hi pj

hi pj, this is my third try at my first message. how do you like it? the food here sure is good. how about going to mirrassou with us real soon. it's the beginning of the month ...
Reminder to myself. Write memo of meeting with Mark today (6/30/72) on 1) open house, 2) what sort of an institute shall we be.
(J10896) 30-JUN-52 13:06; Title: Author(s): Angie Gaffney/AG; Distribution: William P. Jones, Stan Golding/WPJ SG; Sub-Collections: NIC; Clerk: AG;
As requested by EMC, I checked with Jim Dolkas of NASA-AMES and with Marilyn Auerbach concerning the proposed configuration (10807,) of video equipment purchase.

Jim Dolkas has been coordinating the video training tapes at ILLIAC. He said they started out with Shibaden (non-standard) equipment (which he says is available from a group at SRI in the basement of Bldg. 30), but that they shifted to the use of Sony-EIAJ standard 1/2 inch equipment when it became clear that most people requesting copies of tapes had machines with that standard. He agreed with the proposed configuration for our purposes and commented that the conference room will make a fine area in which to produce tapes because of its controlled lighting environment.

He mentioned that Sony has recently developed a new 3/4 inch color cassette machine which will no doubt become the standard in a few years. He thought, however, that while the machine seems to be reliable, institutions will not begin using them on a widespread basis until they have used their current equipment a while longer. He thus feels that the proposed configuration is best for now, but that in two to three years we should consider going over to the cassette machines. (Tapes made on the current configuration could be dubbed onto the cassettes; therefore they will not become obsolete and without value.)

He also said that he will be working with a group studying the effectiveness of video tape and CAI teaching aids at Stanford. He felt we may be interested in the project.

Marilyn, in her capacity as user interface coordinator, felt that we should go ahead immediately with the purchase.

I have requested that Barbara Row prepare requisitions for the equipment for approval by Doug.
Stan, I got your message about SPEAKEASY on TSO. Have you attracted any potential users of the system, either the version at UCSB or at CCN?
DEC Equipment Delivery Problems
This letter was sent to Les Taylor at his request to aid him in getting more action and better information about deliveries from his factory.
Mr. Leslie Taylor  
Digital Equipment Corporation,  
1400 Terra Bella,  
Mountain View, California  

Dear Les:  

As you know, we have experienced some difficulty in DEC System 10 deliveries over the past four months or so.  

Specifically, two shipments were involved consisting of a disc system (RP10 Controller, 5 RP02 Drives) and recently, two ME10 16K memory modules.  

The problem that is of concern to us now is not so much the fact that deliveries have been late (although this has also created problems) but that we could not get details about how late deliveries would be. When dates were finally given (one scheduled delivery then being less than a week away), those dates were not met. This seriously affects our planning, including our ability to have sites properly prepared, have necessary system and facility changes made, line up the necessary manpower and advise users of impending system down time.  

We would have expected that a routine formal notice would be sent at a given time (say 15 days) before delivery as a distinct planning aid to us, if not simply as a business courtesy. It has appeared to us on these occasions that DEC takes the subject of scheduling quite lightly.  

We have been tempted to request an explanation of the exact causes of the recent late deliveries and the scheduling situation we encountered, but now assume that it probably would require too much effort for what DEC and SRI would get out of it at this time. We do request that we be given the name and telephone number of a supervisory person in the DEC plant scheduling operation, so that we may have a direct contact for liaison purposes in conjunction with your office during our next equipment order (presently in process at SRI).  

In general, we are very happy with the DEC System 10 and its support but hope that something can be done so that the function of scheduling is taken more seriously particularly in ways where it affects our needs as customers.  

Yours,  

James C. Norton,  
Senior Research Analyst  
Augmentation Research Center,  
Stanford Research Institute
This is prepared in response to PERC (RWW) request for plans (10753,) and will be further extended in the next two weeks.
Basic Plan elements:

1. Objectives
2. Areas of Responsibility (task areas)
3. New or changed features needed
4. Methodology, procedures needed
5. Stages of development
6. Relationships to other tasks and activities
7. Effort needed to meet stages
8. Additional notes

1. Objectives

Based on ARC Proposal ISU 72-7: Technical Support for RADC Use of Augmentation Technology (8347,1:wznC)

The objective of this effort is to work with RADC technical and other personnel in the mutual development of procedures, methodology, software packages, and other computer tools, and in the training of RADC people that will allow their exploratory use of Augmentation technology within RADC.

As stated in our proposal, ARC has developed, over a period of years under Government sponsorship, a general-purpose interactive augmentation system. The goal of this work has been to develop a prototype system that will aid in significantly improving the performance of individuals and teams engaged in intellectual activities through daily use of the tools, procedures, methodologies, and languages.

The technology has a potential of improving job performance in other working environments. As integration of augmentation techniques into such other environments is being considered, questions need to be investigated regarding specific design features, the extent of anticipated improvement in users' effectiveness, and cost.

To investigate these questions, it appears useful for the technology, as currently developed, to be used by a limited but significant number of RADC people, performing necessary and varied tasks, over an extended period of time.

These people must be trained to different levels of competence in the use of the system, depending upon the nature of their jobs and the tasks they perform. In addition, new procedures and methods must be developed to
allow effective use of the system in the RADC working environment.

To this end, ARC will do the following:

Assist RADC in training RADC users to make special utilization of the system for features that are peculiar to the RADC environment.

Assist RADC in developing baseline management procedures, records, and methods.

Provide the necessary computer time, file privacy, and access to system software packages.

Assist RADC in preparing for a controlled evaluation effort planned by RADC during the next fiscal year.

Other background material from: (STONE, BMSEFF,) 3 July 72 version:

RADC Baseline Management System Development

Objective: The RADC objective of this effort is to develop a management system based on the use of NLS for ISI, which will reflect the basic direction of each effort within the branch, and exercise and debug it prior to the controlled evaluation.

Requirements: This effort is required before the effect of AHI technology on team performance can be evaluated by RADC in the FY-73 controlled evaluation.

Approach: This RADC effort will be carried out in-house at RADC using the NLS system. Assistance from ARC will be given in the programming area as required. The development will be evolutionary in the sense that initial BMS operations will be performed using the available commands of NLS—later content analyzer packages will be written to facilitate extensive reformatting and viewing operations—still later a sub set of BMS commands will be devised to allow direct insertion, deletion, and updating of BMS data.

Tasks for RADC: This effort will involve the design of the BMS within ISI (RADC) to include:

the file system
2. Areas of Responsibility (task areas)

The proposed ARC project work will include:

Providing engineering assistance to permit RADC access to the full capability of ARC’s on-line system (NLS) and its related user programming features (as appropriate) via the ARPA Computer Network from 0800 to 1700 Eastern Standard Time Monday through Friday.

