

**Chicago Association for Microcomputer Professionals
Micro-Manager Lecture Discussion Series
WEDNESDAY December 13, 1989 1:00PM - 5:00PM**

Developing a Quality Training Program with Limited Headcount

Carolyn Bartlett, Baxter Healthcare Corporation

Carolyn is responsible for the PC training program at Baxter's corporate headquarters. During the past year two thousand students have been trained using outside vendors. When Carolyn began to develop her PC training program, the following questions presented themselves:

Where to begin?

Should we have in-house training or training outside the company? What do we expect to gain?

How do we select vendors?

How do we acquire training materials?

How do we monitor vendors after selection?

How do we know what courses to include in the curriculum?

Carolyn will provide us with a description of how she answered these questions and developed a training program that gets excellent reviews from her user community.

Carolyn has been working with computers for eight years. She has been coordinating the Baxter PC training area for 2 and 1/2 years.

**Training within the Changing Office Environment
Sally Crawford, President, Crawford and Assoc.**

With issues like "connectivity" and "interoperability" being key aspects of office systems strategies, there is a growing trend for companies to implement a multi-vendor computer solution to satisfy the needs of all workers. With this trend comes a new dilemma for trainers. How do you "sell" office staff on new equipment? How do you leverage off of skills already learned to make the cross-training easier and more cost effective? Finally, what types of training solutions best fit the needs of the fastest growing population of computer users -- the knowledge worker?

Based upon over 12 years experience in the office automation industry, Ms. Crawford's presentation will discuss trends she sees in the area of technology, computer users and workgroup productivity. She will focus on these issues from a training perspective, so that workers can better utilize the wealth of tools at their fingertips.

Sally Crawford founded Crawford and Associates, Inc., a computer training and consulting firm, in 1982. Since then, she has grown the firm from a one woman operation to a staff of almost 50 servicing the central United States. Ms. Crawford has been a featured speaker for Syntopican, the National Association of Women Business Owners, Wang and IBM. This year she was selected by Inc. magazine and Arthur Young as Illinois' Woman Entrepreneur of the Year.

Roundtable Discussion: Our discussion this month will focus on a number of training topics. By the end of the discussion we will learn how training is accomplished in a number of Chicago area companies.

Admission for this event is free to employees of Micro-Manager Lecture Discussion Series subscriber companies. Please RSVP using the form below. Please note that in the event we run out of space in a room, only those with reservations will be admitted. Also, if we have to change the location of a meeting we can only notify those for whom we have phone numbers.

The meeting will be held at the at the Holiday Inn-O'Hare at 5440 North River Rd. in Rosemont, IL. The hotel's phone number is 312.671-6350. It is a few blocks south of the CTA River Rd. rapid transit station. This route runs between the Loop and O'Hare.

There is still room in our two LAN seminars in December. There will be information presented that both beginning and advanced LAN installers need to know.

To: CAMP, Box 380, Deerfield, IL 60015 708-926-8288

I wish to RSVP for the Micro-manager Lecture-Discussion on **WEDNESDAY** December 13 at the Holiday Inn-O'Hare

Name: _____ Company: _____ Phone: _____

C.A.M.P. LAN Seminar Series

If you are either new to LANs or want an update on the latest LAN technology, such as SQL servers, FAX servers and OS/2 LAN Manager, then join us on December 5.

If you need help implementing, tuning, supporting or administering LANs then join us on December 11.

If you need another copy of the complete seminar brochure, please call 708.926.8288. A registration form for the seminars is included below.

C.A.M.P. LAN Seminar Series December, 1989 Registration Form

Enclose this form together with a check or VISA/Mastercard number. Space is limited so send your registration as soon as possible. All fees must be paid in full prior to the seminar. Registrations will be acknowledged by mail. A full refund will be made only for cancellations received ten working days before the seminar. No refunds can be made for cancellations received after that date. The fee includes a luncheon, refreshments, and a conference workbook. C.A.M.P. reserves the right to reschedule or change the location of the seminar. If that occurs, a refund may be requested by the attendee.

Name: _____
Title: _____ C.A.M.P. Conferences
Company: _____ Box 380
Address: _____ Deerfield, IL 60015
City: _____ State: _____ Zip: _____ (708) 926-8288
Telephone: _____

☐ I am registering for LAN Concepts and Technology
on Dec. 5, 1989. Fee: \$175 After Nov. 17: \$225

☐ I am registering for LAN Implementation & Management
on Dec. 11, 1989. Fee: \$175 After Nov. 27: \$225

Total Amount Submitted: \$ _____

Enclose a check payable to C.A.M.P. Conferences or include your VISA/Mastercard number.

Visa ☐ Mastercard ☐ Number: _____ Exp. Date: _____
Signature: _____

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C.A.M.P. is the Chicago Association for Microcomputer Professionals. C.A.M.P. is in its sixth year serving the needs of Midwest information centers and MIS development departments. During the past two years over 2600 microcomputer professionals from over 300 companies have participated in C.A.M.P. events.

To: CAMP, Box 380, Deerfield, IL 60015 708-926-8288

☐

I wish to RSVP for the meeting on WEDNESDAY December 13 at the Holiday Inn-O'Hare

☒

I cannot attend this meeting but would like additional information on C.A.M.P.

Name: Denise Hansen Company: Searle Phone: 708 982 4554

Address: 4901 Searle Parkway

City: Grookie State: IL Zip: 60077

1. Problem of the day. (Please present any questions to the group)
2. Developing a Quality Training Program With Limited Headcount - Carolyn Bartlett- Baxter Healthcare
3. Training within the Changing Office Environment - Sally Crawford - Crawford and Associates
4. Break
5. Roundtable discussion:

What courses do you provide for your users?

