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## Partner Corner by Kent Lamb

I don't know about you, but I am glad to see spring finally arrive. The winter has been pretty bizarre by Texas standards, but I guess we can thank Al Gore for Global Warming, or it could have been worse. We broke one record and came close on a couple of others this winter. The first was the most snow in a 24 hour period - 12.5 inches - the 8<sup>th</sup> coldest winter on record, and the 2nd most snow fall during any winter - 17.1 inches. I know that my friends in Minnesota are laughing, but Warren and I left Minneapolis with about 3 ½ feet on the ground on February 11, to arrive to 12.5 inches falling at DFW. Who would have thought that would have happened?



Kent Lamb

It has been a busy couple of months with our conference season, and I am glad to get back in the office. Don't get me wrong - it was good to see old friends, current customers and meeting new prospects, but with business on the rise, it makes things pretty hectic. We started the conference season with Logistics and Supply Chain Management the end of February, followed by HR/Financials and GRC in mid-March, then one week later, SAP Netweaver/BI and Portals. All the conferences were a big hit, and the attendance was up over last year. Titan had one break out session at the Financial conference where we had a presentation on PCI (Payment Card Industry) compliance. If you would like to receive any information, please let me know, and I will send you the presentation.

I would also like to thank our consultants who have written articles for our newsletters in the past. I have always said that our consultants are the main reason Titan has been so successful. This month, our article is written by Larry Beck, titled "8 Things to Remember about PCI Compliance". If your company takes any type of credit cards for payment, this may be an eye opening experience for you on the standards that are enforced, and the penalties you can be accessed if there is a breach of credit card information. If there are any topics you would like to see in future editions, please send an email to [info@titanconsulting.net](mailto:info@titanconsulting.net) and I would be happy to explore the possibility of getting it in a future issue of the newsletter.

As always, I would like to thank you for your current business and look forward to 2010 being a banner year for both of us.

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Elijah Alexander

## Remembering Elijah

It is with great sadness that we tell you Elijah Alexander recently passed away from cancer on March 24, 2010. You may recognize his name as a successful NFL linebacker, or you may recognize him from being featured in our Titan Newsletter in the last few years. During his 10 years in the NFL, Elijah played for the Oakland Raiders, Indianapolis Colts, Denver Broncos and Tampa Bay Buccaneers. Titan has been a sponsor at the annual golf tournament that Elijah set up through his organization - Tackle Cancer Foundation. TCF was created to help provide support and financial aid to families with children battling Myeloma and other cancers. Elijah was just as passionate about football and coaching youth football as he was fighting cancer and helping children with cancer. Elijah leaves behind his wife Kimberly, two sons, Elijah (14) and Evan (12). He was only 39 years old.

## 8 Things to Remember About PCI Compliance

by Larry D. Beck

PCI Compliance is something you cannot afford to ignore. Established in 2004 by the Payment Card Industry, compliance with the PCI Data Security Standard is required for any organization that stores, processes or transmits credit card data. This includes organizations that “outsource” their processing functions. The following list can serve as a conversation starter with your team as you begin to understand PCI and your organizations compliance status.

### 1. Using SAP software does not make you compliant (PA-DSS vs. PCI DSS)

- While certain SAP applications are Payment Application Data Security Standard compliant, this alone does not make an SAP client PCI compliant

### 2. PCI is designed to help everyone in the payment value chain reduce risk-i.e. push risk into your organization

- PCI DSS defines the minimum security standard with which you must comply in order to avoid fines if an incident occurs

### 3. PCI Compliance is not a destination, it's a continuous process

- Maintaining your PCI compliance requires effort every day from your organization including IT, HR and others

### 4. PCI Compliance isn't just an IT issue, it affects the entire organization

- Most of the PCI DSS would be owned by IT, but HR, Security, Compliance, even Finance and Treasury may have roles depending on how your organization operates

### 5. PCI Compliance isn't unreasonable-it really is a minimum standard

- When you consider the information that might be compromised as your own, the standards seem much less onerous, even common sense

### 6. Your merchant agreement places all the risk of non-compliance and fines with your company

- If your organization suffers a breach or other security incident involving card data and you are not PCI Compliant, you will be fined and risk other civil penalties as well

### 7. Encourage your company to embrace a culture of security

- PCI requires Security awareness training for this reason, to develop a strong sense of security responsibility throughout your organization

### 8. Let Titan Consulting help you reach and maintain PCI compliance

- Titan consultants can help you reach and maintain PCI compliance in the most cost effective manner possible

#### About Larry D. Beck

Mr. Beck has held various IT leadership roles for more than 20 years. He has been working with companies on PCI Compliance since just after its inception by the Payment Card Industry. Having served organizations of all sizes including large global public firms, he loves the challenges of applying the PCI DSS in diverse environments and specializes in minimizing the cost and other impacts of PCI compliance. Mr. Beck has also demonstrated his commitment to information security by earning and maintaining his Certified Information Systems Security Professional (CISSP®) designation.



