

TECH TALK

Fall 2007

INSIDE THIS ISSUE

Profiles	2
TMGT's Story ... A Brief History of the Program	4
Important Notice for Degree Completion	5
Contact Information	5
Program Advisory Committee	6
Mirth	6
Approaching Your Capstone Graduation Project?	7
Web Site Makeover	7
New Access to Distance Education	7
Minimum Grade	8
What's in a Name?	
Is it a Program or is it a Project?	9

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.

CONVOCATION JUNE 2007

Convocation is always a special time at BCIT as we recognize and celebrate the accomplishments of students.

Wearing their "BCIT student" moniker they cross the stage and take on their well-earned new moniker title of "BCIT graduates".

TMGT faculty and staff are proud to acknowledge recent graduates Anne Lamont, Brian Wiebe, Jeff Brown, and Patrick Ho who made the momentous journey across the stage at this year's June convocation.

It is impressive that all the TMGT graduates received Honours status, meaning each achieved a GPA of 80% or higher.

This achievement is particularly significant when realizing TMGT students complete their credentials whilst carrying out the responsibilities of their full-time job.

Further congratulations to Anne Lamont who was presented with an achievement award, The Bachelor of Technology Award in Technology Management, during this year's Graduation Awards ceremony. This annual award was established in 1997 by BCIT and awarded to the graduate with outstanding achievement in the program.

Congratulations everyone!



Above: Jeff Brown, Brian Wiebe and Anne Lamont at the Convocation Ceremony.



Right: Anne Lamont and her parents, Joy and Neil, and her nephew, Angus, during the Graduation Awards ceremony.



PROFILES



Jeff Brown

Jeff Brown completed his TMGT BTech credential earlier this year and his degree was bestowed upon him at the June convocation ceremonies.

Jeff began his TMGT journey at the end of 1995. In that duration, Jeff has weathered the numerous changes and acquisitions that have occurred in his industry. Jeff currently is a Senior Specialist Field Operations responsible for Systems Development, Integration and New Technology Development with MTS Allstream. In this role, Jeff represents the company's field operations nationally to review all new technology introduction projects to assess the impact of the new technology.

When asked the question, "how has what you have learned in this degree connected with what you do in your career?," Jeff points specifically to the technical

writing and composition skills to be persuasive when working with other teams within the company, business and accounting skills to build business cases, human resources skills to conduct staff performance reviews, and presentation and marketing skills to communicate with other members of the company.

In addition to completing the required course work of the TMGT BTech degree program and meeting the responsibilities and expectations at work, Jeff shared his knowledge and expertise with his community and industry. He has given back by participating as a member of the BCIT Telecom Technician Program Advisory Committee, as well as, in the Applied Science Technologists and Technicians of BC (ASTTBC). In these capacities and associations, Jeff utilizes his years of industry experience and leadership skills to help establish the guidelines needed to train and mentor new members entering the industry.

Jeff's local community, Richmond, has been the focus of Jeff's volunteer work over the last 15 years. In association with the 655 Richmond Air Cadet Squadron, Jeff has positively influenced hundreds of young adults. Between 2001 and 2004, Jeff was the Commanding Officer of the squadron and in this capacity was responsible for the well-being of 150 cadets and 20 staff comprised of reserve officers, civilian instructors and volunteers.

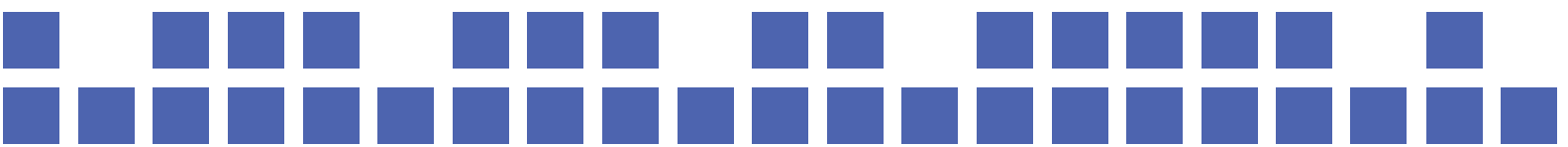
Now with a young family, Jeff's sparetime is a scarce commodity but Jeff still finds enough to continue working with the Lower Mainland Air Cadet Gliding program on the weekends of the spring and fall.



