

TORONTO USERS GROUP for Midrange Systems



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Golf Photos

May MoM Review...

Dave Smith:  PIPEDa

Dale Perkins:  IBM Announcements

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TUG eServer magazine

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President's Corner

By *Eveline Gaede*,
President, Toronto Users Group for Midrange Systems



It is hard to believe that another year has passed for TUG and my term as president will soon be over! Last September, when I wrote my first column for President's Corner, I mentioned that one manifestation of the unexpected economic downturn in 2003, was a decrease in IT spending which affected many companies. From articles I have seen, I am optimistic that we are heading back in the right direction, albeit slowly. By all indications, the economy continues to strengthen. And according to Forrester Research, Canadian IT spending will grow by three percent in 2004.

At TUG, we were concerned about how the reduced IT spending would effect our Users Group. Coupled with this, there have been some articles circulating that user groups are dying out. Peter Norton once predicted the demise of users groups. He believed the technology would become so simple that users groups would not be needed, just like there are no users groups for telephones, vacuum cleaners or other appliances. To find out if there was any truth in this, I typed in "users groups" in google.ca and got over **13 million hits!** Does that sound like a dying forum to you?

To combat some of these issues, and because we always strive to deliver the most value to our membership, we tried some new things this year:

- We had a change of venue for our September and May member's meetings from the Travel Lodge to Woodbine Race Track. From the session reviews, all attendees enjoyed the new locale. (The excellent buffet was much appreciated as well!)
- We had a great year of topical sessions that were applicable to all levels of IT: from typical IT issues like software management; to tech-

nical topics like Websphere, Linux and Remote System Explorer tools and also some "IT awareness" topics like how Sarbanes-Oxley and PIPEDA would affect our roles in the company. Our last session revolved around highlights of the new IBM announcements on i5 and V5R3.

- We added some "extra-value" items to our annual TEC conference, held in April. The two hands-on labs: RSE and Web Facing, were great hits! On the first morning of the conference, we held an executive breakfast with world-renown speaker **Robert Tipton** giving his presentation on "Untangling IT".

Naturally we still had all of the regular networking events such as the bi-monthly meetings and the annual golf tournament. Our "TUG eServer magazine" continually delivers articles on the top technical issues as well as regular updates on past and upcoming events.

If ever there was a year to join TUG, it is the upcoming year! Top and foremost are the new announcements from IBM. It is clear from the announcements on their direction with i5, that IBM is focused on not only the survival, but the re-energizing of our beloved iSeries! And TUG will continue to bring you speakers, articles and conference sessions that will help you keep up with the exciting changes.

Another thrilling item is that COMMON is coming to Toronto. You may be asking yourself, "What does joining TUG have anything to do with the COMMON conference?" First and foremost, if you are planning to attend COMMON, by being a member of TUG, you can save money. One such savings is the COMMON membership fee – a savings of \$395 US!

And even if you are not planning to attend the COMMON conference itself, you can still reap the benefits. Besides the regular five MoM's, we will be hosting a special LUG session during the conference. All TUG members will be able to attend the COMMON Expo, followed by a 75 minute presentation by one of COMMON's top speakers, at no cost.



Eveline Gaede

Some of the topics we are looking at for our regular MoMs are: Enterprise Application Modernization (EAM), the new CL enhancements in V5R3, Project Management, and WebSphere, to name a few. Although most meetings will be held at our regular meeting facility, we are again looking at a change in venue for a couple of these meetings – namely Woodbine and the IBM Lab. We are already in the planning stages for TEC 2005! Because of the success of this year's labs, we will hopefully be able to repeat this feature.

As you can see, TUG is strong, growing and committed to serving its membership! And we have been doing so for many years. In 2005, TUG will be celebrating its 20th Anniversary!

I hope everyone has a safe and happy summer. Take some time to relax and rejuvenate as next year is shaping up to be a very exciting year! See you all in September!



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– TUG MoM Review –

The May 2004 Meeting of Members

By Stephen Bingham

Is it the end of the year, or a new beginning? ... It depends.

Afternoon Session

Looking back over the year, I think this might have been one of my favorite MoM's. Possibly because of the fantastic lineup that the Woodbine Race Track has at their buffet. However, back in the meeting room, TUG had a star studded line up of its own. First out of the gate was **Dave**

Smith of The Waterstone Group Ltd. on the Personal Information Protection & Electronic Documents Act or PIPEDA.

PIPEDa is the federal privacy legislation that came into effect in January of 2004. Please note that the provinces of Quebec, Alberta and British Colum-



Stephen Bingham

Photos by Léo Lefebvre



TUG members return to Woodbine Racetrack for the May Meeting



bia also have their own privacy legislation. The presentation opened with a cartoon depicting a fortune teller in front of her computer, telling her client about all the information available on-line about him. This information included information on his finances, family pet, medical condition and that he was becoming alarmed at the amount of personal information available on-line to complete strangers.

