



November/December 2009

Volume 2, Issue 3

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Partner Corner by Kent Lamb

At this point every year, you hear several people say, "It's hard to believe another year is just about over". I have always been told to never wish your life away, but I can say that I am glad this year is almost over. During the past year, many of us have learned to stay motivated and optimistic while keeping our noses to the grindstone.

I have gotten caught up in the social media frenzy this year as well. One of my morning rituals is viewing my friends' comments on Facebook. I have one friend that always puts out motivational quotes, and he has helped me keep the faith when times were not always so good. I thought I would share a few of them with you. I hope they can add some inspiration to your day as well:

"Optimism does not wait on facts. It deals with prospects. Pessimism is a waste of time"
- Norman Cousins

"A pessimist sees the difficulty in every opportunity, an optimist sees the opportunity in every difficulty"
- Winston Churchill

"Things may come to those who wait... but only the things left by those who hustle"
- Abraham Lincoln

"The three great essentials to achieve anything worth while are, first, hard work; second, stick-to-itiveness; third, common sense"
- Thomas Alva Edison

Yeah, I had to look up "stick-to-itiveness" to see what it meant.

We are planning a big show season for the upcoming year. Here is what we have planned so far. Make sure you look for us at the following shows:

Logistics and Supply Chain Management, February 23 – 26 in Orlando, FL
Financials/HR/GRC, March 16 – 19 in Orlando, FL
SAP Netweaver/BI and Portals, March 23 – 26 in Orlando, FL

Since this will be our last newsletter before the New Year, I would like to thank all of our customers and consultants for an outstanding year. I wish all of you a Happy Holiday Season, and a Joyful and Prosperous New Year.

Unleash the power of together. ®



Titan Partners

Kent Lamb, Chrissie Wootton and Warren Norris enjoyed the Cowboys football game against the Carolina Panthers. Not only was this a great game because the Cowboys won 21–7 or because they got to see the new Cowboy's Stadium, but they had a great time tailgating with consultant and chef Peter Mollet! See more pictures on page 5!



Identity Theft and You! by Tony Adjuder

I know what you are thinking, this will never happen to me! Do you know who has access to your personal information? Who is shopping using your credit?



Tony Adjuder

It doesn't take a lot to be a victim. The basics of your credit file consists of the following key pieces of information:

1. Date of Birth (DOB)
2. Full Name
3. Address
4. Social Security

Your DOB can be found from public information, your name and address can be found on any social site these days such as Facebook, LinkedIn and Twitter profiles. Your Social Security Number (SSN) can be found from military or other legal documents which may be accessible via public record. If you pay the right price you get can whatever you like.

I have been working in the IT Security field for the last 22 years and I myself have been a victim of identity theft. Here are some of the key things to do to protect yourself:

- Limit what information you place on public or social sites regarding your address or even zip code.
- Only provide your social security number when absolutely necessary , This should only be provided for credit or tax reporting purposes. If being asked for medical treatment request the HIPAA guidelines which states whether or not your SSN number is required.
- Never provide your social security by phone or online unless the website you are filling out information is a secured site, the http link will start with: HTTPS.
- Medical documents should not include your entire SSN number, should be at least the last 6.
- Shred all mail or documents when possible to prevent your information from being acquired.

Things the government is doing to protect your identify:

- The Intelligence Reform and Terrorism Prevention Act of 2004 prohibits states from displaying your SSN on drivers' licenses or motor vehicle registrations.
- The Department of Defense and Department of Justice no longer includes full SSN numbers on documents.
- The Government Accountability Office has a report on state laws restricting the uses of Social Security numbers available at www.gao.gov/new.items/d051016t.pdf.

Things to do if you fall victim to identity theft:

- Contact the credit bureaus immediately and cancel all credit cards.
- File a police report.
- Send a copy of the police report to all of the credit bureaus with a letter explaining what happened, and have a fraud alert placed on your credit report.
- Contact the Social Security office to let them know that you are a victim of identity theft, they can place an alert on your SSN in case someone tries to use it for employment or other uses.