Neil Wieler

Neil Wieler has 34 years experience in computers and communications. He started his career in computer operations and operations management, first with the Royal Bank of Canada and then as the first computer operator hired at the Insurance Corporation of British Columbia (ICBC). His 15 years at ICBC included senior roles in operations, operations support, telecommunications operations and network design and support. Neil also had major project responsibilities in planning all computer centre upgrades, and moving the computer centre from downtown Vancouver to North Vancouver.

Neil left operations to pursue a career in sales and sales manage-

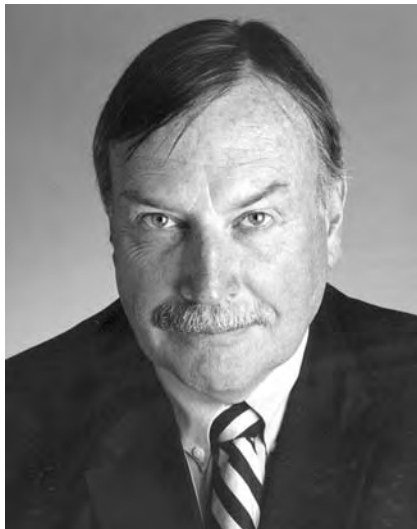


ment with Gandalf Data Ltd., 3Com Corporation, Fore Systems Inc., and Sprint Canada. Neil's sales success can be attributed to his operational background and his understanding of operational and management issues that his customers face daily.

Neil has also been an entrepreneur, having been instrumental in the foundation and operation of a fiber optic networking company.

Recently, Neil was appointed President of WebNet Global, a company specializing in 3 dimensional holoprojection technology (3dhTM). This new technology is said to represent a leap beyond HDTV.

Neil brings his wide range of experience in every facet of computer and telecommunications network operations to the classroom.



Peter van Bodegom

Peter has over 30 years of business experience. He spent 14 years with Peat, Marwick, Mitchell & Co (a

predecessor firm to KPMG) where he obtained his CA and practiced in the insolvency and bankruptcy area. In 1987, he co-founded ALI Technologies, a health informatics company, for which he was the VP Finance for seven years. He left in 1994 when the company went public on Vancouver Stock Exchange. From 1995 to 1998, he was CFO for a publicly traded plastic injection company. In 1999, he joined PricewaterhouseCoopers LLP. Currently Peter is with Cogent Health Solutions as CFO.

He has been a speaker at the semi-annual Angel Forum for the past four years and has also spoken to the annual conference on Entrepreneurship and Innovation. Peter is an angel investor in early stage technology companies and has a keen interest in strategy and entrepreneurship; as a volunteer mentor for Telus New Ventures BC, he coaches entrepreneurs and start-up companies.

Peter's educational background includes an undergraduate degree in Commerce (University of Toronto, 1972), a Canadian Chartered Accountant designation in 1975, a MBA from Simon Fraser University (1986) and a CPA (Illinois) 1998.

Peter's depth of knowledge has enhanced our business strategies courses—TMGT7131 and TMGT7132. The benefits will continue with the updated version of the two courses delivered as TMGT 7135—Strategy, Innovation and Entrepreneurship. The first classroom and DE offerings of TMGT 7135 will be in the Fall 2007 term.

