

# AITP—North Central Florida

Newsletter—October 2005

## The Mellow Submarine

This month the North Central Florida Chapter of AITP will have the pleasure of hearing Earl Robbins, Director of University Computing at the University of Florida, speak on managing technology staff. Earl has worked in the information technology field for 31 years at the University of Florida, and has 20 years of management experience. He is the former CIO of UF and Vice President for Applications at Shands Hospital.

Earl's topic will be "The Mellow Submarine: A Case Study in Effective Management and Vital Signs," and will cover the importance of effective management in the high-demand world of IT. He points out that this aspect of the IT field is often misunderstood and underappreciated, and that good management requires effort and study. Earl will explain that successful managers take chances, make tough decisions, and develop their staff. This session will detail winning strategies for managing staff in an IT environment.

~Sherry Wetzel

Chapter Meeting  
Tuesday  
October 25, 2005

Social Hour: 5:30-6:30 PM  
Dinner: 6:30-7:30 PM  
Program: 7:30-8:30 PM

Make your reservations  
by Friday,  
October 21, 4:00pm.  
[http://aitp-ncfl.org/  
reservations.php](http://aitp-ncfl.org/reservations.php)

Paramount Resort  
2900 SW 13th St  
Gainesville, FL  
377-4000



Cost:	Members.....	\$17.00
	Non-Members.....	\$20.00
	Presentation Only (no dinner).....	\$10.00
	AITP National student members..	\$12.00
	(includes dinner)	
Menu: (choose One)	Sliced Roast Pork Tenderloin Chicken Picatta Fresh Catch of the Day Eggplant Parmesan	
	Dinners include: Tossed garden salad, vegetable, starch, rolls and butter, dessert, coffee, iced tea and water	

## 2005 Officers

President	Jean Clark 334-3400 ext 1126
Vice President	Frank Duncan 562-9595 fgator@cox.net
Treasurer	Dianne Hope 393-1315
Secretary	Sandy Trapp 384-5005 SandyAITP@aol.com
Chapter Liaison	John Tucker 337-2140 John.tucker@cox.net
Director	George Arola 334-3400 ext 1125
Past President	Michael Lucas 392-1374 ext 7266 aitp2@lucas-photo.com
Region Director	John Tucker 337-2140 John.tucker@cox.net

## 2005 Committee Chairs

Programs Committee	George Arola 334-3400 ext 1125
Membership Committee	Shari Duncan 265-0111 ext 45315
Newsletter Committee	Sandy Trapp 384-5005 SandyAITP@aol.com
Publicity Committee	Michael Lucas 392-1374 ext 7266 aitp2@lucas-photo.com
Accommodations/ E-Mail Tree Committee	Dianne Hope 393-1315
Web Site Committee	Michael Lucas 392-1374 ext 7266 aitp2@lucas-photo.com
Student Chapter Liaison	Claire Lindberg-Bakr 374-9657 Claire@e-TechServices.com
Nominating Committee	Michael Lucas 392-1374 ext 7266 aitp2@lucas-photo.com
Faculty Advisor SFCC Chapter	Wesley Lindberg 395-5587
Faculty Advisor UF Chapter	Asoo Vakharia 392-8571 asoov@ufl.edu
Auditing Committee	George Arola 334-3400 ext 1125
How Would YOU Like to Help?	You



## A Forty Year Perspective on the IT Field

by Sherry Wetzel

GRU Information Systems Department Director George Arola is retiring on October 21<sup>st</sup>, after almost 40 years spent working in the IT field. George's career has provided him with some truly exceptional opportunities. Listening to George talk about his work experiences is like hearing a first hand recount of



### A Refresher on Data Representation:

b = bit = one binary digit = 0 or 1  
 B = byte = 8 bits  
 K or KB = kilobyte = 1024 bytes  
 MB = megabyte = 1024 kilobytes

Computers can only understand a base-2 or "binary" system (while we operate in a base-10 or "decimal" system). Binary is represented in zeros and ones (like an 'on' or 'off' switch).