How do you decide what courses to provide?

Do you have an in-house training room? What hardware is installed?

How do you handle registration? (who does it, any special software, etc.)

Is your training in-house or do you use outside trainers?

If you use outside trainers, who do you use and how have they worked out?

If in-house are your people dedicated to training, or do they also do other IC work?

What techniques do you use to monitor and maintain training quality?

How do you acquire training materials? What do you especially like?

What is your policy on no-shows?

What is your maximum class size?

What is your feeling on Computer Based Training vs. live?

Do you use video tapes? Do you use Interactive Video? What have been your feelings/experiences?

What is your biggest unsolved problem?

*. *(anything else you would like to share

Ground rules:

Please stand and speak loudly. Mention your name and company (optional).

Try to answer as many questions as possible.

Spontaneous discussions are encouraged.

You can pass if you're shy or have laryngitis.

Everyone has information of value to someone else, no matter what the experience level.

Tasteful humor is encouraged.

Don't read the question if you are skipping it.

The press is not to quote anyone by name without their permission.

Future Events:

Micro-Manager Lecture-Discussion Series:

January : End-user database development; dBase, Foxbase, Clipper clinic

February: Word processing, Desktop publishing strategies

LAN/Development Lecture-Discussion Series

January: Diagnosing LANs using Time Domain Reflectometers

February: LAN Diagnostic Software

March 21 -C.A.M.P./PC Week Ninth Conference/Vendor Fair

Please keep an eye on your purse and/or briefcase.

1. Problem of the day. (Please present any questions to the group)
2. Positioning the i486 Processor , John Fitzpatrick, Ann Lewnes, Intel Corp.
3. Analyzing the Numbers, David Readerman, Shearson, Lehman, Hutton
4. Break
5. Intel PCEO Clinic - Barry Kittner, Intel PCEO
6. Roundtable discussion:

What specific machines do you plan to buy in 1990? Do you think you will buy more or less PC's?
What are your current feelings on 386s, 486s, 286s, 8086s?

What are your plans for OS/2?

What are your feelings about the Compaq SystemPro?

What have your experiences been with HP LaserJet IIP, IID, II, DeskJet, PaintJet? Are you using Postscript?

Are you using any of the PC Magazine utilities?

What are your feelings on Postscript vs. PCL?

Have you had any experiences with Samna Ami (either version)?

Corel Draw
Fax cards

How do you reallocate old equipment?

What do you use for 3270 emulation?

Do you use any software/hardware tools to help your IC help desk? Any other tools that help micro-managers?

Does your IC chargeback? How? Any suggestions?

Do you use a UPS? Whose?

What laptops do you recommend?

How do you handle maintenance?

How do you evaluate new products?

.*(anything else you would like to share

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**PC LAN Mass Storage Issues:
Magnetic vs. Optical Technology
Hank Chesbrough, VP, Plus Development**

1. The LAN Management Imperative
 - A. Maximize the LAN investment
 - B. LANs vital to dept./corporate productivity
 - C. Reduce/eliminate network downtime while adding users, applications.
 - D. Take advantage of new system technologies
2. Storage Technology Issues - Magnetic vs. Optical
 - A. Standards
 - B. Performance
 - Measuring performance - access time vs throughput
 - Degradation as LAN grows
 - C. Expandability
 - Per node requirements
 - D. Compatibility
 - Operating sys. and hardware requirements
3. LAN Management Strategies
 - A. Determine and forecast storage needs
 - B. Define REAL cost(per megabyte)
 - C. Map the data flow
 - D. Demand ease of implementation
 - E. Estimate downtime costs
 - F. Consider security
 - G. Weigh price vs. performance

Hank Chesbrough is vice president of marketing at Plus Development Corporation. He has been instrumental in developing and implementing Plus's product and marketing strategy. Hank was part of the Quantum Corporation team that founded Plus in 1983. Before joining Quantum, Chesbrough was a consultant with Bain and Company, a management consulting firm. He holds a B.S. in economics from Yale University and an M.B.A. from Stanford University.

**Can You Afford LAN Standards?
Jonathan E. Schmidt, VP, Performance Technology**

Standardization is a two-edged sword. In the infancy of a technology, it can stifle advancement. Later, however, as we have seen with PCs, it generates widespread competence, familiarity, and an explosion of value adding products. Luckily for the LAN users, early standardization did not occur. We are now in the final stages of a frenzied development of a wide variety of network species which are competing for a place in the world. A cretaceous period for networks, so to speak.

The "war of the wires" of several years ago is over. We now have 90 percent of the market consolidated around Token Ring, Ethernet and, yes, nearly 2 million Arcnet nodes as well. What do you chose: Token Ring, Ethernet or Arcnet?

LAN protocols are in a high state of flux. Should you dedicate your LAN to the "Protocol-of-the-month", TCP/IP, OSI, 802.2? What are your other choices?

LAN system standards are just beginning to rapidly evolve. Do the proprietary "standards" LANs offer enough benefit to you (if any) to offset their locking the door on IBM LAN protocol compatibility?

Jonathan E. Schmidt is vice-president, co-founder and chief technical officer of Performance Technology. Schmidt had served as vp of Datapoint's advanced product development group since 1975. During his tenure, the group pioneered the ARCnet local area network, AIM, RMS and other major product innovations. Earlier in his career he maintained the electronics and communications systems for remote clinics in South America and Africa while with Project Hope.

