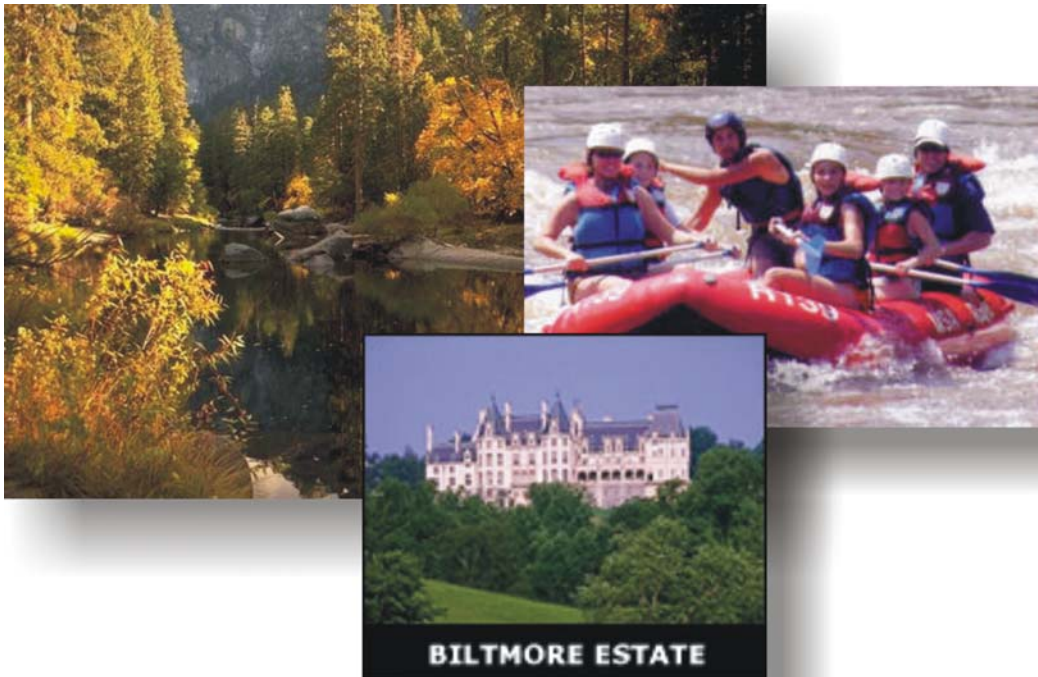


NCLGISA Fall Conference

September 28 — 30, 2005



**Renaissance Hotel
Asheville, NC**



Agenda

Tuesday, September 27

Dinner/Hospitality CIO School (Sponsored by Advantec/Trend Micro/Diskeeper)

Wednesday, September 28

- 12:00 Breakfast CIO School (Sponsored by Avnet)
12:00 Registration Begins
12:15 Lunch (Sponsored by Xiotech)
1:00 Welcome and Introductions
1:30 General Session
50 Years of Digital Government - Center for Digital Government — Rick Varn, Keynote Speaker
(Sponsored by Modis)
3:00 Refreshment Break (Sponsored by BOSS)
3:15 General Session
IT and Its Role as an Economic Development Driver — Kenneth M. Atkins and Wendy Pedraza
4:15 - 6:00 Vendor Appreciation Reception (Sponsored by SHI/Microsoft)
7:00 Dinner on your own
8:00 - 11:00 Discussion (Sponsored by EPlus)

Thursday, September 29

- 7:30 AM Breakfast (Sponsored by WynnCom)
8:00 Registration Continues
8:30 Concurrent Sessions
Track 1 - Technical Emerging Technology in Online Auctions, Ebay and GovDeals — Michael Crowell
Backup & Recovery — Walt Adams & Kyle Green, Symantec & Jason Parks
Track 3 - Management Growing Population & Its Effect on IT/IS Services — Shannon Schelin
9:30 Refreshment Break (Sponsored by Yorel)
10:00 General Session
Manager Panel Showdown Session — Kevin Fitzgerald
11:00 Refreshment Break (Sponsored by Yorel)
11:15 Concurrent Sessions
Track 1 - Technical Future Network Customer Service 24/7
Infrastructures — Rick Kurtz, Mike Basham, CIO School
4Front
Track 3 - Management "Small Shop" Management & Challenges — Jeff Brittan Gray Cassell, Ryan Draughn, CIO School
12:15 Lunch and Business Meeting (Sponsored by Cisco) — See Business Agenda, page 13
2:00 Concurrent Sessions
Track 1 - Technical Identity Management Digital Photography and Image Management — Bill Stice
— Rick Kurtz, 4Front
Track 3 - Management Finance Part II
— Larry Bergman
3:00 Refreshment Break (Sponsored by VC3)
3:30 General Session
Storage Management Alternatives Showdown — Kenny Knartzer, MPC; NetApp; EMC;
STORServer; Paul Clifford, Compellant
4:30 Adjourn & Committee Meetings
5:30 - 7:00 Dinner/Social (Sponsored by MPC and 4Front/DSI)
7:00 - 10:00 Entertainment by Superglide - The Carolinas' Favorite American Band (Sponsored by The Davenport Group and Compucom)
Entertainment Refreshments (Sponsored by AVAYA)