There are ten main principals to this legislation. They include the following:

1. Accountability
2. Accuracy
3. Identifying Purposes
4. Safeguards
5. Consent
6. Openness
7. Limiting Collection
8. Individual Access
9. Limiting use, disclosure and retention
10. Providing Recourse

As Dave told us, some of these principals are written in stone and others are not. What does that mean? Well, it depends. This legislation is designed to protect the privacy of the individual but relies in part on the judgment of the company collecting the information to determine how to handle it.

The collector of information must be able to demonstrate what information they are collecting, why they are collecting it, how long the information will be retained and most importantly that they have consent to collect and retain the information. In addition they must be able to demonstrate that the information is required for business purposes. In effect, all additional personal informa-

tion on individuals not required for the purpose of the business should be removed.

Consent can be implied or explicit. Walking into a room that has a sign on the door that reads, "The premises are under video surveillance" is implied consent. Explicit consent can be written or verbal. If it is verbal, it should be documented.

Companies should designate a Chief Privacy Officer. The purpose of this position would be to ensure current and continued compliance with federal and provincial privacy legislation. They should have access to all levels of the company and to third parties who may have access to their systems. In addition they should act as a resource for public complaints and inquiries. What does this mean for IT? Since much of the information collected will be stored on computers, policies and procedures must be put into place to ensure compliance with corporate directives.



The amazing Woodbine buffet

© Woodbine Entertainment Group

This could result in changes to applications to ensure and document that



Afternoon speaker: Dave Smith

consent has been received, and that the cleanup of existing databases of extraneous personal information has been done.

Intermission

As we were all left to ponder the ramifications of this legislation on our work place, we enjoyed the buffet and discussed strategies for picking the winning horse for the races later that evening. During the break a commercial for the COMMON users group conference in Toronto was shown. Don't miss your chance to attend COMMON this fall. Since TUG will be the host Local Users Group, we will have lots of activities planned with COMMON, including a special TUG Meeting of Members on-site at the conference.

Glenn Gundermann (who is chairperson of the TEC committee) thanked everyone who participated in making TEC 2004 a success, and announced that plans are already underway for TEC 2005!



Photos by Léo Lefebvre

Richard Dolewski then took the mic to remind everyone about the TUG Golf Tournament on June 18th. (See photo coverage on page 11 of this issue.)

Evening Session

After the break, our president **Eveline Gaede** introduced our second speaker of the evening, **Dale Perkins** of IBM. Dale is a former IBM liaison to TUG. On May 4th IBM announced the next generation in the AS/400 family: the i5, and its new operating system: i5/OS V5R3.

The i5 is the industry's first POWER5-based series of servers, and although it continues to more closely share a common hardware platform with the pSeries, the i5 gets the new chip technology first. (It is rumored that there will be a "p5" sometime next year.) IBM is completing its vision of the on-demand operating environment, introducing the first implementation of the IBM Virtualization Engine and extending the value of open integration with i5/OS and WebSphere.



IBM's POWER5 chip

i5/OS V5R3 is an integrated operating system that is built on, and extends the capabilities of OS/400 V5R2. The new release of the operating system will run on the IBM i5 servers and IBM



Richard Dolewski

AS/400 and ISeries servers models 170, 720, 730 and 740.



Some of the highlights include:

- Automated backup for i5/OS hosted Windows, Linux, AIX and Domino Servers.
- Rapid checkpoint save while active
- Enabling real-time file system virus protection scanning tools.

The on demand operating environment comes in two flavors. The Standard and Enterprise editions. The Standard edition is aggressively priced for E-Business workloads. The Enterprise edition includes maximum on demand capabilities including the following:

- Maximum interactive 5250 CPW
- Processor activation for Linux or AIX 5L Integrated xSeries Server.
- License for popular e-business and data center management software.

The IBM Virtualization Engine includes the following features:

- Dynamic Logical Partitioning – The new POWER Hypervisor supports i5/OS, AIX 5L and Linux and up to 254 partitions.



Evening speaker: Dale Perkins

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Wende Boddy (middle) presenting speakers' gifts to Dale Perkins (left) and Dave Smith (right)

The 5th Wave By Rich Tennant



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- Improved fault tolerance and lower partition management costs.
- Replacing the Primary partition with the Hardware Management Console (HMC).

With this announcement, IBM is providing a copy of WebSphere Application Server Express with every eserver i5 or upgrade to i5/OS V5R3. Maintenance is now a part of Software Subscription.

i5/OS V5R3 became generally available on June 11, 2004.

The release of V5R3 and the i5 will make for lots of interesting reading this summer and into the fall. IBM has brought the i5 into the forefront with the POWER5 chip. Let's hope this is the boost our favorite system needs to attract new business and solidify the existing user base.

Have a great summer everyone and see you in the fall! 