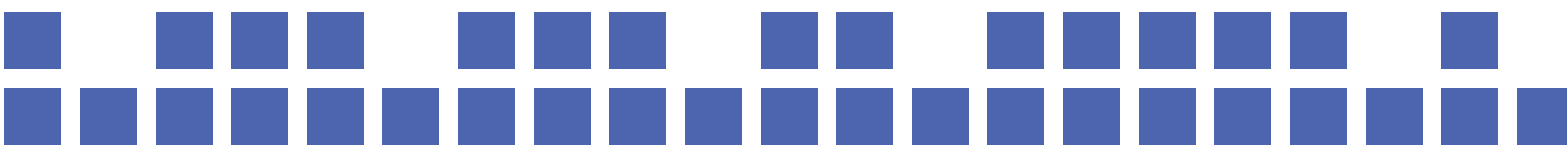


REALITY CHECK

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.



TMGT'S STORY ... A BRIEF HISTORY OF THE PROGRAM

In April 1992, BCIT VP Education issued an announcement confirming Technology Management (TMGT) as one of two new Advanced Technology diploma programs to be developed, the first of its kind at BCIT. In September, 1992 BCIT and Open Learning Agency (OLA) announced the new Bachelor of Technology (BTech) degree as one of four collaborative agreements between the two institutions, with the program to start in September 1992. Enrolments grew over the following years along with further course developments and continual revisions. In 2000, the Ministry of Advanced Education approved BCIT's authority to offer degrees directly and as a result, the TMGT degree was repatriated from OLA. For a period, students were graduating from both the Advanced Diploma and BTech programs but now all are in the BTech degree stream. TMGT also has had in place for some years articulation agreements with Embry Riddle Aeronautical University in the US and with Seneca and Centennial Colleges in Canada.

Since inception, TMGT program goals and objective continue to be centered on achieving learning outcomes that address specialized skills required to cope with rapid changes in science and technology, intense competition in the global marketplace, shifting customer needs and preferences, and the proliferation of technologies generally. Technology managers

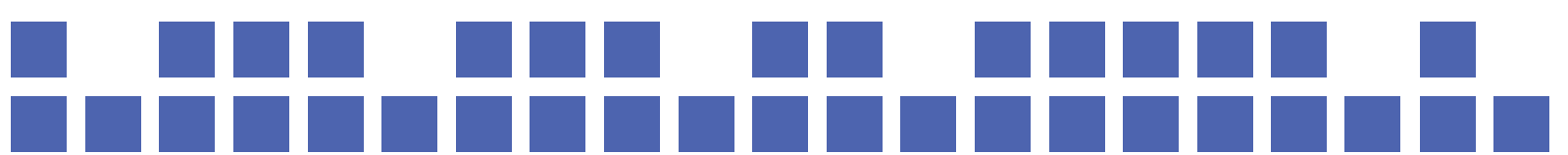
are intended to be distinguished from other managers in that they possess an ability not only to apply technology principles and practices, but also professional skills in organizing and directing people and projects in complex and dynamic environments.

Current TMGT degree students

represent over 28 industry sectors, as described by the 1997 NAICS [North American Industry Classification System]. To date there are over 400 registered students enrolled in the TMGT degree program or individual courses and we have over 55 graduates from the program.

NAICS #	Industry Sector
113	Forestry and Logging
211	Oil and Gas Extraction
212	Mining (except Oil and Gas)
221	Utilities
321	Wood Product Manufacturing
322	Paper Manufacturing
333	Machinery Manufacturing
334	Computer and Electronic Product Manufacturing
335	Electrical Equipment, Appliance, Component Manufacturing
336	Transportation Equipment Manufacturing
339	Miscellaneous Manufacturing
443	Electronic and Appliance Stores
481	Air Transportation
485	Transit and Ground Passenger Transportation
493	Warehousing and Storage
513	Broadcasting and Telecommunications
514	Information Services and Data Processing Services
523	Securities, Commodity Contracts, and other Financial Investments
541	Professional, Scientific, and Technical Services
551	Management of Companies and Enterprises
561	Administrative and Support Services
611	Educational Services
621	Ambulatory Health Care Services
713	Amusement, Gambling, and Recreation Industries
811	Repair and Maintenance
923	Administration of Human Resources Programs
927	Space Research and Technology

(Note: list is compiled from 1997 NAICS)



IMPORTANT NOTICE FOR DEGREE COMPLETION



Business Development Management Courses

TMGT 7131 & 7132

In 2006, TMGT combined TMGT 7131 (Business Strategy & Structure) and TMGT 7132 (Managing Technological Innovation and Entrepreneurship) into one 3-credit course, TMGT 7135 (Strategy, Innovation and Entrepreneurship).