Providing training as appropriate in the use of DNLS, TNLS, Deferred Execution, Analyzer-Formatter, Collector-Sorter, Calculation, and Graphics software packages.

Providing engineering assistance to RADC personnel in the formulation, development, and implementation of a project baseline management system within the Information Processing Branch at RADC.

This will include assistance in the development of management strategies suitable to the RADC environment, procedures within the RADC organization and NLS for implementing these strategies, programs to handle the mechanics of RADC baseline management system, and evaluation methodologies.

We also anticipate providing some assistance to RADC in studying other Air Force application needs and possibilities and in formulating a general approach to Air Force assessment and possible evolutionary incorporation of augmentation techniques.
As stated in the Proposal Request, we anticipate that approximately 20% of the effort may be conducted at RADC. The actual proportion of such work will be determined by RADC and ARC technical personnel during the course of the work.

Specific task areas:

- RADC Baseline plan review, evaluation, and discussion
- Training assistance for RADC users at stages of development as needed
- NLS new or changed feature needs (for RADC) assessment
- RADC facility terminal and other equipment selection assistance
- User Guide provision to RADC (with assistance from User Interface - Operations)
- TNLS, DNLS, DEX I and DEX II, L10
- Mid-project review - by about September 1st

RADC Planning files:

(stone,bmseff,) backed up by plan in (stone,baseline,)
(stone,termeff,) backed up by plan in (stone,term,)
(lawrence,nettsk,)
(bair,effort,) backed up by plan in (bair,plan,)
(lawrence,traeft)
(radc,assist)--roger panara
(stone,afoxoaeff,) backed up by (stone,agree)

Another effort may be created with the objective of actively seeking out and describing other Air Force organizations/environments in which the AHI technology might be placed. This suggestion was reinforced by PR's concern over the relatively minor impact that a successful implementation of AHI at RADC would have on the Air Force.
3. New or changed features needed

Network file transfer and mailbox protocols
Calculator
Special Output Processor directives (?)
Other features as needs are determined. (?)

4. Methodology, procedures needed:

5. Stages of development:

6. Relationships to other tasks and activities:

This effort is related to the ARC Baseline Record System development thrust
Also will rely on the NLS/Network file transfer and mailbox features under development.
DSS developments may be especially useful to the remote collaborative aspects of this project.

7. Effort needed to meet stages:

8. Additional notes:

Meeting notes from recent RADC/ARC meetings contain comments on current status and plans. See the following:

RADC/SRI KICKOFF MEETING NOTES 4 May 72 - Stone
To: RBMS (10327,1:wznC)

Additional Notes on the ARC-RADC Meeting April 25-26 - 11 May 72 - Norton
To: RBMS DCE (10373,1:wznC)

UNRESOLVED ITEMS at the RADC/ARC meeting in April 1972:

Training in DEX will be deferred until RADC recieves their cassette recorders. It is not clear that a separate training course by SRI is required.
The whole question of content-analyzer and L-10 and how these can be used in developing and operating the RADC BMS
was deferred until a more complete description of the system has been approved by RADC management.

The need for special help in using the IMLAC version of DNLS is indeterminate at this time.

It was not clear whether or not the calculator package would be available for use in the BMS. RADC expressed a strong desire to have it available. It is particularly desireable during the planning cycle at RADC where review of plans forces continual recalculation of manpower and dollar figures.

**ACTION ITEMS from the RADC/ARC meeting in April 1972**

The journal will be used more by all concerned for communicating, coordinating, planning, etc.

DLS—will poll the potential RADC trainees and confirm the dates of 17 & 18 May for a training visit by DVN and JCN.

DLS—will call Col. Danielian and set a date for a preliminary visit by himself and PR.

DLS—will contact JEW with a statement of the desire for a line printer at RADC and ask for his advice/council/comments/inputs. PL will print a limited number of files if required on the SRI line printer and air mail to RADC.

JCN—will establish a group ID for planning purposes called "RBMS" and establish an RADC subcollection with eventual autoindexing.

TFL—will document the conflicting training requirements and generate a training list.

PSO—will DEX up to 100 pages per month for the next 2-3 months if required by RADC.
ARC Operations: Goals, Responsibilities and Plans

RJOURNAL="JCN 11 JUL 72 4:36AM 10901";
This is submitted in response to PERC (RWW) request for plans (10753,) and will be further extended in the next two weeks.
BASIC PLAN ELEMENTS (for each Operations activity):

1. Objectives
2. Areas of Responsibility (task areas)
3. New or changed features needed
4. Methodology, procedures needed
5. Stages of development
6. Relationships to other tasks and activities
7. Effort needed to meet stages
8. Additional notes

INTRODUCTION

The main objective of ARC operations is to provide the necessary support for effective development and use of the ARC augmentation system so as to permit as significant progress in its development and exportation as is consistent with other ARC goals including meeting commitments to SRI and to ARC clients (through support of projects such as IPT, NIC, ONR, and RADC), improving the ARC working modes and environment, and maintaining a financially sound business operation.

To these ends, almost everything in our Center's operation is of concern to Operations. The distinction between Operations and the other services and projects lies in the placement of the prime responsibility for meeting our various sub-goals. Where Operations has interests that will be affected by decisions or efforts of the Development effort (and vice-versa), the team aspect of our management structure will come into play. Where training and other personnel development needs arise, both the Development and POD activity will be involved with Operations in our approach to various problems and decisions.

The main components of ARC Operations are:

Administration: Pusher - DVN
CSO: Pusher - Hardware: Pusher - EKV
CSO: Pusher - Software: Pusher - DCW
Operator: Pusher - WRF
PSO: Pusher - DVN temporarily
User Interface: Pusher - MFA

These activities are involved in an integrated way with the provision of the various augmentation sub-system service to our users. For instance, Dialogue Support System service is
Introduction

provided using both the CSO and the PSO in an integrated way. The Administrative component might be considered as "overhead" in this respect.
GOALS AND PLANS

Administration: Pusher: DVN

See also: Administrative Activity Plan (10204,1:wznC)

1. Objectives

To keep functions within its scope running smoothly;

To keep many problems off minds of others in ARC;

To foresee and resolve problems as quickly and effectively as possible within resources and priority.

2. Areas of Responsibility (task areas)

Tasks:

Space

Acquire, Assign, Arrange.

Controller Functions:

ARC Budget preparation, analysis.

Project cost analysis, summary preparation.

ARC backlog report.

Time sheet submitting, approvals, analysis (percent of time sold).

Prepare Cost sections of Proposals.

Telephones

Acquire, Assign, Arrange.

Capital equipment

Help select, Order.

Visitor coordination

Direct visitors to proper people; schedule;
**DRAFT**

**ARC Operations: Goals, Responsibilities and Plans**

Administration

protect people from useless visitors; watch over

**visitor log.**

**Contract Coordination**

Request contract officer approvals, help negotiate.

