



Spring 2006

TECH TALK

Keeping students and graduates of the BCIT TMGT program in touch

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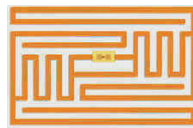
NEWSLETTER SUBMISSIONS

TMGT welcomes submissions from our readers that are applicable in the context of technology management interests and which you believe will be of general interest to other readers.

We want to hear how you used technology to accomplish your business objectives, how you acquire technology, how you manage technology professionals, how you use technology to perform tasks or improve business processes, or how a specific technology implementation advanced your interests.

Please ask for more details or submit your article via e-mail attachments to Terry Suen, tsuen@bcit.ca.

COMING TO A SENSOR NEAR YOU | BY JIM HENDRY



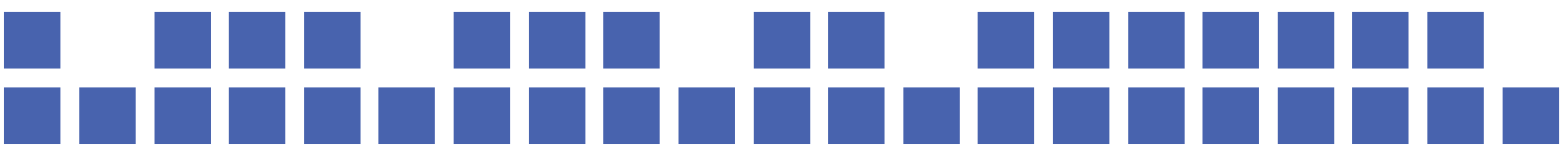
An EPC RFID tag used for Wal-Mart. Retrieved and copied with permission from <http://en.Wikipedia.org/wiki/Image:EPC-RFID-TAG.jpg>

An emerging technology (that has actually been around since the 1940s) that you are going to hear a lot more about in the months and years ahead is RFID (Radio Frequency Identification). RFID is an active or passive data collection technology that automatically reads, tracks and stores information from tiny data tags. Tags can be miniscule and, for example, printed onto package labels. Although it provides obvious efficiencies for any organization to compile, manage, retain and analyse item-specific data, especially for inventory management needs, there are very real business issues associated with the technology.

Any entity has to be sensitive to the security aspects of using RFID, along with issues of potential privacy abuse. There is a very real capability to track and monitor

individuals and build profiles of their behaviours so it is important for organizations that want to capitalize on the technology to put in place policies and practices that will reassure people no untoward uses of data will occur. One scenario that has been set out, for example, suggests that a vehicle equipped with sufficiently robust sensors could cruise a street and take 'inventory' of all tagged items such as fridges, toasters, clothing and so on. This is not wild theorizing either as the RFID devices are already being used on vehicles to provide for user-specific toll collection via sensors that read all the on-board data as the vehicle passes from various distances. While read-ranges are limited now, that is likely to change.

To learn more about this technology, how it might benefit your organization, and what the business issues may be with its implementation, simply Google™ on 'RFID' and you'll think you are trying to drink from a fire hose.



GRAD PROFILE – KAVINDER DHILLON



Kavinder Dhillon, President & CEO of LabTest Certification Inc and TMGT grad 2002.

An extra pair of hands or an extra eight hours in the day — these days Kavinder would jump at the offer of either.

Since achieving his Bachelor of Technology degree from our Technology Management program in 2002, Kavinder has started four companies; Goshu Products/Services Inc. (www.goshuservices.com), LabTest Certification Inc. (www.labtestcert.com), CE Products Directory Ltd. (www.cedirectory.com), and MedicalShop (www.medicalshop.ca). The four companies are built on growth opportunities

Kavinder observed during his years at Intertek Testing Services.

So what about these companies? LabTest’s business is testing and approving products for local manufacturers who are exporting their products overseas and to the European Union. Plans are to hire additional staff later this year to handle increased business demand.

Goshu Products/Services Inc. a consulting company, the first of the four companies.