Stephen Bingham is the TUG Secretary and works for CGI as an iSeries Technical Analyst. He can be reached at 905-821-2252 ext. 7866, or stephen.bingham@cgj.com



The Sixteenth Annual TUG Golf Classic

By Wende Boddy and Richard Dolewski

Nobleton Lakes, June 18th, 2004

Photos by Léo Lefebvre



Richard Dolewski



Mike Calleya

It really is perfect on a golf course early in the morning... The colour of green on the course is so special. You rarely see that shade driving on the highway or walking in the woods – only on a fairway while the dew is still on the grass, and the dragon flies are hovering over the water.

You can see the hope on the players' faces as they reach the first tee. Are they hoping to score well for their team, or do they just not want to let the team down? Or does it still come down to personal best? That is what is so great about golf – each game is a new start. No matter how you scored the last time, the hope chest is full again at the start of the next game. It is easy to see why people are fanatic about golf. There are so many elements to consider and the good players are a treat to watch.

For the 16th Annual TUG Golf Tournament, we had some good and some bad but no ugly players. What a great bunch of people!



The Gord Jackson Award

We have some golfers who have been with us for all of the 16th years. **Jim Vanderburgt** is one, and he cleaned up at the prize table this year. Well done Jim!

Our MC and Chairman **Richard Dolewski** assured everyone that the day would be warm and sunny, and as usual he was right. The temperature was in the high 60's with sunshine and a slight breeze to stave off the bugs and a few clouds to soak up the UV rays. It really was a perfect day.



The Kiwi Award (A tribute to New Zealand)

The Gord Jackson Award changed hands this year. As a matter of fact, there were three foursomes tied for first place, each with a score of minus seven! Team 1A, including **Phillipe Eidman, Sam Webster, Glenn Gundermann, and Steve Page**; as well as Team 3A, including **Gerry Hoffe, Joe Spencer, Ross Bautista, and Rob Herst**; were the runners up. However the Nobleton Lakes' computer finally picked the low net trophy winners – Team 8A, composed of **Dave Mountain, Bruce Leis, Lyle Kittmer, and Lino Cafazzo**.



The 16th annual TUG Golf Classic tournament and banquet – June 18, 2004, Nobleton Lakes, Ontario




Jim Vanderburgt

As usual we had charity competitions on the par 3 holes. Thanks to all the players who chipped in!

Randy Folmes won the Lexmark printer, presented by **Kevin Simon** from IBM; and **Jim Vanderburgt** won the TV/VCR from Caro Systems. **Dave Burnett** (the “Blind Golfer”) from End-to-End Networks presented 3 prizes: a portable phone – won by **Jim Vanderburgt**, a DVD player – won by **Doug Wallace**, and a Sony Diskman – won by **Mike Calleya**. **Chris Roach** won tickets to *Hair Spray*, presented by **Dave Mountain** from Mid-Range Computer Group. **Jack Black** won the 20 Gigabyte iPod, presented by **Steve Gapp** from Softlanding Systems (New Hampshire.) Incidentally, in addition to New Hampshire, we also had guests from as far away as Illinois, Texas, and New Zealand!



Wende Boddy

If you were one of those unfortunates who couldn't afford the time off work this year, you really missed out. The BBQ steak dinner alone was worth attending. So mark your calendar now for the 17th TUG Tournament on June 17th, 2005. That's when we're planning to do it again. Don't miss it! 



Richard Dolewski with trophy winners: Dave Mountain, Bruce Leis, and Lyle Kittmer. (Absent: Lino Cafazzo.)



Joe Spencer

This year's children donation (a nice fat cheque for \$3,900) will be presented to the Bloorview MacMillan Children's Centre, here in Toronto. Also, back by popular demand, was the “Elimination Draw”, where you want yours to be the LAST name drawn. The prize this year was a weekend for two at the Sheraton Hotel in Niagara Falls, won by **Joe Spencer**. The consolation prize (for having the penultimate name drawn) was a Sony stereo, which went to **Peter Babiak**.

A Special thanks to all of the companies and individuals who contributed to the prize table. Following is a list of the terrific sponsors from home and abroad who helped us put this fine day together:

- Caro Systems**
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- End to End Networks**
- IBM Canada**
- Mid-Range Computer Group**
- Maximum Availability, (NZ)**
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- Storage Data Technologies**
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“Blind Golfer” David Burnett

Photos by Léo Lefebvre

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Project Management Tales – Penny Wise, Pound Foolish

By *Debbie Gallagher*

Each story in this series of Project Management Tales is true, but company names have been changed. Some stories occurred in Canada and others took place in the US or overseas.



Debbie Gallagher

Background

Acme Corporation, a British manufacturer, was implementing a new packaged billing system, including development of custom reports, modifications, and interfaces. Acme assigned twenty of its own staff, either part-time or full-time to the project. In addition, Acme hired Standard Consulting, who assigned twenty part-time and full-time consultants to the project. The consulting fees were expected to be about two million Euros for the nine-month project.

The Situation

The first phase of the project went well, with one Acme division starting to use the new billing system after seven months, as scheduled. The remaining divisions, billing over ninety-five per cent of Acme's customers were to be live nine months after the start of implementation.

