

# THOSE SUPPORT *People*

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## The Barber Shop

by Bill Langenbahn, Sales Support Facilitator



Spring, 2006

## Spring Database Cleaning

by Rob Gentry

A large sign hanging over the sidewalk in front of the shop read, "Tobias' Tonsorial Emporium," but it was really the town's only barbershop in 1946. Located as near to the center of town as you could get, the shop had one wall of glass that allowed all of the shop patrons to watch the passers by. The location of the shop lent to its charm, as it was next door to Jerry's Beauty Parlor, between the Beauty Parlor and the municipal parking lot. This required all of the patrons of Jerry's Beauty Parlor to pass in review before and after Jerry "beautified" them. The comments of the self-appointed and not-easily-pleased judges were priceless, and were intended to draw appreciation from others inside the barber shop. I remember some of those comments like, "She's gonna be a real test for Jerry!" or, "Ya better run her through again, Jerry!" or once in a while the highest compliment, "Great job, Jerry!"

The town's two tonsorialists were Marvin senior and his son, also named Marvin. Between the two of them they spoke only a few words. Each of them always had a mouthful of chewing tobacco which was the antecedent for a frequent launch of juice that plopped unerringly into the cuspidor between their two barber chairs. The cuspidor was also within spittin' distance of the patrons, who would frequently employ it as their exclamation point with an appropriately aimed and timed expectoration. The other interesting item of inventory in the shop

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Spring is here and that sometimes brings about the thought of spring housecleaning. Ugh! Recently we have had questions about slow response times on reports that are continually taking longer to complete. As a database administration function, we should address the spring cleaning function of our databases and files.

In our experience, one of the main causes of slow response times is datasets containing many old and unused records. Some of these records date back to the implementation of MANMAN at your facility. In short, these cases show that a clean up has never been performed.

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### Trusted Advisor

#### A Week in the Life of a Persistent Volunteer

I first read about the World Congress of Information Technology (WCIT2006) in a small notice in the Austin American-Statesman in July, 2005. The Computer Club of Austin was presenting Glyn Meek discussing "The challenges of organizing a global conference." I'd told myself in the past that I would attend many such events, but never found time. But that wording spoke directly to me (and probably nobody else) because the last time I went to the Computer Club meeting was 1978! It hasn't changed much but I gave them \$25 and joined, knowing I wouldn't attend many meetings. I had checked out [www.wcit2006.org](http://www.wcit2006.org) and read about Glyn Meek. After that meeting, I thought Glyn was brilliant and funny and I wanted to help him. My purpose was to meet others who would volunteer from Austin.

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## Barbershop

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was the checker table that sat, like an altar, in the center of the shop.

I am fairly certain that neither of the Marvins, ever in their lives, removed a single tonsil, but I saw Marvin senior nearly perform ear surgery during the constant checker matches. Not a checker move, or potential move, escaped his scrutiny. He would react by waving his arms, scissors or razor in hand, and groaning if a player's intended move squandered an opportunity to victimize his opponent. Marvin senior was a checker legend in our small town, and it was said that he hadn't been bested and rarely tested. Moves, obvious to him, were often indiscernible to other players and that only added to his animation as he tried to fit a haircut or a shave into his checker coaching activities.

For me the Tonsorial Emporium witnessed many important rites of passage. In my younger years, I always went there with my dad, and when my turn for a haircut came, they would put a metal booster bench across the top of the arms of the barber chair to get me sufficiently elevated. Then one day, when I was probably ten and my turn came, Marvin junior didn't grab the booster. I was big enough to get a haircut without the booster. And every citizen who passed by the shop could look in through the window and see that I no longer needed the booster.

My next important rite of passage came one day when I was probably either twelve or thirteen. My hair cut was complete and it was that time in the process when Marvin would start filling my hair and the shop with the sweet smell of one of his colorful hair oils. But, Marvin was not reaching for the hair oil; instead he was going over to the sink to get his shaving mug and whipping it into lather. He was going to shave me. He was actually going to shave me for the first time in my whole life. Oh how I wished that the whole seventh grade class—most especially the girls—would walk by that big window and see me now. But to my great dismay, not a soul passed by and witnessed the fact that I needed a shave, even if it was only my neck and around the ears.

My final appreciation of the Tonsorial Emporium came years after I went there for the last time. Marvin senior had surely gone to his reward and young Marvin was no longer young and his hair had probably turned to silver or been claimed by age. I was

older and reflecting back on those experiences when I realized that there was something else in that shop, something that I neither saw nor appreciated at the time. It was the wisdom offered by those elder citizens, who were eager to recount their lives' lessons and share valuable advice on any topic relative to that with which they had the expertise that comes with years of experience.

The Support Group and its people remind me of that barber shop, especially on Fridays.

Every Friday we gather in the picnic area behind the office for fellowship and lunch. The blue plate special is tastefully prepared by Chuck and/or Terry from what is on sale at the local grocery store. But even better than the lunch are the MANMAN support stories that are exchanged. Our support experts submit and compare notes and experiences from the past week. Best practices from shared experiences, that's what I hear and what I heard so many years ago in the Tonsorial Emporium. But now there's no tobacco juice for emphasis.

I feel privileged to work with these experts and to learn from their experiences just like I did many years ago. And I have learned a lot, perhaps not about MANMAN, but about the value of talented and helpful people who are eager to share their expertise. In my advancing years, I think that I qualify for "Old Codger" status and to comment on the talented team that is the Support Group. "Great Job, Terry!" ❖

## Cleaning

*(Continued from page 1)*

How are the response times and through-put times on your system? When was the last time you cleaned up your databases? Do you have an archiving policy with data at your company? I thought I would use this issue's article to discuss the commands available with MANMAN to clean up your databases and make your user community happier.

The maintenance or archiving policy to manage your database should be geared to how your business requires access to historical data. It would be nice to have all of it available all of the time. But like everything else in the real world, it does not necessarily work that way.

An example can be noted using the purchasing system. If our operations require a minimum of one year's worth of data, including the current year, a

policy would be written that says at the beginning of each year, purge all purchase orders whose close date is older than one year. As the new year advances, we increase the PO data with new data. The cleaning schedule could also be done on a quarterly schedule where we purge back beyond six quarters and build the seventh quarter. It is all relevant to what each company is comfortable with.

The bottom line is that the files are lean and permit easier access. With staff working longer and harder, it makes serial processing quicker and more efficient. Deletion is done overnight and off the 'prime time' hours. Backups are quicker also as there is less data to backup.

The commands listed below allow you to delete records, both masters and details based upon closed transactions and a user-entered date. Access to these commands should only be given with a great deal of caution. A few of them allow the deletion of data via key elements other than date, like in MGDE600. Please note that this command is extremely dangerous when used by the inexperienced. It allows deletion by 'Groups', or by 'demand type' as well as by date. If the user is not familiar with these variables, much time could be consumed rebuilding the file.