Schmidt earned an M.A. degree in mathematics from the University of Michigan at Ann Arbor in 1965 where he also received his B.A. degree in mathematics in 1963.

Roundtable discussion topics:

Optical storage use, Wiring choices, Administrator training, Print spooling, Bridges & Gateways, Security, Group calendaring, CASE, Global networking of unlike platforms and protocols, LAN networks and mainframe networks, VAX/AS400 LANs, Paradox experiences, Help desks and tools

A representative of Novell will be available to answer your questions.

Please bring your own problems for solution by the group.

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To: CAMP, Box 380, Deerfield, IL 60015 312-926-8288
I will be attending the Tuesday Nov. 7, 1989 LAN and Development session.

Name: _____ Company: _____ Phone: _____

Chicago Association for Microcomputer Professionals
Micro-Manager Lecture Discussion Series
TUESDAY Oct. 31, 1989 1:00PM - 5:00PM

Choosing the Right Operating Environment
Michael J. Miller, Executive Editor, Infoworld

When most people in business started using personal computers, they didn't worry about operating environments. But then came the Macintosh. And now we have Microsoft Windows, OS/2 with the Presentation Manager, Deskmate, New Wave, Next Step, Open Look, Motif, and who knows how many other operating environments competing for our attention.

Which of these environments are for real? What applications are currently available for these systems, and what ones are coming? When will the promised applications show up? How important are the debates over imaging models and font technology? Should you change operating environments at all, and if so -- how do you do it? What's a computer decision-maker to do?

Michael J. Miller, Executive Editor of InfoWorld, tackles these questions, tells what it's like to use these environments, and provides an overview of where they are headed. He will also discuss the applications that are available now for the Mac, Windows, and Presentation Manager.

Roundtable Discussion:

PIMs, text databases, Mac use, Windows, OS/2 PM, UNIX, desktop publishing, RAM-cram, Monitors, HP LaserJet IIP, Lotus 123 v2.2 and 3.0, Utilities.

This meeting is co-sponsored by Infoworld, the Weekly for Personal Computing Professionals.

Strategic Information and PIMs
Michael J. McKinney, Executive Vice-President and CEO, askSam Systems

Michael J. McKinney will discuss the increasing role of information in our business, professional and personal lives. He will share his views on the impact of the dawning of the Age of Strategic Information. He will trace the evolution of flat file database management systems, desktop organizers, relational DBMS and text databases and personal information managers. He will place PIMs in the perspective of a subset of the strategic information required to succeed in an increasingly competitive global economic environment.

Mike will establish criteria for managing strategic information. He will identify personal computer products that fulfill one or more of the diverse requirements people have identified with PIMs. He will discuss the various different metaphors upon which most PIMs are structured. He will expand upon Jeffrey Tarter's view that PIMs have not been universally well received because they address only limited aspects of people's needs for information. He will present his own views that metaphors, while attracting people who live or work within those metaphors (calendars, categories, activities, etc.) also cause their rejection by many more potential users.

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I wish to RSVP for the Micro-manager Lecture-Discussion on October 31 at the Holiday Inn-O'Hare

Name: _____ Company: _____ Phone: _____

IBM's OfficeVision Strategy

David Strom, PC Week

IBM is gearing up for its biggest software push in its history with OfficeVision, the first Systems Application Architecture application to run across all of its major systems from PCs to mainframes. Is this going to be another half-hearted software struggle ala Displaywrite, or something serious and worth looking into? Will OfficeVision require new power-PCs running OS/2, or will it work with your existing DOS machines?

Finally, what should be your strategy if you have strayed from the straight and Blue and bought Irma cards, Novell LANs, and Compaqs? Will OfficeVision run on non-IBM gear?

David Strom, Executive Editor of PC Week, will attempt to shed some light on these and other current issues. Mr. Strom has written extensively on OS/2 and networking topics for PC Week, as well as his weekly "Practical Networker" column. He is co-author of a forthcoming Brady book entitled "Every Managers Guide to OS/2" Before coming to PC Week David was manager of the information center at Transamerica/Occidental Life Insurance Corp. He has an M.S. in Operations Research from Stanford University.

Interactive Multimedia:

The Changing Role of Computers

Linda Mitchell, Microsoft Corporation

Computers are evolving from being an information creation tool to becoming an information medium in themselves; an information medium much in the same way that print, TV, or audio are used for publishing today.

Emerging personal computer platforms will support natural images, sound as well as text and graphics. CD-ROM is the enabling technology. This talk will explore the impact on information publishing and distribution by this medium.

We will also get an introduction to High Sierra format, CD-ROM/XA, DVI and other enabling technologies that will make interactive multi-media happen.

User education on computer software is already changing to take advantage of this technology, but more significantly all facets of corporate training will evolve.

Linda Mitchell is Product Manager for CD-ROM products within Microsoft's Multimedia Publishing Division. She has been working with CD-ROM at Microsoft for the past four years.

Roundtable discussion topics:

OfficeVision, CD-ROM use and plans, Windows usage, Voice technology, Menuing software, Gateways, Ethernet boards, OSI standards, Network configuration alternatives, High speed modem usage, Scanners and OCR, VT100 emulation, OS/2 LAN Server, RAM cram solutions, Use of Lotus 3.0 on LANs, Text databases

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I will be attending the **Tuesday Oct. 17, 1989** LAN and Development session.