**Report coordination:**

-- annual, final, quarterly management reports; schedule and assign writing, editing, printing.

**Proposal coordination,**

schedule and assign writing, editing, printing

follow up in contract negotiation.

**SRI Department Interface**

Help ARC people when they have to deal with:

**ISE office**

**Purchasing**

-- approve, order, coordinate

**Contracts**

**Accounting**

**Library**

**Public Relations**

**Others**

**Travel approvals**

push paper flow.

**Travel**

coordinate ARC approval.
Personnel matters:

Paperwork flow

Recruiting coordination, see---journal, 10047,)

PSO coordinator support

Critical Areas Needing Attention:

Organization of the recruiting process - operations tasks

Integration of the Accounting system with the Baseline Record and the TENEX accounts system.

Specific Prime Responsibility Split in first half 72

DVN ---

Space

Telephones

Report coordination

Proposal, coordination,

PSO coordinator support

Travel

JCN ---

Controller Functions

Capital equipment

Common ---

Plans for improvement

Contract Coordination (mostly JCN)

Visitor coordination

Personnel matters,
SRI Department Interface (mostly DvN)

<table>
<thead>
<tr>
<th>Task</th>
<th>Estimated DvN Time:</th>
<th>%</th>
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<tbody>
<tr>
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<td>User Interface (training +)</td>
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<td>3a3c5</td>
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<tr>
<td>Overhead</td>
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<td>3a3c6</td>
</tr>
</tbody>
</table>

3. New or changed features needed
4. Methodology, procedures needed:
5. Stages of development:
6. Relationships to other tasks and activities:
7. Effort needed to meet stages:
CSO: Hardware: Pusher: EKV

1. Objectives
   Provide appropriate equipment, in sufficient amount, keep running smoothly

2. Areas of Responsibility (task areas)
   Acquire equipment, including acceptance tests/quality assurance processes
   Coordinate with projects, new development coordinator, delivery, user needs
   Maintain equipment - regularly
   Trouble shoot - responsively
   Document hardware and maintain it
   Develop and document procedures for above
   Maintain trouble logs
   Get and train right people, keep developing them
   Analyze needs of users and service levels to see how they are being met.

3. New or changed features needed

4. Methodology, procedures needed:

5. Stages of development:

6. Relationships to other tasks and activities:

7. Effort needed to meet stages:
CSO: Software: Pusher: DCW

See also: Administrative Activity Plan (10204,1:wznC)

1. Objectives

Deliver new system features to users, keep running smoothly

2. Areas of Responsibility (task areas)

Accept new system features, including acceptance tests/quality assurance processes

Coordinate with projects, new development, delivery, user needs

Trouble shoot - responsively

Maintain documentation

Maintain trouble logs

Get and train right people, keep developing them

Analyze needs of users and service levels to see how they are being met.

3. New or changed features needed

4. Methodology, procedures needed:

5. Stages of development:

6. Relationships to other tasks and activities:

7. Effort needed to meet stages:
Operator: Pusher: WRF

See also: Operators' Objectives and Responsibilities (10090,1:wznC)

1. Objectives

The main objective of the operators' roles' is to insure that the computer facilities designed for both local and NET usage are available as scheduled. This objective is accomplished by continual monitoring of the state of the system, and performance of a number of daily duties, which are briefly outlined below.

2. Areas of Responsibility (task areas)

a. Maint. of local system

Act as first shot trouble shooter for various system failures, attempting to coordinate activities of software and hardware personnel

Collect statistics and format the UP-DOWN Chart

c. Set DBGUSW at its appropriate setting (1 or 2 during day, and 0 during off-hours)

b. Maint. of NET

Periodically check status of NETSER, esp. 5 am - 6 pm (and take appropriate corrective measures when it fails)

Coordinate hardware efforts concerning IMP (i.e. maintain contact with BBN)

c. Ride shotgun over file system

Retrieve files from dump and <ARCHIVE> tapes.

Archive files for users

Move files from one directory to another

Copy various files to DEC tape for shipment to other software groups
Insure that there is sufficient disk space (and run DELD if there is not) 3d3c5

Make first shot repairs and adjustments (like disk alloc. and passwords) to directory system 3d3c6


Insure that the Journal is available for submission from 5am until 6pm (by trying to submit a message), and notify appropriate personnel if BACKGROUND is in SNKERR, or submission test fails. 3d3d1

Run Journal Hardcopy Formatting job daily (and coordinate appropriate personnel if this fails) 3d3d2

Coordinate printing of Journal Hardcopy 3d3d3

Help WSD fix Journal when it is not available 3d3d4

e. Insure that a system dump is made after every workday 3d3e

Maintain sufficient number of blank tapes 3d3e1

Coordinate on-call personnel 3d3e2

f. Maintain various documents of System 3d3f

Update Monitor Listings whenever necessary (about once every week to ten days, whenever a new Monitor is brought up) 3d3f1

Maintain Dump Listings 3d3f2

Update PROCEDURES Manual whenever necessary (same time as Monitor Listings) 3d3f3

g. Provide user help and aid with various problems 3d3g

More definition will be forthcoming 3d3g1

3. New or changed features needed 3d4

4. Methodology, procedures needed: 3d5

5. Stages of development: 3d6
6. Relationships to other tasks and activities: 3d7

7. Effort needed to meet stages: 3d8
** ARC Operations: Goals, Responsibilities and Plans **

**PSO: Pusher temporarily: DVN**

**Background: Launching the PSO**

Functions (from activities such as RINS, NIC, Baseline Record, and Journal) and use of Deferred Execution (DEX) techniques have created several new types of needs for people services support.

As a result, we are reorganizing these activities to allow more effective and efficient handling of routine and other tasks and to allow for easier expansion of the group size to meet needs for an increasing amount of throughput. The three aims are:

Getting the throughput up to meet demands.

Getting in position to be rapidly expandable (in throughput quantity) to meet fluctuating service demands.

Working at minimizing costs while maximizing responsiveness to customers' needs/values.

Last Fall, we launched a new approach to ARC's "people services operations". (see — 7834,1a)

The main thrusts were:

Organization
Physical Location and Configuration
Procedure Establishment and Documentation
Transcription Activities
Terminals
Personnel
Training
Organization

A group with skills in handling paperwork and messages, in using TNLS and DEX, was explicitly identified as PSO, and a group of advisors (PSST) with skills in administration, documentation, and training was assigned to assist in getting PSO into formal operation.

PSST has been retired, with the day-to-day operation of the PSO being handled by several people in key roles. CXP is the work scheduler; DVN is temporarily acting as the PSO pusher.