Two in the line-up, CE Products Directory Ltd and MedicalShop, are online-based businesses. CE Products Directory Ltd is an online listing service enabling manufacturers to advertise and display their products that are compliant with the European Union (CE Marking) regulations. With over 3000 companies listed, the online listing allows buyers to more easily source CE marked products. MedicalShop, the latest addition, was formally launched at the start of 2006 and is an online store catering to the retail and wholesale marketing of medical products. First products are home use pre-screening diagnosis kits such as cardiac indicator, alcohol tests, cancer indicator, pregnancy and ovulation tests.

The road ahead for this President and CEO is full of challenges. Of these, aside from the day-to-day demands of running a company, Kavinder identifies finding the right, properly qualified people to join his team as the largest issue. (Does this sound familiar?) However, he firmly believes that his education has given him the foundation he needs to face any challenge head on.

“I do not believe I could have achieved any of this without the BTech program. I found it directly related to the issues managers and presidents face daily. I believe my success also is due to the instructors bringing to

PORTIA DOVE



Portia Dove, TMGT Instructor, Okanagan

One may say that Portia Dove is now a veteran TMGT instructor in the Okanagan area since joining our group in

January 2005. Portia is one of the enthusiastic pioneers who helped set the standard for quality performance with the Okanagan group.

Portia’s twenty plus years of sales and marketing experience in advanced manufacturing industries, aerospace and information technology have provided Portia plenty of real life experiences which she shares in the classroom.

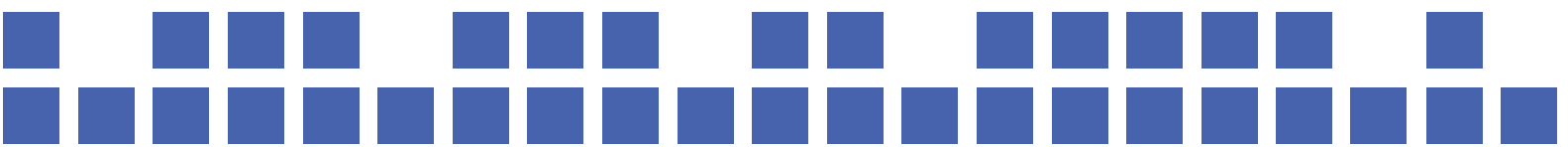
Prior to her current role as Business Development Director for RFind Systems Incorporated, an emerging radio frequency ID company, Portia was Membership Director for the Okanagan Science and Technology Council (OSTEC) for three years.

Since moving to Kelowna from Toronto, Portia spends her free time exploring, hiking and skiing in the local area.

Regarding her TMGT teaching experience, Portia says “It is a pleasure to teach such wonderful adult students. They always come to class with a positive attitude and a willingness to learn.”

~ Portia Dove

Continued on page 8



WHAT'S ACIO/CTO TO DO? | BY JIM HENDRY



The emergence of the corporate positions of Chief Information Officer (CIO) or, more broadly, Chief Technology Officer (CTO), as members of the executive or senior management team has been accompanied by a mixed notion of what these positions are responsible for.

In general, CIOs have been seen as focused on the organisation's Information technology (IT) needs, while CTOs are thought to have a wider mandate that also encompasses IT. Without trying to resolve the issue here, it is worth reviewing what the collective responsibilities are seen to be as a basis for doing comparative analysis of yours and others' organizations.

There can be individual or shared responsibilities for applicable information and technology management functional requirements that include:

1. capital planning
2. evaluation, selection, acquisition strategy
3. cyber-security
4. e-commerce
5. technical team leadership, resources management and training
6. enterprise architecture definition (including networks and communications)
7. technology alignment with business goals and strategies
8. enterprise-wide foresight, collaboration, communication and new technologies implementation
9. cost management and optimisation efficiency
10. technology asset optimization via enhanced life-cycle management
11. emerging technology assessments
12. performance metrics, measurement and reporting
13. outsourcing decisions.

