

IBM Mid-Range Computer Users Group



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JULY MEETING

In July, our topic was "911 in Salt Lake County." Mr. Terry Ingram, the director of the Valley Emergency Communications Center was our guest speaker. Mr. Ingram explained that the VECC was established three years ago as a public entity with the responsibility of handling public safety dispatch and records services for its seven member organizations including: Midvale, Murray, Sandy, South Jordan, West Jordan, West Valley and Salt Lake County Fire as well as for some other jurisdictions. The centers goals are 1) to provide cost effective service, 2) promote inter agency cooperation and 3) enhance crime analysis capability. He explained that VECC is governed by an operations board which is made up of representatives from police and fire departments of each jurisdiction, and a political body comprised of elected officials from each

jurisdiction. There are three dispatch centers serving the Salt Lake Valley, VECC, Salt Lake County Sheriff and Salt Lake City.

Mr. Ingram traced the history of 911 (Basic 911) which has been around for a long time. He explained the old process of 911 call takers interviewing the caller to obtain the necessary information, then manually routing the call to the appropriate jurisdiction where they most likely had to interview the caller again. Terry related some of the problems in obtaining information from young children, visitors and hysterical callers.

Mr. Ingram then discussed E911 (Extended 911) which came online immediately after the opening of VECC. He indicated that by utilizing automatic number identification (ANI) and automatic line identification (ALI) capabilities, emergency 911 calls were routed to Seattle

where critical billing information is obtained that allowed the call to be immediately routed to the appropriate dispatcher as well as display the name, address and telephone number on the call takers screen. All of this takes only a fraction of a second from the time 911 is dialed until it displays on the call takers screen. (Not bad response time, wish our system were that fast.) He indicated that emergency units could now begin to "roll" immediately upon receipt of the call, saving precious seconds or minutes which can make the difference between life and death.

Following Mr. Ingrams presentation, supervisory personnel conducted tours and explained the operation of the facility. I think most people who attended this presentation were impressed with the herculean task of putting this center together as well as

the high level technology they are using.

AUGUST MEETING

On Wednesday, August 12th IBM will present "Did You Know." Come learn a little about image, call path and fax on the AS/400. The meeting will be held in the Murray City Council Chambers at 11:00am.

ANNOUNCEMENTS

We regret to announce that the August MPA meeting, which was originally scheduled for August 19th, has been canceled.

The September MPA meeting will be held Wed. the 16th, at 6:00pm. sharp, at COMPHEALTH, Woodlands Plaza, Suite 300, 4021 South 700 East, Salt Lake City. The topic will be EDI.

IBM has extended the software discounts mentioned in last months news letter until Sep. 30th.

Close the office, sell the opera tickets, reschedule your vacation, but just do whatever is needed to clear your calendar so you don't miss out on NetWare Solutions Expo, August 19 & 20 at the Hilton Convention Center, in Salt Lake City.

Cosponsored by Novell and IBM, this two-day event will provide insight into the industry's leading information solutions. More than 40 vendors of the "who's who" of the computer industry will join Novell and IBM in demonstrating powerful solutions to five business the competitive edge.

NetWare Solutions Expo is new and the only show of it's kind focusing on NetWare-based solutions. NetWare Solutions Expo will showcase a broad range of NetWare-based solutions and tools for DOS, Windows, OS/2 and UNIX environments. In addition to the general exhibition, more than 60 breakout sessions will allow attendees to focus on specific products, markets and industry trends. Many vendors are using the event to unveil new products and strategies.

Industries receiving particular focus include: Accounting, Banking, Education, Engineering, Financial, Government, Insurance, Legal, Manufacturing, Medical, Retail and Securities.

Ray Noorda, CEO and Chairman of Novell, and Samuel Inman, President of the National Distribution

Division for IBM, will provide the keynote remarks to kickoff the NetWare Solutions Expo on Wednesday, August 19th. The keynote addresses will begin at 9:00am. and will be followed by a question and answer session. Both Noorda and Inman are well-known for their visionary insight, particularly in the area of network computing.

Attendance at the keynote session will be available to Expo attendees only. Seating at the keynote session is limited. Attendees should arrive early at the convention center located at 150 West 500 South, to be guaranteed a seat.

It's impossible to put a price on what you'll learn from more than 40 information technology leaders. That's why there's no charge to attend. So call today (800) 453-1267, Ext. 5994 to pre-register and avoid the delays of show-day registration.

There will be a Client / Server Computing Conference, Sep. 21st - 23rd in Chicago.

REMINDERS

To be received free of charge, OS/400 Version 2 must be ordered by

8/31/92 for shipment
no later than
11/30/92.

OS/400 V1R2 will be supported until 9/30/92.

OS/400 V1R3 will be supported until 5/31/93.

DUES ARE DUE SEPT. 1, 1992. Invoices will be mailed with the September News Letter.

UPCOMING CLASSES

The following classes will be held in Salt Lake City. You can save time and money by attending these classes.

AS/400 Query Workshop.
Date: 8/26, 1 day,
\$300/student. Course
EM499.

AS/400 PC Support
Functions and
Installation. Date:
9/09, 1/2 day,
\$100/student. Course
EM354.

AS/400 Performance
Analysis and Capacity
Planning. Date: 9/16,
3 days,
\$1,035/student.
Course # S6027.

Using PC Support/400.
Date: 9/29, 1 day,
\$300/student. Course
ES248.

PC Support/400 for the
Implementer/User.
Date: 10/01, 1 day,
\$350/student. Course

EM358.

CL Programming, Part
I. Date: 10/14, 1/2,
\$130/student. Course
ES798.

CL Programming, Part
II. Date: 10/14, 1/2
day, \$130/student.
Course # EM214.

A S / 4 0 0 W o r k
Management. Date:
11/03, 1 day,
\$300/student. Course
EM279.

FOR SALE

Last month BGA International ran an add advertising tapes for sale. Dana Jeffs reports that within an hour and a half of when he received his copy of the News Letter, the tapes were all sold.

What about it users, do others of you have items to sell? Let us know, let's see if we can do it some more.

TIPS

Anyone having other tips or information that they would like to share is invited to contact Alan Judson at 763-6650.

We are also interested in publishing questions or requests for information or help from users.

If you have equipment for sale or are

looking for equipment, please let us know so we spread the word around.

Lets make the Users Group a resource to all mid-range computer users.

HELP

Max Thomas of Murray City is interested in exchanging Job Descriptions and salary range information with other users. Call him at: 264-2501.

Do you know someone who has just gotten an AS/400? Is there someone you know who has had their machine for awhile but is not participating in the user group? If so, get their name and address to a member of the board and we will add them to our mailing list.

If we are still sending this news letter to former members of your staff, please let us know so we can remove their names from the mailing list.

We are looking for ideas for future meetings. If you have topics that you would like to see covered, or issues that you would like discussed or more information on, please let us know.