#### Manufacturing Commands:

- DE600 Delete ODF Entry
- RE301 Closed Work Order Report
- RE600 Order Demand Schedule Report
- RE601 Sales Order Report
- UT120 Delete Inactive Temporary Parts
- UT130 Delete Inactive Parts
- UT300 Delete Closed Work Orders.
- UT400 Delete Closed Purchase Orders
- UT427 Delete Interplant Receipt History
- UT450 Delete Receipt History
- UT453 Delete Vendors
- UT625 Delete Closed Shipments

#### OMAR Commands:

- UT710 Delete Closed Sales Orders
- UT711 Delete CHAFIL Entries from Prior Fiscal Periods
- UT810 Delete Shipping History
- UT904 Delete G/L Posting Detail
- UT905 Delete Closed A/R Items

#### Accounts Payable Commands:

- UT300 Delete Closed History

All of this has been oriented to purging/deleting data from the MANMAN databases using standard MANMAN commands. But what if, on rare occasions, you need access to very old data? There are options available to archive data so that you can make the MANMAN system manageable and still keep the data available for reference.

Summit Systems, Inc. has three packages available that archive and manage data from the MANMAN system. The first one is the Part Number Deletion/Archiving System. It removes and archives a single part number or a series of part numbers and their associated bills of material and routings. The second one, the OMAR Archiving System, archives old products, customers, sales orders, shipping history, and accounts receivable. The third one is the Manufacturing and A/P Archiving System. This unit archives old work orders, purchase orders, and orders and A/P transactions. These products meld right in with MANMAN with no detrimental effect on the system. Rather, they create additional databases for storing the information and give you access and retrieval commands in the same form and context as the standard system.

The final benefit associated with archiving is in reference to the process of the removal of old, inadvertent data that has been added to and is cluttering your system for the past several years. Should you consider migrating off of MANMAN, this becomes an advantage as your data will already have been partially cleansed and will not slow down the conversion process. If you would like to discuss the issues noted in this article, please contact Rob Gentry at **800-798-9862.❖**

CAMUS  
Conference  
San Francisco  
August 23-25, 2006  
Be There!



## Trusted Advisor

(Continued from page 1)

I have been involved with three organizations as a long-term volunteer: DPMAAustin 1975-1981, Interex (HP's now-defunct Users Group) 1979-2005, and CAMUS (Manufacturing Applications MAN-MAN/CA/SSA) 1979-present. Having attended hundreds of conferences in my life, I know a lot about conferences from both sides.

I signed up on the volunteer web site as soon as possible. Although David, my son, and Sue Kiezel, the President of Entsgo, also signed up on the volunteer site in November, David didn't get the emails in April about meetings. I missed mine amongst the spam, but Sue showed me the email message about a week too late for both orientation meetings. I recovered by sending groveling email to Sandra, who hooked me up with Marianne. She sent an email saying I could work Monday and Tuesday, 6 a.m. to noon. I jumped at it. I was at the Sunday All-Hands Bag Stuffing event at 10:30 a.m. and found everything before most people arrived.

I was among the first five in line to stuff bags (this ain't my first rodeo) and went down the table stuffing away and circled through as the line grew. They started on the other side, and then from the other end, so that four lines were going. Then Cindy (I think) walked in and said, "Oh no we're missing these pieces," so I went back through several hundred bags adding those. I'm very certain I got them all, but after watching the others, I'd say overall accuracy of getting EVERYTHING in each bag was about 90%. It could have been 99% or better.

It was a really bad idea to try to talk to the 200+ volunteers in that room with fork lifts running around the dock. Half the people didn't hear half of what was said. I sat on the back row and heard almost everything (it took all of my concentration), but the guy from China next to me didn't get 10% of it and held up his hand saying so several times. Volunteer Yari (last name?) the local Nordic delegation "handler" finally took the lists and read them aloud with a booming, viking voice. I'm sorry to have to report that Donna was the most difficult to understand because she said a lot. I could understand everything the FBI guy said and understood that security would be high with delegates from 80 countries attending.

I spotted about five other "type-A" volunteers with a sparkle in their eyes (who groaned at all the right times: "Will I have time during my 6-hour shift to go to the bathroom?") so I talked to them. I thought about half the volunteers were completely clueless, but they all had good hearts. They gave everyone two black T-Shirts with a small WCIT2006 logo on the front and "Tokyo Electron" written in large friendly letters across the back. With a week of volunteer service ahead of us, we discussed the merits of Woolite and wondered when we'd have time to wash those t-Shirts.

Getting assigned to a crew was chaotic and possibly even traumatic to some of these volunteers who obviously had no experience with working a conference (or even attending one). I wanted to be on as many different crews as possible and ended up on Bill Talley's Transportation crew. He was relaxed and seemed easy to work with and believed me when I said I'd be at the Hampton Inn Monday morning at 6 a.m. to load two golfers on a bus.

I went to registration to get my badge but the system had crashed and they said come back tomorrow morning. Most people left; I didn't, and the system came back up about 20 minutes later and I was perhaps the first or second to register. The guys in black shirts were very friendly and helpful and glad to have a guinea pig. They didn't have printers set up so I'd get my badge the next morning, but they took my photo.

### MONDAY:

I got up at 3:50 a.m. When I got to the Convention Center (free parking was a wonderful gift to volunteers—thank you whoever thought of that) at 5:15 Monday morning, nobody was there. I saw a laborer inside and knocked on the glass door and he let me in! After the Head of Security's speech about the 6 a.m. "lock-down" and "mags" (less jargon, for the novice volunteers, guys), I was surprised that they were not set up; and there really wasn't much of a lock-down because I was roaming around in there and heard a knock on the glass and went over and let Marianne in. When she asked how I got in I said, "The same way you are about to get in." She went back across the street a couple of times and carried in her boxes (she's an incredibly dedicated and serious worker) while I guarded her stuff and unlocked the door each time. I said good morning to the Head of Security, who recognized me, and I wandered



around. Just the facts, folks (mostly), as I remember them. I admit some of my recollections are distorted from lack of sleep when I first wrote some notes.

I went to get my badge (first again) because I wanted to get over to the Hampton by 6 a.m. like I had promised Bill. Same two guys in black shirts ; no photo in my registration (well, they apparently lost it from the system—more likely it didn't get saved). I took another photo, they printed it, I walked to the Hampton Inn.

I was at the Hampton by 6:15, the bus was there at 6:30 and was ready to depart right on time at 6:45, but there was only one golfer (Financial Times guy) and he decided to drive his own car after talking to me for a few minutes (I tried to convince him to take the bus). I had written down everyone's phone number I could on Sunday, so I called Bill and he gave me the names of the golfers. I talked to the front desk (they knew me by then) and neither guy had checked in. I waited anyway; the driver and I BS'd until 7:15 and he left. So did I.

I wanted to work, so I went back to Volunteer Central and asked Marianne what was next. She put me on registration. I handled the PC's for walk-ins. Boy, I learned a lot there! Met the two main guys running registration and learned all the passwords for configuring the laptops (I may have been one of two people who knew those). Sue checked in and showed me the AMD 50X15 Internet PC she got at registration and I told her I had read every word on the box at 5:20 a.m. before anyone else got here.

I checked in dozens of people and really enjoyed Monday morning, but it was tiring. My "6-hour" shift ended at 1 p.m.

