



# THE *AFCEAN* OTTAWA *March 2007*

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## Yves St-Arnaud, President and CEO of Stay Technologies What IT Infrastructure Library (ITIL) really is and why get involved in IT Service Management (ITSM)?

*January PD Meeting Presentation*

## *PD Presentation Report*

The **Ottawa AFCEAN** is published by:

AFCEA Ottawa Chapter  
1 Stafford Rd., East  
Suite 197  
Nepean, On  
K2H 1B9

**Tel: (613) 721-6031**

**Fax:(613) 721-0092**

email:

[info@afceaottawa.org](mailto:info@afceaottawa.org)

Editor:

Bill Hawken

Tel: (613) 841-2912

e-mail:

[hawkenw@hotmail.com](mailto:hawkenw@hotmail.com)

AFCEA Ottawa Chapter's guest speaker for the January 2007 PD session was Mr. Yves St-Arnaud, President and CEO of Stay Technologies. Mr. St-Arnaud opened by mentioning that he had spent about half his career at DND in NDHQ. He said that his objectives were to: convey an appreciation of the importance of IT Service management (ITSM); explain ITSM/ITIL through a detailed example; show how to use ITIL to improve the bottom line of the Organization and provide a management view of ITSM. He said he would not give a technical or theoretical presentation on ITSM Processes but would go through an example showing how ITSM should be applied.

He stressed that all organizations do some form of ITSM. However, ITSM has never become a discipline. This is where ITIL comes in.

He explained that a key objective of ITIL is to align ITSM with business and that ITIL can be used to help improve efficiency and manage costs. However, rather than striving to reduce costs, the ITIL approach is to ensure expenditures are justified so that the issue of cost vs impact of failure is well understood.

He showed how the IT Service Management (cont'd. on p.2)

## Uncoming Events

March 6 <sup>th</sup> , 2007	Speaker: <b>LCol Bill Hawken</b>	Topic: <b>NAVWAR: EW and GPS</b>
April 3 <sup>rd</sup> , 2007	Speaker: <b>Mark Fabbro</b>	Topic: <b>Cyber Security Issues</b>
May 1 <sup>st</sup> , 2007	Speaker: <b>Maurice Chenier</b>	Topic: <b>Secure Channel</b>

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(cont'd from p.1) world is concerned with understanding the core services and service areas required in the service customer's and the service supplier's businesses and the relationships and communications between them. However, the main issue is not the service management per se but achieving business change through formalized IT management.

He cited three critical areas of ITSM: people, process and product. He then explained what ITIL is: while not a methodology per se, its aim is to formalize ITSM as a discipline through a process based framework whose purpose is to document best practices using common language. ITIL is owned by the UK Government and is in the public domain.

He used a diagram of a house to illustrate how all aspects of IT service and change management must work together to support the customer's business processes and objectives. He stated that the ITIL framework covers all of these elements, all of which exist in any organization's ITSM but are not as efficient as they should be. ITIL documents all of the various services and illustrates how they work together.

He then briefly reviewed the theory of ITIL/ITSM sufficiently to show the importance of ensuring that IT Service Delivery is in line with the organization's objectives, that senior management must be engaged in improvements and that a combination of "quick wins" and "pragmatic projects" is required for successful implementation of a full improvement program and a continuous cycle over a period of approximately three years.

He asked the question "Why invest in ITSM/ITIL" and answered by listing the questions that such an investment would help to answer, essentially illustrating the opportunities to provide better service at a reduced cost, normally much more than offsetting the cost of the investment. He then listed specific benefits that the process approach of ITIL/ITSM could bring to the military.

He then worked through an example showing how existing IT services and results can be measured and costed as a starting point to improvements. By setting a service process improvement goal and identifying the investments necessary to achieve the improvement, it is possible to quantify and justify both the expenditures required and the predicted results, so

as to demonstrate how the results will contribute to business objectives. The example illustrated that process improvements will generally both improve productivity and reduce required resources. Mr St-Arnaud's slide deck showing all of the figures will be made available on the AFCEA Ottawa website.

He then reviewed five main business objectives to which all ITSM service improvements should be linked: increase revenue of the organization; lower cost of operations; legal compliancy (political); better control/knowledge of service delivery; and increase morale of the organization.

He concluded by reiterating the importance of setting measurable goals, and using a proper framework, as offered by ITIL, in achieving them. He then took questions from the audience:

Q: How do you know you've picked the right objective?

A: You need to assess what are the hot issues within your organization, identify which objective would rectify this situation, then define which process contributes the most to achieving the objective to ensure you're going in the right direction, and ask the question "Where's the fault?" ITIL doesn't say for example that reducing X by Y% is a good thing, just that the possibility of reducing X is something you should look at.