I hope you are never a victim and remember you must take an active step in protecting your identity. Even though your identity can be hacked in a split second the damage caused by this cowardly act by someone can take weeks, months and even years to clean up your credit and restore it to what it was before this happened, so remember to keep on top of all activity with your credit . You will not be penalized by credit bureaus for checking your own credit report. You are allowed one free report from each credit bureau annually.

Thanks and Good Luck!
Tony Adjuder

22 year career in Information Security , 16 years in SAP Security and 15 years in Military Intelligence.

Maintaining Sanity on a Project by Barb Seder

You are locked in a conference room with 19 other people. You have 4 square feet of work space allotted to you. Your team has worked 12 to 16 hours per day for the last 6 months. The person drumming their fingers on the table is drowned out by the person with the major allergy attack – or is it the swine flu? You are chanting your mantra “It is almost Friday, it is almost Friday”, even though it is 1 pm on Monday. The project manager announces the go-live date has moved – again.

Should you:

1. Laugh
2. Cry
3. Run out of the room screaming
4. Buck up and take it
5. Explain the problems with the new plan
6. All of the above
7. None of the above

Many projects rely on group activities and techniques to keep the team motivated. Some of the most common are:

- After work parties
- Toys and squeeze balls at the team table
- Snacks and sodas

In general, the spontaneous, individual methods can be as effective and less expensive.

1. Find fresh air including sunshine, if it is available.
2. Go for a walk, do yoga, meditate.
3. Go outside and scream at the top of your lungs. Okay, no one but me has this on their list.
4. Take a nap – but don't get caught doing it.

There are so many stress reducers recommended and very few practiced by any of us. Here is one that is often missed in the recommendations and rarely fails. It has three critical parts. You must complete all three steps. Do not underestimate the power of the last step.

1. Set a goal to be accomplished in less than a day, preferably less than an hour.
2. Complete the goal.
3. Congratulate yourself, out loud, if feasible. Isn't “I did it!” better noise, than drumming fingers or coughing and sniffing?

Repeat as often as possible during the day. It is amazing how great you'll feel by the end of the day. Very few things reduce stress on a project as much as accomplishing something. Why wait for the go-live? Celebrate the little things in small ways.

Enjoy the time during the project. You spend a lot more time in the project than during the go-live celebration.

Barb Seder

Favorite consulting quip “Take my advice, I'm not using it.”



Barb Seder

Q & A Consultant Profile

Name: Mark Long

Hometown: Collinsville, OK

Family: Wife: Gaylene, homemaker, handywoman, furniture refinisher, basket weaver and supportive companion; Son: Isaac, Cadet 3rd Class (Sophomore) at the US Air Force Academy, a musician and the definition of a fine young man; Daughter: Jessica, Senior at Owasso High School, a very bright student near the top of her class, a musician, and a young woman that continually makes exemplary choices.

Number of years consulting: A total of 24 years Consulting (Arthur Andersen, Coopers & Lybrand, Deloitte & Touche, SAP America, Titan). Since 1994 I have been doing exclusively SAP Consulting (15 years).

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Continued from page 3

Area of SAP expertise: Core competency in SD with significant experience in LE, MM, & PP, as well as implementation project management experience.

Interesting fact about yourself: When I was a child, I wanted to grow up to be a carpenter and build houses... still do.

Favorites:

- **Movie:** As a child I considered Flipper my favorite movie. I saw it again a few years ago... what was I thinking? I don't really have a favorite movie. I enjoy dramas and action adventures. I also enjoy seeing movies for the second time since I rarely remember the details from the first viewing, my kids say it is like a new experience for me.
- **Vacation Spot:** Anywhere with clear water. In Oklahoma if you stand knee deep in a lake it is a good day if you can see your feet. Grand Cayman is the best for snorkeling.
- **Sport:** I enjoy watching both college football and motorcycle racing.
- **Music:** Did Neil Young really say 'a man needs a maid - someone to keep the house clean, fix the meals and go away'?
- John Denver had quite a different outlook, when he performed in the round it was like sitting in someone's living room enjoying an evening with friends.
- **Food:** you can't go wrong with a steak on the grill.
- **Quote:** A quote I try to remember often is: "whatever is true, whatever is noble, whatever is right, whatever is pure, whatever is lovely, whatever is admirable—if anything is excellent or praiseworthy—think about such things." Philippians 4:8. It seems these days quite the opposite is constantly promoted.
- **Hobbies:** I enjoy motorcycle rides, long 3 day weekends or extended trips. I also enjoy vacations with my family, especially when we are snorkeling.