Friday, September 30

- 7:30 AM Breakfast (Sponsored by Lenovo)
8:00 Registration Continues
9:00 General Session
Lee and Rebecca Show Part 1 — Dr. Lee Mandell
10:00 Refreshment Break (Sponsored by Gateway and Hitachi)
10:30 General Session
Lee and Rebecca Show Part II — Kevin Kelley, Leslie Stanfield, Mike Crowell, Wendy Kuhn
11:30 Door Prizes
12:30 Adjourn

Speakers & Sessions

Richard Varn, Keynote Speaker

Center for Digital Government

50 Years of Digital Government

Wednesday, 1:30 PM



Richard Varn is the former CIO of Iowa. Prior to this service, He held the elected office of State Representative for four years and served as State Senator for eight years. During that time, he was twice elected Majority Whip, created and chaired the first Communications and Information Policy Committee, and chaired the Education Appropriations, Human Services Appropriations, and Judiciary Committees.

Varn left the legislature in 1994 to teach and be director of Telecommunications and IT Production Services at the University of Northern Iowa. He returned to state government in 1999 to create an IT Department and serve as its first director and as the state's first CIO.

Varn is currently president and CEO of RJV Consulting and serves both government and private sector clients. He also serves on the Board of Trustees and is vice-chair of the Audit Committee for the Educational Testing Service (ETS).

He is a member of the Harvard Policy Group and other advisory and research groups. Varn has received numerous awards and recognitions for his public service, including: being named twice to the Federal 100 in 1994 and 2003; the National Association of State Chief Information Officers (NASCIO) Outstanding Achievement Award in the Field of Information Technology for Iowa's Return on Investment Program; and the Award for Outstanding Support for Distance Learning by the Iowa Distance Learning Association 2001.

Kenneth M. Atkins

Executive Director

Wake County Economic Development

IT and Its Role as an Economic Development Drive

Wednesday, 3:15 PM

Mr. Atkins is currently the Executive Director of Wake County Economic Development, a program of the Greater Raleigh Chamber of Commerce, a position he has held since October 1997. Wake County Economic Development is the primary economic development organization in the county providing support and services for Wake County and its twelve municipalities. The goals of this program are the retention and expansion of existing Wake County businesses in addition to the recruitment of new companies that provide quality jobs for citizens of the region and contribute to a growing tax base for local governments.

Mr. Atkins brings twenty-four years of economic development experience to the Chamber having served as the President of the Catawba County Economic Development Corporation in Hickory, North Carolina from 1982 until 1997. Prior to that Mr. Atkins served as the Director of the Franklin County Department of Economic Development in Louisburg, North Carolina. Mr. Atkins received his Certified Economic Developer designation in 1988 and has served as President of the North Carolina Economic Developers Association, President of the Region E Development Corporation, and State Director of the Southern Economic Development Council.

A 1971 graduate of the North Carolina State University College of Management with a degree in Economics, Mr. Atkins also successfully completed the three-year program of work at the Economic Development Institute in Norman, Oklahoma where he received an Award for Outstanding Thesis. *Business North Carolina Magazine* recognized Mr. Atkins as one of North Carolina's top business recruiters in September 1994, and *Site Selection Magazine* recognized Wake County Economic Development as a "Top Ten Economic Development Organization" in the US for 2002 and 2003. A Raleigh native, Mr. Atkins and his wife now live on the campus of Saint Mary's School in downtown Raleigh.



Speakers & Sessions

Wendy Pedraza

Director of Research/GIS

Wake County Economic Development

IT and Its Role as an Economic Development Drive

Wednesday, 3:15 PM

Wendy Pedraza is currently the Research and GIS Director of Wake County Economic Development, a program of the Greater Raleigh Chamber of Commerce, a position she has held since October 2003. Wake County Economic Development is the primary economic development organization in the county providing support and services for Wake County and its twelve municipalities. The goals of this program are the retention and expansion of existing Wake County businesses in addition to the recruitment of new companies that provide quality jobs for citizens of the region and contribute to a growing tax base for local governments.