It is instructive to look at comparable positions in your own organisations (and all have one even if the title isn't used) to see what functions are actually understood by the CIO/CTO to be their responsibility. This may help you to identify important gaps in what is being addressed organizationally to acquire and manage technologies in alignment with overall business processes, strategies and goals.

TMGT SPRING COURSES

LOWER MAINLAND CLASSES

TMGT 7101	April 15
TMGT 7103	April 13
TMGT 7122	April 10
TMGT 7134	May 18
TMGT 7142	April 22
TMGT 7143	June 1
TMGT 7144	April 20
TMGT 7155	April 10
TMGT 8103	April 12

OKANAGAN CLASSES

TMGT 7155	May 8
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See www.tmgt.bcit.ca for details.



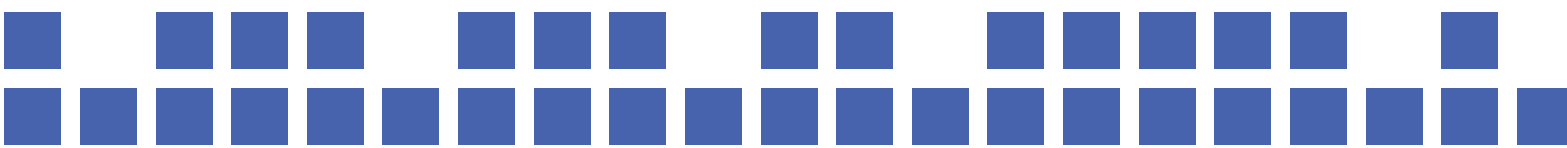
REALITY CHECK

Your concerns and issues

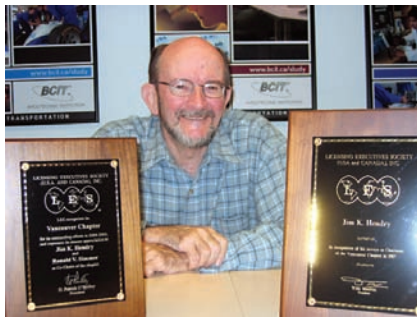
are important to us.

In future, we will be publishing comments, suggestions or Q&A in this new section of our newsletter to share with you and to get feedback on matters that are of concern to you.

In your submission try to address a topic, concern or issue that will be of interest to, or shared by, others enrolled in the program. Please forward your item to us at tsuen@bcit.ca.



INTELLECTUAL ASSET MANAGEMENT



Jim Hendry, Program Head, flanked by Vancouver Chapter LES awards.

Do you need to license (in or out) things such as software products, industrial designs, inventions, biotech products, proprietary chemicals, manufacturing processes and so on? Do you need to know more about patents, copyrights, trade marks, designs and trade secrets?

Many students and graduates of the BTech program, engaged as they are with often leading edge

technologies and sophisticated and valuable intellectual properties, may be interested to know that there is a Vancouver chapter of the Licensing Executives Society (USA and Canada) Inc. Membership provides access to a wealth of insights and expertise related to the acquisition and/or marketing of 'protected' technologies.

Established in 1965, the Licensing Executives Society (U.S.A. and Canada), Inc. (LES) is a professional society comprised of over 6,000 members engaged in the transfer, use, development, manufacture and marketing of intellectual property. The LES membership includes a wide range of professionals, including business executives, lawyers, licensing consultants, engineers, academicians, scientists and government officials. Many large corporations, professional firms, and universities comprise the Society's membership. Licensing Executives Society (U.S.A. and Canada), Inc. is a member society of the Licensing Executives Society International, Inc. (LESI), with a worldwide membership of over 12,000 members in 30 national societies, representing over 80 countries.