During the eighth month, one of Acme's four technology staff quit with very little notice. Acme's project manager wanted to get a replacement hired quickly, but was also concerned about cost. As a result, he would not consider adding another Standard consultant. The Standard project manager then offered to assist in the interview and hiring process but the offer was declined.

The cost-focused IT manager decided to hire a contractor from India. This would save five thousand Euros over the remaining time on the project, and still have the new person working sooner than he could hire a permanent replacement. The Indian developer arrived within a week, and in less than two days it was obvious that the developer was not qualified and also spoke very poor English. By the time the developer was ter-

minated, a person-month had been lost. Acme decided to add another Standard consultant to the project to replace the terminated developer. This arrangement started immediately.

Now a second Acme developer quit his job, also with short notice. While recruiting was under way for the empty positions, another Standard consultant was added to the project part-time.

Then, a third member of the Acme technology team left his job with short notice. This time, the Acme manager asked the Standard manager to assist with the process of hiring a contractor, to ensure the new person was qualified to work with the new software and development tools. The new contractor started right away to catch up on the lagging work.

At the same time, there were significant performance problems with the new system. The database administrator was assigned to the project only part-time, so did not have time to solve the performance problems.

Action Taken

The Acme and Standard technology team members worked longer hours to try and catch up. In addition, the hours that the database administrator was assigned to the project were increased. However, enough time had already been lost that it could not be completely caught up, and the go-live date had to be delayed by a month.

Prior to go-live, the project team ran test billings successfully. Acme's IT manager told the Standard manager that since everything was working, no go-live support would be needed and the consultants could leave.



Standard Consulting's project manager thought it was wiser to keep a few of the consultants on site for a couple of weeks after go-live to support Acme. This would have cost Acme about twenty thousand Euros. However, Acme was insistent that they didn't want to pay more and that Standard should leave.

Epilogue

About a month after go-live, Standard's project manager was shocked to find out that Acme was extremely unhappy.

Upon investigation, Standard's manager found out that Acme had not properly run a step that was required prior to running the billings. Acme's staff did not have the experience to solve the problem quickly and the billing had been delayed. Acme's CIO had been concerned that she would have to resign her position if they could not produce invoices after spending millions on implementing the new software.

After all the work that had been done well, Standard's project manager was very concerned that Acme could end up dissatisfied. In order to ease Acme's concerns, he assigned a consultant to automate the pre-billing step and did not bill Acme for the work.

Conclusions


The Standard Consulting project manager discovered that it is possible for a project to go well and then for lack of go-live support, the delivery team can lose credibility. He may have found it worthwhile to manage this risk by assigning one consultant to stay for a week or two at go-live and not charge the client.

Providing a bit of free service is what he ended up doing, and perhaps they'd have all been happier if it had been offered earlier. Perhaps clearer documentation of the billing process and its pre-steps may have helped.

It is tempting during a project, when budget revisions are needed, to consider reducing or eliminating the go-live support budget. In this case, where the client had continuous turnover, leaving only the consultants with knowledge, it was an unwise decision. It may have saved a few dollars but nearly prevented the company from running its business.

Another cost-saving decision that turned out to be expensive was choosing the unqualified contractor from India because five thousand Euros could be saved. This amount of money was extremely small compared to the overall project budget of two million Euros, yet caused an entire month of work to be lost.

As an aside, the hiring of the Indian contractor also highlighted Acme's poor hiring practices, which were also made clear by the number of staff who quit with short notice. Very little effort was put into ensuring good quality hires. Since it was discovered that the contractor had poor English skills, I wonder if he was ever interviewed prior to hiring.

A final question about Acme's project manager: When the billing couldn't be made to work, and his boss, the CIO, was in danger of losing her job, why didn't the manager phone the consultants to ask for help? 

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[Debbie's previous "Project Management Tales" are available on her personal web site: www.gallaghers.ca/debbie.]

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COMMUNICATING WITH SAM

Wireless Integration: Assessing the Risks



Sam Johnston

Question:

Currently our company has a standards-based wireless barcode system to support inventory scanning to our AS/400. The system has been in place for several years and is 900MHz technology with a dedicated proprietary wireless network. Due to the deployment of new ERP applications, and the client interface that is required, we could better leverage our new applications if we migrate to more current technology based on 2.4GHz standards, which means the introduction of a wireless LAN (WLAN) within our campus. Additionally, we currently have 900MHz wireless Companion phones, which are end of life. Consequently, we are assessing building a single 2.4GHz network to support both new barcode scanners and new wireless IP phones, as well as other applications and devices such as PDAs. However, based on published reports and the information made available in the media, our management team is concerned about security. We are trying to assess whether the business benefits of the change will justify the security risk and capital cost of the project.

Answer:

Wireless Wi-Fi 2.4GHz networks (WLANs) present perhaps the largest conundrum in the technology landscape. On one hand, the media bombards us daily with news on the growth of wireless hot spots and can't miss productivity benefits associated with staying connected to the enterprise regardless of where we are. However, this positive spin on Wi-Fi technology is always offset by a new report from some research group indicating how vulnerable corporate networks are due to poor wireless security. While your overall concerns about wireless security are valid, it is important to understand whether the issue is rooted in an inherently flawed technology, or is more a product of poor deployment practices.

