



Will Rogers Chapter (WRC)
June, 2011
Newsletter



A LETTER FROM THE PRESIDENT

This is my final message to you as your 2010-2011 Will Rogers Chapter President. It has been a memorable year for me as President - truly a year of *Passion & Purpose*. As the chapter experienced wonderful highs, I celebrated *Passion* realized in our ranks. When we experienced some disappointing lows, keeping our *Purpose* in the forefront was key to our success.

Our chapter had to make some adjustments this year to weather a tough economy and a downturn in membership. On the upside, making these adjustments went a long way toward ensuring the chapter's future success. The most important thing is that we fulfilled our mission and vision of *Passion & Purpose* by providing high quality educational forums, peer networking, leadership development, and certification opportunities for our members, as well as opportunities to help others in the community and to grow personally. In a nutshell, it's been a successful year for the WRC.

Through my time as president I have worked with an exceptional Board of Directors and various volunteers who donated their time and efforts for the chapter's betterment. I thank you all for the time you have freely given and for your service to our members. As my parting words I would like to remind everyone that IAAP is a member organization. If you have not considered leadership, or participated on a committee, or volunteered for a chapter project, there is no time like the present. The dedicated leaders of the Will Rogers Chapter will be only too pleased to hear from you. So, go on - get involved. I am sure our new 2011-2012 President, Janet Stroud, CPS, will fill the role admirably. And, I hope you will provide her and her Board of Directors with a high level of support during their term of office.

For myself, I look forward to continuing to serve as your 2011-2012 Membership Director, as well as maintaining friendships with those whom I have worked closely during my term, and serving as a mentor to our future leaders.

Thanks to you all for your support this past year.

Best wishes to the Will Rogers Chapter for continued success!

Cynthia Bradley, CPS
Will Rogers Chapter President
2010 - 2011

MAY EDUCATIONAL FORUM & CHAPTER MEETING INFORMATION



WHAT:

IAAP Will Rogers Chapter Meeting

WHEN:

Tuesday, June 14, 2011

5:15 Networking

5:45 Dinner

6:30 Program

WHERE:

The Hyatt Place
7037 S. Zurich Ave., Tulsa, OK

TOPIC:

New Officers

COST:

\$20.00 US Dollars for IAAP Members

Please note, this meeting is for members only.

RSVP:

Go to www.iaap-willrogers.org and

- 1.) Click on "Meetings/Events" tab
- 2.) Click on "Submit Reservation Here"
- 3.) Complete RSVP information
- 4.) Click on SUBMIT button.

Call or email Brenda Hix with questions. Phone: 918-488-6466
Email: Brenda.hix@zenergyok.com.



STUDY QUESTIONS
(Thank you Missy Burchette!)

1. Large organizations often support in-house technology workshops through the
 - a) help desk
 - b) information center
 - c) joint information system/end-user team
 - d) steering committee

2. Which type of data is more vulnerable to errors, destruction, misuse, and fraud? Data stored in/on
 - a) enterprise network
 - b) microfiche
 - c) traditional file cabinets
 - d) USB flash drives

3. With the growing number of internal and external threats to computer-based information, security becomes an important issue that
 - a) is controlled through the information policy
 - b) is the responsibility of the chief information officer
 - c) requires the attention of everyone in the organization
 - d) requires outsourcing services

4. Bugs in system software and application software are
 - a) corrected faster if the software has been purchased from a software vendor
 - b) detected and eliminated during unit tests
 - c) less costly if detected before implementation
 - d) minor glitches in the software that can be ignored

5. The most common source of errors in computer-based information systems is
 - a) application software code
 - b) inaccurate or inconsistent data
 - c) processing
 - d) system operations

6. A person who attempts to disable the organization's Web site is called a/an
 - a) cracker
 - b) Trojan horse
 - c) Veronica
 - d) Webmaster

7. A virus attached to emails and spread through Microsoft system and application software, diminishing Internet traffic, is a/an
 - a) script
 - b) spam
 - c) trojan horse
 - d) worm

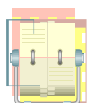
8. Data tampering is most likely to be done by
 - a) electronic data interchange (EDI) partners
 - b) employees
 - c) hackers
 - d) online customers

9. An architectural blueprint of a new home is analogous to systems
 - a) analysis diagrams
 - b) design models
 - c) development documentation
 - d) development programming code

10. Controls that pertain to the input, process, and output of both automated and manual processes are
 - a) application controls
 - b) general controls
 - c) implementation controls
 - d) operation controls

QUOTE OF THE DAY

"Consider the postage stamp: Its usefulness consists in the ability to stick to one thing till it gets there."