Jim Hendry, Program Head of TMGT, has been a member of LES for about 20 years, as well as Chair of LES Vancouver from 1996 through 2005, and will be happy to provide you with insights into the value of becoming a member. The Vancouver chapter was voted the most successful in North America [out of 44 chapters], and was provided an award and recognition plaque at the 2005 annual meeting in Phoenix for the outstanding variety and quality of professional events. Recent luncheon speakers series organized by the Vancouver chapter included topics such as "Life Cycle of a Biotechnology Company: Opportunities and Pitfalls for Licensing Executives" by Paul Barran, Industrial Technology Advisor, National Research Council Industrial Research Assistance Program (NRC-IRAP), and "Negotiation Tactics" by Ross Epstein, Managing Partner, Nath and Associates.

For more information please visit www.usa-canada.les.org.

CONGRATULATIONS TO OUR NEW GRADS

Technology Management Program Head, Jim Hendry, celebrated the achievements of Tara van Voorst Vader and Edmond Petrossian at the recent February Convocation ceremony. Dino Forlin, Alvin Lee and Darrell Sommer also finished their TMGT degrees but were unable to attend this February's convocation ceremony.

Congratulations to all for having accomplished their goals and successfully completed their Technology Management degree.

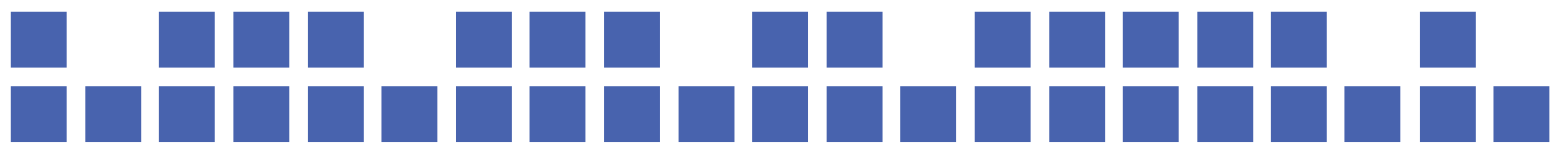
Next convocation ceremony is scheduled for June 2006.



Edmond Petrossian (left), Tara van Voorst Vader (centre), Jim Hendry, Program Head (right)



Jim Hendry and Tara van Voorst Vader at February 2006 Convocation



JIM DUNCAN



Jim Duncan, Coordinator and faculty member, Okanagan

The majority of Jim Duncan’s pre-BCIT career was centred in the telecommunication industry starting with a small cablevision company on Vancouver Island. From there Jim moved on to spend several years at BC Tel, Alberta Government Telephone (AGT), and the Telecommunications Service Branch of the Provincial government where he was employed as an analyst, responsible for data network design and implementation.

The lure of the private sector called Jim away from the government sector and he joined a data communications manufacturer as a sales person and spent several years meeting the challenges involved in that occupation with various Canadian organizations. In the 1990s he joined a data storage and retrieval device manufacturer located in California and was responsible for all North American sales and marketing activities. While employed there, Jim established an extensive network of Value Add Resellers and Distributors (VARs and VADs) and successfully negotiated a large supply contract with the US Navy which established the company as the pre-eminent North American manufacturer of these devices. At the end of the 1990s Jim joined colleagues in the formation of a new company focused on building a Fibre Optic network across the US.

Jim joined the TMGT program in 2002 where his task was to undertake a market study of the potential for expanding the TMGT program into the Okanagan. Jim was involved in the launch of the first semester of TMGT courses available locally in the Okanagan beginning September 2003. Jim continues his role as coordinator for the program in the region and works to increase student participation and general public awareness. In support of the latter, Jim has taken an active role with the newly formed Okanagan Technology Education Council, a group of people who are interested in raising the public awareness of technology-related educational opportunities available to those in the Okanagan area. This group is working collaboratively towards providing a more “user-friendly” and higher value educational experience that promotes lifelong learning. Members include representatives from industry-focused organizations such as Okanagan Science & Technology Council (OSTEC) and Applied Science Technologists and Technicians of BC (ASTTBC).

Jim also studies guitar and plays classic Rock and Roll with friends in a band. His goal is to play jazz which he finds extremely challenging.