Physical Location and Configuration

Office and workroom areas were expanded and relocated, to give the growing support operations more efficient location and arrangement. New tables, shelves, cabinets, and files were acquired and their configurations worked out.

Procedure Establishment and Documentation

Manuals and procedures were written for use of TNLS (see -- 7470,) and DEX (see -- 9934,).

Procedures were established and written for handling of transcription and other service requests.

Procedures for all related ARC activities, clerical and secretarial, were established and documented.

Transcription Activities

Types of work to be handled:
- Handwritten drafts
- Tape recordings
- Dictation notes
- Off-line documents
- On-line documents to be edited

Techniques for transcribing material into on-line files have been developed:
- Deferred Execution (DEX)
This process makes use of terminal and magnetic tape recording equipment for initial input of data with actual entry into computer files deferred until periods of relatively low system use (thereby resulting in less expensive use of the system for the processing of this work).

DEX is preferred for most work. Pieces of work can be spooled by priority.

Where and how long to store entered tapes for backup, the conventions for hierarchical statement entry treatment, and when the transcriber should try to put hierarchical structure into documents are still under development.

TNLS

In some cases TNLS is used, particularly for high-priority items during off-peak load hours.

DNLS

Display NLS is used for otherwise difficult final formatting and other appropriate tasks.

Receiving process

We have set up a central receiving station.

There is one person with an alternate who can handle users' questions regarding job status, time and cost estimates, etc.

Priority determination process

A requester specifies his preference for priority:

Immediate service (1-4 hours)
Normal service (4-12 hours)
Deferred service (a week or two)

Temporary storage of unassigned work
A log system using appropriate work request forms has been set up.

We have a central storage place, organized for control of work by priority.

Assignment process for transcription work

A work scheduler assigns incoming work to group members, balancing priority request with members' capabilities and workload.

Later, priorities may be established by a bidding scheme.

It is contemplated to enlarge this effort to allow assignment to an outside pool of workers trained in DEX, both SRI people and contract manpower.

Output processes

We have developed conventions for naming of temporary input files (special and separate for the catalog process) with provision for special instructions from the author.

We have developed procedures for delivery of completed work to the requester.

Terminals

We have made a thorough study of available teletype terminals and magnetic tape devices, and after experimental use of several, have leased nine TI terminals and six Termicettes, for use with DEX.

We need to keep watch on the number and type of terminals required and secure more when necessary.

This will be done in a coordinated manner with Delivery.

Personnel

We have added several new staff members who have replaced people leaving ARC. We have also added
several temporary people and trained them in ARC and NIC tasks.

Training

Classes in TNLS and DEX were held for ARC and network PSO people.

1. Objectives

Provide needed service, keep running smoothly to meet demand within balance of needs/funds constraints

2. Areas of Responsibility (task areas)

Responsibilities

Develop and maintain procedures - keep users informed

Provide services offered to meet loads — see (7834),

PROCESSES:

Transcription

Reproduction

Distribution

Journal entry

Baseline routines

Identification file maintenance

Catalog maintenance, and production

Routine office tasks

NIC station activity

Functional document production

Analyze needs, interact with projects, Development Coordinator, delivery
Get and train the right people and keep developing them

Balance services offered and provided with user needs and funds available to run the service smoothly

A list of the types of tasks the PSO group and associated information handling people perform (or plan to perform) to support ARC is given below:

**Acquisition of publications**
- Checking holdings
- Order form preparation
- Receipt, record changing

**File-building online**
- Input of new citations
- Input of old citations
- Editing of new citations
- Editing of old citations
- Bulletin creation
- Bulletin editing
- Journal Catalog creation
- Journal Catalog editing
- Journal Catalog file manipulation
- Letter online input
- Other online text input
- Other text input, DEX
- Baseline Record System file maintenance
- Identfile maintenance

**General support**
- Dictation;
- Phone
- Orders and financial records
- Timecards
- Visitor arrangements
- ARC travel arrangements
- ARC facility upkeep

**Mail arc correspondence**
- Incoming mail processing
- Single mailings
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<td>Proofing and revision</td>
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<td>Readying of other work</td>
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<td>Collating</td>
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<td>Stamping, Punching</td>
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<th>Visual aids</th>
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Chartmaking

3. New or changed features needed
4. Methodology, procedures needed:
5. Stages of development:
6. Relationships to other tasks and activities:
7. Effort needed to meet stages:
User Interface: Pusher: MFA

See also: Preliminary charter for Operations User Interface (10189,1:wznC)

1. Objectives

- Provide information needed by ARC and Network users as to ARC system facilities and user features
- Provide interactive communication with users regarding user information needs and problems
- Provide feedback culled from user group as to user needs to ARC - other ARC functions

2. Areas of Responsibility (task areas)

Responsibilities:

- originate, provide, maintain, and disseminate ARC user system documentation and hold training sessions as necessary
- Analyze user needs for the purpose of recommending system modifications, new features, etc.
- Maintain active communications channels with users
- Orient new ARC personnel in conjunction with Operations Administration and appropriate groups at ARC
- Monitor as user representative ongoing system development with eye on user needs
- Provide some sort of newsletter providing users with information on current system status at regular intervals

first responsibility is to provide user community with a common set of documentation to enable reasonable system usage
encourage users to utilize the above to attain some
degree of sophistication with increasing effectiveness

Scope

- At present, limited to user interface for ARC and
  Network and coordinated with other functions which
  interact with users - e.g. NIC, Station Agent,
  Liaison, and the Operations CSC operator.

Immediate tasks

- Hardcopy and journal documentation of recent user
  features from the file .NLS;Status for ARC users

- Hardcopy and Journal documentation of newly
  updated .DOCUMENTATION;FOLKLORE file for Network
  users

- Documentation and training session for PSO
  personnel covering simple content analysis, sorts and
  merges, and the basics of running user programs

- Quick and dirty DNLS documentation based on old
  TODAS Manual and whatever can be culled from the
  Folklore branch of .NLS;STATUS, the Handbook,
  heresay, etc.

- Update the Dialog Support System User Guide and
  republish

- Prepare draft for DEX-2 User Guide

Ongoing tasks

- user interaction

- Handbook maintenance

- successive publishing and journalizing of new
  system features via the file .NLS;STATUS

 Longer range tasks
ARC Operations: Goals, Responsibilities and Plans

User Interface

- produce TNLS/DNLS Super Reference Document
- produce TNLS/DNLS summary (20 pages)
- produce NLS Primer (80 pages or so)

Notes:

- The current TNLS documentation will not be updated as such but will be republished as part of the super TNLS/DNLS Reference Manual which will be pursuant to the new NLS language changes which should be implemented by the summer or '72.

- New features, changes in NLS will be communicated to users via the file .NLS;STATUS.