This is how base-2 numbering works:

Decimal	Binary	Why?
0	0000	0 = 0
1	0001	1 = 1
2	0010	2+0=2
3	0011	2+1=3
4	0100	4+0=4
5	0101	4+1=5
6	0110	4+2=6
7	0111	4+2+1=7
8	1000	8+0=8

People are not particularly good at reading binary strings. So a code of numerical representations is used as a bridge between the binary language and the programmer. For instance the American Standard Code for Information Interchange system (ASCII) utilizes the numbers 0 to 255 to represent the characters utilized in providing instructions to a computer.

In an 8-bit system, there are 8 bits in a byte, with 256 different 8-bit bytes possible. A byte represents one character. Example: a lower case 'k' is assigned to the ASCII number 107 (represented as 01101011 in binary because  $64+32+8+2+1=107$ ). Therefore, a kilobyte can represent 1,024 characters of information, and 4.8K equals only 4,915 characters of information. An average 8.5"x11" page of single spaced text contains about 5,000 characters.

the highlights of the history of computers.

George graduated from the University of Oregon in 1966 with a Bachelor of Science in Accounting. After completing his degree he accepted a job in the Accounting Department of Weyerhaeuser in Springfield, Oregon. His first encounter with the IT field was through attending a one-week "Introduction to Computers" class offered by IBM. In 1967 George entered the US Air Force as an Airman First Class. His week of IBM training led to an assignment as a Data Automation Officer at McCoy Air Force Base in Orlando. While there he managed a staff of 20 computer operators who maintained records for such areas as payroll, aircraft maintenance, and flight hours.

The computer utilized for these functions was a Burroughs B263, a 6,000+ pound monster that required a room of about 20' by 27'. Input was handled through either cards or paper tape, and output could be cards, paper tape, or printout. The computer had 4.8 kilobytes of memory, a card reader that could process up to 300 cards per minute, and a card punch that could process 150 cards per minute. For those too young to remember, punch cards were made of light-weight cardboard and usually held 80 columns of 12 punch locations each, providing the ability to enter 80 characters of data. Data sorting was handled by a card reader, with a different pass required to read each column of the cards. George says that a 40,000 card job was not unusual.

While George was stationed at McCoy, the base upgraded to a Burroughs B3500 with a hard drive platter measuring approximately 16" in diameter with a capacity of 40 MB,

*Continued on next page.....*

## A Forty Year Perspective *(continued from page 3)*

which was backed up to magnetic tape. Though cards were still used for high volume input, keyboard input was now used for working with individual records.

By the early 70's George was working to centralize the Air Force payroll system and was assisting in planning for future data capacity needs. This led to his first exposure to networking. He utilized a 75 Baud (75 characters per second) connection to a world-wide network which routed information through a combination of dedicated direct-link cabling and satellite links.

In 1975 George was transferred to a position at the Pentagon with the Defense Communication Agency. During this phase of his career George worked on data and voice communications for the National Military Command Center, tracking events around the world that might have military ramifications. While there he was part of a team working on setting up the first three military installations on MilNet (an ArpaNet based network used by the military). Uses of this network included backing up data from the Pentagon to "The Rock," a cave in Maryland, through a 56 kilobit (56 Kbps) connection (which translates as 56,000 bits per second).



AIC George Arola, 1967

George also had the opportunity in 1977 to work with the Department of Defense (DoD) on the Electronic Warfare Information System (EWIS). The first commercial provider of relational database systems, Honeywell, was marketing the "World-wide Data Management System" utilized by the DoD. This early example of a relational database was used to track electronic signals (radio, radar, etc.) to assess what the "red forces" (non-US military) were sending against the "blue forces" (U.S. forces). By 1983 Major George Arola was participating in an officer exchange program and was assigned to

work with the British Royal Air Force. During this time he had his first interactions with an early Ethernet with the terminals hard cabled together.