I went back, asked if they needed anyone at the Oasis Restaurant at Lake Travis for the first party (since I live/work on the other side of the lake about 5 miles away on Hudson Bend); they didn't need me but said I could attend. So I went home, did some work at the office, told David to plug in that AMD PC (it came right on—10 minutes total) and drove over about 6:15. I walked in, looked around, picked a seat far enough back to see but not taking up a prime table and drank a beer. Then someone said they needed help on the guest check-in table and I volunteered. I studied the lists, memorizing a few names and had fun sitting down and watching everyone

enter. Sue came in on a bus and got a great spot to sit and I joined her later for Ray Benson and Asleep at the Wheel (great show). That was a great kick-off event—welcome to Austin, Texas. We had beautiful weather, thank goodness.

## TUESDAY:

I got to sleep around 11p.m., got up at 4:20 a.m., and was at the Hampton at 6:15; the first bus was at 6:45 (he got there before 6:30 and we talked a lot). Other than joggers, there were only 2 people in the lobby, neither for a bus to WCIT. Nobody took the first bus. He was back in 10 minutes; still nobody. Two minutes after he left a guy came out and asked why he shouldn't walk the 2 blocks to the convention center and I recommended the sidewalk on the north side of 4th Street. I sat in a chair in the lobby and a very impressive gentleman walked in, so I stood. He shook my hand and said he was David Combs and I explained that I was welcoming people to Austin and was "Transportation Coordinator" for the Hampton Inn. He was there to meet Karen Hughes and ten others for breakfast at "Cisco's." I told him I had never heard of Cisco's and he said it was some greasy spoon that LBJ loved.

Their handler arrived and ordered three taxis, so I helped wrangle them into cabs. (I did get to tell Mr. Combs, CIO of the Department of Agriculture, that my 91 year old mother understood tracking every cow for diseases but that she wasn't too crazy about them tracking her under the homeland security provision. Typical Texan. He didn't get it.) I knew there was something wrong when none of the cab drivers had heard of Cisco's either, but later decided they probably ate breakfast somewhere even if it wasn't the Frisco.

I made friends with the two valet/doormen and all the taxi drivers and decided I'd stay until about 8:30. I loaded a total of 4 people, and a dozen walked. I had a great conversation with professor from Budapest (and had lunch with him Friday).

I told the valets that the bus was on a consistent 8-10 minute cycle and went back to Volunteer Central. Registration again; laptops again; but a whole new protocol. Now there were two FBI agents doing background checks for \$50 each (I recognized the lady I had checked in yesterday) and we shepherded

them over to registration and made sure the \$50 got added in. My co-volunteer showed me the ropes, gave me the registration password, and I was up to speed in 10 minutes.

At one point I turned around and saw two guys typing away—where did they come from, through the curtains? They weren't going to get off that first page without the password, but they had filled out some of the first form. I asked if they had the blue paper from the background check and they didn't. They were with some company working the show so I got them to sign the paper and start the background check. Then they heard about the \$50 and had to call their office. Anyway they didn't have \$50 each or authority to spend it so they left. Oops; they had cleared the background check and not paid. They may have sneaked in anyway; they were dressed as staff or workers. My co-volunteer was very worried—somebody would have to pay the \$100. I told him not to worry, it would fall through the cracks; I'd be fully responsible, and since it was my mistake I'd pay the \$100 if necessary. I'm sure he never dreamed I'd really tell anyone about it. During break I found out about volunteering so I could see Lyle Lovett's show, so I signed up for another shift.

Later a young man from Denmark was registering and had to call his parents back home because his student credit card had a \$1000/day limit. Cindy was so sweet to him. Another person came in and was comped so I learned another password. This one allowed free registration and wasn't hidden on the screen when it was entered. It's a good thing I'm so darn trustworthy.

I checked out at Volunteer Central about 1 p.m. and said I'd like to catch a session before I go home. "Oh, no," I was told, "Volunteers can't attend the sessions." "Hhhmmm," I said, "that's too bad." I knew it was dumb but I'm a LOYAL gopher. Volunteer middle managers work harder than anyone, but they don't necessarily have the self-awareness of empowerment to make an on-the-spot judgment call. Not bad execution or planning, just worth writing down.

By Wednesday I was thinking they had me pegged as a fortune hunter trying to get in to see Little Feat. True, but they couldn't see early enough that I was on their side and very dependable. They knew it by Thursday morning, but they never really trusted me—I still had to get Nick to make the "flower" call

on Friday morning—trivial, but telling. I'm good with creative ideas and event planning, but I'm best when I'm walking around looking at faces, searching for confusion or consternation. I solved hundreds of small problems. There were a few confused people, but I didn't see very many folks totally bent out of shape (as always, there were a few; they were all focused around registration).

I went to Sue's room at the Marriott while she fulfilled her role as "Delegate" (I'm glad she got that room—without telling me; used her "points" so it was free) and slept two full hours; then I watched the end of Contact—eerie. I gloated to the Head of Security about the nap as I passed him. I had worn a navy blue blazer, khaki pants, black running shoes (my feet hurt and it's only Tuesday) and the black T-Shirt. I went back over to check in at a 4:30 meeting with Courtney, whom I'd randomly helped several times. Food at 4:30 or 5 p.m. for volunteers was really unexpected and appreciated—great BBQ and pizza for us.

I talked to my buddy David Vann who was doing AV, and met Bill who was involved with lots of interesting backstage stuff. But the best were the three young rent-a-cops giggling and saying I was the most blunt individual they had ever met. I said I only had 3 minutes to get back and so I gave them a business card and there's no telling what I told them but it blew their minds that I had seen Colin Powell at CA World and that he was my current ultimate living hero because I'm a Vietnam vet. They sure did want one of those AMD 50X15 computers everybody has; how can they get one? I said that Sue had gotten one at registration and that Glyn had encouraged everyone to give it to someone who would really use it. Maybe one of you could get it from Sue? One of them batted her eyes and said she could really use it at home with her children and how could they all go to work for me? I walked away saying, "You have my card. It's up to you to get hold of me."

Man, I love Lyle Lovett and wish he'd had his really Large Band with him, but it was a great show as always. Registration duties were easy for me (badges can enter, others must be on a list); Cindy will handle it. They handed me a pile of lists which I looked over quickly (there were names, organizations, driver's license numbers, a few passport numbers, social security numbers, a list of all CIOs present, and other numbers I can't identify), but soon I was

standing in front directing traffic and checking badges. Cindy Floyd (no relation, but she reminds me of my daughter when she was about 18 ), Rebecca, and Marissa did an amazing job.

I was in the midst of the second most chaotic confusion when the first privacy breach I observed occurred. Not everyone was on a list. There were at least five lists. I walked out of there with the lists in my pocket. Not good. Who else has one or just threw it away later? I hope they know. These lists should have been stamped CONFIDENTIAL and numbered. There should have been a check-off sheet where each volunteer signed for the sheet. Someone should have made sure there were no copiers nearby. Someone should have gotten those lists back.