TMGT 7135 will be offered as of September 2007.

Various communications have been sent over the past year notifying TMGT students that we will not be offering TMGT 7131 or TMGT 7132, in classroom or distance education delivery formats, beyond Fall 2007 term.

TMGT 7131 and TMGT 7132 will no longer be available after August 2007.

If you are one of the few remaining students who have completed only one of the two courses, you will now need to complete TMGT 7135 in order to meet graduation requirements. If you need further direction, please contact Laurie McGee at laurie_mcgee@bcit.ca.

Human Resources Management Courses

TMGT 7104 & TMGT 7141

In 2006, TMGT combined TMGT 7104 (Management of Technological Change) and TMGT 7141 (Managing in a Technical Environment) into one 3-credit course, TMGT 7145 (Leadership in a World of Change).

TMGT 7145 will be offered as of September 2007.

Various communications have been sent over the past year notifying TMGT students that we will not be offering TMGT 7104 or TMGT 7141, in classroom or distance education delivery formats, beyond Fall 2007 term.

TMGT 7104 and TMGT 7141 will no longer be available after August 2007.

If you are one of the few remaining students who have completed only one of the two courses, you will now need to complete TMGT 7145 in order to meet graduation requirements. If you need further direction, please contact Laurie McGee at laurie_mcgee@bcit.ca.



TMGT department staff can be contacted should you require assistance or would like to provide feedback. Please contact any of us at the following:

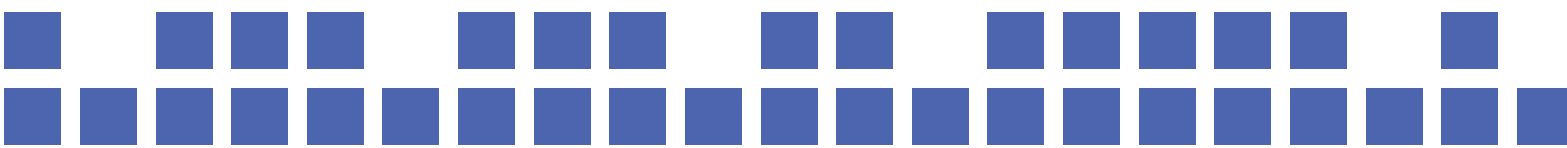
Laurie McGee
Program Administrator
Laurie_McGee@bcit.ca
604.432.8459

Jim Hendry
Program Head
Jim_Hendry@bcit.ca
604.432.8942

Jim Duncan
Okanagan Coordinator
Jim_Duncan@bcit.ca
1.877.215.3277

Terry Suen
Marketing Coordinator
Terry_Suen@bcit.ca
604.451.6886

Michele Minichiello
Program Assistant
Distance Education
Michele_Minichiello@bcit.ca
604.432.8277 or
toll free at 1.866.768.7070



PAC

TMGT's Program Advisory Committee (PAC) started the academic year this September with its first face-to-face meeting of the year. The program received valuable input from the industry members as to industry-clustered focus and alternate delivery models. There was vigorous discussion from all members as to the industry clusters with increased activity and areas where knowledge and skill gaps exist. The program shared news with PAC members of our first online virtual classroom delivery (TMGT 7101 Engineering Technology & Management) scheduled to begin this September. This first online virtual classroom experience will be monitored and results reported back to the PAC at the next meeting. The experience gained and evaluation received from the students and staff may have impact on future TMGT DE (Distance Education) deliveries.