Where do you go after working for the Pentagon and the Royal Air Force? Alaska! Lieutenant Colonel Arola became the commander of the 1930<sup>th</sup> Communications Squadron during the mid-80's. He was responsible for a staff of 500, including two remote detachments and 13 work centers operating on a 24/7 schedule to handle all computer and telephone communications for the bases. He tells of a 10-acre radio antenna array for the base listening station that picked up signals from as far away as the southern coast of South America. He worked with satellite communications, air traffic control, and data encryption. In addition, George got his first exposure to the technology for television broadcast, which utilized a 60' antenna and had a 13-degree look angle. (Translation: they were looking through lots of atmospheric crud instead of looking straight up through a relatively thin layer of sky.) George also worked within an interesting area of communications technology where an algorithm controlled synchronization of transmitters and receivers allowed communications to overcome signal jamming.

Luckily for GRU, in 1993 George spotted an ad for the Information Systems Department Director's position in an issue of Computer World. He accepted the position and moved from managing a staff of 500 to overseeing a department with 24 employees. During his years with GRU, the

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## Does the Health Insurance Portability and Accountability Act (HIPAA) Apply to You?

By Cynthia Ragan, CISSP

I used to think information security was very black and white until the Health Insurance Portability and Accountability Act (HIPAA) security came along. Now the phrase "*It Depends*" is often used.

People always ask, "Does this apply to me?" Well it depends on what your lawyer says. *HIPAA* says - *Covered Entities (CEs)* must comply with the Security Rule. These are health plans (HMOs, group health plans, etc.), health care clearinghouses (billing and repricing companies, etc.), or health care providers (doctors, dentists, hospitals, etc.) who transmit any *electronic protected health information (EPHI)*. The bottom line is, if you are sending electronic claims to the insurance companies or sending patients e-mail or instant messages – you are a CE and HIPAA security applies to you.

What does HIPAA Security cover? It covers a wide variety of security issues dealing with risk analysis, information technology business resumption plans (ITBRP), administrative safeguards, technical issues and the physical safety of your information assets. A large part of HIPAA Security deals with making sure your policies, standards, guidelines and procedures are all written down and accessible. Also make sure security incidents are handled properly and that sanctions are in place and are followed. There is a large focus on training for all staff in the areas of security awareness as well.

What does "Addressable" mean in the HIPAA security? Does that mean optional? It depends. You have three choices for handling addressable specifications. If a specific addressable specification is determined to be reasonable and appropriate, then you must implement it. If implementing a specific addressable specification is not reasonable and appropriate, but the overall standard cannot be met without an additional security measure, you must document why it would not be reasonable and appropriate to implement the specification; and implement and document the alternative security measure that accomplishes the same purpose as the addressable specification. If implementing a specific addressable specification is not reasonable and appropriate, but the overall standard can be met without implementation of an alternative security measure, you must document the decision not to implement the addressable specification; why it would not be reasonable and appropriate to implement the specification; and how the standard is being met.

Staff may ask, "Why do I need to learn about Security – Isn't this just an I.T. Problem?" Good security standards follow the "90 / 10" Rule: 10% of security safeguards are technical and 90% of security safeguards rely on the computer user to adhere to good computing practices. A good example is a lock on the door is the 10%. Staff remembering to check to see if it is closed, ensuring others do not prop the door open, not sharing badges is the 90%. The 10% security is worthless without the computer user doing their part.