ROLODEX CONTACT

Mike Melega
Tulsa Drillers
201 N. Elgin Ave.
Tulsa, OK 74120

918-744-5998
mike@tulsadrillers.com
www.tulsadrillers.com

QUOTE OF THE DAY



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SUNSHINE RAFFLE

May raffle was a voucher for a one night stay at the "Aloft" hotel. Missy Burchette was the lucky winner.



WRC'S LENDING LIBRARY

Contact Missy Burchette to check out a book or find out what's in the library. She can be reached via email at missyb.admin@gmail.com.

STUDY QUESTION ANSWERS

1. B, 2. A, 3. C, 4. C, 5. B, 6. A, 7. D, 8. B, 9. B, 10. A

Office Systems and Technology, Chapter 5 System Security

BOOK REVIEW

Inspired to Lead by Christopher Novak
12 Powerful Lessons on Making a Difference



CONGRATULATIONS!!!

Join us in saying congratulations to Janet Shook -- she just got married. We wish her the best in this new, everlasting endeavor!

To inspire, leaders need to be inspired. Skill without motivation is like a Ferrari with no gas...so consider this book fuel for your leadership journey! its fusion of information will propel you and your team forward through even the most challenging times. Here is a unique collection of powerful, true-life stores - and their leadership lessons - that offer the acceleration of inspiration. This book transforms 12 real-world sagas into a dozen teachable moments that can make you a more effective leader or spark a professional development dialogue with your team. Enjoy a rare resource that leaves you refreshed, empowered and...Inspired to Lead!

UPCOMING ITEMS AND DATES ...

June 9-12, 2011 - A-O Division's 53rd Annual Meeting at the Doubletree Guest Suites & Convention Center in Bentonville, AR hosted by the Benton County Chapter.

July 24-27, 2011 - IAAP's International Education Forum and Annual Meeting, Montreal Convention Center, Montreal, Quebec (Host Hotel is the Hyatt Regency Montreal).

August 15, 2011 – Next November Certification Exam Registration deadline.

Book is available in the WRC Lending Library -- check it out today!

Ducks Quack - Eagles Soar (shared by Jan)

No one can make you serve customers well....that's because great service is a choice. Harvey Mackay, tells a wonderful story about a cab driver that proved this point.

He was waiting in line for a ride at the airport. When a cab pulled up, the first thing Harvey noticed was that the taxi was polished to a bright shine. Smartly dressed in a white shirt, black tie, and freshly pressed black slacks, the cab driver jumped out and rounded the car to open the back passenger door for Harvey .

He handed my friend a laminated card and said: 'I'm Wally, your driver. While I'm loading your bags in the trunk I'd like you to read my mission statement.'

Taken aback, Harvey read the card. It said: Wally's Mission Statement: To get my customers to their destination in the quickest, safest and cheapest way possible in a friendly environment...

This blew Harvey away. Especially when he noticed that the inside of the cab matched the outside. Spotlessly clean!

As he slid behind the wheel, Wally said, 'Would you like a cup of coffee? I have a thermos of regular and one of decaf.' My friend said jokingly, 'No, I'd prefer a soft drink.' Wally smiled and said, 'No problem. I have a cooler up front with regular and Diet Coke, water and orange juice...' Almost stuttering, Harvey said, 'I'll take a Diet Coke.'

Handing him his drink, Wally said, 'If you'd like something to read, I have The Wall Street Journal, Time, Sports Illustrated and USA Today.'

As they were pulling away, Wally handed my friend another laminated card, 'These are the stations I get and the music they play, if you'd like to listen to the radio.'