Before you make your final decision, it is important for you to know and understand the advances and capabilities of wireless security. Once you translate these capabilities into a final solution design and implementation plan you will be better equipped to decide if the security profile of the technology is within the risk range that your company deems to be acceptable.

Aside from security issues, a key business decision is to determine whether

it makes sense to integrate your wireless infrastructure to support multiple applications via a single network, or to maintain your existing approach of a separate and dedicated network for the barcode system and the phones, making the decision to upgrade each independent of one another. Overall, we would typically recommend moving to a single network infrastructure for the benefit of reduced support costs and consolidation of maintenance, configuration and support. While you may want to keep the two decisions independent, you may not be able to. The bad news is that to upgrade either your existing phones or bar code scanners, you will need to build a 2.4GHz network. The good news is that the current technology standards for both the phones and bar code scanners use open standards, rather than proprietary networks, and hence, whatever network you need for one will also support the other, provided adequate capacity is built.

The technology that you have currently deployed for both the phones and bar code scanners is 900MHz and will not conflict in signal with the commonly deployed WLAN standard of 802.11b using 2.4GHz. This means that depending on the ROI associated with each decision, it is technically possible to migrate

only one of the devices (either the bar code scanners or the phones), while leaving a legacy system in place for the other. However, given that a migration of either means a new network, and both your phones and bar code scanners are essentially at end of life, there is a good chance that you will be able to justify the additional capital of replacing both by improving the overall ROI of the project.

While technically the decisions can be kept independent, the ability to use a single network will likely make the two business decisions interdependent. Overall, the decision to replace either the wireless phones or bar codes scanners will be based upon the ROI associated with the cost of migration, which ultimately will be driven by the supported features associated with each device, and the potential to reduce the ongoing support costs by adopting more efficient new technology.

Assuming that you can justify replacing at least one or both of the devices, you will quickly be heading down the path of implementing a 2.4GHz WLAN. An important step in the design process will be to review the security implications and the layers of security available for the WLAN.

While the technology can assist in providing a secure environment, it is also important to understand that security of any nature is always rooted in common sense prevention decisions. As a starting point, you can dramatically improve wireless security by ensuring physical security of your premise to make sure that unauthorized surfers of the network are kept out, and by designing your wireless cell coverage to cover only your premise, but not to extend unnecessarily beyond your business boundaries. This may mean that cell sizes are not optimized, leading to the increased cost of more access points, or that the odd dead zone is created in hard to reach corners, but this is a good alternative compared to letting your wireless network spill into the public domain for easy breach.

Securing a WLAN is similar to securing any other network, in that it involves layers of security and within each layer there are configuration options that will help customize the implementation path in order to meet your specific needs. Once we understand the overall security architecture that is possible, we can turn to recommendations for the implementation plan itself.

The security options we will review will be based upon the Cisco Aironet wireless LAN offering, which is the WLAN product with the most market share. Most other products available in the market should support most if not all of the same security features as many are industry standard.

The 5th Wave By Rich Tennant



"Can't I just give you riches or something?"

The three main layers of WLAN security available are Authentication, Access Control, Encryption and Data Privacy.

1. Authentication

There are several options available for authentication, and it is important to review the applications that need to be supported by the wireless network, along with overall corporate security standards to determine which methodology best meets a specific need. Options available include:

- MAC authentication
- Open or Shared Authentication with SSID and matching WEP key and shared key.
- IEEE 802.1X:
 - ♦ Cisco LEAP (a.k.a. EAP-Cisco Wireless)
 - User authentication via user ID and password
 - ♦ PEAP
 - User authentication via One-Time Password (OTP) or static password (PAP or MS-CHAPv2)
 - Same CA certificate used to validate server to all users
 - ♦ EAP-TLS
 - User authentication with digital certificate (certificate installed Per User)
 - ♦ Wi-Fi Protected Access (WPA)
 - 802.1X is a required component of the WPA standard.
 - WPA is tested with EAP-TLS but works with all EAP types
 - ♦ Fast Secure Roaming as an extension to permit wireless client devices to roam between access points.
- VPN- IPSec
 - ♦ Options to leverage IPSec as a secure framework for wired LAN access.

2. Access Control

Once authentication has been complete, access control can be used to limit where, within the wired space a wireless device is permitted to go. This can be effectively achieved by using Wireless VLANs to correspond with wired VLANs and limiting access to networks based upon assigned VLANs. Combining authentication with VLAN assignment is a powerful tool in providing levels of service to various network groups.

The following parameters are configurable on the SSID wireless VLAN:

- SSID Name
- Default VLAN ID
- Authentication types (Open, shared and network-Authentication Protocol (EAP) types
- MAC authentication under open, shared and network EAP
- EAP authentication under open and shared authentication types
- Maximum number of associations: Ability to limit maximum number of WLAN clients per SSID.