#### WEDNESDAY:

I went to the office to catch up on work at 7 a.m. and showed up at the Convention Center by 11 a.m. I went to Central and did something, then a session in spite of what I had been told. I wandered around. Honestly, I don't remember what I did. I got on a list to work as an usher Thursday night because I couldn't believe Little Feat was playing.

Before the museum plaza party, I walked to the Marriott with a down-to-earth Australian and drank a Shiner with the City of Nacona (Texas) commercial development guy. About 15 of us got on the bus, and I met Sue immediately upon arrival at the Bob Bullock Texas History Museum. I was really looking forward to seeing the show and walking through the museum. I love Stephen Bruton's songs and I know or have seen about a third of the 50 or more band members. My wife, Caren, went to the free show at SholtzGarten rather than come with me only because Bob Schneider was going to play 2 hours over there and only three songs over where I was.

I drank a beer and we talked to James Hand (a real cowboy, gentle and honest) who was eating a sandwich. We met Yari's wife, Nanette, from Texarkana who grows hot peppers. Then I was drafted again; they needed a volunteer. Hey, I really need a break, it's been a long day, what would I be doing? We need a cue card man. I'll gladly do it, thank you.

What a night! I was cue card man for Stephen Bruton; what a hoot! I had the best seat in the house,

inside the cone of silence. What a stage hand's train wreck with 25 acts in 5 hours, but they pulled it off somehow. I love Austin. There was a lot of wind; I picked up the piano player's sheet music. I picked up a FOR:MAX Group WCIT2006 STAGE CREW badge. I could have probably gone backstage with that or given it to someone who wanted to try. No sweat, there were no dignitaries back there for sure; just a bunch of starving musicians (commentary).

Sue left because she intended to be on time for every delegate event, but I stayed to the end and was on Bill's last bus back to the Hilton. The head of TSTC in Waco sat next to me and I said, "Pretty weird, letting McMurrtry sing that protest song, "We Can't Make it Here Anymore" about offshoring to Singapore and the CEO's saying "Let'em eat cake or let 'em eat shit." He said it's Austin and he thought it was great.

I was home in bed by midnight but I was wound up and had to hear from Caren how good Bob was and told her Bruton blew his amp and they sang Captain Kirk, and I'm Good Now and Love is Everywhere and a million more details than this account has, if you can believe that.

#### THURSDAY:

I was at my office at work at 7 a.m. but I was hurtin'. On the way downtown from the Lake, I went to Shepler's and bought new jeans and a black belt for my "Texas Tuxedo" to go with a black leather vest I'd bought in 1994 for \$25 in Del Rio (figuring I'd have to throw away my white Levi's shirt if I sweated a lot because it was probably colored with shoe polish) and arrived downtown about noon. I wore the blue blazer and black running shoes and figured I'd change in Sue's room later.

Checked in, wandered around, found out about Courtney's 4:30 meeting. Worked the escalator badge check because university students (and professors) were trying to go upstairs to see the sessions on Digital Access, IT in Healthcare and Security/Privacy. Should have let them. One guy came up with a red dot on his badge and I asked him about it and he said they gave it to him. I read his badge and saw he was with AMD so I asked him if he was an exhibitor and he said he was. I asked what he did for AMD and he went off on it immediately so I let him go upstairs. Against my orders, but I took a chance. I flagged down a volunteer and went for



a break but first I walked around and found the red dot guy in a session nodding his head up and down.

I got really tired in the three hours I did that job, but I did sneak into Little Feat's sound check, went right up front and grooved for five minutes. I felt really lucky but knew I had worked hard to get there.

I had to talk the rent-a-cops into taking my place so I could make Courtney's 4:30 meeting at Central. We didn't really get started until 4:45 and there were 15 volunteers. No other volunteers were allowed to attend the Black Tie event. We got our assignments. I got inside the room with a similar job to Tuesday night: badges to the back, VIPs to the front by table. I took good notes on timing and Courtney's and Donna's schedules. I changed into my black jacket and black boots in my car in the parking garage.

They gave me another list of VIPs and two maps of the room, one with Reserved Table Names (but it was upside down from where I was standing). I was just supposed to make sure badges went left, but it was pretty chaotic. I seated a lot of VIPs and began to see that the five tables reserved for the volunteers on the back row would not be needed. At least a fourth of the seats were empty and although the program was supposed to start at 7:30, it was well after 8. We were told to begin to seat delegates at reserved tables because there were a lot of empty seats even up front. IBM and Unisys both had two completely empty tables at 8:15. Rebecca and Cindy did another fantastic job and Donna was wonderful. I had placed Sue and some of my friends at Table 62 so I sat with them for dinner. That glass of wine sure was good. I ate everything in sight and it was all good.

Sue and I went outside for a breath of air about 9:30 and the wind was terrifying! We ran for the entrance as the white canopy weighted with six 5-gallon buckets of concrete flew away like a feather, and the three-story-tall flag poles in front of the Hilton almost came down. I got Sue in the doors (vacuum) and knew the safest place is inside away from the glass, but it was very tense for a minute. Bruton, Yogi, and the band opened. I walked over to the short black curtain between the audience and the roadies and walked in and talked to a guy and said I thought Little Feat was playing. He said, "We are." After apologizing for not recognizing him (who can really see or remember the drummer, Richie Hayward, after all?), I asked why and he said Bruton was going to do 30 minutes and then they'd get

maybe 50 minutes. I said why again and he said don't worry, our check will clear the bank. And then he laughed.

I smiled and counted 300 people in the room. It took 20 minutes to set up for the Feat. When they started about 11 p.m., there were 200 people left. It was 90% an Austin crowd at the end. They quit at 11:45 and it was obvious there'd be no encore.

On the drive home, there were big trees down everywhere and pea-sized hail at Four-Points about 5 miles from my house. There was no damage at my house, just 2 inches of wonderful rain and there was no shoe polish on my white shirt even though I sweated a lot during the Feat. I got to sleep about 3 a.m. but the rain storm was still threatening and there was lightning to the west.

#### FRIDAY:

I wanted to see Colin Powell from the front row. I got up there to the big room about 10 a.m. and looked around. Session in progress. I made sure I was OK with Central and walked around the Exhibits, joshing Austin boothfolks about the LUBBOCK bags given to each registrant (it's a Texas thing) and talking to the red dot guy in the AMD booth.

I saw a young man walking around with a guitar strapped to his back and talked to him. His name was Buck and he was new in town but had gotten a call back from the Saxon Pub and might be playing there soon. His dad Tim walked up and we had grown up in Central Texas about 40 miles apart; he looked like a Vietnam vet to me. Buck was going to open for a session upstairs. I wished them luck and caught the end of the 10 a.m. session on Digital Democracy (I loved the last question and the answer) in the big room.

I got a seat in the third row right in the middle because the first two were reserved. When the session broke up everybody bolted, so I went outside and grabbed some literature and a vendor's paper bag at random and saved my spot. I saw Sue coming in and told her about my bag on the third row and she said where are you going and I said I don't know but I was in a big hurry to meet people. I was excited and happy. I saw an agent with a rifle on the top of the building while I was out on the balcony. I think that's when I met the 3 rent-a-cop girls.