Mrs. Pedraza interned with Wake County Economic Development while attending North Carolina State University. After graduating Summa Cum Laude with a degree in Communication, she worked in Atlanta for a professional development firm before returning to Raleigh and Wake County Economic Development. Mrs. Pedraza is a member of Phi Beta Kappa, ACCRA, an association for professional researchers in economic and community development, and the North Carolina Economic Developers Association. Mrs. Pedraza and her husband live in Raleigh.

CONCURRENT SESSIONS

Track 1 - Technical

Walt Adams

Business Development Manager

VERITAS Software (A Symantec Company)

Kyle Green

Symantec

Emerging Technology in Backup & Recovery

Thursday, 8:30 AM

Backup & Recovery consistently remains at the top of IT/IS manager's priority list. This session is a vendor-generic presentation about new backup and recovery technology and trends such as continuous data protection (CDP), tapeless backups, automated disk backup, and how these technologies differ from traditional backup & recovery.

Walt Adams is the Business Development Manager for VERITAS Software (a Symantec Company) responsible for State and Local Government and Education for North Carolina and Virginia. Prior to VERITAS, Walt worked at Seagate Technology as a Storage Architect responsible for the enterprise storage architecture and strategy for both Seagate Technology and Seagate customers.

Track 2 - Trends

Michael Crowell

Jason Parks

Online Auctions, Ebay and GovDeals

Thursday, 8:30 AM

Local governments are no longer limited to selling surplus hardware at the traditional annual auctions. Agencies looking to sell surplus or confiscated equipment or purchase needed items at the lowest possible price are increasingly turning to online auctions. With new and creative possibilities like Ebay and GovDeals, innovative opportunities exist to leverage technology to turn antiquated hardware into budgetary supplements. Learn what others are doing with this resourceful new revenue and cost saving opportunity.



Speakers & Sessions

Track 3 - Management

Shannon Howle Schelin, Ph.D.

University of North Carolina School of Government

Growing Population & Its Effect on IT/IS Services Thursday, 8:30 AM

For City's and Counties throughout the nation, the population is growing very rapidly. To keep up with this rate of growth, local governments must be able to offer lean, reliable, and efficient service delivery to all of its citizens, including the non-English speaking communities. This presents many new demands where IS/IT services are concerned. This session will discuss some of these issues and offer suggestions and ideas for addressing this dilemma. Be prepared to share ideas, best practices, and challenges in this interactive session.

Shannon Howle Schelin (Ph.D., North Carolina State University) is the Director of the Center for Public Technology (CPT) at the University of North Carolina's School of Government. In her work with CPT, she designs and teaches the CIO Certification Program for local government IT professionals. Dr. Schelin also teaches in the Master of Public Administration program at UNC in the areas of research methods, program evaluation, and policy analysis.

Her teaching and research interests center on the human factors that affect the successful design and implementation of small and large scale information technology projects. In addition, she teaches electronic government and public management information systems, research methodology and statistics, and American and state and local government. Dr. Schelin serves on several federal, state, and local government committees to promote the effective use of technology in the public sector.

Dr. Schelin's research publications in the area of e-government and public sector information technology include *Humanizing IT: Advice from the Experts* with G. David Garson, numerous book chapters, and articles in *Social Sciences Computer Review* and *Popular Government*.

Shannon Howle Schelin, Ph.D.

University of North Carolina School of Government

Manager Panel Showdown Session Thursday, 10:00 AM

The Managers' Panel will feature three city and county managers and assistant managers. Each manager will offer an overview of their perspective on Information Technology and strategic investment in technology initiatives. Then, the managers will spend time talking to the membership about how to "sell" technology projects to senior leadership and elected officials. The session will conclude with a Q&A session from the audience.



Speakers & Sessions

CONCURRENT SESSIONS

Track 1 - Technical

Rick Kurtz

4Front Systems, Inc.
Business Development Manager, Network Security

Future Network Infrastructures

Thursday, 11:15 AM

Certifications: CCNA, CISSP #65338

Career accomplishments:

Original developer of Security Information Management (SIM) software, Private I, for Opensystems.com (now known as Network Intelligence Corporation). Created and Implemented 4Front Systems, Inc. network security practice. Designed, implemented and managed network security information management systems for several Fortune 500 companies. Designed and instructed International companies on the use of network security devices and SIM software. Performed network security assessments for numerous Department of Defense (DoD) agencies. Over 14 years experience supporting organizations identifying solving network security threats and attacks. Multiple network security device experience including firewalls, routers, VPN's, IDS and network access controls.