- Some effort this year will be directed toward the development of user profiles as a means for guiding this phase of Operations at ARC

- The following procedural and task related documents are forthcoming:
  * guide for the orientation of new ARC personnel
  * summary of documentation tasks required by NIC
  * maintenance procedures for <NLS>STATUS, <DOCUMENTATION> FOLKLORE, and all published user documentation

3. New or changed features needed
4. Methodology, procedures needed:
5. Stages of development:
6. Relationships to other tasks and activities:
7. Effort needed to meet stages:
ARC Operations: Goals, Responsibilities and Plans

RFP For NLS on a Commercial Utility
William K. English  
Xerox Palo Alto Research Center  
3180 Porter Drive  
Palo Alto, California 94304

Dear Bill:

Here's the draft Request for Proposal (10749,) that we plan to send to Tymshare and other potential bidders in order to secure additional NLS capability from a commercial utility.

The funding support will come only partly from ARPA. We don't know how much at this time. Larry Roberts, Bruce Dolan, and Steve Crocker of ARPA have been reviewing the RFP and we expect their inputs soon.

We expect other support to come from RADC, for their own NLS system use, and perhaps from Xerox PARC and other potential users, if appropriate.

We would be interested in any comments you may have about the details of the RFP and what use such a facility might be for Xerox, either for some "interim period" or in the longer run.

How about calling me if you have time?

Yours,

James C. Norton,  
Senior Research Analyst  
Augmentation Research Center,  
Stanford Research Institute
RFP For NLS on a Commercial Utility

(J10902) 17-JUL-72 14:31; Title: Author(s): James C. Norton/JCN; Distribution: William K. English, Michael D. Kudlick, Douglas C. Engelbart, Richard W. Watson/WKE MDK DCE RWW; Sub-Collections: SRI-ARC; Clerk: JCN; Origin: <NORTON>J10902.NLS;1, 17-JUL-72 8:19 JCN ; HJOURNAL="
Barb,

I have been having problems with the name option in the 
MODIFY submode of the identification stem. When I use this option 
to change the middle initial of the name for the IDENT HVK the 
system adds a capital A to the beginning of the last name. I do 
not understand the source of the problem and I wonder if you could 
elighten me as to the cause of my difficulty. Hope everything 
else is O.K. Let me know if you need any other information on the 
IDENTs which I have entered. Thanks
Barb,

Could you please send a hard copy of (JOURNAL, 10814, 1:w) the TNLS BEGINNERS GUIDE — PRELIMINARY to me. Thanks. It looks interesting

Stan
Current thinking:

Make journal, ident system, and number system a viable service with minimal addition of new features

Available from DNLS and DEX

Submit entries via a formatted branch.

Changes to catalog production?

Changes to hardcopy production?

Delivery through the NET?

Archive-retrieval?

Jump Link to look in TEJOURNAL directory

Recovery for file space exhausted error conditions

Re-enter journal (without re-specifying everything)

Deferred number assignment -- journal submission without touching any journal files.

Clean up glitches in the user interface

Clean up glitches in the ident system

Re-examine journal organization and design with respect to MFS, Property List file system, and other possible changes to the NLS environment.

Try to develop a clean, simple, basic facility from which to derive the catalogs, ident system, number system, and, hopefully, the baseline record system.

The implication here is that there will be a common mechanism used by all three systems and thus only one mechanism to maintain and improve.

Consider possible impact of backlinks, commenting, file inclusions, and a set generation facility on the ways in which the journal, ident system, etc. might be implemented.

If the addition of any of these facilities will greatly clean up or improve the implementation or conceptualization of some aspects of the above mentioned
Current DSS Plans -- 5-JULY-72

systems, then we will push for the early implementation of the features in NLS.

Develop DNLS terminal linking and advising capability.

First allow for connection of two local displays, then two remote (similar) IMLAC's.

from 7907

Basic Objectives

In the context of a research activity

To devise, build, and evaluate prototypical systems, procedures, and concepts which augment Dialogue between two or more teams.

Dialogue is interpreted to be any communication which has the purpose of collaboration (cooperation) with regards to a common problem.

There are two aspects of dialogue which are of especial interest to the DSS activity in the coming 30 month period.

(1) Recorded Dialogue.

This is dialogue via an intermediary, which has the characteristic of retaining the content of a specific dialogue session, and cataloging it in a manner such that it may be used as a permanent reference base for future dialogue.

The interest of the DSS in Recorded dialogue includes not only the dialogue itself, but techniques for manipulating the dialogue, and using it as a base for subsequent dialogue.

Currently, our Journal is used as a repository for recorded dialogue.

(2) Developmental Dialogue.

This is dialogue directly between two or more teams, which will serve as a base for recorded dialogue after suitable development.

The DSS has several interests in this area.
Current DSS Plans — 5-JULY-72

It is interested in providing augmentation

tools for developmental dialogue. 2a1c2b1

This involves a large spectrum ranging from

a simple linking mechanism through systems

which help maintain the status of a
developing dialogue and hence onward to

complicated voice/display interaction

systems. 2a1c2b1a

Included in these tools will be convenient

techniques for extracting recorded dialogue

from developmental dialogue. 2a1c2b2

It has a common interest with recorded dialogue

in providing suitable search and retrieval

tools for allowing the utilisation of recorded
dialogue as a base for developmental dialogue. 2a1c2b3

In the context of a service activity 2a2

As other activities develop needs for Dialogue tools,

the DSS will respond with proposals to suit those needs. 2a2a

These proposals will, insofar as possible, attempt to

embody techniques and tools which have already been

tested in prototype form by the research DSS activity. 2a2b

Proposals may then be followed by contracts for building

the systems, etc. described by the proposals.

2a2c

It is clear that the research activity must anticipate the

needs of the service activity, and as such will frequently

interact closely with the activities creating the needs. 2a3

Tasks

The tasks are divided between the service activity and the

research activity. 2b

In order to be a task of the service activity, a task

must either be well-defined itself, or be relatively

well-defined with respect to an existing service, e.g.

the Journal. 2b1a

Some of the tasks in the service activity may require

work under the research activity, just as many of the

tasks in the research activity section will be moved

into the service activity section as they become
solidified, and specific service contracts are made for them.

The tasks in these groups are not ordered according to any meaningful scheme.

Service Activity

Journal System

Generic Tasks (Tasks which are ill-defined and relatively large in scope)

Improve efficiency and response

Specific areas for improvement include:

Deferred number assignment

Open file machinery

Breaking up and grouping of Journal files used in interactive portion of the system

Running Journal execution as background fork if we decide it is desirable

Reducing redundancy if/when reliability improves

Improve reliability

This generally means find better ways of recovering from file system errors.

Some possibilities are:

Develop a system which reconstructs Journal files from other files using the redundancy which exists in the files.

Associated with this is a procedure which verifies the consistancy of the Journal files.

Simplify the whole journal process.