The Prime Minister of Malaysia sat on the front row in front of me. The 300+ Malaysian Delegation to the Congress sat all around us up front and they introduced the guitar player and it was Buck! You Only Love Me When You're Drunk—what a song for Colin Powell and the Prime Minister of Malaysia! I'll see Buck again.

Donofrio from IBM gave a killer speech: by 2010 the amount of information on Google will double every day or less. Wow. I cried during Powell's speech but was three rows behind him when he sat down and got a bad photo of my friend Julie Tereschuck with the back of his head right in front of her (she shook his hand). What was that speech about? I couldn't say other than a bunch of very personal stories that revealed why America is the greatest country ever and why General Powell is exemplary of our very best people.

As I was leaving I saw Marianne and a bunch of volunteers walking around looking for a place for a group photo. I suggested the main stage where Powell had spoken, and we all went in there and stood at the podium and then over by the big sign and smiled and had our picture taken by a stage hand and felt great.

Suni wanted some of the leftover flowers (two beautiful arrangements in glass vases) so I went to the WCIT office and got Nick to approve it over the middle manager's decision, and he thanked everyone for such a great job. I left with the tall ex-IBM volunteer and said we did good, man. He's looking for a job and lives in Lakeway so he'll come over to our office on Hudson Bend for the every-Friday cookout in the back yard next week.

The point of all this is that volunteers learn important lessons just by trying to be helpful. When you've finished your job, ask what else you can do; that's when you learn the most. ❖

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# The Importance of Being Earnest

by Terry Floyd

It seems that every time we try to modify OMAR's TR100 Order Entry program, we find a new problem. To be more positive about it, let's say that we always learn something new. It's one of the most difficult commands to change in all of MANMAN. OK, perhaps some of that Dataport code is pretty crazy too, but both were probably meaningful to the programmers who wrote them. I just think they could have left us a few more breadcrumbs to follow.

As a FORTRAN programmer who has hacked OMAR OE for 25 years, I've had my own rule for over ten years: I'll change anything you want about TR100, but I'm not sure when I'll finish or how much it will cost. I haven't had to do a change to TR100 in about nine years because of that rule, but I sleep much better at night.

Unfortunately, others here at tSGi have to learn things the hard way for themselves and they have lost their shirts and angered a customer because of impossible promises involving OMTR100. I thought I'd try to shed a little light on the topic in this space, so those of you who are not interested in programming archaic systems can skip ahead now.

The first problem for a programmer faced with modifying OMAR TR100 is to find the source code for the version that is running and if there are already mods. The next problem is figuring out which COMIN Variables are set. Of course, knowing the client's requirements is important, and if there is any way to do the change in the background (after the user has responded YES to 'OK to Create?'), that approach will always save grief. Taking back what I said above, I have made fixed-price quotes and given timelines for completion if there are no changes to those data entry screens.

At one point in 1990, I had about given up on TR100 until someone in R&D at ASK got tired of trying to explain it to me on the phone and sent me a listing of an MPE EDITOR file printed on 14 7/8" greenbar (in the unlikely event that someone under 20 reads this, that's not an old media standard, it's paper). It is



dated May 19, 1990. Because it was only 80 columns wide, I trimmed it off with scissors and it is still kept in a safe place where I can easily see it with its ragged edges. It had two sections: “LIKE, WHERE IT IS” and “TREE OF SUBROUTINES CALLED BY TR00”. We used all caps back then, remember?

When I first started digging around in Wingspan versions of MANMAN, back in the late 1980’s, I called Wayne Holt, the man from Software Research Northwest who brought Wingspan to America. “Wings” was written in Europe using an international standard for screen handling called CURSES. I thought that was an appropriate name, but Wayne assured me that CURSES was a great thing. He also told me the MANMAN implementation of Wingspan was the worst he’d ever seen.

With that caveat in mind, here’s a raw look at OMTR100, beginning with that yellowing, 16-year-old listing from ASK. The sections entitled “LIKE, WHERE IT IS” is just a list of all subroutines in OMTR100 (Release 9). The second listing, “TREE OF SUBROUTINES” is a BOM and shows each Routine Name and the Source File in which it can be found.

OMTR100 Indented Bill of Material (with apologies to MGLI201)

Routine Name	Item #	Source File
TR100_INIT	1	TR100S
TR_GET_ROUND_FACTR	2	TR100S
TR100_UNBLOCK	3	TR100S
TR100_LOAD_FILES	4	T100LODS
TR100_ADDRESS	5	T100ADRS
TR100_ADDRESS_PROC	1	T100ADRS
TR100_ADDRESS_LOAD	1	T100HDRS
MA450_SUB	1	MA450S
MA450_PROC_SUB	1	MA450S
MA450_MESSAGE	2	MA450S
MA450_ERROR	3	MA450S
MA450_INIT	4	MA450S
MA450_CLEAR	5	MA450S
MA450_LOAD	6	MA450S
MA450_HELP	7	MA450S
MA450_POST	8	MA450S
MA400_SUB	1	MA400S
MA400_PROC_SUB	1	MA400S
MA400_MESSAGE	2	MA400S
MA400_ERROR	3	MA400S
MA400_INIT	4	MA400S
MA400_CLEAR	5	MA400S
MA400_LOAD	6	MA400S
MA400_HELP	7	MA400S
MA400_POST	8	MA400S
TR100_ADDRESS_VAL	2	T100ADRS
TR_ADDRESS_HELP	3	T100ADRS
TR_NEXTSCRN_HELP	1	TRNEXTS
TR_NEXTSCRN_SETSIR	1	TRNEXTS
TR_ADDRESS_SETSIR	4	T100ADRS
TR_NEXTSCRN_VAL	5	TRNEXTS
TR100_HEADER	6	T100HDRS
TR100_HEADER_PROC	1	T100HDRS