Rick is a strong supporter for actively monitoring and auditing network security devices. His expertise encompasses all network security vendors and into the strategic deployment of each device.

Rick has spoken at a number of network security events including the **Greater Raleigh Technological Showcase** and the **Government Technology Conference**.

Track 2 - Trends

Mike Basham

CIO School

Customer Service 24/7

Thursday, 11:15 AM

Citizen's service and demand for local governments is not limited to the traditional 8 to 5:00 guidelines of yesterday. Local Governments must meet the rising expectations of citizens by transforming the way they provide service while doing so at reduced cost. This change of the way services are delivered places new burdens and challenges for supporting agencies like IS/IT in such areas as security, staffing, training, and resources. This session will discuss the issues and challenges related to innovatively creating a transformation of the traditional services to shift the way governments manage citizen requests and how they are effecting local government today.

Mr. Basham is currently the Manager of Information Technology Services for the City of Wilson. He spent 15 ½ years with Wake County Information Services as a programmer, systems programmer, and IT manager. Between these two IT employs he spent 3 ½ years as a remodeling contractor in a family business.

Track 3 - Management

Jeff Brittan

Gray Cassell

Ryan Draughn

CIO School

"Small Shop" Management & Challenges

Thursday, 11:15 AM

Today's small IS/IT shops face many unique challenges. From being able to proactively work with limited resources to struggling to keep up with the current technology, effective shop management is the key to an organizations success. This session discusses the challenges small shops face and offers suggestions on how a small show can work within their limitations to use their small size to their advantage. Topics covered may include the importance of implementing standards, team building and training, the benefits of a help desk, and many others.



Speakers & Sessions

CONCURRENT SESSIONS

Track 1 - Technical

Rick Kurtz

4Front Systems, Inc.
Business Development Manager, Network Security

Identity Management
Thursday, 2:00 PM

Track 2 - Trends

Bill Stice

Technology Services Director
Town of Cary

Digital Photography and Image Management
Thursday, 2:00 PM

Bill Stice has done amateur and professional photography for over twenty-seven years. His professional photography includes portraits, weddings, and product photography for advertising. His amateur photography is primarily nature, and he has photographed over eighty national parks and monuments and has been published in magazines, textbooks, calendars, and other venues. He has served as the Town of Cary staff photographer for over fifteen years. He uses both film and digital cameras in 35mm format, medium format, and 4 x 5 large format. One of his current projects is photographing the Town of Cary facilities and historical homes for enlarging to 30" x 40" prints for the newly built Town Hall Campus.

Track 3 - Management

Larry Bergman

IT Director
City of Wilmington

Finance Part II
Thursday, 2:00 PM

IT Performance Measurement as it relates to budget, strategic planning, etc.

Larry Bergman has an MPA from UNC-Charlotte and a Biology Degree from ECU. He has worked at the State, County and Local levels of government and came to the IT world through the backdoor after working in other government fields including stints in analytical chemistry, research and planning, budget analysis, and town management.

Kenny Knartzner

Systems Engineer
MPC Computers

Storage Management Alternatives Showdown
Thursday, 3:30 PM

Mr. Knartzner is a Systems Engineer at MPC Computers, responsible for Technical Sales Support in the Eastern and Central United States focusing on storage and server products. Prior to his current position with MPC he was Vice President of Information Technology at Union Federal Bank in Indianapolis, IN. He served in that capacity for 9 years until joining MPC in July of 2005.

Speakers & Sessions

Paul Clifford

Compellant

Storage Management Alternatives Showdown

Thursday, 3:30 PM

In early 2001, Mr. Clifford created the vision for The Davenport Group as one of the co-founders. He has over 30 years of business experience and the past 25 years have been specifically focused on technology and its implications on the business world. With this background, Mr. Clifford is a noted speaker on the topics of Disaster Recovery and IT Infrastructure. Before establishing The Davenport Group, he was a senior executive with XIOtech, Inc., where he was responsible for developing and managing the executive briefing center at the corporate headquarters.

From 1997 to 1999, Mr. Clifford acted as an independent consultant to multiple businesses and industries utilizing his experience and background in technology and the telecom field. Also, during this two-year period, he toured the USA and Canada on his motorcycle.