Integrate the Journal into the Master Catalog System.
Current DSS Plans -- 5-JULY-72

Two stages:

Develop satisfactory procedures for converting JCAT into MCAT entries and process.

Eliminate JCAT when the MCAT system gets built. This includes the necessary speed and reliability necessary to the Journal.

Integrate the File System into the Journal

CHI does not understand what WSD means by the File System

property lists or sets, backlinks, inclusions, etc?

This should be taken care of by the MCAT system, but if we are slower with the MCAT system than the File System, the Journal will need to use the File System on its own.

It may even become necessary to develop an interim file system to fulfill the Journals needs if activity is high enough.

Implement New delivery techniques as they become necessary.

On-line delivery over the Network

Delivery to Station Agents over the NET.

Hard Copy via the NET

Support journals at several TENEX sites

Convert delivery to be compatible with DPCS as it evolves.

General evolution and maintenance.

Specific Tasks

Implement a capability for editing Messages, titles, comments, keywords, etc, before 'Go is executed.
Current DSS Plans — 5-JULY-72

Implement tools for aiding the recovery of Journal files 2b3a2b

for example, a Re-lock file command would be useful 2b3a2b1

Implement a re-enter capability for when a user gets bombed out of the Journal, fixes whatever was wrong (e.g. directory full), and does not wish to re-enter all of the information and get a new number. 2b3a2c

Implement Option for hard copy delivery by sender rather than destination, plus override for destination 2b3a2d

Make Procedure for entering tapes of meetings, etc. into Journal 2b3a2e

Diddle Journal Formatting Directives to conform (in some manner) with RFC Format 2b3a2f

Network Working Group
Richard W. Watson
Request for Comments #273
SRI-ARC
NIC 7837
October 1971
Categories:
Related: 7625, 7626, 7661, 7688, 7650, 7646
Obsoletes: 7662 2b3a2f1

Develop routines to make the distribution file, number file, and catalog file compatible after errors, i.e. the situation where an aborted entry has been made in one of the files, and not the others. 2b3a2g

Make the Background job run Catalog update (cleanup). 2b3a2h

Eliminate the asynchrony between Tjcat and Jcat. 2b3a2i

Currently a document used as a link or in secondary distribution may be erroneously not found, because it is in Tjcat rather than in Jcat. 2b3a2i1

Consider modifications to Hard Copy Delivery to
allow special handling, e.g. Airmail, Special Delivery, etc. 2b3a2j

Develop Journal for DNLS 2b3a2k

Identification System 2b3b

Change get/set Routines to: 2b3b1

Maybe work without using T-pointers 2b3b1a

strings, perhaps 2b3b1a1

Provide logical fields. 2b3b1b

Make a major revision of IDENT System 2b3b2

What does this entail. 2b3b2a

Improve verification techniques for new entries 2b3b3

Improve file handling, specifically, break up identfile into more efficiently handled segments. 2b3b4

Give a lot of consideration to speed. 2b3b4a

Using the Property List capability, possibly implement a hash table 2b3b4b

Implement capabilities 2b3b5

Number System 2b3c

Change Pre-assigned number machinery to look more like RFC number stuff, i.e. get Title, distribution, etc. 2b3c1

Provide necessary tools for manual operation of Number system. 2b3c2

For example, we need a way of pre-assigning a number on a 'Dummy' basis to a custodian, and subsequently allowing the custodian to 'give' the number to someone, and then fill in the title, distribution, author, etc. fields. 2b3c2a

Implement a Number Status command. 2b3c3
Current DSS Plans -- 5-JULY-72

This needs to allow the user to get the status of any number (if he knows the owner). 2b3c3a

It additionally needs a facility whereby a user can see the status of all numbers pre-assigned to him. 2b3c3b

Provide a mechanism for re-using lost numbers. 2b3c4

Lost numbers are generated when a user bombs out of the Journal. 2b3c4a

Perhaps we could consider these numbers pre-assigned or ??? . 2b3c4b

This relates to the question of whether or not we are really concerned about keeping our numbers in order. 2b3c4c

Possibly consider numbers based on current time and date, rather than using a centralized member system. 2b3c5

Research Activity. 2b4

Terminal sharing capabilities 2b4a

Allow two or more users to connect their terminals for the purpose of collaboration. 2b4a1

Flexible Document System 2b4b

A system for supporting developmental dialogue. 2b4b1

Similar in appearance to the Journal, except that a document entered into the system is not frozen. 2b4b2

Rather, it serves as a dynamic base for dialogue until such time as a significant milestone is reached, in which case a copy of it may be frozen into the Journal system. 2b4b2a

The Flexible Document system also has the capability of dealing with groups of documents as single 'Functional' documents. 2b4b3

What to do about links?, do parts have numbers? version numbers? 2b4b3a

Action requests 2b4b4
Set Manipulation

There are two projects under the set system.

The first involves a relatively simple...yet useful..initial set system, which is relatively easily implemented with the current programming tools (user programs) and in the current NLS environment.

The second is the full blown set system, which will be implemented in the basic NLS file system and will treat sets efficiently.

Back links

This is the so-long planned back link feature in NLS.

This is made possible by a system-wide backlink file (see — irby, filesys,).

Backup File System

Some part of the specification of the archive file system falls in the bailiwick of the DSS.

Master Catalog System.

The DSS has a part in the development of the Master Catalog System

Comments on frozen documents.

see (irby, filesys,)

Network Dialogue Participation

The DSS has an interest in participating in the Network Dialogue effort, and in participating in the experiments where it is feasible, justifiable, and relevant.

Currently planned projects include a network facility for linking and advising, and a base suitable for subsequent dialogue.

This is an area where I expect a lot of activity, insofar as the Net/NIC is a prime and willing customer for the products of DSS.
Extended linking and advising capability.
I would like to begin work on the problem of interaction/dialogue on display terminals.
This opens up a large area.
A first step might be the linking of NLS displays and allowing common cursors.
This project is related to the Network Dialogue effort.

Introduction of new media into the recorded (and developmental) dialogue system.

Two specific possibilities in the time frame to this document are voice and microfilm.
Other possibilities include video, various types of hard copy, and graphics.

Needs & Possibilities

Delphi (see rww)

New procedures, methodology, etc.

Remove the irritants from dialogue.

Dialogue, as it currently exists, contains a number of irritants to the participants.

Irritants which immediately come to mind are:

The irritating sound of a telephone ringing (for voice dialogue)
Not knowing where another user is with regards to telephone (which plays a substantial role in our current developmental dialogue).

The lack of knowledge about the interruptability of a person with whom a user desires dialogue.

Making dialogue attractive.

In some sense, written dialogue is contrary to the inclinations of most programmers.
In order to make dialogue effective, it must strive to be responsive in a manner such that it eliminates the negative vibes.