Name: _____ Company: _____ Phone: _____

1. Introduction - Julian Horwich
2. Problem of the Day
3. Discussion on computer viral infections
4. Interactive Multimedia; the Changing Role of Computers - Linda Mitchell, Microsoft
5. IBM's OfficeVision Strategy - David Strom, PC Week
6. Break
7. Novell Netware Questions
8. Lotus Development Questions - Georg Lamp
9. Roundtable Discussion

Topics:

-Please mention your name and company

What are your plans/views on OfficeVision?

What are your experiences/plans/views on CD-ROM?

Are you doing any multi-media applications?

What usage are you making of Windows? What experiences have you had?

What problems have you had lately with Compaqs or PS/2s.

What experiences have you had with voice technology?

What menuing software do you use on your LANs?

What gateways do you use?

Describe the hardware and software configuration of your LANs.

What Ethernet boards do you use?

What is your position regarding the OSI standards?

Are you using any modems beyond 2400 baud? Which ones? How have they worked?

What scanners and OCR software do you use or recommend?

What do you use for VT100 emulation?

Do you have OS/2 LAN Server installed? What experiences?

What hardware or software do you use to break the 640K barrier?

What experiences have you had with 123 version 3? How has it worked on LANs?

What experiences have you had with text databases?

What are your feelings/experiences with the X.400 email standard?

What do you use for network monitoring and diagnosis?

*. * (Anything else you would like to share)

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Survey

Please fill out this survey, detach and leave it at the registration table. Thank you.

1. What type of speakers would you like to hear at the next Conference/Vendor Fair?

	Most want	Interested	No interest
Vendor company executives			
Trade press editors/writers			
Other: _____			

2. Please name the individuals, or executives of what companies, that you want to appear.

3. What topics would you like covered at future Lecture/Discussion sessions or at seminars?

4. What other programs would you like CAMP to provide?

5. As a micro-manager what is your biggest unsolved problem or hardware/software need?

6. What locations do you prefer for CAMP events?

☐ Airport area
☐ SW Suburbs

☐ Downtown Chgo.
☐ Other _____

☐ NW Suburbs

☐ North Suburbs

DOOR PRIZE DRAWING COUPON

In order to enter the door prize drawing you must return this coupon to the registrars by 4:00 PM. It must be accompanied by the eight unique coupons available in the exhibit areas. Each exhibitor has one of the coupons. They are numbered 1 through 8. Collect one of each number. The drawing will be held at 4:30 PM in the conference session room. The winner must be present at the drawing. Only one entry per person. Exhibitors are excluded from winning a door prize. 9/89

Name _____ Title: _____

Company _____ Address: _____

City, State, Zip _____ Telephone Number: _____

**Chicago Association for Microcomputer Professionals
Micro-Manager Lecture Discussion Series
TUESDAY Sept. 26, 1989 1:00PM - 5:00PM**

**Whither the IC; The Shape of the Future
Glenn Miller, Businessland**

Glenn will make his second appearance at CAMP. During this talk he will answer the following questions:

How has the Information Center changed over the past two years?

What forces have caused these changes?

What new forces are at work today to shape the future directions of the IC?

How are technology, business, and installed-base issues conditioning that future?

Glenn Miller is Director of Strategic Planning at Businessland corporate headquarters in San Jose. He is responsible for internal technology and systems directions and works on the overall strategic direction of Businessland as well.

**Better Support Electronically
John Beaston, Intel PCEO**

John Beaston is also making his second appearance at C.A.M.P. He will explore ways to use electronic communication to better serve our customers. Applications include: MIS/IC to end-user, vendor-to-customer, and sales support to salesman, etc. The idea is to improve the quality and timeliness of support without increasing headcount. He'll cover a number of examples and give real-life solutions that he's seen used. Some specific topics include:

Time shifting techniques for traditional phone support using voice boards.

BBSs as a support tool.

Combining BBSs with fax.

Using voice and fax to support customers without access to PCs.

John Beaston has been with Intel 15 years in a wide variety of positions from designing memory chips to high-end multiprocessing with the 432. Currently he manages the New Opportunity Development group in PCEO. He earned a BSEE at Bradley and an MS at the U of I.

Clinic: Alex Nader of Microsoft will be available to answer questions about Microsoft products.

Roundtable Discussion:

Micro-manager careers, Information center growth, Spreadsheet strategy, email, FAX, BBSs Presentation graphics, dBase IV, Paradox, OS/2, Windows use, DESQview use, Video monitor health factors, DOS extenders, CAD, Postscript printers, IBM Officevision, Hardware upgrade strategies.

Meetings are limited to full-time microcomputer professionals who provide the management/support of micro use within their company. Salespeople of computer products or consulting services are excluded unless they are part of the program. Employment search professionals are also excluded. Admission is free to employees of Micro-Manager Lecture Discussion Series subscriber companies. Please RSVP using the form below. Please note that in the event we run out of space in a room, only those with reservations will be admitted. Also, if we have to change the location of a meeting we can only notify those for whom we have phone numbers.

The meeting will be held at the at the Holiday Inn-O'Hare at 5440 North River Rd. in Rosemont, IL . The hotel's phone number is 312.671-6350. It is a few blocks south of the CTA River Rd. rapid transit station. This route runs between the Loop and O'Hare.

