald S Stiff jrstiff001@maroon.tc.umn.edu>

This is a recap of our February after dinner presentation.

The very next day on my assignment, a regular production review meeting asked about two real events. Each echoed Bob's topics from the ICCA meeting. (1) What would we do if: person A, B, or C (3 specific application experts) left our employ? This was posed because "A" was being "rotated" to a fresh challenge within the company. S/he would still be available, but limited. (2) What would we do if: such & so hardware took a major hit? This was because a small, quickly repaired hdwe glitch ate into a product delivery window by one day and temporarily degraded automatic telephone (IVR) inquiry.

Bob Burkhart phrased it very well. In disaster recovery, we probably think to insure against and defend against the whole shop being destroyed. But you really ought to discuss those things that could disrupt your business profitability. Plan to thrive, even during chaos. Thanks, Mr. Burkhart, for the presentation. Mr. Wallace, thanks for arranging this speaker.



1997 National Conference

Update

by Bill Buending

The small chart that Bill Buending, conference chair, attached to the podium February 18 announced that we were at Day 64 on our journey to the conference, with 123 days remaining. How time flies, whether there is fun involved or not.

Bill reported that he encountered technology conflicts in getting the new logo into a form acceptable to the National Office software. While WP(Win) 7.0 imported the ".eps" graphic with nary a hiccup, the NO's WP(DOS) 5.1 gagged consistantly. Converting the ".eps" graphic to a ".wpg" format resulted in the loss of half the graphic. Ain't technology grand? As this is being written, however, all is right with the world, logo-speaking. A quick trip to Kinko's converted the ".eps" graphic to a ".tif" format, which WP(DOS) 5.1 eagerly clasped to it's bosom (if that is not politically incorrect).

The Schedule currently calls for



[ed. note]

: A copy of the official logo was supposed to be printed here. Since Bill didn't get a disk to me in time for the newsletter to be printed, this is my substitute.

24 session hours over the two days of the Conference. And you thought that you would spend the weekend in fun and games. It should be obvious that there will be concurrent sessions, since it is so tacky to have you sleeping in class. Think of it this way. Each day, the morning will start with a 2-hour joint session. After the break, the two conference tracks will have concurrent 2-hour sessions. Following lunch, there will be another 2-hour joint session, a break, and the two concurrent 2-hour conference track sessions. The joint sessions will also be divided along the conference track lines, which is to be expected in a conference focused on balance. Whether the joint session precedes or follows the concurrent track sessions is irrelevant at this point.

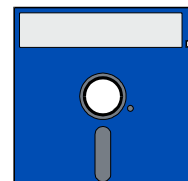
Bill indicated in his update that 3 speakers were in the fold, with others checking their calendars. It can now be reported that 7 speakers have accepted the challenge, covering at least 16 of the scheduled session hours. On the business side, we have such topics as intellectual property processes, on-line and written documentation, training the trainers, and. Providing some of the personal balance aspect are sessions on laughing our way to better health and investing for fun and profit. Three of the planned joint sessions fall into both camps. These sessions will cover dealing with chaos, managing professional service providers (accountants, attorneys, banks, insurance agents, etc.), and building positive relationships (focused on sales, but applicable to all types of relationships). Bill expects the remaining session hours to be covered within the next two weeks.

A special list of 171 consultants, gleaned from the Twin Cities Yellow Pages, will receive promotional materials regarding the conference. This is in addition to ICCA members. By the way, the Minnesota Chapter will also use this list in a proactive process to gain additional members. What a concept!

The brochure, including the reluctant logo, is coming along

nicely. Bill has reviewed the initial draft, containing the things that are real right now, and it looks great. The conference fee schedule calls for a Super Saver member fee of \$395 before May 2, an Early Bird member fee of \$425 between May 2 and May 30, and a full member price of \$575 after May 30. Each additional registrant from the member firm gets a \$100 discount from these fees. The "at the door" daily member fee is \$200, and \$150 for each additional member of the firm. Non-member conference fees are \$495, \$525, \$675, and \$250, respectively.

Bill indicated that the ball is rolling, and gaining momentum. It should be an excellent conference. Set your budgets and cash requirements schedules now so that you get yourself and others in your firm in at the Super Save price. When you are back in the office on Monday, June 23, you may be exhausted, but you will also feel a lot better about your business and yourself than you did the previous Friday. Count on it!



Tony Stocker, CPCU, CLU

By: Dick Kalin <dkalin@kalin.com>

To insure or not.

The speaker for the March ICCA meeting is Tony Stocker. His discussion topic will be the business insurance needs of the independent computer consultant, ranging from liability coverage for both general business and errors and omissions to comprehensive medical, disability and life.

Tony comes to us with a wealth of experience. Having been in the insurance business for the past 26 years. He has earned certification as both a Chartered Property Casualty Underwriter and a Chartered Life Underwriter, placing him in the top 10% of the country's insurance professionals. During the last 10 years as an independent agent affiliated with Farmers Group, Tony has consistently achieved inclusion in Farmers' prestige "Toppers" and "Presidents" clubs in recognition of his excellent performance. He is one of only six or seven in Minnesota to be classified as Farmers' commercial "gold card" agents.

During the past two years, Tony has increasingly become aware of our specific needs. He now has six or seven independent computer consultants in his list of active clients.

Please join us on March 19th at the Wyndham Garden Hotel for this opportunity to get answers to our insurance questions.

BenMoyle<73250.3064@CompuServe.COM>

ICCA Minnesota
Board of Directors

February 18, 1997 Meeting Minutes
(Draft, unapproved)

Board members Ray Griske (President), Jerry Stiff (VP), Sheridan Timms (Treasurer), and Ben Moyle (Secretary) were present. Joan Barnes (ex-President), Magne Hatlevik (Newsletter Editor), and Bill Buending (National Board member and 1997 Conference Chair) and Rod Pickard (Internet specialist) also attended.

