

SECURITY BY THE NUMBERS

Another industry group takes a stab at creating metrics for assessing IT security measures. **PAGE 10**



HE HAS CONNECTIONS

Health care CIO John D. Halamka is always connected — at work, in his car, even on top of Grand Teton. **PAGE 17**

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IT certifications

are still important to some hiring managers, but many say that **hands-on experience** trumps **book knowledge** any day.

SEE 'CERTIFIABLE' ON PAGE 35

Financial Services Wary of Outsourcing Key Projects

Firms fear weakened control and privacy, backlash to job losses

BY LUCAS MEARIAN
NEW YORK

IT managers interviewed last week mostly agreed with a Gartner Inc. prediction that less than 30% of financial services companies will be outsourcing strategic projects by

the end of next year.

At the Gartner Financial Services Summit here, IT executives said they do favor using outsourcers for more routine tasks like maintenance or call center operations, but not for important projects where strong oversight is essential.

Though the Gartner report released at the conference suggests that IT organizations

Outsourcing, page 47

SPECIAL COVERAGE: GULF COAST CATASTROPHE

Hurricane, Floods Put IT Staffs to the Test

Disaster recovery works for some, but scope of calamity was difficult to prepare for

BY LUCAS MEARIAN

At 2 a.m. on Aug. 27, two days before Hurricane Katrina devastated the Gulf Coast, Tim Babco grabbed a red binder containing the latest version of SCP Pool Corp.'s disaster recovery plan, put his dog and cat in the car, locked up his house and drove 500 miles from Covington, La., to the company's emergency operations center in Dallas.

Babco, senior director of IT at Covington-based SCP, a \$1.3 billion wholesale distributor of swimming pool supplies, had relocated his operations on two earlier occasions when hurricanes threatened neighboring New Orleans. Both of those storms turned out to be near misses, but Babco said last week that the practice runs helped him fine-tune his plan for when the real thing finally hit.

"People would be lying to say these things always go perfectly," Babco said. "But has it succeeded in allowing our business operations to continue to buy, sell and distribute products? It certainly has, and that's what disaster recovery is all about."

However, the kind of disaster recovery is all about. *Katrina, page 4*

New Orleans tech workers relocate to higher ground and start trying to restore operations



FLOODING in the wake of Katrina left much of New Orleans uninhabitable.

BY MARC L. SONGINI
AND TODD R. WEISS

IT managers and staffers at New Orleans-based companies worked last week to salvage their systems, data and

Web sites, some not knowing whether they still had viable businesses to support or homes that they could return to.

"We're not thinking of ourselves," said Robert Leithman, president of Integrated Data Systems Inc., a systems integrator and hosting services provider. "It's helpful not to have time to think about it."

Leithman's company was one of many scrambling to maintain operations in the wake of the devastating flooding that followed Hurricane Katrina. In a catastrophe of such epic proportions, "even the best-laid plans go awry really quickly," said Leithman, who left New Orleans two days before the storm hit to go to a backup facility in Florida.

Recovery, page 6



MORE NEWS INSIDE

Telecommunications services start to recover, but problems remain — especially in New Orleans. **Page 4**

Major retailers are uncertain about the status of stores and IT systems in the disaster area. **Page 5**

The flooding in New Orleans forces the Red Cross to rethink its plan for deploying IT equipment. **Page 6**