TR100_HEADER_DEF	2	T100HDRS
TR100_HEDAER_LOAD	3	T100HDRS
TR100_HEADER_VAL	4	T100HDRS
TR100_HEADER_HELP	5	T100HDRS
TR_NEXTSCRN_HELP	1	TRNEXTS
TR_NEXTSCRN_SETSIR	1	TRNEXTS
TR100_HEADR_SETSIR	6	T100HDRS
TR_NEXTSCRN_VAL	7	TRNEXTS
TR100_AGENT	7	T100AGTS
TR100_AGENT_PROC	1	T100AGTS
TR100_AGENT_LOAD	2	T100AGTS
TR100_AGENT_VAL	3	T100AGTS
TR100_AGENT_UPDATE	4	T100AGTS
TR100_AGENT_HELP	5	T100AGTS
TR_NEXTSCRN_HELP	1	TRNEXTS
TR_NEXTSCRN_SETSIR	1	TRNEXTS
TR100_AGENT_SETSIR	6	T100AGTS
TR_NEXTSCRN_VAL	7	TRNEXTS
TR100_SETAVAIL	8	TRSETAVS
TR_SETAVAIL_PROC	1	TRSETAVS
TR_SETAVAIL_LOAD	2	TRSETAVS
TR_SETAVAIL_VAL	3	TRSETAVS
TR_SETAVAIL_HELP	4	TRSETAVS
TR_NEXTSCRN_HELP	1	TRNEXTS
TR_NEXTSCRN_SETSIR	1	TRNEXTS
TR_SETAVAIL_SETSIR	5	TRSETAVS
TR_NEXTSCRN_VAL	6	TRNEXTS
TR100_LINE_DRIVER	9	T100LINS
TR100_LINE_PROC	1	T100LINS
TR100_LINE_SETSIR	1	T100LNSS
TR100_LINE_LOAD	2	T100LINS
TR100_LINE_HELP	3	T100LINS
TR_NEXTSCRN_VAL	4	TRNEXTS
TR100_LINE_VAL	5	T100VALS
MA200_SUB	6	MA200S
MA200_MESSAGE	1	MA200S
MA200_ERROR	2	MA200S
MA200_INIT	3	MA200S
MA200_PROCESS	4	MA200S
MA200_APROC_SUB	5	MA200S
MA200_CLEAR	6	MA200S
MA200_POST	7	MA200S
MA200_LOAD	8	MA200S
MA200_DELETE	9	MA200S
MA200_HELP	10	MA200S
TR_AVAIL_PROC	7	TRAVAILS
TR_AVAIL_LOAD	1	TRAVAILS
TR_AVAIL_GATHER	2	TRAVAILS
TR_AVAIL_GETBAL	3	TRAVAILS
TR_AVAIL_READLINE	4	TRAVAILS
TR_AVAIL_HELP	5	TRAVAILS
TR_AVAIL_SETSIR	6	TRAVAILS
TR_QOH_PROC	8	TRQOHS
TR_QOH_SETSIR	1	TRQOHS
TR_QOH_LOAD	2	TRQOHS
TR_QOH_GATHER	3	TRQOHS
TR_QOH_HELP	4	TRQOHS
TR100_SHIP_VAL	9	T100VALS
TR100_LINE_UPDATE	10	T100LINS
TR_PRICE_PROC	1	TRPRICES
TR_PRICE_SETSIR	1	TRPRICES
TR_PRICE_LOAD	2	TRPRICES
TR_PRICE_HELP	3	TRPRICES
TR_GETPRICE	4	TRPRICES
TR_GETPRICE	2	TRPRICES
TR100_MSHIP_PROC	2	TRMSHIPS
TR100_MSHIP_SETSIR	1	T100LNSS
TR100_MSHIP_HELP	2	TRMSHIPS
TR_NEXTSCRN_HELP	1	TRNEXTS
TR_NEXTSCRN_SETSIR	1	TRNEXTS
TR100_SHIP_VAL	3	T100VALS
TR_PRICE_PROC	4	TRPRICES



TR_PRICE_SETSIR	1 TRPRICES	MA200_LOAD	8 MA200S
TR_PRICE_LOAD	2 TRPRICES	MA200_DELETE	9 MA200S
TR_PRICE_HELP	3 TRPRICES	MA200_HELP	10 MA200S
TR_GETPRICE	4 TRPRICES	TR_AVAIL_PROC	7 TRAVAILS
TR_GETPRICE	5 TRPRICES	TR_AVAIL_LOAD	1 TRAVAILS
TR100_LINE_UPDATE	6 TRPRICES	TR_AVAIL_GATHER	2 TRAVAILS
OOE_CONFIG_PROC	3 CONFIGS	TR_AVAIL_GETBAL	3 TRAVAILS
OOE_CONFIG_SETSIR	1 T100LNSS	TR_AVAIL_READLINE	4 TRAVAILS
OOE_GETPSF	2 GETPSFS	TR_AVAIL_HELP	5 TRAVAILS
OOE_CONFIG_SCROLL	3 SCROLLS	TR_AVAIL_SETSIR	6 TRAVAILS
OOE_CONFIG_HELP	4 CONFIGS	TR_QOH_PROC	8 TRQOHS
TR_NEXTSCRN_HELP	1 TRNEXTS	TR_QOH_SETSIR	1 TRQOHS
TR_NEXTSCRN_SETSIR	1 TRNEXTS	TR_QOH_LOAD	2 TRQOHS
TR_NEXTSCRN_VAL	5 TRNEXTS	TR_QOH_GATHER	3 TRQOHS
TR_GETPRICE	6 TRPRICES	TR_QOH_HELP	4 TRQOHS
OOE_CONFIG_UNSELEC	7 CONFIGS	TR100_SHIP_VAL	9 T100VALS
OOE_PRICE_COMP	8 CONFIGS	TR100_LINE_UPDATE	10 T100LINS
OOE_REVIEW_PROC	4 TRREVS	TR_PRICE_PROC	1 TRPRICES
OOE_GET_CONFIG	1 GTCONFGS	TR_PRICE_SETSIR	1 TRPRICES
OOE_REVIEW_SETSIR	2 T100LNSS	TR_PRICE_LOAD	2 TRPRICES
OOE_TRREV_HELP	3 TRREVS	TR_PRICE_HELP	3 TRPRICES
TR_NEXTSCRN_HELP	1 TRNEXTS	TR_GETPRICE	4 TRPRICES
TR_NEXTSCRN_SETSIR	1 TRNEXTS	TR_GETPRICE	2 TRPRICES
TR_NEXTSCRN_VAL	4 TRNEXTS	TR100_MSHIP_PROC	2 TRMSHIPS
TR_GETPRICE	5 TRPRICES	TR100_MSHIP_SETSIR	1 T100LNSS
TR100_ORDER_TOTALN	10 T100TOTS	TR100_MSHIP_HELP	2 TRMSHIPS
TR100_ADD_UPDATE	1 T100ADDS	TR_NEXTSCRN_HELP	1 TRNEXTS
TR_UPDATE_PROC	2 TRUPDSCS	TR_NEXTSCRN_SETSIR	1 TRNEXTS
TR_UPDATE_SETSIR	1 TRUPDSCS	TR100_SHIP_VAL	3 T100VALS
TR_UPDATE_VAL	2 TRUPDSCS	TR_PRICE_PROC	4 TRPRICES
TR100_CHANGE_UPDAT	3 T100CHGS	TR_PRICE_SETSIR	1 TRPRICES
TR100_DELETE_UPDAT	4 T100DELS	TR_PRICE_LOAD	2 TRPRICES
TR_NEXTSCRN_VAL	5 TRNEXTS	TR_PRICE_HELP	3 TRPRICES
TR_NEXTSCRN_HELP	6 TRNEXTS	TR_GETPRICE	4 TRPRICES
TR_NEXTSCRN_SETSIR	1 TRNEXTS	TR_GETPRICE	5 TRPRICES
T100_SUM_DRIVER	3 T100SMAS	TR100_LINE_UPDATE	6 TRPRICES
T100_SUMA_PROC	1 T100SMAS	OOE_CONFIG_PROC	3 CONFIGS
TR100_SUMA_SETSIR	1 TRSUMASS	OOE_CONFIG_SETSIR	1 T100LNSS
TR100_SUMA_HELP	2 T100SMAS	OOE_GETPSF	2 GETPSFS
TR100_SUMA_ERROR	3 T100SMAS	OOE_CONFIG_SCROLL	3 SCROLLS
TR100_SUMA_UPDATE	4 T100SMAS	OOE_CONFIG_HELP	4 CONFIGS
TR100_SHIP_VAL	5 T100VALS	TR_NEXTSCRN_HELP	1 TRNEXTS
TR100_LINE_VAL	6 T100VALS	TR_NEXTSCRN_SETSIR	1 TRNEXTS
TR_GETPRICE	7 TRPRICES	TR_NEXTSCRN_VAL	5 TRNEXTS
TR_NEXTSCRN_VAL	8 TRNEXTS	TR_GETPRICE	6 TRPRICES
TR_NEXTSCRN_HELP	9 TRNEXTS	OOE_CONFIG_UNSELEC	7 CONFIGS
TR_NEXTSCRN_SETSIR	1 TRNEXTS	OOE_PRICE_COMP	8 CONFIGS
T100_SUMB_PROC	2 T100SMBS	OOE_REVIEW_PROC	4 TRREVS
TR100_SUMB_SETSIR	1 TRSUMBSS	OOE_GET_CONFIG	1 GTCONFGS
TR100_SUMB_HELP	2 T100SMBS	OOE_REVIEW_SETSIR	2 T100LNSS
TR100_SUMB_ERROR	3 T100SMBS	OOE_TRREV_HELP	3 TRREVS
TR100_SUMB_UPDATE	4 T100SMBS	TR_NEXTSCRN_HELP	1 TRNEXTS
TR100_SHIP_VAL	5 T100VALS	TR_NEXTSCRN_SETSIR	1 TRNEXTS
TR100_LINE_VAL	6 T100VALS	TR_NEXTSCRN_VAL	4 TRNEXTS
TR_NEXTSCRN_VAL	7 TRNEXTS	TR_GETPRICE	5 TRPRICES
TR_NEXTSCRN_HELP	8 TRNEXTS		
TR_NEXTSCRN_SETSIR	1 TRNEXTS		
TR100_LINE_DRIVER	3 T100LINS		
TR100_LINE_PROC	1 T100LINS		
TR100_LINE_SETSIR	1 T100LNSS		
TR100_LINE_LOAD	2 T100LINS		
TR100_LINE_HELP	3 T100LINS		
TR_NEXTSCRN_VAL	4 TRNEXTS		
TR100_LINE_VAL	5 T100VALS		
MA200_SUB	6 MA200S		
MA200_MESSAGE	1 MA200S		
MA200_ERROR	2 MA200S		
MA200_INIT	3 MA200S		
MA200_PROCESS	4 MA200S		
MA200_APROC_SUB	5 MA200S		
MA200_CLEAR	6 MA200S		
MA200_POST	7 MA200S		