ARE YOU READY TO GRADUATE?

So, you have finished all the required courses and completed your graduation project — alas, the years of hard work and late nights are but a memory — your well-earned degree is at hand. Or is it?

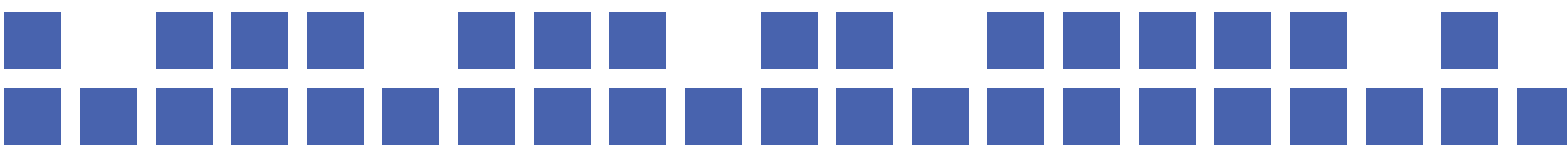
You have earned your degree — yes, but you still need to formally request your degree credential to be awarded to you. It is not automatic. This may sound vaguely familiar to you — especially those who remember reading about this in your original program plan letter. It is in the fine print.

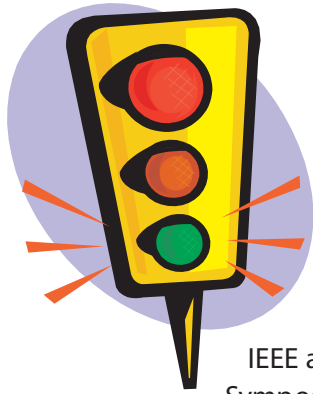
“So what do I need to do?” You need to do the following:

1. Complete an **Application for BCIT Credential**
2. Forward completed request to either BCIT’s Advanced Placement and Degree Program office, or Student Information and Enrolment Services (SIES), or Student Records.

And that’s it! You may choose to be united with your degree at one of two BCIT Convocation ceremonies (February or June), if not, your degree will be delivered to you via Canada Post.

Note: Application for BCIT Credential (BTECH) is currently not available online, please contact BCIT’s Advanced Placement and Degree Program office to have an electronic copy emailed to you or hardcopy mailed to you.





TMGT ON THE ROAD | BY JIM HENDRY

In the past year TMGT has participated in three important conferences that help keep us at the leading edge of technology management issues and developments. As, variously, a delegate, a presenter, a moderator, a meetings Chair and a sub-committee participant I have attended the IEEE annual conference in Singapore, the International Symposium on Management of Technology (ISMOT) in Hangzhou China, and the International Association for Management of Technology (IAMOT) in Vienna.

Of considerable interest at the latter was the opportunity to participate on a committee, along with the United Nations International Development Organisation (UNIDO), that is striving to develop an international baseline for what the 'body of knowledge' needs to be for a technology management degree to be recognized. Although clearly some years off, this would be a major benefit for TMGT degree graduates to hold an internationally recognized (and portable) credential.

Most recently Terry Suen attended the Portland International Conference on the Management of Technology (PICMET). Between the three of them, ISMOT, IAMOT and PICMET provide a cumulative and complementary insight into the academic, institutional and organizational worlds of technology management, keeping BCIT and TMGT 'at the table' in this critical domain. TMGT is represented by Jim Hendry on the ISMOT International Advisory Committee, a position held for some years now.

THE "ALL YOU CAN EAT" LEARNING BUFFET | BY JIM HENDRY

As we look for ways to enrich student programs and opportunities, a key theme is recognition of the interdependence and complementary interests of education disciplines and institutions. Today Canadians face unprecedented technology management challenges and competition internationally. We can meet this challenge only if we understand and capitalize on the synergistic role of partnerships and collaborative relationships in the learning domain. To this end, the Simon Fraser University School of Business and BCIT Technology Management degree program have forged an alliance that permits TMGT degree graduates to enter the second year of the Management of Technology Master of Business Administration (MOT MBA) program on the same basis as Bachelor of Commerce graduates. Thus TMGT graduates now have another "migration path" option in developing their professional skills, and a broader menu of choices at the learning "banquet".