Speaker, Net App; **Speaker**, EMC; **Speaker**, STORServer

The Lee and Rebecca Show

A tradition at NCLGISA Conferences, the Lee and Rebecca Show offers attendees up-to-the-minute information on statewide IT topics of interest to local governments: IT legislation; state-level IT projects, including human services automation; homeland security issues; state IT contracts and procurement issues; state IT policy development and the work of state-level IT boards and committees; upcoming IT conferences and training opportunities; joint technology projects and initiatives; changes in ITS services and rates; and more.

Lee M. Mandell, Ph.D.

Director of Information Technology and Research
North Carolina League of Municipalities

State & Local IT Updates

Friday, 9:00 AM

Dr. Lee Mandell has been with the North Carolina League of Municipalities since 1988. As Chief Information/Chief Technology Officer—in addition to managing the planning, development, and operation of all League information technology systems—he develops and implements the League's information and telecommunications technology policies and strategies on behalf of League members. This includes advocating the municipal perspective on information technology issues at the state level as a member of the State's Information Technology Advisory Board, e-NC Authority Commission, CIO Council, Geographic Information Coordinating Council, and other state-level groups. He has a Bachelors of Science degree from New York University and received his Masters and Ph.D. from the University of North Carolina at Chapel Hill, concentrating in communications research theory and methodology.

Rebecca Troutman

Director of Research & Public Technology
North Carolina Association of County Commissioners

Rebecca Troutman is in her 14th year as director of research & public technology with the North Carolina Association of County Commissioners, a nonprofit advocacy organization of all 100 counties. Rebecca is the principal coordinator on federal issues for the Association, and serves as a county advocate to the General Assembly. She represents county governments on state information technology commissions, policy boards, and advocacy councils. Rebecca is also responsible for analyzing tax, finance, and expenditure impacts, and manages special projects in human services and revenue maximization. Rebecca has both her BA in Political Science and MPA in Public Administration from NC State.

Rebecca will be absent this year. Filling in for her are: **Kevin Kelley**, NCFast Business Manager; **Leslie Stanfield**, New Hanover IT Director & CJIN Board Member; **Mike Crowell**, Salisbury IT Director & NCLGISA CJIN Board Representative; and **Wendy Kuhn**, Director, Customer and Public Relationship Management, ITS.



Agenda for Business Meeting

Opening and Invocation
Treasurer's Report
Member Emeritus

Neal Smith
Susan Lowman
Neal Smith

Russ Goff, Wake County
Sam Owen, Winston-Salem

CIO School & CPT
NCLGISA Classification and Contract Proposal
Recognition of Jim Northup
Report from the Nominating Committee

Shannon Schelin
Earl Bunting
Neal Smith
Neal Smith

President
President-Elect
Treasurer
Secretary

Dante' Patterson, Lincoln County
Earl Bunting, City of Jacksonville
Susan Lowman, Catawba County
Susann Thompson, New Hanover County

Discussion of Full-time Support Position for NCLGISA/SOG/CPT
Announcement for Upcoming Member Scholarship
Proposed Budget - July 05 — June 06
Membership Goals
Spring and Fall 2006 Conference Plans

Dante' Patterson
Dante' Patterson
Susan Lowman
Dante' Patterson
Dante' Patterson



Member Emeritus

Russ Goff

Wake County employment dates:
9/21/1987-12/29/2000 IS Director

Prior work history:

4/61-4/69: Programmer Analyst-Convair Division of General Dynamics, Cocoa Beach, Fla.

4/69-1/83: Director of Data Processing, Brevard County, Fla.

1/83-6/86: Assistant County Manager, Brevard County, Fla.

6/86-9/87: Director of Administration, Smith Anderson Law Firm, Raleigh, NC

Education: 1960 Bachelor of Arts-History/Political Science; Bates College, Lewiston, Maine

Wake County Highlights:

- ◆ Brought Lotus Notes email, calendaring and application development to Wake County-bleeding edge when implemented under his leadership, grew to maturity, still in use today
- ◆ Developed formal, published Strategic Information Services Plans in late 1990's with regular updates providing roadmaps for the use of technology in County business; pre-cursor for IS Business Plans used today
- ◆ Father of "Wake Net"-wide area network connecting all of Wake County municipalities to the County with the County serving as their ISP, used to facilitate the exchange of information-originally in the area of public safety and law enforcement and then spread to other uses
- ◆ Key player in the NC Property Tax System offering through the NCACC and IIS-worked with the Wake County Revenue Director, members of NCACC and the application developer, IIS, to create the opportunity for other counties in NC to share coding work done for Wake County by IIS to reduce their overall costs and provide them with a state of the art property tax system; offering is available to all NC counties through NCACC
- ◆ Active supporter of NCLGISA-participated on listserv on a variety of topics, gave presentations at conferences, encouraged staff to participate and share ideas
- ◆ Active supporter of MIX-Metropolitan Information Exchange group consisting of IS Directors/CIO's of cities and counties with populations in excess of 100,000

Known as an enthusiastic, visionary leader. Kind, caring and compassionate person who believed in the importance of good governance and the value of being a public servant. Had a wide view of the local government and saw technology as a means to advance the work of the county for the betterment of the community.