To: CAMP, Box 380, Deerfield, IL 60015 312-926-8288

I wish to RSVP for the Micro-manager Lecture-Discussion on September 26 at the Holiday Inn-O'Hare

Name: _____ Company: _____ Phone: _____

1. Problem of the day. (Please present any questions to the group)
2. Better Support Electronically - John Beaston, Intel PCEO
3. Whither the IC, The Shape of the Future - Glenn Miller, Businessland
4. Break
5. Microsoft Clinic - Alex Nader, Microsoft

6. Roundtable discussion:

What percent growth has your PC installed base experienced in the last two years?
What percent growth has your IC experienced in the last two years?
In your company what is the career path for an IC professional?
What do you feel are the most important things an IC professional can do for his or her career?

What is your current spreadsheet recommendation?

What experiences have you or your users had with:

123 V3.0
Paradox v3.
Word 5.0
dBase IV
OS/2
Windows
DESQview

What email software do you use? Do you have an overall strategy?

Are any of your PCs used as FAXs?

What software do you use for presentation graphics?

Do you have any policies regarding video monitor health factors?

Do you have any experiences with application software using DOS extenders?

What software does your company use for CAD? Experiences?

Do you recommend Postscript printers? When? Which ones?

What are your feelings about IBM Officevision?

When do you upgrade computers? With what hardware?

*(anything else you would like to share)

Ground rules:

- Time limit ->
- Please stand and speak loudly. Mention your name and company (optional).
- Try to answer as many questions as possible.
- Spontaneous discussions are encouraged.
- You can pass if you're shy or have laryngitis.
- Everyone has information of value to someone else.
- Tasteful humor is encouraged.
- Don't read the question if you are skipping it.
- The press is not to quote anyone by name without their permission.

Please keep an eye on your purse and/or briefcase.

Can't Oct. 17 - ofc vis - David
Scom.
Linda Rutledge - copier
multitask

Barry Ktana
Corporate
development
midwest
mar.

Oct 31
Personal Info Maint.
O.S. Chem & Anal
Nov 2 - Modems
Nov 7 - Lm Study
Mag vs. optical

Nov. 28
Vendor for v. 4.0
486 - Intel

Dec 5 - LAN Con.
& Tech.

Dec. 11 - LAN
Impl
& Maint

Dec. 13 - Trng
Two Spha.

Jan 12 & 23
Feb. 14 & 27

Renewals!
a bit late

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Design

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Harry Kelso -
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Time

Hours

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Microsoft
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pt Support
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1. Problem of the day. (Please present any questions to the group)
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Word 5.0

dBase IV

OS/2

Windows

DESQview

All state press
press → *3.0 & Allways*
press → *Paradox Redate*

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**Chicago Association for Microcomputer Professionals
Micro-Manager Lecture Discussion Series
TUESDAY Sept. 26, 1989 1:00PM - 5:00PM**

Whither the IC; The Shape of the Future
Glenn Miller, Businessland

Glenn will make his second appearance at CAMP. During this talk he will answer the following questions:

How has the Information Center changed over the past two years?

What forces have caused these changes?

What new forces are at work today to shape the future directions of the IC?

How are technology, business, and installed-base issues conditioning that future?

Glenn Miller is Director of Strategic Planning at Businessland corporate headquarters in San Jose. He is responsible for internal technology and systems directions and works on the overall strategic direction of Businessland as well.

Better Support Electronically
John Beaston, Intel PCEO

John Beaston is also making his second appearance at C.A.M.P. He will explore ways to use electronic communication to better serve our customers. Applications include: MIS/IC to end-user, vendor-to-customer, and sales support to salesman, etc. The idea is to improve the quality and timeliness of support without increasing headcount. He'll cover a number of examples and give real-life solutions that he's seen used. Some specific topics include:

Time shifting techniques for traditional phone support using voice boards.

BBSs as a support tool.

Combining BBSs with fax.

Using voice and fax to support customers without access to PCs.

John Beaston has been with Intel 15 years in a wide variety of positions from designing memory chips to high-end multiprocessing with the 432. Currently he manages the New Opportunity Development group in PCEO. He earned a BSEE at Bradley and an MS at the U of I.

Clinic: Alex Nader of Microsoft will be available to answer questions about Microsoft products.

Roundtable Discussion:

Micro-manager careers, Information center growth, Spreadsheet strategy, email, FAX, BBSs Presentation graphics, dBase IV, Paradox, OS/2, Windows use, DESQview use, Video monitor health factors, DOS extenders, CAD, Postscript printers, IBM Officevision, Hardware upgrade strategies.

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To: CAMP, Box 380, Deerfield, IL 60015 312-926-8288

I wish to RSVP for the Micro-manager Lecture-Discussion on September 26 at the Holiday Inn-O'Hare

Name: _____ Company: _____ Phone: _____

Chicago Association for Microcomputer Professionals
LAN and Development Lecture-Discussion Series
Tuesday July 18, 1989 1:00PM - 5:00PM

LAN Backup - Alternative Strategies

Ron Birchall, President, Palindrome Corporation

When it comes to hard disk back-up, everyone has a horror story to tell. Minor system problems such as accidentally deleted files and corrupt data due to power failures become catastrophes in the face of equipment, personnel and process errors.

Back-up is the first line of defense of any disaster plan. Yet, implementation of an effective back-up strategy is time consuming and error prone. Many trade-offs exist between the degree of protection, speed and reliability of file recovery, personnel costs, media costs and procedural complexity.

This presentation will examine alternative strategies for short term back-up, long term archiving and on-site and off-site library management. Special emphasis will be placed on automating the process to minimize errors and maximize protection.