The following parameter is configurable on the wired VLAN side:

- Encryption key: Used for static WEP clients.

2. Encryption and Data Privacy

Authentication and Access Control will ensure that only authorized users will gain access to the network, and will be limited to reaching only the resources they need. This in itself will greatly reduce the security risks associated with rogue users, but will not protect the packets being transmitted by authorized users performing legitimate transactions. Even when your wireless signal is limited and contained within your own premise, you should consider the legitimate packets being transmitted over the wireless network to be as vulnerable as packets traversing a VPN link over the Internet.

Encryption technology will ensure that packets remain secure. Encryption options available are:


- WEP – static and dynamic
 - ♦ 40 bit
 - ♦ 128 bit
- Cisco –TKIP and WPA-TKIP (enhanced WEP)
 - ♦ Cisco standard and Wireless protected access TKIP
 - ♦ TKIP-MIC (message integrity check) to reduce replay attack vulnerability.
- Advanced Encryption Standard (AES) in near future
 - ♦ Stronger alternative to the WEP RC 4 algorithm.

One of the main challenges you will have in planning a security scheme is verifying that your end devices can support the level of security required. For example, wireless IP phones will not work when LEAP is deployed, and may need to be on a separate VLAN if LEAP is a part of your standard data security deployment. The flexibility of being able to tailor the security scheme on a per VLAN basis enables you to configure your security to maximize the end device capability, and to have a security scheme for each device that optimizes performance and adjusts to the security risk that is posed by that device. Lastly, remember to ensure that you match the WLANs to the appropriate VLANs and that you have adequate security on your LAN network. While wireless networks get most of the security attention in the media, it is not uncommon for organizations to have significant LAN issues that negate the value of any wireless security that may be implemented.

A good approach toward designing and managing wireless networks is to assume that they are security risks and integrate the highest levels of security you can manage. For example, ensure passwords or keys, if static, are long and complex to reduce the chance of dictionary attacks for cracking. Also, rotate and change your security values on a regular basis.

Finally, ensure that you inventory your end devices to know if an end device has gone missing and plan for reconfiguration as required.

Ultimately, wireless continues to travel the same path as other enabling technologies, such as VPN, have previously traveled. The potential power of the technology means that many have ignored the security risks in the short-term. However, as the technology reaches a mature state, wireless security continues to be a major concern for CIOs that needs to be addressed if the technology is to have a long-term viability. In part, this is justified, as the standards are still in the evolutionary stage, and many of the end point devices that have strong demand from early adopters are playing catch-up in adapting to what standards do exist.

However, remember that fundamentally good technology is always humbled by poor deployment practices, and poor deployment practices generally occur during the rapid expansion phase associated with early adoption where demand out strips the supply of expertise. While wireless security still needs to evolve to the state where it has the trust level that is equal to other enabling technologies such as VPN, many of the current security woes are largely perception due to poor implementation practices that gain notoriety, rather than weaknesses in the technology. 

Sam Johnston is a partner and Chief Technology Officer of Intesys Network Communications Ltd., providing value-added networking and e-commerce solutions to the iSeries community. He can be reached at (416) 438-0002 or via e-mail at sjohnston@intesys-ncl.com. Any TUG member wishing to submit a question to Sam can forward their typewritten material to the TUG office, or to Intesys. The deadline for our next issue is Friday August 13, 2004.



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Focus on Recovery is Key in a Disaster...

By Andrew V. Gordon, M.A. and Dave Patterson



On August 8, 2000, Terry Leis, Vice-President of Quatic Industries, routinely turned his cell phone on after enjoying an evening movie, when he was suddenly caught off guard. In the 2 hours he was in the theatre, he had missed 19 phone calls! In disbelief, he drove immediately to his company to discover the source behind all the calls: his business had suffered a total loss.

A fire had destroyed the offices and manufacturing facilities of Quatic Industries. Where once his company buildings stood proud, only a gaping hole shrouded in smoke remained, revealing



the night sky above. Faced with this complete disaster, what was he to do to save the business? What would you do?

According to the fourth annual Athabasca University/CIO Canada national survey, 44% of Canadian respondents said their organizations did not have a disaster recovery plan in place. This is a sobering statistic when you consider that in a recent survey conducted by the Gartner Group*, it was found that 80% of businesses without a recovery plan went bankrupt within one year of a significant data loss.

If you are one of the few Canadian businesses to take heed of these warnings, you will have realized long ago the imperative of having a recovery plan in place in the off chance disaster were to strike you. You are confident that should the phone call above ever be made to you, your existing recovery plan would save your business and lead you out of trouble.

An important question that might not occur to you though, is whether your plan still reflects your business needs. Your existing plan may be outdated because of growth or changes in the way you conduct business since you first put your plan in place. Are you absolutely sure that your plan meets all of your current business needs? You may be surprised to find out that just having a recovery plan is not enough to meet the challenges you face in the event of a disaster.