And as if that weren't enough, Wally told Harvey that he had the air conditioning on and asked if the temperature was comfortable for him. Then he advised Harvey of the best route to his destination for that time of day. He also let him know that he'd be happy to chat and tell him about some of the sights or, if Harvey preferred, to leave him with his own thoughts.

'Tell me, Wally,' my amazed friend asked the driver, 'have you always served customers like this?'

Wally smiled into the rear view mirror. 'No, not always.. In fact, it's only been in the last two years. My first five years driving, I spent most of my time complaining like all the rest of the cabbies do. Then I heard the personal growth guru, Wayne Dyer, on the radio one day.

He had just written a book called You'll See It When You Believe It. Dyer said that if you get up in the morning expecting to have a bad day, you'll rarely disappoint yourself. He said, 'Stop complaining! Differentiate yourself from your competition. Don't be a duck. Be an eagle. Ducks quack and complain. Eagles soar above the crowd.'

'That hit me right between the eyes,' said Wally. 'Dyer was really talking about me. I was always quacking and complaining, so I decided to change my attitude and become an eagle. I looked around at the other cabs and their drivers. The cabs were dirty, the drivers were unfriendly, and the customers were unhappy. So I decided to make some changes. I put in a few at a time. When my customers responded well, I did more.'

'I take it that has paid off for you,' Harvey said.

'It sure has,' Wally replied. 'My first year as an eagle, I doubled my income from the previous year. This year I'll probably quadruple it. You were lucky to get me today. I don't sit at cabstands anymore. My customers call me for appointments on my cell phone or leave a message on my answering machine. If I can't pick them up myself, I get a reliable cabbie friend to do it and I take a piece of the action.'

Wally was phenomenal. He was running a limo service out of a Yellow Cab. I've probably told that story to more than fifty cab drivers over the years, and only two took the idea and ran with it. Whenever I go to their cities, I give them a call. The rest of the drivers quacked like ducks and told me all the reasons they couldn't do any of what I was suggesting.

Wally the Cab Driver made a different choice. He decided to stop quacking like ducks and start soaring like eagles.

How about us? Smile, and the whole world smiles with you... The ball is in our hands!

A man reaps what he sows. Let us not become weary in doing good, for at the proper time we will reap a harvest if we do not give up... let us do good to all people. Ducks Quack, Eagles Soar. Have a nice day, unless you already have other plans.

SORROW looks back, WORRY looks around, and FAITH looks UP.

"Life isn't about waiting for the storm to pass. It's about learning to dance in the rain."

RECIPE

Easy Strawberry Pie (Submitted by Cynthia Bradley, CPS)

This is a great, easy, fresh strawberry pie to make. Since the strawberries are not cooked, the succulent goodness of the berries stands out.

There are three components to this pie plus optional whipped cream for garnish. They are the pre-made crust, strawberries, and the glaze.

The crust:

Preheat oven to 450 degrees. Prick the surface of the pie crust with the tines of fork to allow for steam to escape. Line the bottom of the crust with pie weights. Bake the crust for eight to twelve minutes or until it just starts to brown.

The berries:

Wash and hull strawberries. Do not allow the strawberries to sit in water since they will absorb water and make the pie runny. Mash enough strawberries to make about one cup of pulp. Use a strawberry slicer to cut the remaining strawberries into even, uniform slices.

The glaze:

You'll need the following ingredients plus the one cup of mashed berries.

1 cup granulated sugar
3 tablespoons cornstarch
1/2 cup water
1 tablespoon butter
1 cup crushed strawberries
a few drops of red food coloring (optional)

Combine the sugar, cornstarch, crushed strawberries, and water in a saucepan. Cook over medium heat until the mixture begins to boil, stirring often. Cook for two more minutes until the sauce becomes thick and translucent. Stir in the butter. Add the red food coloring if desired. Set it aside to cool.

To assemble your pie:

Spread the strawberry slices in the baked pie shell. Pour the cooled glaze over the berries. Refrigerate the pie until it is well-chilled. Garnish with whipped cream and serve.