Ron began his career at Bell Labs and for 12 years was responsible for project mgmt. tools for Electronic Switching Systems software, initially on mainframes, but rapidly moving to UNIX based minicomputer networks. In 1978 he joined Teletype and had responsibility for the company's Model 4500 family of 3270-compatible terminals and exploratory work with LANs. He was a founding member of the IEEE 802 Committee for LAN standards. For six years prior to forming Palindrome, Ron was Director of Product Development at Tellabs. In 1987 Ron and two associates formed Palindrome to address the growing need for effective LAN management tools.

So.. You've Got a Lot of Text

Alexis Driscoll, Marketing Manager, BlueFish Project, Lotus Development Corporation

Corporations have gotten a grip on how to handle their structured information needs: spreadsheets, relational databases, etc. However, they are drowning in large quantities of UNSTRUCTURED information -- manuals, reports, contracts, technical specs, etc. -- which often represent their true information wealth. In response to this, many corporations are considering a full text retrieval system using LANs or CD ROM. The choice of the right software for such projects is only part of the effort to launch full text into an organization.

In this session, Lotus will share their insight on designing and delivering full text databases based on two current products, Computer Library and Lotus CD Prompt. Alexis will overview full text projects, focusing on less tangible but very important operational and organizational issues. What applications make the most sense? How do you structure the database? What types of staffing are required? What's essential? What's optional?

Alexis Driscoll is a Marketing Manager in the Office Systems Group, responsible for full text products. She has been involved with full text and CD ROM technology since 1987 when Lotus Development acquired the BlueFish full text retrieval technology. Prior to that she spent three years as Product Marketing Manager on 1-2-3 and companion products.

Roundtable discussion topics:

Text database experiences, LAN CD-ROM, LAN backup, e-mail, FAX and LAN, gateways, Connecting Macs and PCs, Memory relief products, Clone file servers, Minicomputers as file servers, Interlan connectivity, Development environments, Ethernet vs. Token Ring, LAN versions of Word Perfect and Paradox, Disk managers, Netware 386, OS/2 Lan Server, Oracle

A representative of Novell will be available to answer your questions.

Please bring your own problems for solution by the group.

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Reserve Sept. 7 for our Eighth Conference/Vendor Fair featuring Bill Gates and Ray Noorda.

To: CAMP, Box 380, Deerfield, IL 60015 312-926-8288

I wish to RSVP for the **Tuesday July 18, 1989** LAN and Development session.

Name: _____

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Chicago Association for Microcomputer Professionals
LAN and Development Lecture-Discussion Series
Tuesday July 18, 1989 1:00PM - 5:00PM

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Reserve Sept. 7 for our Eighth Conference/Vendor Fair featuring Bill Gates and Ray Noorda.

To: CAMP, Box 380, Deerfield, IL 60015 312-926-8288

I wish to RSVP for the **Tuesday July 18, 1989** LAN and Development session.

Name: _____

Company: _____ Phone: _____

1. Problem of the Day
2. So..You've Got a Lot of Text - Kirit Patel, Lotus Development Corp.
3. LAN Backup - Alternative Strategies, Ron Birchall, Palindrome Corp.
4. Break
5. Novell Netware Questions- Mike Kidd, Novell
6. Roundtable Discussion

Topics:

-Please mention your name and company

What hardware, software, and policies do you use for LAN backup?

Are you using CD-ROMs? Are they on your LANs?

What experiences have you had with text databases?

What do you use for email?

Are you using any FAX cards? with LANs? Any plans?

What gateways do you have on your LANs?

Have you connected any Macs and PCs to each other on LANs? How?

What memory relief products do you use (i.e., exp.memory, DOS extenders, etc.)

Are you using any clones as file servers? Any mini's?

Do you have any of your LANs interconnected? How?

What hardware, software and tools do you use for development?

How did you choose between Ethernet and Token Ring or whatever hardware?

What experiences have you had installing /supporting Paradox and Word Perfect on LANs?

What disk management software do you use?

Any experiences/feelings about Novell Netware-386?, OS/2 LAN Server?
OS/2 LAN Manager?, ORACLE?

*. * (Anything else you would like to share)

Roundtable Ground rules:

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You can pass if you're shy or have laryngitis.

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Tasteful humor is encouraged.

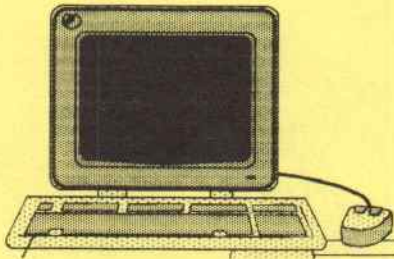
The press is not to quote anyone by name without their permission.

**Desktop Publishing:
Pagemaker vs. Ventura
Comparisons of High-Resolution Monitors
Dale Jessen, Pres., Computer Analytics**

Dale Jessen will explore the differences between two of the most widely used desktop publishing software programs, Xerox Ventura Publisher 2.0 and Aldus PageMaker 3.0 (for the PC).

The use of high resolution monitors in desktop publishing will also be examined along with the advantages, disadvantages and costs of the various types of monitors.

Working with Fortune 1000 corporations, Computer Analytics has been implementing desktop publishing systems since they were released for the PC environment in 1986. Mr Jessen founded Computer Analytics in 1971.



**Optical Character Recognition
James R. Fruchterman, Vice-President,
Calera Recognition**

Imagine the time your users could save if they could get virtually anything off a printed page and into their application in less than one minute, without manually keying it into their system. It is possible, with a combination of a scanner and OCR (optical character recognition). Until now however, OCR has been very limited. Unless you had a single column, typewritten page, you might as well have keyed it in yourself. New technology has arrived, however, that provides complete document recognition. Calera's presentation will help you understand the technology so that you can analyze applications for your users.