Mark Long

Funniest moment at work: A memorable moment was just after a go-live back in 1998, I was called to the Order Entry department to resolve an ATP issue. I was told "the delivery won't create". We called the shop floor and were told the product was sitting there in clear view. I asked: Did you make this product because of a production order? – no; Did you confirm a production order to tell SAP you made it? – no; How then would SAP know there is product sitting on the floor ready to ship? – it wouldn't! This scenario has been repeated several times over the years, and makes me chuckle every time.

Favorite consulting tip: If SAP is configured to support business processes – the implementation will be successful. If SAP is configured contrary to reasonable business processes and must be fed data in order to fool the system to make it work – the implementation will fail.

Q & A Internal Employee Profile



Jennifer Caddell

Name: Jennifer Caddell
Hometown: Shreveport, LA
Family: Husband Kelly, Children - Jeremy (11 years old) and Zachary (7 years old)
Number years with Titan: 3 years
Interesting fact about yourself: I have never had a speeding ticket!

Favorites:

- **Magazine:** Southern Living
 - **TV show:** Extreme Makeover Home Edition (like I ever sit down and watch anything)
 - **Food:** Mexican food
 - **Vacation Spot:** Park City, Utah (especially in the summer with all my family)
 - **Sport:** enjoy watching college football and the Cowboys
- **Website:** Facebook
- Funniest moment at work:** When Kent left a brand new deer lease toilet in the "hen house" for Mindy, Kate & I to admire. He then told us it was the new girls bathroom!
- Favorite moment at work:** When all of the "Titan Team" is in town and we have a potluck in the office (of course, Kevin always approves the menu first)
- Name one thing you can't live without:** My family (and my phone...ha ha)



Baked Beans with Texas BBQ Sauce

*Recipe from Peter Mollet, chef/consultant, at the Cowboy's tailgate party!

Ingredients:

- 1 (28-ounce) can baked beans (recommended: Bush's Baked Beans)
- 1/4 small onion, diced
- 1/4 cup red pepper, diced
- 1/4 cup yellow pepper, diced
- 1/4 cup ketchup
- 1 tbsp dry mustard
- 1/4 cup brown sugar
- 1/4 cup Smokin' Texas Gourmet BBQ Sauce

Instructions:

Add beans (with sauce), mustard, and ketchup to a saucepan and heat over medium-high heat until it starts to bubble. Add brown sugar and stir. Add peppers and BBQ Sauce, stir and cook covered for 10 minutes.

Good times, good company! Dinner with Clients and Consultants

Left to right:
Ron Lyons,
Chrissie
Wootton,
Kevin Campbell
and Warren
Norris



Left to right:
Kevin Kirkland,
Chrissie
Wootton,
Suzanne Reid,
Fredda Schappe
and Nic
Schappe

Birthdays

November

- Dave Howard
- Joash Soh
- Jenifer Gmeiner
- Morley Jack
- Ray Han
- Marilyn Aquino
- Curtis Callaway
- Kevin Campbell
- Pauletta Marlin
- Chryselde Lewis
- Chris Phelps
- Nic Ramos

December

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|----|-----------------------|----|
| 1 | Scott Burton | 1 |
| 9 | Surya Joshi | 1 |
| 11 | Geoffrey Wiswell | 4 |
| 11 | Mark Homs | 5 |
| 15 | Kevin Kirkland | 7 |
| 18 | Richard Koch | 9 |
| 18 | Venkat Thandra | 10 |
| 25 | Douglas Chunyo | 11 |
| 25 | Arleen Cordova | 26 |
| 30 | Liz Hess | 28 |
| 30 | Sharon Wilborn-Sledge | 30 |

Upcoming Seminars and Conferences

Logistics and Supply Chain Management

February 23 - 26
Orlando, FL

Financials/HR/GRC

March 16 - 19
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March 23 - 26
Orlando, FL

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