Integration of 'Outside World' techniques and knowledge into our internal system.

Setting up a proper feedback loop for improving dialogue through the reactions of actual users, particularly those outside of ARC.

Consolidation of dialogue systems, so that a minimum of systems may suit the needs of a maximum of activities.

Development of adequate operating procedures for hard copy, etc.

Stages of development

Service System

Journal System running smoothly

DNLS Journal operational

Reliability no longer a problem.

Crashes and lost files are recovered automatically wherever possible, or recovery aids exist where automatic recovery is not possible.

All aspects of delivery running smoothly

Hard Copy (but not with DPCS)

On-Line + Author copies

Various flavours of over-the-net

No redundant delivery

Primitive assistance in file handling.

Stage II Identification system

A revision of the current system which should, with evolution, be satisfactory for 1-2 years.

May use property lists and multiple files
Journal activity is high, and file system is becoming urgent because of disc storage problems.

The new disk drives will help somewhat, but not for too long.

A major file system is almost designed and ready for implementation, but interim file system is devised (with operator doing some retrieval).

25% of Journal activity is coming from the NET.

Debugged Flexible Document system.

May use some of the stuff in the full blown file system, in which case it will not be generally available until the stage II file system is

Debugged file system

The file system has been partially re-written, and is now almost bug free.

Master Catalog system has been evolving along with file system, and is also in a relatively debugged state.

Journal, which had made nominal attempts at using file system before (it kept its own backup) now relies on it and the Master Catalog System.

Switch-over to stage II set system

The set system has undergone debugging and revision, and is now ready for use within ARC.

It deals with real files (e.g. mastercatalog, Journal, etc.), but is used only by ARC personnel for a while

Information and experience leads us to revision and bugs

NET switchover to Stage II set system.

This should go smoothly, due to previous ARC experience.

Research system
Participation in Network Dialogue effort

The first network dialogue experiment is being readied, and ARC is a participant.

Elementary set system, and backlinks

This is the first stage set system.

Backlinks at this point may be implemented via catalog, but not necessarily

A first version of the file system should be available at this time.

Flexible Document system--stage I

Released to ARC only.

Serves as a tool, plus a basis for evolution and debugging.

Full blown file system, first pass

Brought up as operational system before it is really debugged because of pressing need.

much effort will be extended at this point in recovering files, patching mistakes, etc.

May include a revised backlink facility.

Should include a comment facility on frozen files

Set system...stage two

The complicated set system which does away with files in NLS is ready for trial use.

An experimental system is available for testing it, but the overhead is high because of the need of integration into all of our file-handling systems and the MCAT.

The experimental Journal makes use of it, but not the real one.
Current DSS Plans -- 5-JULY-72

(J10947) 5-JUL-52 11:00;  Title: Author(s): Charles H. Irby/CHI;
Distribution: Baseline Record System/BRS; Sub-Collections: SRI-ARC;
Clerk: CHI;
Origin: <IRBY>DSSPLAN.NLS;4, 27-APR-72 21:26 CHI ;
A new high (or low) in ARPANET nonfunctionality

Today the ARPANET reached a new high in personal frustration level for me, and I think the situation is sufficiently instructive to be worth passing on.

I was trying to prepare a demo for the ARPA graduate student conference; this involves interacting with a program on BBN-TENEX.

First, as usual, I dialed up the TIP at NASA Ames.

None of the lines responded.

I called the trouble number, 965-5011, and Mr. Henderson informed me that the TIP was down for equipment moving for the next day and a half.

Next I called SRI-ARC to try to use TELNET through their TENEX.

NETSTATUS informed me that the IMP was dead.

Then I recalled a discussion that I had had the previous day with Rilla Reynolds at SRI-AI, to the effect that the SRI IMP was having core trouble and Honeywell was sending out someone to fix it today.

Next I called the ILLIAC Project Annex, 965-6340, hoping to find someone who could give me access to the ILLIAC TENEX.

No one who knew anything was there.

The secretary gave me the machine room number, 965-6014, and the name of Mr. Harris Weaver.

When I called that number, Mr. Weaver informed me that the machine was being moved for the rest of the week.

I thought of using Stanford AI, but their version of TELNET only works from their own peculiar display terminals.

The escape characters which control their TELNET's operation can only be generated by their own terminals, which have two or three extra case shifts.

The next closest network node that I knew of was FNWC in Monterey, so I called 408-646-2201 and asked for Mr. Dick Raines (name and number courtesy of the NIC).

The person who answered the phone informed me that Mr. Raines
A new high (or low) in ARPANET nonfunctionality

was not in, that he was expected but not at any given time, and that everyone who knew anything was away at a meeting.

At this point I decided to switch to a network in which I had some confidence left, namely the telephone.

THERE MUST BE A BETTER WAY
A new high (or low) in ARPANET nonfunctionality

(J10951) 5-JUL-72 15:01; Title: Author(s): L. Peter Deutsch/LPD; Distribution: Richard W. Watson, Lawrence G. Roberts, Steve D. Crocker, A. Wayne Hathaway, Alex A. McKenzie/RWW LGR SDC2 AWH AAM; Sub-Collections: NIC; Clerk: LPD;
Monitor 1.29 Bug

†0 for the 1.29 compatibility package does not function properly. For short typeouts, the †0 is often typed after the output JSYS has already returned to the user, even though the output is not complete. This can result in the user program issuing an input JSYS before the †0 is typed, but while the teletype is still printing. When this happens, subsequent output is also suppressed. In addition, the †0 can abort the input JSYS by changing bit 5 of the return PC.

The following changes to PAT.MAC correct this problem:

Page 7, before TSTOP=LC, insert:
   ALC IOWSIN,1

Page 24, after TTYBOU:, insert:
   SETZM IOWSIN

Page 35, replace CTOINT+4 to CTOINT+6 with:
   XORM B,TYSTAT ;COMPLEMENT IT
   SKIPGE TYSTAT ;ON NOW?
   CFOBF   ;YES, CLEAR TTY OUTPUT BUFFER
   SKIPE IOWSIN ;†0 MAY NOT SET SUPPRESS BIT...
   ANDCAP B,TYSTAT ;IF LAST TTY I/O WAS AN INPUT

At CTOINT+20, replace SKIPA with the preferred CAIA.

At CTOINT+23, delete the line
   CAIE B,100
   to avoid aborting input.

At CTOINT+24, change:
   CAIN B,101
   to:
   CAIE B,101

At CTOINT+25, delete:
   JRST CTOIN1 ;YES

Page 38, after NOCTRO+1, insert:
   SETOM IOWSIN
Reply to your comments on NIC documentation

Re: Journal file acquisition, manipulation, and redistribution

I agree that the User Guide should include a discussion of how to access files sent to users through the Journal; I intend to include it in the next pass at the NIC documentation. I've recently completed a "TNLS Beginners Guide" which includes such a description, (see -- 10814,).