Ottawa Chapter President Kelly Stewart-Belisle then thanked Mr. St-Arnaud for his presentation, giving him a one-year AFCEA membership and an invitation to the AFCEA Ottawa Golf Tournament as tokens of the members' appreciation.

*[Mr. St-Arnaud's slides will be made available on the AFCEA Ottawa website]*



Ottawa Chapter President Kelly Stewart-Belisle thanked Mr. St-Arnaud for his presentation

## AFCEA Canada Executive Breakfast Hears From The Canadian Forces Chief Force Development



We were privileged on 20 Feb 07 to have MGen Michael Ward, the Canadian Forces Chief Force Development as our guest speaker at the Executive Breakfast in the Rideau Club.

MGen Ward spoke of the three main priorities in the CF today:

1. Operations – Job #1
2. Expansion
3. Modernization/Transformation

While the first two are extremely important, he noted that we have had other speakers addressing these, so he concentrated on the activities to modernize and transform the Canadian Forces and the processes used to do this. One of the main issues that he discussed was the change to a command-centric environment where all of the force development efforts done by the Environmental Chiefs are being closely coordinated to ensure an integrated capability and its necessary support.

He outlined the role of the Chief of Force Development, his relationship with the Chief of Programme and the Capability Based Planning process, along with all of the challenges. He reviewed some of the current, near future and long-term capability development activities and gave a short description of the C4ISR Campaign Plan.

He summarized with the challenges of the future including:

- Maturing processes and CF/DND relationships
- Partnering with OGD, Allies, Industry through MNE, MIC, CWID and TDPs
- Evolving doctrine, concepts and lessons learned
- Reviewing and evaluating CF force development

MGen Ward concluded noting the importance of Associations like AFCEA in the development of the Canadian Defence posture. MGen Ward's entire presentation is on our web site at [www.afcea.ca](http://www.afcea.ca).

John Leech thanked MGen Ward on behalf of all present and presented him with a one-year membership in AFCEA as a small token of our appreciation.



Left to Right:  
Gilles Dupont, Chair and CEO of AFCEA Canada  
MGen Michael Ward, Chief Force Development  
Mr. John Watts, president General Dynamics Canada  
MGen (Ret'd) John Leech, AFCEA Canada Secretary/Treasurer

### *Reader Feedback and Newsletter Submissions*

In keeping with Chapter direction to bring more discussion to the areas of professional development and to broaden the scope of the AFCEAN newsletter, we would welcome your comments, articles and other contributions. All are encouraged to submit items of topical or general AFCEA interest (contracts and awards, promotions, upcoming events and courses) to the Editor for publication. Original articles which you the members may wish to submit or comment upon for publication are most welcome. Please take advantage of this opportunity to let AFCEANs worldwide know what you and your Chapter are doing. If you have any questions concerning the appropriateness of a submission please contact the AFCEAN Editor Bill Hawken at 841-2912 or [hawkenw@hotmail.com](mailto:hawkenw@hotmail.com)

**April PD Luncheon:**  
**Tuesday, April 3<sup>rd</sup>, 2007 at 12:00 noon**  
**Army Officers' Mess**

**Speaker: Mark Fabro, CISSP, CISM**

**V.P. Professional Services, Chief Security Scientist**

**Topic: The briefing will be a concise introduction to the cyber security issues in the control systems environment, will review historical issues and incidents, and discuss emerging mitigation strategies to help secure critical infrastructure information resources.**

**Cost:** \$10.00 government/military  
\$15.00 members' rate,  
\$20.00 non-members' rate

**To Register:** [www.afceaottawa.ca/](http://www.afceaottawa.ca/) or by email at [info@afceaottawa.org](mailto:info@afceaottawa.org)

**Deadline for registrations is Friday, March 30th, 2007**

**For more information please call 721-6031.**

AFCEA Ottawa Chapter wishes to express its sincere appreciation to ADGA Group for their outstanding support in providing web services for the past several years.



Ottawa  
Chapter



***AFCEA Membership Information***

For information about joining AFCEA, or to make changes to your membership profile (e.g. change of address), visit the AFCEA International website at [www.afcea.org](http://www.afcea.org) - click on "Join/Renew" or check the Portal.

If you should encounter problems, call 703-631-6158 or email [services@afcea.org](mailto:services@afcea.org).



**AFCEA OTTAWA  
ANNUAL CHARITY  
GOLF TOURNAMENT and DINNER**

**Location** The Meadows Golf and Country Club  
4335 Hawthorne Road, Gloucester, Ontario

**Date** Thursday, May 17, 2007 TIME: 9:00 a.m.

**Registration** Is open to all AFCEA members from Jan 29 until March 31st. Initially there will be a maximum of 4 foursomes per company. For example either 4 foursomes per corporate member company or four individual AFCEA members from the same company can register up to a total of four foursomes. The registration will be open to additional members from April 1st onward.

[Download the Registration Form here.](#)