James R. Fruchterman is co-founder of Calera Recognition Systems, Inc. (formerly The Palantir Corporation), a leading supplier of advanced text and image processing systems based in Santa Clara, California. Prior to co-founding Calera in 1981, he was the chief electrical engineer on the Percheron Project, the first American private launch vehicle effort. He has also worked at IBM and General Motors. Mr. Fruchterman received his B.S. and M.S. degrees from the California Institute of Technology.

Georg Lamp of Lotus Development Corp. will be available to answer questions about upgrades.

Roundtable Discussion:

Desktop publishing, Postscript, Scanning techniques, Getting Users to Accept Standards, Electronic messaging, PS/2 coprocessors and expanded memory, OfficeVision, Mac, Sun, Next, 386 vs. 386SX, Training policies, Determining the Information Center's role, Evaluating resellers, hardware. Please bring your own problems for solution by the group.

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Future events:

June 12-13 Seminar - "What Every Micro Professional Needs to Know About Hardware"

Understand expanded memory, interrupt/ ROM conflicts and other configuring problems.

July 18 - LAN-Development Lecture-Discussion Series - LAN backup / Text databases, CD-ROM

Sept. 7 - Our biggest event of 1989: Eighth Conference/Vendor Fair--Reserve the date now!!

To: CAMP, Box 380, Deerfield, IL 60015 312-926-8288

I wish to RSVP for the Micro-manager Lecture-Discussion on June 27 at the Holiday Inn-O'Hare

Name: _____ Company: _____ Phone: _____

Chicago Association for Microcomputer Professionals
Micro-Manager Lecture Discussion Series
TUESDAY, May 23, 1989 1:00PM - 5:00PM

To help each of us develop the strategic plans for our companies, we have invited two experts who can provide a user perspective on IBM's Extended Edition.

Extended Edition and Presentation Manager - John Chapman, AMOCO

John will cover AMOCO's OS/2 deployment strategies. He will cover why he believes Extended Edition will be a strategic platform for the Fortune 500. Then he will talk about the features, functions and capabilities of Presentation Manager.

John is the IBM Technology Consultant in the Planning and Technology Department of AMOCO's corporate information services department.

Extended Edition's Database Manager

Howard Fosdick, President, Fosdick Consulting

The OS/2 Database manager is the database component of OS/2 Extended Edition. This talk will provide a high-level overview of the Database Manager from the perspective of MIS managers. It will summarize the capabilities of the product. Then, it will address such key questions as:

How good is the user interface to the product?

What are the development alternatives for building complete applications with this product?

What are the similarities and differences of this product with other IBM relational products, such as DB2 and SQL/DS?

How well does this product fit SAA guidelines?

What future developments are likely with this product?

What are IBM's plans for distributed database systems involving this product?

Howard Fosdick is the author of six books, including the VM/CMS Handbook and Using IBM's ISPF Dialog Manager, as well as two new books on the OS/2 Database Manager. He is frequently quoted in the major industry publications and has written several dozen articles. Mr. Fosdick is President of Fosdick Consulting, Inc. a firm in Villa Park, Illinois, that consults with corporate and government clients.

Roundtable Discussion:

OS/2 Plans, Windows experiences/plans, PS/2 experiences, Hardware reliability, DOS4.0 experiences, Spreadsheets, Graphics software, SAA, laptop use, UNIX use, PIMS, 386 operating environments, Mac use, Upgrade policies.

Please bring your own problems for solution by the group.

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The meeting will be held at the **Ramada Hotel Chicago-O'Hare** at 6600 North Mannheim Road in Rosemont, IL. The hotel's phone number is 312.827.5131 (see map on reverse). For people taking public transportation, the hotel suggests taking the CTA to O'Hare and the hotel's courtesy bus to the hotel. Call the hotel for more information. Mannheim Road is the east perimeter of the airport.

Future meetings:

Micro-Manager Lecture/Discussion Series

June 27 - Desktop Publishing, High-res Monitors; Optical Character Recognition

LAN-Development Lecture/Discussion Series

May 9 - LAN database / LAN Manager vs. Novell

Seminar: What Every Micro Professional Needs to Know About Hardware - June 12-13, 1989

Learn how to solve your RAM and board conflict problems.

To: CAMP, Box 380, Deerfield, IL 60015 312-926-8288 **NOTE NEW LOCATION FOR MEETING!**
I wish to RSVP for the Tuesday May 23, 1989 Micro-Manager Lecture Discussion Series

Name: _____ Company: _____ Phone: _____

1. Problem of the day. (Please present any questions to the group)
2. Extended Edition and Presentation Manager - John Chapman - AMOCO
3. Extended Edition's Database Manager - Howard Fosdick - Fosdick Consulting
4. Break

5. Roundtable discussion:

- What are your plans regarding Extended Edition?
- What are your feelings/plans regarding IBM's OfficeVision?
- What are your plans regarding OS/2, in general?
- What are your views regarding SAA?
- What experiences have you had lately with Windows-286 or Windows-386?
- Do you use any other 286 or 386 operating environments?
- What are your feelings on the PS/2-55SX and the Model P70 386.
- How do you measure hardware reliability?
 - What components have been particularly unreliable?
- Are you using IBM PC-DOS4.0. Are you using Compaq(or other) MS-DOS4.0?
 - What experiences?
- What spreadsheet are you currently recommending? Are you planning make any changes?
- What graphics software do you like?
- What laptops do you recommend?
- Does anyone at your company use UNIX? For what applications?
- Are you recommending any Personal Information Managers? Which ones?
 - What experiences?
- Does your site use Macs? What are your policies? What have been your experiences?
- What are your policies regarding upgrades?
- What relatively obscure software packages are you using?
- *. *(anything else you would like to share

Ground rules:

- Please stand and speak loudly. Mention your name and company (optional).
- Try to answer as many questions as possible.
- Spontaneous discussions are encouraged.
- You can pass if you're shy or have laryngitis.
- Everyone has information of value to someone else.
- Tasteful humor is encouraged.
- Don't read the question if you are skipping it.
- The press is not to quote anyone by name without their permission.