TMGT PAC NEEDS YOU

TMGT is refreshing its Program Advisory Committee (PAC) and looking to invite participation from industry.

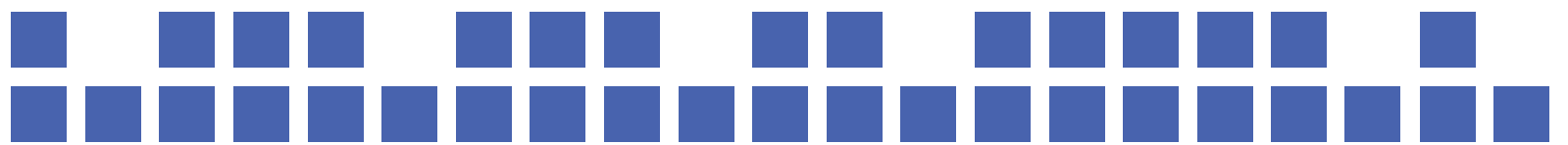


What is a PAC? PAC is established by BCIT's Board of Governors and is constituted to provide strategic advice and assistance to programs such as TMGT. Every BCIT program has a PAC as a resource.

TMGT will be looking to members of our PAC to provide advice on the skills and abilities 21st century employers are likely to require, potential effects of technology change, future employer skill needs, emerging technology management issues, converging technologies, techno-socio-economic scenarios and so on. This will help sustain our position as a leading centre of competence in all facets of technology management.

The TMGT PAC will function as a "virtual committee" using online technology and thus minimizing the need to travel with just one face-to-face meeting in a year.

As students, graduates and employers your input is always of value to us, we welcome your feedback at any time. If you are an employer or graduate who wishes to participate as a member of TMGT's PAC, please forward your information to our Program Head, Jim Hendry.





MIRTH

When you're tempted to fight fire with fire, remember the fire department uses water."

~ Anonymous

Don't you wish there were a knob on the TV to turn up the intelligence? There's one marked 'Brightness,' but it doesn't work.

~ Gallagher

Windows is just DOS in drag.

~ Anonymous



"CHOOSE YOUR OWN ADVENTURE"

APRIL 7 & 8TH

Open House is a biennial two day campus-wide event that showcases the institute's educational and applied research offerings to prospective students, potential business partners and the general public.

Open House is a great opportunity to highlight BCIT's unique educational offerings and showcase the Institute's cutting-edge labs and shops. Over 20,000 visitors are expected to attend this event.

Open House is scheduled to run from 9 a.m. to 5 p.m. on both Friday and Saturday.

TMGT will have a program booth for the two days, drop by our booth to see the faculty and staff!

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HOW DO I GET COURSE MATERIAL?

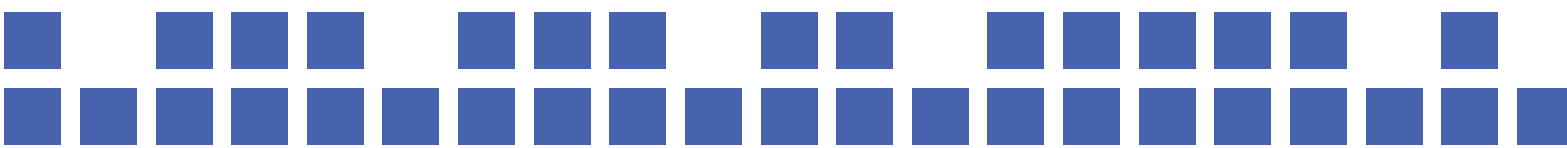
You will have all noticed a change in the last 12 months in how you obtain the required material for TMGT courses; both for classroom delivery and correspondence.