**Andrew Gordon, M.A.
& Dave Patterson**

Consequently, while having a plan is better than nothing, businesses are still playing with fire by not continually updating this plan to reflect the ongoing changes in their business. In short, they are well on their way to becoming a disaster statistic themselves because of this neglect. What is one to do? The answer is to do a “Comprehensive Business Impact Analysis” when you realize that your existing recovery plan may not be enough or are unsure of the result a disaster would have on your business operations.

The next step would be to contact an expert in business impact analysis and recovery planning to determine the strength of your existing plan in meeting a disaster effectively. While most companies understand that having a recovery plan in place is a necessity in this day and age, few realize the importance of continually updating this plan with changes in their business.

This is where an expert on business impact analysis and recovery planning comes into play. He will raise the comfort level you have with your existing plan and ultimately, give you peace of mind through his analysis. This is because he will either establish that your existing plan adequately meets your

business needs or if not, he will develop closely with you a plan that does. A Business Impact Analysis (BIA) sets the parameters for the recovery plan and should answer three important questions with regard to the effect a disaster would have on your business today:

- How quickly must you recover from a disaster;
- How much data can your business afford to lose;
- What is the financial impact if these targets for timeframe and data recovery are not met?



It is important that business managers who can assess impacts on the overall business (not simply on the ability to perform a job function) complete the BIA.

In many cases, the real impact on the business as a result of a disaster is not calculated in a direct cost of loss of productivity and overtime to catch-up to a pre-disaster production schedule. Instead, intangibles difficult to calculate, such as a loss in reputation or in missed opportunities because of




a failure to meet commitments, could have a significant long-term impact on the bottom line of the business. Consequently, it is essential to have a recovery plan that is up-to-date and fluid in nature, so that as your business evolves the plan evolves with it.

One cannot stress enough the importance of having a recovery plan that is effective and up-to-date. A recovery plan mitigates the long-term impacts as a result of a disaster causing a loss of business operations.

While a major widespread disaster that causes a business interruption is forgivable, as customers are more lenient and understanding in this regard, few will forgive the business struck with disaster alone and fails to meet this challenge. Customers will interpret this failure to maintain business operations as a sign of incompetence or poor management, and subsequently, will lose confidence in the business. This could result in serious repercussions in the long term, as a business may find itself losing out on contract renewals or losing previously loyal customers. This is why having a current plan in place is so important. In short, having an expert conduct a BIA will bring confidence and peace of mind to a company that should disaster strike, they will be ready to meet it head-on.

Terry says his company learned a lot from the experience of the fire, especially of the importance in focusing on the recovery process, which he cites was imperative in the success of his company in meeting the challenge of the disaster.

By not languishing on the nature of the disaster, the company was able to overcome the setback; and as a result, the reality did not seem as stark as it initially appeared. With a recovery plan in place, once disaster strikes, the positive focus of recovery naturally occurs in the process of following the plan. While a fire is obviously the worst-case scenario, there is range of problems that could besiege your business and adversely affect your ability to meet contractual obligations. An effective recovery plan, therefore, while up to date, is also scalable to the problem.

Having an expert conduct a comprehensive business impact analysis on your business can go a long way in assuring you that your recovery needs will be met no matter what type of disaster strikes. With an up-to-date recovery plan in place, you will have already the necessary focus in recovery that is key to successfully overcoming disaster and not becoming the next disaster statistic yourself. 

Dave Patterson is a Senior Business Consultant with Able-One Systems, who has worked with companies regionally and internationally to assess and develop disaster recovery plans. For further information about Able-One Systems please email: info@ableone.com or call 519-570-9100, extension 251.

Andrew V. Gordon, M.A. is a freelance writer based in Waterloo, Ontario. He can be reached at avgordy@hotmail.com.

Endnotes:

* <http://www.myrmidon.net/managedservices/netsave.html>

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JACKIE'S Forum

OS/400's QSHELL



Jackie Jansen

Although the term “shell” is more well-known by UNIX and Linux programmers it is an environment that most of us are familiar with. A shell is, quite simply, a command interpreter. In the UNIX or Linux worlds there are multiple shell environments, two of the most common are the KORN shell and the Bourne Again SHell (bash). In the PC world we are all familiar with COMMAND.COM. In the iSeries world, although we rarely use the same terminology, we are very experienced with using command entry or QCMD which is our shell.

Many years ago IBM announced support for POSIX standards in OS/400. One of the capabilities that this gave us, was support for a UNIX or Linux type shell called “Qshell”. If you STRQSH (Start Qshell) you are in an environment very similar to command entry. Qshell allows us to execute powerful commands and utilities, most of which work with files in the IFS.

The shell commands can either be run interactively or through a shell script. A shell script is simply a text file that contains shell commands, much like a CL program or jobstream contains CL commands.