Larry Beck

## Q & A Consultant Profile

**Name:** Zaki Sharabash

**Hometown:** Naperville, Illinois

**Family:** Single ... for now :-)

**Number of years consulting:** 4 years

**Area of Oracle expertise:** Database Architecture & Administration, High Availability and Data Modeling.

**Interesting facts about yourself:**

- When I was pursuing B.Sc. in computer science, database administration was not one of the areas that I was considering for my career.
- My first job after graduation included database administration.
- My research point in my master degree ended up to be in database administration.
- I still have my first PC, which is an XT with a 8088 processor.

**Favorites:**

- **Books:** The Quran, Vendor Documentations and books that explain mysteries in these documentations.
- **Vacation Spot:** Mediterranean Sea and Red Sea in Egypt
- **Sport:** I love swimming and tennis, however these days with my busy schedule, going to the gym is my sport.
- **Food:** Lebanese Food such as shawarma, kiftah and kebab.
- **Hobbies:** Reading
- **Website:** Wikipedia
- **Favorite consulting tips:** Be honest. If it happens that the client has a better idea than yours, feel free to admit that.

**Funniest moment at work:** In one of my early consulting projects and on my first day, the manager was explaining the project to me. It was about integrating two different systems running on different platforms. As the manager was explaining the features of the different systems and the details of the project, it was not clear to me why there was a need to develop an application to integrate these systems. It seemed to me that there was a simpler solution, so I wanted to know what the requirements were that prevented them from choosing that option. I took a marker and started drawing on a whiteboard the architecture diagrams of the system to ensure that I understood the requirements. Then I asked why don't we just use the ODBC driver to allow these systems to talk. I did not realize when I asked the question that they were not aware this solution was really feasible. After asking me few questions, he stared at me, and then he said that should really cover what they were looking for. So they canceled the application and used my solution. I did not realize that I almost completed the project on my first day.

**Name one thing you can't live without:** Faith



Zaki Sharabash

## Q & A Internal Employee Profile

**Name:** Warren Lee Norris

**Hometown:** Lived in Midwest City, Oklahoma until I was 9 and then we moved to Dallas when my dad was transferred.

**Family:** Married for over 18 years to Jill. I have 3 boys: Joshua age 12, Nathan age 8 and Wesley age 5.

**Number years with Titan:** 7 years

**Interesting fact about yourself:** In High School, I was president of the Math Club (Mu Alpha Theta) and captain of the Math team. When I was a senior, I wanted to major in Physics and Math.

**Favorites:**

- **Vacation Spot:** Estes Park, CO
- **Singer:** Jimmy Buffett
- **TV show:** The Mentalist, Big Bang Theory, Numb3rs

**Hobbies:** I used to have lots of hobbies, but since having kids, it seems like my boys are my hobbies. I coach both Football and Baseball for my boys. I have coached over 30 seasons of youth sports.

**Funniest moment at work:** While not at work, this story involves Kent. Shortly after I bought my first SuperDuty Ford truck, I was driving through a piece of my land, and started getting stuck. I called Kent to ask him how to put the truck in 4x4 Low, and he said, if you are asking it is probably too late, well he was right. I then listened to him tell me for 30 minutes (as he drove out to help me get "unstuck") how he had never had his truck stuck. He arrived, and we connected the trucks to pull mine out, and it only took a few seconds for him to bury his truck up to the door, so we were both stuck. 1 hour, \$200.00 and a Semi Wrecker later, we were both unstuck....

**Name one thing you can't live without:** Email and Phone



Warren Norris

**Right:** Titan was a sponsor at the Mark Stratton golf tournament that raises scholarship money for Texas A&M University. (L-R) Brent Vanoy, Chad Wootton, Chrissie Wootton and Gahlen Carpenter.



**Middle:** Dinner out in Orlando. From the left back: Kristin Lelsz, Warren Norris, Nic Ramos, Larry Randolph, Chrissie Wootton and Tom Schroeder. From the right back: Justin Pittman, Gaurav Nagpal, Gina Tallman, Kent Lamb and Lee Jenkins.



**Bottom:** Having fun at the Titan booth at the Financials/HR/GRC show in Orlando. (L-R) Deanna Mollett, Kevin Kirkland, Chrissie Wootton, Natalie Castellano, Nic Ramos and Kirsten Smith.

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**Birthdays**

**March**

- Soren Detering 1
- Mike Lanman 3
- Keith Riley 8
- Heiner Egloff 16
- Chris Holland 16
- Toyin Bello 17
- Sushant Bharadwaj 18
- Dan Gill 20

**April**

- Shawn Mahone 1
- Randy Puetz 1
- Srinivas Tammishetti 1
- Diana Wetmore 1
- Yan Dudey 3
- Douglas Powell 3
- Alex Filatov 12
- Lee Francis 12
- Anabella Gonzalez 14
- Mike Hayes 14
- Bob Carmichael 15
- Mathew Arackal 17
- Verol Thompson 17
- James Lorenzana 20
- Nico Groenewald 23
- Helena Mejias-Todd 24
- Zaki Sharabash 26
- Nitin Nabar 30