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## Does HIPAA Apply? *(continued from page 5)*

What items need to be addressed while doing information security awareness training for all staff? That will depend on your office and the information assets the staff may have access to. Some basic things to do and go over with all staff would include:

- ?? People are your weakest link in security - "Authorized employees account for about 58% of all security breaches" (Information Week)
- ?? Security training is needed for all paid and unpaid workforce members that touch an information asset
- ?? Security training should be repeated at least once a year
- ?? Document the security training you do and your audience that received it
- ?? Make sure everyone understands the only safe computer is one not plugged into the network or a phone line (stand-alone) in a locked room with no key available – every computer in use in an office is at risk – BE CAREFUL
- ?? Explain how your office handles sending electronic communications
- ?? Explain about basic security for Portable Computing Devices (PCD's) - locking them up when not in use, passwords, encryption, do you allow them to store EPHI on the devices, etc.
- ?? Tell them if you allow them to download programs and install them on your system – and if not, tell them the process to get files on the system
- ?? Describe how to properly destroy computing hardware/media
- ?? Basic physical security information like keeping offices secure when not in use, explain how they are to handle visitors, how are they supposed to protect the computing devices
- ?? Describe Social Engineering and how to avoid it – Social Engineering involves taking advantage of a person's trust to gain access.

When do you need to be in compliance? The official date to be in compliance was April 20, 2005. The Centers for Medicare & Medicaid Services (CMS) say they know this is a journey for all CE's and that the process for this takes time. Also it depends on whether or not you have an incident. If you have an incident - you had best be well on the road of this HIPAA Security journey.

Now what happens next? Well, that depends on the verdict of the first court case.

*Cynthia Ragan, CISSP. Cynthia has a BS in Engineering with a major of Computer and Information Sciences from the University of Florida (UF). She has been working at UF in the IT field for over 20 years, with the last 14 years in the Health Care arena. For the last 2 years, Cynthia has been working with UF Health Science Center on a variety of teams to help implement the HIPAA Security rules and was in charge of the Technical Security team. She has also been working at the national level on the American College Health Association (ACHA) HIPAA Taskforce.*

*This article was first published in the May-June Newsletter of CISSP International, which can be found at: <https://www.isc2.org/cgi-bin/content.cgi?page=767>*



## Board Meeting Minutes—September

### AITP Board Meeting Minutes

September 13, 2005

Meeting Location: Carraba's, Gainesville, FL

In attendance: Jean Clark, Frank Duncan, Dianne Hope, Sandy Trapp, George Arola, Michael Lucas, John Tucker.

**Meeting called to order** at 6:15pm.

**Minutes:** Spelling error corrected in the education section, attendance at June meeting corrected to reflect the absence of Frank Duncan. Frank moved to approve, 2<sup>nd</sup> by George, all in favor, none opposed.

#### Officer's Reports

**Treasurer (Dianne):** Spreadsheet of income and expenses distributed to the board. In June we had income of \$277.41 and expenses of 332.38 for a net loss of \$54.97. The May expenses were corrected, as we were not charged an A/V fee by the hotel that month. Several checks came in over the summer: \$110 in rebates for renewals, \$70 in renewals and \$215 for COPA, for a total of \$395.00. Sandy moved to approve, 2<sup>nd</sup> by Frank, all in favor, none opposed.

#### Committee Reports

##### **Programs Committee (George):**

September – Dave Pokorney, Florida LambdaRail

October – Earl Robbins from the UF Registrar Office, speaking about effective management.

December – confirmed that the dinner meeting is the 2<sup>nd</sup> Tuesday because the Paramount is already fully booked on the 3<sup>rd</sup> Tuesday of December. Discussed having Sweet Adeline's back, or some other fun holiday entertainment; will ask at dinner meeting for suggestions from the membership.

**Membership Committee:** Phoebe sent an e-mail report to the board prior to the meeting. The chapter had 35 members at the end of August. Jean Clark, Frank Duncan, Sandy Trapp, Edward Bailey, Ivan Marden, Sharon Miller, Jim Estaver and Michael Schneider are all due or overdue for renewal.

**Chapter Liaison (John):** WE did not get the Region Outstanding Chapter Award (ROCA); it was awarded to a chapter in Mississippi. Apparently membership was a key issue in the decision.

Oct 15 – 16 Frank and John will be at the Region 7 Leadership Conference and Board Meeting.

John has been nominated as Vice President of the Region 7 Board. He will remain as Region Director.

**Education Committee:** A tour of Cox is a strong possibility in either October or November – John will let us know ASAP.