Sam Owen

Sam Owen retired from the City of Winston-Salem in 1998. He was the Director of Management Information Systems and Services for most of his 30+ year career with the city. Sam lead a staff of programmers and systems support staff in a Unisys mainframe environment that, in the early years, was consolidated with the County and Schools. Under Sam, the City purchased separate Unisys mainframe equipment to reflect the growing and unique needs of the City. The City also developed separate systems for the City of Winston-Salem Police department.

Sam Owen was one of the founding members of NCLGSA and was president of NCLGISA in 1977-1978. He and the City of Winston-Salem contributed in many conference presentations, leadership roles in NCLGISA, and support roles for other Cities and Counties.



Vendors & Sponsors

Advantec

Established in 1994, Advantec Global Services Inc has grown into a strong regional systems integrator by helping clients solve business needs in four key "focus" areas: 1) Security 2) Thin-client/Server-based Computing; 3)Storage/High-Availability; and, 4) Infrastructure. Our mission is to provide sound technical solutions for today's business challenges. This ranges from being the complete outsourced IT department for a client to augmenting the in-house staff for a specific area of specialization. Our goal is to provide the best overall value for services in the technology sector. (www.advantec.us)



Trend Micro Incorporated is a global leader in network antivirus and Internet content security software and services. Founded in 1988 by Steve Chang, the company led the migration of virus protection from the desktop to the network server and the Internet gateway, gaining a reputation for vision and technological innovation along the way. Trend Micro focuses on outbreak prevention and providing customers with a comprehensive approach to managing the outbreak lifecycle and the impact of network worms and virus threats to productivity and information through initiatives such as Trend Micro™ Enterprise Protection Strategy.



Diskeeper Corporation was founded on July 22, 1981. During this time, the company has logged many technical achievements in the VMS and Windows industries with products like Diskeeper. For 19 years the Diskeeper automatic defragmenter has lead the industry in defragmentation technology - a fact which is confirmed by the 231 awards received by Diskeeper in 2004 alone. Originally released in 1986 for the Digital VMS platform, Diskeeper became the first and original "Set It and Forget It"® automatic disk defragmenter for the enterprise.



Avnet Enterprise Solutions specializes in Network Lifecycle Management solutions for IP Communications, Security, Wireless and LAN/WAN. The company leverages its unique suite of technical and financial professional services to optimize a company's network performance and security posture. Avnet Enterprise Solutions integrates hardware, software and services from industry leaders including Cisco, Tandberg and Websense, utilizing its assess, design, implement and manage methodology for full lifecycle solutions . Headquartered in Tempe, Arizona, Avnet Enterprise Solutions (www.es.avnet.com) is a division of Avnet, Inc. (NYSE:AVT). Avnet generated more than \$10 billion in revenue in fiscal 2004 (year ended July 3, 2004) through sales in 68 countries.



Xiotech was founded with the express goal of taking innovative storage technology and making it easy to use. By challenging traditional storage networking design, Xiotech has continuously demonstrated technology leadership, chalking up an impressive array of innovations, culminating in Magnitude 3D—the industry's first distributed clustered storage solution. Today, Magnitude 3D storage solutions continue to deliver on the fundamental Xiotech promise: to make the customer experience "as simple as possible."



Vendors & Sponsors

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Modis, Inc. is one of the world's largest and most respected providers of Information Technology Resource Management services and solutions. ITRM is defined as deploying human intellectual capital to meet an organization's information technology goals using the optimal mix of internal staff, outside consulting resources, and project outsourcing. Today, Modis delivers world-class ITRM solutions to more than 1,000 clients in virtually every industry around the world. (www.modisit.com)



BOSS is a 15-year-old Microsoft Gold Certified company, dedicated to providing solutions that help you simplify systems maintenance for a more powerful, secure and efficient enterprise network. Our DiagWin and U-Win products are making systems management easier for more than 130 companies.