In addition to PAC feedback, the program also seeks feedback from our students and graduates. If you have suggestions or industry issues to put forward, please contact us.

The PAC meets a minimum of two times within the academic year. Members are: Gord Rein (Sauder School of Business, UBC), PAC Chair, Julia Ryland (NRC-IRAP), Hal Booker (Top Producer Systems), David Todd (Isentient Technology), Paul Barran (NRC-IRAP), Ken Goosen (Aero Strategies), Rob Cruickshank (BCTIA), Ken Merkley (Ken Merkley Associates), Kavinder Dhillon (LabTest Certification Inc), Goodwin Young (Inception Software Technology), Rob Sheridan (Long View System), Doug King (Providence Health), John Swift (Swift Law LLP) and Richard Smith (SFU).



Committee members: Front Row: (L) Paul Barran, Hal Booker, Kavinder Dhillon (R)
Back Row: (L) Gord Rein, Julia Rylands, Ken Goosen, Jim Hendry, Rob Cruickshank (R)



"Computers are magnificent tools for the realization of our dreams, but no machine can replace the human spark of spirit, compassion, love, and understanding."

~ Louis Gerstner, CEO, IBM

"Technology is like fish. The longer it stays on the shelf, the less desirable it becomes."

~ Andrew Heller, IBM

"There might be new technology, but technological progress itself was nothing new – and over the years it had not destroyed jobs, but created them."

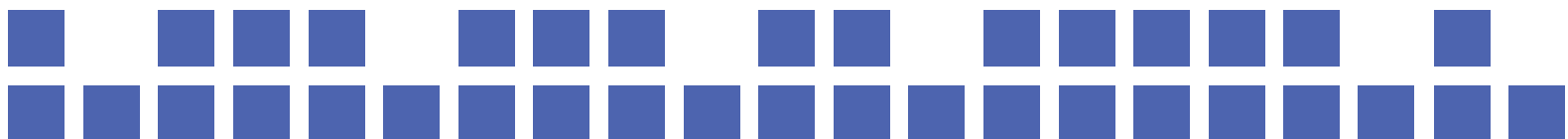
~ Margaret Thatcher

"The telephone wire, as we know it, has become too slow and too small to handle Internet traffic. It took 75 years for telephones to be used by 50 million customers, but it took only four years for the Internet to reach that many users."

~ Lori Valigra

"Where is all the knowledge we lost with information?"

~ T.S. Elliot



APPROACHING YOUR CAPSTONE GRADUATION PROJECT?

TMGT would like to provide some 'heads up' comments to help your effort. First, be sure to read at least section 9 in the TMGT Student Guide (it is available on our website if you don't already have a copy). Second, provide a written proposal which includes sufficient background of the situation and problem so as the reader can easily understand the purpose of the project and the desired project deliverables. The project proposal needs to be approved by TMGT before you may proceed to the next step which is the project plan. As you develop your project plan under TMGT 8101 pay attention to the management component, the research component and the technology development component, and plan for the integration of these when you later actually perform the approved project (under TMGT 8104). As applicable, pay attention to issues such as stakeholders, implementation logistics, development of user guides, training, integration with the larger business, practical research into deliverable environments (i.e., where this will end up), technology assessment needs, risks, constraints and, very importantly, the metrics to be used to evaluate success of the project.

At this stage, we can only provide basically 'generic' comments and suggestions to consider. When you receive the kit of guidance documents that are provided when you register in TMGT 8101, and begin your development of the full project plan, we can get to more specific issues and interests. At this point, you will also want to read the project evaluation criteria laid out in section 10 of the TMGT Student Guide. This should help keep your effort (and project log) focused on what really matters in terms of having a successful and accepted project.

WEB SITE MAKEOVER



During the summer we've been making over the TMGT web site. The new look is ready for unveiling, visit us at bcit.ca/transportation/tmgt.