## Board Meeting Minutes—September

**Nominating Committee (Michael):** Nominating committee includes Michael, Steve Flowers and Phoebe Bowers. Nominations for many positions have been accepted by the nominees. The position of treasurer still needs to be filled, possible candidates were discussed.

### Unfinished Business

Brochure – John sent earlier this year to everyone, but some did not receive it; John will resend to everyone. Jean will send everyone the material she got from Jax.

### New Business

May/June is always a challenge for speakers and attendance, discussed dropping the total number of dinner meetings and perhaps having a tour with dinner or a meet & greet some months instead of our regular dinner meetings. Various schedules considered. May need to reconsider location if we change schedule, as contract with Paramount historically has been a minimum of 10 meetings per year.

### Next Meeting

October 11, 2005, at Las Margaritas 6 PM (or after the tour of Cox if that gets scheduled for October).

Sandy moved to adjourn, 2<sup>nd</sup> by George, all in favor, none opposed.

**Meeting adjourned at 7:20 pm.**



## **A Forty Year Perspective** *(continued from page 4)*

department has grown to include 56 fulltime, permanent positions. GRU has developed both Intranet and Internet systems, and incorporated online billing and payments systems. In 1996 Gainesville saw the introduction of GRUCom, the GRU telecommunications business unit offering low-cost, high quality fiber optic communications transport for the Gainesville area at speeds ranging from 1.5 Mbps to 2.5 Gbps.

When looking back George reflects that he never dreamed that the room-sized computers he used in his early career would evolve into miniature powerhouses that have become common to most households and are incorporated into everything from cars to coffee makers. He speaks of the remarkable technological advances that have led us to continuing miniaturization and is opening the door for the exploration of nano-technology. He sees the acceptance of technology and the societal changes brought on by the use of computers as the biggest challenges facing us. When asked about his vision of the future for information technology, George spoke of the decline of cabling in favor of wireless connects. He sees the data transmission speeds and management of bandwidth as areas to be advanced over the next decade. George stated that he thinks we will see big changes in the telecommunications field in the future.

The opportunity to see 40 years of information technology advancements through the eyes of someone that lived that history and was often on the cutting edge of new developments was an awesome experience. It really serves as a reminder of just how far we have come in such a short time. It is easy to forget that we are working in a very young field with a future limited only by our imaginations and creativity.



**North Central Florida Chapter**

PO Box 12375

Gainesville, FL 32604

[www.aitp-ncfl.org](http://www.aitp-ncfl.org)**University of Florida AITP**

Student Chapter

<http://aitp.cba.ufl.edu/>**Santa Fe Community College AITP**

Cyber Saints

[www.cybersaints.org](http://www.cybersaints.org)**National AITP**[www.aitp.org](http://www.aitp.org)***Vision***

AITP is the Information Technology professional organization of choice for providing leadership opportunities, professional development and personal growth.

***Mission Statement***

AITP offers opportunities for Information Technology (IT) leadership and education through partnerships with industry, government and academia. AITP provides quality IT related education, information on relevant IT issues and forums for networking with experienced peers and other IT professionals

**Cox Communications Tour**

On Tuesday, October 11, AITP members and guests were treated to a tour of Cox Communications' Master Telecommunications Center. We each got a goody bag of promotional items and information about the new Cox Digital Telephone service. We were then shown around the spacious and shipshape facility Cox built a few years ago to house their telecommunications operation, as well as the video and data products for which Cox is traditionally known.

Those in attendance were guests Sharan Harkinson, Michael Crumpton, Scott Crumpton, Jon Akers, Robert Freeman, Don Glendening, Chuck Segal, Allen Crawford and Robin Tilton, and members Sandy Trapp, Frank Duncan, Shari Duncan, George Arola, Tom Harris, Jean Clark, Steve Kozakoff, Dianne Hope, and our host and tour guide, John Tucker.

**Thanks to John Tucker and Cox Communications!!**