Earnest article continued next issue...

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# HP Industry-Standard Integrity Servers for Business

Companies today face increasing complexity, constant change and escalating costs as they seek new ways to derive business value from their information technology investments. The current business environment demands that IT infrastructures be not only highly reliable but also extremely agile. To succeed in today's ultra-competitive marketplace, companies require IT environments that provide maximum availability and performance with minimum interruptions. The ability to implement new business applications, manage diverse computing environments and scale as business needs change, are critical to the survival of the enterprise.

## Integrity servers built for Business Intelligence

HP uniquely addresses all these needs through the HP Adaptive Enterprise—where business and IT are synchronized to capitalize on change. An Adaptive Enterprise needs a flexible platform for enabling change. HP is the leading provider of flexible customer-proven business infrastructure solutions. HP's Business infrastructure employs a standards-based framework that leverages best-in-class technology and components to create a new level of integration between business and IT. Tightening the links between IT and business objectives allow you to respond rapidly to, and even anticipate, new market requirements and opportunities. With the right level of enterprise adaptability, you can realize a greater return on IT investments (RoIT) while achieving the business agility needed to gain competitive advantage.

## The broadest line of Itanium-based systems

128	HP Integrity Superdome		Scalability and hard-partitioning capability for leading consolidation	<ul style="list-style-type: none"> <li>Up to 64 Intel® Itanium® 2 processors or mx2 dual-processor modules (128 processors)</li> <li>sx1000 or sx2000 chipset</li> <li>Up to 1 TB memory</li> <li>192 PCI-X slots (with I/O expansion)</li> <li>Up to 16 hard partitions</li> </ul>
32	HP Integrity rx8620 -32 HP Integrity rx8640		Scalability and hard-partitioning capability for consolidation	<ul style="list-style-type: none"> <li>2 to 16 Intel Itanium 2 processors or mx2 dual-processor modules (32 processors)</li> <li>sx1000 or sx2000 chipset</li> <li>Up to 128-GB memory</li> <li>32 PCI-X slots (with SEU)</li> <li>Up to 4 hard partitions (with SEU)</li> <li>Server expansion Unit (SEU or SEU-2)</li> </ul>
16	HP Integrity rx7620 -16 HP Integrity rx7640		Flexibility with high-performance, density, and hard-partitioning capabilities	<ul style="list-style-type: none"> <li>2 to 8 Intel Itanium 2 processors or mx2 dual-processor modules (16 processors)</li> <li>sx1000 or sx2000 chipset</li> <li>Up to 64-GB memory</li> <li>16 PCI-X slots</li> <li>Up to 2 hard partitions</li> </ul>
8	HP Integrity rx4640 -8		High-performance servers in ultra-dense and highly scalable models	<ul style="list-style-type: none"> <li>1 to 4 Intel Itanium 2 processors or HP mx2 dual-processor modules</li> <li>Up to 64-GB memory</li> <li>8 PCI-X slots</li> <li>10 servers per 2m rack</li> </ul>
2	HP Integrity rx2620 -2		Ultra-dense server with larger cache and higher processor speed	<ul style="list-style-type: none"> <li>1 to 2 Intel Itanium 2 processors</li> <li>Up to 24-GB memory</li> <li>4 PCI-X slots</li> <li>20 servers per 2m rack</li> </ul>
2	HP Integrity rx1620 -2		Ultra high-density server designed for reduced power consumption	<ul style="list-style-type: none"> <li>1 to 2 Intel Itanium 2 processors</li> <li>Up to 16-GB memory</li> <li>2 PCI-X slots</li> <li>40 servers per 2m rack</li> </ul>
2	HP Integrity BL60p		Ultra-dense server blade for lower TCO	<ul style="list-style-type: none"> <li>1 to 2 Intel Itanium 2 processors</li> <li>Up to 8-GB memory</li> <li>8 blades in 6U enclosure</li> </ul>

HP Integrity servers provide the foundation for your most demanding business workloads. Built for the future and tested in today's most demanding enterprise environments, the HP Integrity Server family is engineered to deliver the performance, availability, scalability, flexibility, security and manageability needed for applications ranging from mission-critical to compute-intensive. In addition, HP and tSGi, along with other partners, deliver end-to-end Business solutions with integrated virtualization, industry-leading services and support, collaborative partnerships, highly-scalable storage and operating system choice.