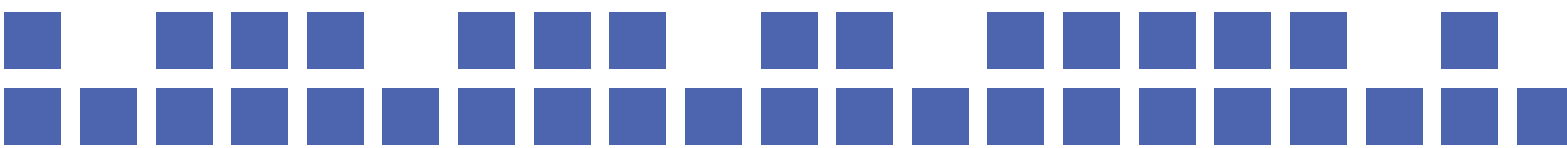
The revamped web site is still the entry point for Distance Education and online students, simply select the DE button on the lower right of the initial page.

Take a tour of our new web site at bcit.ca/transportation/tmgt. If you have any questions or comments please contact us (see page 5).



NEW ACCESS TO DISTANCE EDUCATION

Over the last number of months we have migrated DE course material access to another system known as Learning Manager System (LMS). The material and process remains the same with the only change being the access point location and user login. Any students currently taking DE courses will be receiving directions from Michele Minichiello regarding this change. Any questions or if you encounter technical difficulties, please contact Michele at 604.432.8277 or tmgtde@bcit.ca.



MINIMUM GRADE

Over the past number of months we've received a number of inquiries in the office as to minimum grade expectation for TMGT courses. Since a number of people are asking, this made us wonder if there were more students out also wondering the same thing ... so, let's straighten this out for everyone.

Firstly, there is a distinct difference between the GPA (Grade Point Average) for the whole of the program and the course mark for individual courses within the program. A GPA is the cumulative performance of courses within the program.

TMGT's GPA program minimum passing grade is 65%. This means that regardless of the individual course marks, students must achieve 65% and above in order to meet program graduation requirements.

For individual course marks, unless otherwise stated in the course outline, the minimum passing grade for each course is 50%. This means that a student must achieve 50% (or the minimum stated in the course outline) and above in order to meet the course requirements.

The bottom line is that as a TMGT student, you must achieve a minimum of 50% in each course, and 65% GPA for the program. If in doubt, please contact us.

WHAT'S IN A NAME?



Is it a program or is it a project?

These terms are sometimes confused in usage — perhaps some clarification is in order. A program is a group of related work efforts, including two or more projects or, in larger programs, hundreds of projects. A project is a single investment comprised of multiple tasks and with a defined (fixed) scope, schedule, budget and performance [quality] outcome.

Consider, for example, the upcoming 2010 Winter Olympics in BC. By definition this is an 'Olympics Program' — that is the over-arching objective. But under that 'arch' is a multiplicity of projects such as the athletes' village, a bobsleigh run, a cross-country ski run, a skating oval, a downhill skiing facility and many others, each with hundreds or thousands of tasks. Another good example is the current multi-billion dollar (pounds) Heathrow

Airport expansion program currently underway in the UK that claims a host of very large projects (60) such as terminal buildings, tunnels and even river diversions, and sub-projects (147) such as road improvements and moving sidewalk structures. A controversial follow-up project, which is being called the 'third runway' project, which is generating heated socio-environmental protests.

But not everything is a program. At the other end of the scale one can find examples of a myriad of small projects such as building a fence, relocating a home office, erecting a sign or writing a software interface to a new printer. Most of us can think of many examples performed from our own experience or that have been observed at different times and places.

These distinctions are useful in the context of defining what a Program Manager does vs. what a Project Manager does. Each requires a distinctive knowledge and skill set, and both require general management knowledge and skills. By making these distinctions it becomes possible to define core competencies for each and thus, to structure instructional programs to address applicable professional development needs. Such an approach helps to amplify project manager field experiences as they acquire necessary program perspectives over time, laddering into progressively more responsible positions.