DiagWin is an IT Asset Management and Application Deployment software. U-Win is an end-to-end Windows Migration solution.

BOSS also offers a host of services including migration support, network and security assessments, and custom application development. (www.boss-solutions.com)



Software House International, SHI, is a global procurement outsourcing company and leading business-to-business solution provider. We can fulfill orders for over 100,000 hardware and software products, offer a full menu of services and carry authorizations as an IBM Business Partner, a Lotus Notes Premium VAR, a Microsoft Certified Partner and a Novell Gold Reseller, among others.

The success of SHI has stemmed from outstanding customer support through dedicated account teams, constant development of procurement and Internet solutions, strong partnerships with top manufacturers and a company-wide determination to be #1. (www.shi.com)

Microsoft®

Founded in 1975, Microsoft Corporation is the worldwide leader in software, services and Internet technologies for personal and business computing. The company offers a wide range of products and services designed to empower people through great software — any time, any place and on any device. Today, Microsoft is empowering people everywhere to realize their potential because Microsoft software is available anytime, any place, and on any device.

Our commitment to constant innovation is reflected in our ongoing investment in research and development. In fact, we have invested more than \$23 billion during the past 10 years to develop innovative solutions to the technology problems of today and tomorrow. (www.microsoft.com)



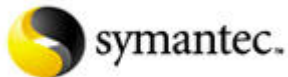
ePlus provides a comprehensive Enterprise Cost Management platform that incorporates procurement, product and content management (supplier enablement), asset management, equipment financing and leasing, document management, and payment solutions. ePlus complements these technologies with Business Process Outsourcing services, including strategic sourcing and IT equipment financing, contract management, and aggregated buying programs. (www.ePlus.com)



Vendors & Sponsors



WynnCom is a privately held corporation with offices in Charlotte, Statesville and Lexington NC. The company was established in 1984 to offer sales and service of telephone equipment. WynnCom has grown considerably over the years, now offering data and voice services that include: Mitel VOIP systems, WAN network installation and support, Web Hosting/design and one of the largest cabling departments in NC that offers in-building Structured Cabling systems as well as Outside plant underground and aerial fiber construction. The WynnCom cabling dept maintains RCDD's on staff as well as BICSI certified installers.



Symantec is the world leader in providing solutions to help individuals and enterprises assure the security, availability, and integrity of their information. Headquartered in Cupertino, Calif., Symantec has operations in more than 40 countries. With innovative technology solutions and services, Symantec helps individuals and enterprises protect and manage their digital assets.



Yorel [Integrated Solutions, Inc.](http://www.yorel.com)

The goal of Yorel integrated Solutions is to integrate our knowledge of information technology with the client's knowledge of his/her business and processes to create a significant competitive advantage. We excel at providing a high level of service and are passionate about our client's success. As an IBM Premier Business Partner, we offer the full breadth of IBM's hardware and software products and solutions to meet your IT challenges. (www.yorel.com)



Cisco Systems, Inc. is the worldwide leader in networking for the Internet. Today, networks are an essential part of business, education, government and home communications, and Cisco Internet Protocol-based

(IP) networking solutions are the foundation of these networks. Cisco hardware, software, and service offerings are used to create Internet solutions that allow individuals, companies, and countries to increase productivity, improve customer satisfaction and strengthen competitive advantage. The Cisco name has become synonymous with the Internet, as well as with the productivity improvements that Internet business solutions provide. At Cisco, our vision is to change the way people work, live, play and learn.



VC3 is a dynamic IT services organization that has spent the last decade delivering customer-oriented solutions to both the commercial and public sectors. Services offerings include: Technology Assessments & Security Audits, VOIP Solutions, Computer & Network Support Services, Network Design, Configuration & Optimization, Internet & Data Center Services, K-12 Academic Services, and E-Government.

VC3 is a Cisco Certified Premier Partner with specializations in VOIP, Wireless, and Security. VC3 is a Microsoft Solutions provider and go-to partner for solutions involving Microsoft .NET, Microsoft Exchange and Active Directory and Microsoft's Business Solutions. (www.VC3.com - (803) 733-7333 x 2724)



Vendors & Sponsors



MPC Computers offers government customers complete solutions including contract management, customized products, unique services and third party solutions. With MPC you receive award-winning desktops, notebooks and servers, a dedicated account team and a level of service and support that is simply unsurpassed in the industry.