## HP Integrity servers

HP offers the industry's broadest solution of scalable servers—all with a common architecture. Based on industry-standards, modular building blocks and the revolutionary Intel™ Itanium™ 2 processor co-developed by HP and Intel, HP Integrity servers reduce platform costs, enable higher performance and scalability, and enhance your flexibility.

### Entry-level servers

HP INTEGRITY RX1620-2—improves total cost of ownership and performance density by offering 1-2 low voltage or high-performance Intel Itanium 2 processors in a sleek 1U chassis.

HP INTEGRITY RX2620-2—offers enterprise-grade features including higher processor speeds, and larger cache with leading price:performance for technical computing as well as performance and value to be used for a range of enterprise commercial applications.

HP INTEGRITY RX4640-8—enables commercial computing users to run demanding business applications, such as enterprise resource planning (ERP), supply-chain management and business intelligence. Allowing as many as 8 processors, when fitted with the mx2 dual-processor module, the rx4640-8 takes performance and investment protection to the next level. This competitively priced server brings you exceptional price/performance, reliability, flexibility and availability in a rack-dense chassis to meet the most demanding enterprise computing requirements.

### Mid-range servers

HP INTEGRITY RX7620-16 and RX8620-32—are two highly flexible and scalable members of the HP Integrity server family. Offering high-end mission-critical performance, operating system choice, partitioning capabilities and flexible configurations, these mid-range servers are ideal for technical and commercial computing. Integrity mid-range servers, with their ability to run compute- and data-intense business applications, such as enterprise resource planning (ERP), supply-chain management and business intelligence, offer superior performance, decreased cost and reduced complexity.

HP INTEGRITY RX7640 AND RX8640—provide enterprises and high-performance computing centers with increased performance, flexibility and investment protection. Their hard-partitioning capabilities offer significant consolidation opportunities while reaping the blazing-fast application performance, enhanced availability and better manageability features of the HP Super-Scalable Processor Chipset sx2000.

In addition, HP 9000 customers with rp7420-16 and rp8420-32 servers can perform in-chassis upgrades to evolve these servers to HP Integrity rx7620-16, rx7640 and rx8620-32, rx8640 servers.

### High-end servers

HP INTEGRITY SUPERDOME—delivers the performance, availability, capacity, security and manageability needed for a variety of applications, from mission-critical to compute-intensive. Ideally suited to heterogeneous environments, it provides unprecedented single- and multiple-operating system (OS) capability, allowing you to run all of the leading operating systems—HP-UX 11i, Windows®, Linux and OpenVMS—on the same system, even concurrently in a consolidated environment.

Intel™ Itanium™ 2 processor for superior performance. With the HP-UX 11i v2 operating environment, the Integrity BL60p server blade is the ideal choice for UNIX™-based server consolidation projects and for delivering enterprise strength applications to distributed, replicated sites such as remote and branch offices. The BL60p is a full-height blade able to supporting two processors and two hot-swappable U320 SCSI hard drives. Also, the Integrity BL60p hosting HP-UX 11i is designed to function side by side with Opteron™ and Xeon™ server blades hosting Windows™ and Linux™ applications in the same p-Class enclosure.

Call Chuck at **800-798-9862** to discuss how HP Integrity servers, running HP/UX, Linux™, and Windows™ can help you stay ahead of your users' demands for your business applications. ♦

# Support Services Available From the Supplier

## LEVEL I (Basic Phone-in Support)

This value-priced service is meant for those companies with a good working knowledge of MANMAN who require minimal support. Our goal is to work with the original documented MANMAN reference and training manuals.

### Level I includes:

- Standard phone-in hours: Monday through Friday, 7:00 a.m. to 7:00 p.m. (CST)
- Skilled technical support representatives personally handling each call
- Support for The Core 4 modules: AP, GL, OMAR, MFG, (additional modules may be added)
- Special Pricing for Training, Modifications and Consulting
- MANMAN support for the FORTRAN-coded system, including basic MPE/iX support directly relevant to the execution of MANMAN (Image and Query are considered part of this process)
- Hardware and Systems Recommendations
- Support for modified software, provided FORTRAN source code and full documentation are available

### Prerequisites for this service:

- HP Support or equivalent for hardware; HP Support or equivalent for MPE/iX and FOS Subsystems
- FORTRAN Compiler and efficient modem access to the HP3000
- On-site HP System Manager and System Operator proficient in the use and application of MPE/iX
- Users adequately trained and proficient in the use of MANMAN Applications to perform their functions and discuss their problems

## LEVEL II (Extended Phone-in and Disaster Recovery Support)

This service is intended for companies that need extended hours of phone-in support, more detailed help, and our Disaster Recovery Services. Disaster Recovery service is consid-

ered a warm site for major disasters and will cover business-critical operations. This level of support is recommended for companies with minimal IT support in their organizations.

### Level II includes:

- All Level I services
- Enhanced MPE/iX support
- Extended phone-in hours: 24x7x365
- Secure HP3000 back-up system on which to run business-critical operations remotely until system has been restored
- Periodic testing to make sure data is restorable and usable
- Performance and availability guarantees
- Reduced pricing for services not covered

### Prerequisite for this service:

Co-developed identification and documentation of your Business Critical operations.

## LEVEL III (Remote Management/ Outsourcing of Systems and Application Operations)

This service is intended for companies with little or no MANMAN knowledge or expertise, or for companies who are migrating to another system and have shifted MANMAN resources in support of the new system.

### Level III includes:

- All Level I and II services
- Database capacity monitoring and associated maintenance
- Batch processing
- MANMAN application management (Fiscal period “month end” close, etc.)
- Security Audit and Maintenance
- Installation and implementation of HP3000/MANMAN third party software on the host system
- System Configuration
- Performance and availability guarantees
- Reduced pricing for services not covered

### Prerequisites for this service:

- ADAGER or DBGeneral database management utility



# Support Group inc.

- MPE/iX from VeSoft (not required but highly recommended)
- Details of customer usage and expectations for batch processing

## LEVEL IV (Off-site Management/ Outsourcing of Systems and Application Operations)

This service is intended for companies with no MANMAN expertise. Companies that prefer to completely outsource their operation and companies who are migrating to another system will benefit from this service.

### Level IV includes:

- Hardware housed at tSGi Datacenter
- All Level I and III services
- Secure off-site tape storage and library management (labeling, archiving, changing, etc.)

## LEVEL IV-B (Audit Response/ Open Access)

This service is intended for those companies who have made the transition to a new ERP system but still need to periodically access historical information and/or respond to potential audits.

### Level IV-B includes:

- Hardware housed at tSGi Datacenter
- Timely processing of requests to Customer by Outside Entities or Individuals (Banks, Governments, Attorneys, etc.) to perform audits of information contained in the MANMAN system;
- Access and Processing Services for any versions of MPE/iX and MANMAN programs and data on your hardware
- Complete end-to-end service requiring little or no involvement from your IT staff
- Guaranteed Performance, Quality, Scheduling, and Timing expectations

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## ❖ Outstanding flexibility

- Multi-OS support
- Standards-based technology and reusable components
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- Worldwide service and support

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