Discussion of 'newsletter subscriptions' to non-members led to a decision to annualize them by renewing them to the end of the current calendar year, and adding new ones similarly, so that renewals and solicitations can be done hereafter once a year, possibly in common with the 'broker fair' (January meeting) mailings. These subscriptions are \$24 per year, and there are only a few of them currently, typically broker firms.

The proposed and tentative meeting schedule through April 1998, was presented by Jerry, and discussed. See attached.

Sheridan Timms presented an analysis of dinner meeting sites, noting a recent increase by Lido Restaurant and the resulting significant difference between Lido and the Wyndham Garden Hotel costs. The Board decision was to continue with the same sites and menus, but to average the costs to \$20 for members and \$23 for non-members.

Discussion of the National Conference was deferred to the general meeting.

There was discussion about communicating within the chapter more by use of electronic mail. This resolved to the fact that we need to get email id's from chapter members, and that we should add a 'page' for the chapter to the National ICCA

Internet 'web site'. Ben Moyle will solicit the email id's. Rod Pickard will look into the chapter page stuff, per outline in the November 1996 issue of "The Independent".

Bill Buending will send current copy of ICCA Minnesota Bylaws and ICCA Chapter Procedure Manual to all board members.

The meeting adjourned.

Ben Moyle
Secretary

ICCA MN schedule

Almost 1/3 of the members responded to a survey about the after dinner topics. As requested, more than one topic was usually indicated. Here is the resulting schedule for 1997 and early 1998.

DAY DATE	LOCATION	TOPIC	SPONSOR
1997			
Tue Feb 18	Lido	Disaster Recovery	Jerry Wallace
Wed Mar 19	Wyndham	Insurance Issues	Dick Kalin
Thu Apr 17	Lido	Business Writing	Ray Giske
Tue May 20	Mpls Conv Ctr	Strictly Business	Dinner after
Fri Jun 20	Airport Marriott	National Conference	Bill Buending
Sat Jun 21	Airport Marriott	National Conference	Bill Buending
Sun Jun 22	Airport Marriott	National Conference	Bill Buending
Sun Jul 27	Fort Snelling	Summer Fun	Joan Barnes
Thu Aug 21	Wyndham	New Ways to Office	t.b.a.
Tue Sep 16	Lido	Self Improvement	Gordon Schesel
Wed Oct 15	Wyndham	New Consultants Forum	Bill McTier
Thu Nov 20	Lido	Year 2000	t.b.a.
--- Dec	t.b.d	Holiday Fun	Larry Bremer
1998			
--- Jan	---	Annual Mtg / Broker Fair	Ben Moyle
--- Feb	---	Voice Systems	t.b.a.
--- Mar	---	Business Accounting	t.b.a.
--- Apr	---	Mktg /or/ Collab. Rel.	t.b.a.

Any of the "t.b.a." is an opportunity for you to sponsor a speaker. Contact Jerry Stiff to get the topic of your special interest.



From:



Meeting Reservations: Members may phone your reservation to Joan Barnes' office at 257-2570, **by 3:00 PM, Monday, March 17**. Non-members should mail this form to ICCA Minnesota, c/o Sheridan Timms, 6940 Tartan Curve, Eden Prairie, MN 55346.

Name: _____ Company: _____

Address: _____ City: _____

State: _____ Phone: () _____

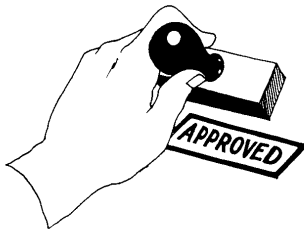
Grilled Flank Steak Member \$20 non-member \$23 x _____ = _____

Chicken Stir Fry Member \$20 non-member \$23 x _____ = _____

March Meeting Business Insurance

The next monthly meeting of The Minnesota Chapter of the Independent Computer Consultants Association (ICCA) will be on the evening of Wednesday, March 19, 1997, at the Wyndham Garden Hotel in Bloomington.

Tony Stocker will be the speaker on Business Insurance Issues. Social hour period begin at 5:30. Dinner is at 6:30.



Letter from a Reader.

From: "Joan Barnes" <jebarnes@igc.apc.org>
Subject: Great newsletter

I like the newsletter - a lot. I also like that it came out early (or on time, depending on your perspective). Two suggestions:

1. If you could print 'FIRST CLASS MAIL' just below where the stamp goes, some post offices would not let it sit around, and everyone would get their newsletter at the same time. Karl always argued that a first class stamp would mean first class handing. Maybe it does, it certainly ought to, but you know how that goes.

2. The other suggestion is that maybe you could put 'Call for reservations' on the 'Next Meeting' notice. Maybe it's not necessary, but two of the people who waited at the Wyndham when we moved the meeting to the Lido told me that they didn't know that reservations were required. It shouldn't be necessary because members know it and non-members should read that they need to mail actual money to make a reservation, but, again, you know how that goes. If you want to leave it as it is, that's fine - you're the boss. Thanks again for being ED. I hope it doesn't cut into your ski season. -Joan

[ed. note]

: Joan, for you I will make these changes to the format of the newsletter.



Next Meeting

Business Insurance

Wednesday, March 19

Wyndham Garden Hotel

4460 W 78th Street Circle 831-3131
(Bloomington; n of 494 & w of France)

Social Hour begin at 5:30PM

Dinner is at 6:30PM

For reservations call Joan Barnes @ 257-2570

FUTURE MEETINGS

April 17 - Business Writing
at Lido

May 20 - Strictly Business Expo
at Mpls Conv Ctr



5788 Lincoln Drive
Edina, MN 55436

Stamp

First Class Mail