Our organization provides the IT solutions and support services necessary to run today's businesses day in and day out. We're a systems integrator that's knowledgeable on the most popular and current products in the industry thereby offering businesses a complete range of solutions. 4Front/DSi designs, deploys and supports the networks and systems for businesses, representing products from leading manufacturers such as Cisco, Microsoft, HP, IBM, Network Appliance, Citrix, EMC and Novell.

Our approach to business is simple: we offer quality products at fair prices. Couple that with superior technical expertise and great customer service and the result is a thriving business. (www.4Frontsystems.com)



**The
Davenport
Group**

The Davenport Group delivers networked storage solutions that use technology to simplify storage administration. It focuses on businesses where the effective application of networked storage helps IT to successfully respond to ever-changing business requirements. It works in partnership with clients to define the best storage strategy to lower the acquisition cost of storage, increase utilization of storage assets, lower the cost of managing their storage assets, and ensure data availability. Using Compellent based solutions, The Davenport Group assists customers in making the transition to this new storage architecture, one that frees up resources and provides a new level of simplicity.



CompuCom has more than ten years of experience helping state and local governments procure, implement, and support software assets. Besides providing customers with licensing and pricing expertise, CompuCom can provide clients with software management solutions that help mitigate risk, maximize investments, and minimize deployment and management costs.



Avaya Inc. designs, builds and manages communications networks for more than 1 million businesses worldwide, including over 90 percent of the FORTUNE 500. Focused on businesses large to small, Avaya is a world leader in secure and reliable Internet Protocol (IP) telephony systems and communications software applications and services.

Driving the convergence of voice and data communications with business applications — and distinguished by comprehensive worldwide services — Avaya helps customers leverage existing and new networks to achieve superior business results.



Vendors & Sponsors



Lenovo is an innovative, international technology company formed as a result of the acquisition by the Lenovo Group of the IBM Personal Computing Division. As a global leader in the PC market, we develop, manufacture and market cutting-edge, reliable, high-quality PC products and value-added professional services that provide customers around the world with smarter ways to be productive and competitive. We base our success on our customers achieving their goals: productivity in business and enhancement of personal life. (www.lenovo.com)



Gateway is a market leader in meeting the technology needs of state and local governments. Whether you are an elected official or a professional IT manager, we have experienced account representatives who speak your language and who can help procure the technology you need — delivered just the way you need it.

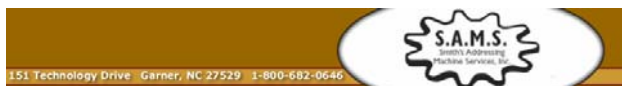


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Smith Addressing has provided complimentary labels for our conference.



Education

UNC Chapel Hill School of Government

Chief Information Officers (CIO) Certification Program 2006

Program Description—Public sector CIOs and IT directors are facing increasing challenges and responsibilities in the era of new governance. As the lines between traditional functional services and departments begin to blur, the IT leadership is charged with 1) managing the constantly expanding role for IT within your government, 2) protecting your government against ever-increasing security threats, and 3) keeping up with the feverish pace of new technology.

The CIO Certification Program is a ten-month course that lays the foundation for assessing and addressing some of the most critical issues facing IT leadership in local government. The purpose of this program is to equip leaders with the requisite tools to manage and improve their organizational technology assets. During the course of the program, we will address major topics, including IT governance, project management, and risk assessment and management. Each broad topic will examine specific local government issues and draw on participant experience to provide both theoretical and practical applied knowledge to the challenges. Case studies, exercises and guest speakers will be included.

Some of the major topics covered in the CIO Certification Program include: Understanding the Enterprise; Strategic Technology Planning and Management; Communication: Creating a Shared Understanding; Project Management; Emerging Issues and Technologies, Best Practices; Risk Management; Acquisition Management; Change Management; Leadership in a Change Environment, Securing the Enterprise: Policies and Procedures; and Financing Technology Initiatives.

The next round of applications for the CIO Certification Program will be released at the **Fall NCLGISA Conference (September 27-30, 2005)**. To qualify for the program, applicants must be directly, or have a desire to become, responsible for supervising employees within an information technology department. The class size will be limited to **thirty (30)** in each of the programs.

If you have any questions or would like more information, please contact:

Shannon Schelin, UNC School of Government
Telephone: 919-962-5438
Email: Schelin@iogmail.iog.unc.edu

See you in
Wilmington

for the

NCLGISA Spring Conference

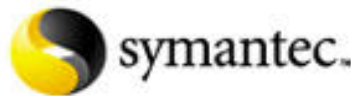
1:00 pm, May 31 — 12:00 pm, June 2, 2006

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