Learn how to deal with RAM, ROM and Interrupt conflicts at our June seminar:

What Every Micro-Professional Needs to Know About Hardware - June 12-13

Learn about Pagemaker, Ventura, and Hi-Res Monitors at our June 23 micro-manager meeting.
Learn about LAN backup strategies as well as CD-ROM at our July LAN & Developer's meeting.

Eighth Conference/Vendor Fair - Sept. 7

Please keep an eye on your purse and/or briefcase.

Survey - May 23, 1989

Please fill out this survey and leave it at the registration table. Thank you.

1. What topics should we have at our next roundtable?

2. What is most important to you at our vendor fairs?

	Very important	Good	Not important
"Name speakers"			
Knowledge gained from speakers			
Quantity of vendors exhibiting products			
Door prizes			
Other:			

3. Which of the following speakers would you want to hear at future events:

	Most want	Good	Not interested	Who's that?
Bill Gates				
Jim Seymour				
John Scully				
Rod Canion				
Phillipe Kahn				
Steve Jobs				
John Dvorak				
Ed Esber				
Esther Dyson				
Other:				
PC Week columnists, editors				
InfoWorld columnists, editors				
IBM top execs				
Lotus top execs				
Novell top execs				
Compaq top execs				
Intel top execs				
Other companies				

4. Other comments on vendor fair:

LAN Database Issues

Richard Finkelstein, President, Performance Computing

Multiuser database sharing on LANs present special problems that can only be addressed by SQL database servers. LAN users need to pay special attention to performance, database integrity, data security and front-end tools. This seminar will discuss evaluation criteria for SQL database servers and compare currently available servers from Microsoft, Novell, XDB, and Gupta Technologies. Future database servers from Lotus, IBM and Oracle will also be discussed.

Richard Finkelstein is president of Performance Computing, Inc., a consulting firm specializing in relational database technology. He is editor of Database Review and is a regular columnist for Computerworld, DBMS, Database programming and Design and Data Based Advisor.

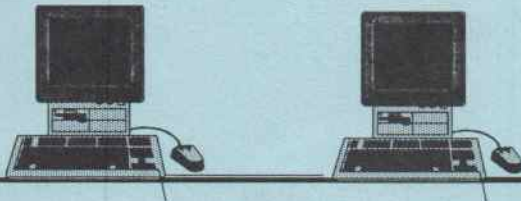
Choosing Between LAN Manager And NetWare: Finding The Right Answer

Kenneth Zoline, President, Kenneth O. Zoline and Assoc.

Microsoft and Novell, two pioneering LAN giants, are engaged in a heated controversy over which network operating system will dominate our future LANscape. In one corner we have LAN Manager, which seamlessly extends OS/2 functions while providing full support for DOS-based workstations. In the other corner we have NetWare, an efficient multi-tasking network operating system which capably provides a broad range of DOS and OS/2-compatible network services. Caught in the middle of this conflict are users and micro-managers, who are concerned about systems integration and network interoperability for the 1990's.

Kenneth Zoline will present a brief overview of each product and discuss the ramifications of their differences. He will then present some lurking issues for your consideration in choosing between the two products. Finally, he will offer some candid thoughts on finding the right answer for your organization.

Mr. Zoline is president of a consulting practice that specializes in computer networking and data communications. Prior to starting his practice, he worked for Amoco Corporation and Continental Bank collectively for fifteen years. He holds an M.S. in Computer Science from the Illinois Institute of Technology and a B.S. degree in Computer Science from the University of Illinois.



Roundtable discussion topics:

Wiring, LAN printers, Menus, Windows and DESQview on LANs, LAN databases, LAN Manager experiences, Netware experiences, Security, Mac networks, LAN utility software.

Please bring your own problems for solution by the group.

The meeting will be held at the **Hyatt-Lincolnwood** at 4500 West Touhy Avenue in Lincolnwood, IL. The hotel's phone number is 312.677.1234. The hotel is a few blocks east of the Touhy exit of the Edens Expressway (I-94). It is at the corner of Lincoln (Route 41) and Touhy.

Admission is free to employees of companies that have subscribed to the LAN/Development Lecture-Discussion Series. Salespeople of computer products or services are excluded unless they are part of the program. Please RSVP using the form below. Please note that in the event we run out of space, only those with reservations will be admitted. Also, if we have to change the location of a meeting we can only notify those for whom we have phone numbers.

Register now for our June seminar: *What Every Micro Professional Needs to Know About Hardware*. Learn how to solve your RAM problems.

To: CAMP, Box 380, Deerfield, IL 60015 312-926-8288

I wish to RSVP for the Tuesday May 9, 1989 LAN and Development session.

NOTE NEW LOCATION FOR THIS MEETING ONLY!

Name: _____ Company: _____ Phone: _____