Qshell is a program that reads some input, interprets the command and then produces output. By default the standard input and output devices are the keyboard and the display. Qshell allows for capabilities known as redirection and piping. These may be familiar to many of you from past DOS days even if you aren't familiar with UNIX. Redirection allows you to change where the input comes from and where the output goes to.

A common use of redirection is to redirect your input device from the keyboard to a disk file. Basically you are telling the shell command to read a disk file and process it. Piping allows you to use the output from one command as input to a second command. In this way you can string a set of commands together each one potentially filtering or modifying the data to get the results you are looking for.

Qshell gives you access to many different UNIX or Linux commands to work with the IFS. You can also use Qshell to develop Java applications. The Java Development toolkit includes many UNIX style utilities for use in Java application development. IBM uses Qshell in applications such as WebSphere to gain cross platform compatibility.




Qshell gives you the capability of creating an archive file similar to a save file or a zip file on a pc. When developing Java applications, you often want to create a JAR file or a Java Archive file. The “jar” command will either create the archive file or extract files from the archive file depending

on the options specified. This is similar to performing a SAVOBJ to a save file and then running RSTOBJ. In a UNIX or Linux environment creating a TAR (Tape Archive) file is very common. In Qshell the “tar” command again allows you to either create the TAR archive file or to extract files from it based on command line options.

One of the more popular shell commands is “grep”. Don't you just love UNIX style command names? “grep” allows you to search for a pattern or a string of characters within a file.

In addition to the standard UNIX commands OS/400 supports commands to access “native” functionality. The shell command “liblist” shows you your current library list. The shell utility “db2” can be followed by a db2 statement in quotes that references DB2/400 tables.

Earlier today I was looking on the internet for some information and happened upon a sample CL program used to find the size of an object in the IFS. Another alternative to this CL program would have been to use the Qshell command. The command “strqsh ls -l | cut -c 39-50” would first list the files in your directory and then pipe or send this list to the cut command which would extract the characters containing the object length. The output would be a list of all objects sizes in the directory.

Although Qshell is part of OS/400 and has been for a very long while, it is an optional component and not installed by default. “GO LICPGM” (Go Licensed Program) and check if OS/400 option 30, the Qshell interpreter, has been installed. 

For more information on Qshell visit the iSeries Info Centre at <http://publib.boulder.ibm.com/html/as400/infocenter.html>.

Jackie Jansen is a Senior Consulting IT Specialist. She currently works in the IBM Americas Advanced Technical Support Solutions Centre. Jackie is a frequent speaker at iSeries Technical Conferences and User Group meetings. Contact her at jjansen@ca.ibm.com.

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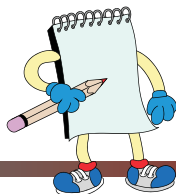
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Door Prize Winners

Congratulations to the winners of the door prizes at the May19 MoM (at Woodbine)! Jerry Dmytrasz, Terrence Enger, Eric Lamont Pearson, Andrew Pun, Joseph Tam, and Jack YIN. Thanks to IBM Canada and Toronto Users Group for the great prizes. Congratulations also go to Dean Tucker of Newfoundland & Labrador Hydro whose name was picked from the entries submitted to the TUG website promotion

– W. Boddy

TUG's Calendar of Upcoming Events

- ☒ **September 22, 2004 – MoM (at IBM Toronto Lab)**
 - ▶ **5:00** Session 1
EAM
Speaker: Mark Buchner
 - ▶ **7:00** Session 2
WebSphere
Speaker: TBA
- ☒ **Oct. 17-21, 2004 – COMMON 2004 Fall Conference, Toronto**
- ☒ **October 18, 2004 – MoM (On-site at COMMON)**
 - ▶ **5:00** Double Session
Topic 1: Get a a Life
Speaker: Trevor Perry
Topic 2: TBA
Speaker: Skip Marchesani
- ☒ **November 17, 2004 – MoM (At Woodbine Racetrack)**

TEC 2004 Sponsors

In the previous issue, the following companies were missing from the list of TEC 2004 Sponsors: Many thanks to Syntax.net and COSYN Software, as well as all of the other sponsors for helping to make TEC 2004 such a great success!

Letter: TEC Labs

Hi Glenn!

I just realized that I had not gotten back to you on evaluating the labs at this year's TUG conference. The labs were GREAT! This would definitely be an offering to repeat in the future, on whatever current topics are suitable. I was very pleased to get some hands on with the RSE and Webfacing products, and felt like I came back to the office with new knowledge that I can apply immediately. Please do more of this in the future!

Val Sanderson, Manager of Application Development, Erb Group of Companies
vsanderson@erbgrou.com

Letter: TEC Labs -2

Dear TUG:

I attended the 2 labs on Websphere (Maintaining ILE RPG/ILE/COBOL and WEBFACING). A little rushed but a lot to cover. I believe it was worthwhile. It gave me enough to start using WEBSPHERE. I hope there will be future labs at TUG. This was a GREAT IDEA to have a couple of labs. The lab was small enough to get your questions answered.

Thanks,

Dexter Chin-Yee

dexter.chin-yeec@cgi.com



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