To clarify for anyone who may still be unaware of this change, please note that you need to order your course material from the BCIT Bookstore at the time of registration. This can be done either in-person at the Burnaby campus or online through the BCIT website at www.bcit.ca.

Okanagan students must order their course material online using the classroom online ordering system through the BCIT Bookstore. Okanagan students should not use the Distance Education ordering system as this will delay shipping of your course material.

If you register for the online version of TMGT courses, you will not receive any printed course material. In this case, your course material will be available online via the TMGT website and the required access passwords will be forwarded to new registrants on the Friday or Monday following your course registration.

Please ensure that you allow sufficient time to obtain the needed course materials prior to the first class. Thank you all very much for your patience and cooperation!



GRAD PROJECT

So you think you are ready to start your graduation project. Do you have a project concept in mind?

The graduation project is an applied capstone effort in acquiring your Bachelors Degree. It is comprised of **three broad stages** for which the entry requirements are to have:

1. Completed TMGT 8102 and 8103
2. Acquired at least 41 TMGT credits [out of the 62 total required]

In most cases, the 41 credits will come from: Management Courses – 20 credits; Advanced Technology Courses – 9 credits; Liberal Education Courses – 6 credits; 6 credits from requirement 1, above. Any deviation from this must be approved in advance by the Program Head.

Okay, where do you start? Subject to the above, the **three stages** are:

1. Submit a one or two page proposal to the Program Head providing a high-level perspective on your intended project.
2. Upon acceptance of your proposal, you will be authorised to register in TMGT 8101 [Directed Studies]. In this process you will have to ensure in advance that you have a home organization sponsor, and you will be assigned a BCIT mentor to assist you. In the Directed Studies course you will be working alone to develop your **project plan**, consistent with your proposal, with support as appropriate and required from your sponsor and your mentor.

When your draft plan is ready, submit it to your mentor for review. It is likely the plan will go through several iterations. At the end of the TMGT 8101 process, the length of which is specific to each unique project, you will be given a numerical grade for your project plan.

3. Receipt of your mark for TMGT 8101 constitutes your authority to register in TMGT 8104. This is where you will perform your project in accordance with the approved plan. Any deviations from plan must be approved by both your sponsor and mentor. Your deliverable under TMGT 8104 is a detailed project report. Upon successful completion of this process, and acceptance of the deliverable by your sponsor and BCIT, your report will be graded 'S'.

You will be provided up to ten hours of mentor time to be allocated as you wish over TMGT 8101 and 8104. The TMGT program tries to minimise demands on sponsors by requiring their input only as the project plan and the project report are nearing an almost-ready state through student-mentor interaction. Good luck!

This is an excerpt from the latest version of the TMGT Student Guide that was sent to all TMGT students. If you've not received an electronic copy of this Guide, please contact Laurie McGee at lmcgee@bcit.ca or download a copy from our web site at www.tmgmt.bcit.ca.

Kavinder Dhillon *Continued from page 2*

the classroom their experience and knowledge ... in addition to the instructors sharing their ideas and experience, I learned many things from fellow students as we participated in group discussions."

So, what words of wisdom does this successful graduate have for 400+ students currently taking courses in the TMGT BTech program — don't be afraid to make a mistake, as long as you only make the mistake once. You only learn when you make a mistake.

Good luck Kavinder — keep those business ideas coming!

TRANSFER CREDIT

Do you think you have course credits that may be applied to your TMGT degree? Once accepted into the Bachelor of Technology in Technology Management degree program, you may apply for transfer credit, to obtain credit for courses within the program that you have completed at another post-secondary institution.

To apply, you must complete a "Transfer Credit" form and submit your completed application to the Student Records Office at 3700 Willingdon Avenue, Burnaby, BC V5G 3H2. This form is available online through our BCIT website at www.bcit.ca/files/pdf/admission/ptsapplprogapproval.pdf.

Student Records will review your application and will advise of their decision.