I'm not quite sure of what you mean by manipulating Journal files. Once a file has been Journalized it is essentially unchangeable. All you can do is copy the Journal file to another file name in your own or some other (non-Journal) directory and then proceed as with any other file.

Regarding redistribution - in general there is an execute secondary distribution command which enables you to specify that a Journal document be sent to any distribution list you specify.

execute secondary distribution document number CATNUM

However, I gather from your message that you are concerned with replying to some sort of questionnaire that was sent to you through the Journal. In this case all you can do is copy the file, answer the questions or whatever, and then submit that file as a new Journal item.

I hope I've answered your questions - if not, feel free to contact me again, Marilyn//
Reply to your comments on NIC documentation

(J10953) 5-JUL-72 16:20; Title: Author(s): Marilyn F. Auerbach/MFA;
Distribution: George N. Petregal, James H. Shiffrin/GNP JHS2;
Sub-Collections: SRI-ARC; Clerk: MFA;
thank you for your quick reply. by manipulation, i meant deleting introductory material from the questionnaire, and filling the blanks as desired. could you send us a copy of your "tnls beginners guide" since we do not have a printer, and a tty copy would be hard to read. thank you, jim shiffrin.
Don-- Wally Weiner and I are hacking around with high numbered factorials, as you once did, but using LOGO on TENEX. I still have the copy that was on the door of your office, but it was getting pretty ragged.

We want to know what language you wrote your program in, what algorithm you used, and how long it took you to compute 10000. Thanx.
(J10955) 6-JUL-72 8:46; Title: Author(s): Joel B. Levin/JBL;
Distribution: Donald C. Wallace/DCW; Sub-Collections: NIC; Clerk: JBL;
Response to LPD's "frustration" note

In response to Peter's note regarding network frustrations (KJOURNAL, 10951, 17w), I should like to make the following comments:

It is, of course, true that a large part of the machine complex at AMES is being moved this week. It is difficult to see, however, how this can be "held against" the network. Following the telephone network comparison that Peter implies, it's hard to call up a friend if that individual is in the process of moving from one home to another.

It's also true that the SRI IMP was down on the day in question. We at BBN are never happy to see the IMPs down, as they are occasionally, but the overall record isn't too bad for a fairly complex computer system. IMP down time seems to average about 2.5%. I admit that this is worse than the telephone company record, but their record for completed calls isn't zero either.

It would indeed be nice if some "tsar" could force Stanford AI (and other sites) to implement systems that outsiders could dial into and use conveniently. This, of course, is some of the driving force behind the TIP and the development of network protocols. On the other hand, if such a ruling were made and enforced, Peter would probably be unhappy that he wasn't permitted to implement some special feature on his own machine because not everyone could use it.

FNWC is not scheduled for connection to the network until 10/31/72. Even if the XPARC library has lost its copy of BBN Report #1822 which (in Appendix A) indicates scheduled installation dates for prospective sites, the NIC has several copies: I am surprised that they didn't mention this fact to Peter when he called them to inquire about FNWC's status.

IMPORTANT
BBN maintains a "Network Control Center" (NCC) which is manned around the clock every day. We are willing, in fact eager, to provide assistance to anyone associated with the network who is having network-related difficulties. For example, we know which IMPs/TIPs are up, which machines are having difficulties...
what the preventive maintenance schedules are, etc. The NCC telephone number is
(617) 661-0100
Call "collect" if necessary
This telephone number, as well as the NCC address, is published
in RFC#356, NIC 10598. PLEASE feel free to call the NCC with the type of problem described in Peter's note. We can't guarantee to solve all problems but we'll do our best.

I understand network frustrations. During the input of this note I:

Lost the entire note due to some file problem at the NIC.

Lost at least three connections to the NIC due to SR1-ARC machine problems.

Lost one paragraph due to a modem deciding to hang up spontaneously.

Found the journal system "temporarily unavailable" at least once.

I type with one finger

For these reasons it has taken me more than three hours to write this note.
Response to LPD's "frustration" note

(J10958) 7-JUL-72 12:21; Title: Author(s): Alex A. McKenzie/AAM;
Distribution: L. Peter Deutsch, Richard W. Watson, Lawrence G. Roberts,
Steve D. Crocker, A. Wayne Hathaway/LPD RWW LGR SDC2 AWH;
Sub-Collections: NIC; Clerk: AAM;
Dear Dick,

I have been trying to use the journal system for quite a while now. During each of my attempts the Journal has been "temporarily unavailable". The times in question are July 6 from 9:00pm to 10:00pm (EDT) and July 7 from 8:45am to 2pm (EDT) (at least) This is the type of reason why the Journal is virtually unusable (Of course, if you have read this message you know that I have eventually succeeded.)
Journal System Availability

(J10959) 7-JUL-72 12:24; Title: Author(s): Alex A. McKenzie/AAM; Distribution: Richard W. Watson/RWW; Sub-Collections: NIC; Clerk: AAM;
Back-ups and access for the Status file

Dick,

I have no volunteer for any back-up sites. I wanted to wait until we had agreed on a procedure suitable for the NIC. If you want, I can check with CCN and BBN to see if they are interested.

The back-up sites could have automatically started programs, so that the only human intervention might be to enter the password. Having a NET FTP wo FTP would certainly be helpful, but the quantities of information to be passed will be relatively small, so I think we can use TELNET connections.

I think it would be better to wait until we had back-up sites, before implementing the procedure. The NIC is unablable enough, so that users might learn to forget about the status files.
Back-ups and access for the Status file

(J10960) 7-JUL-72 14:43; Title: Author(s): David H. Crocker/DHC;
Distribution: Richard W. Watson/RWW; Sub-Collections: NIC; Clerk: DHC;
Diane: I really liked your note on NLS bugs, but I couldn't figure out how to write on your NLSBUGS file. So I wrote up my pet bug (really, pet peeve) in my own file (KUDLICK, NLSBUGS, 1:wy). Would appreciate your comments on my bug report. ...

Mike.
On NLSBUGS

(J10962) 7-JUL-72 15:39; Title: Author(s): Michael D. Kudlick/MDK; Distribution: Diane S. Kaye/DSK; Sub-Collections: SRI-ARC; Clerk: MDK.
this is a test message
to myself ...
test try three

still trying this test message ...
JIM UCSB IS NOT VERY USEFUL SINCE IT IS NEITHER INTERACTIVE NOR A PARTICULARY STANDARD KEYBOARD.
THE UCLA VERSION IS ABOUT TO COME UP BUT MANY PEOPLE ARE ALREADY USING IT AND MORE WILL SURELY FOLLOW.
MARK CIRLIN IS THE SPEAKEASY REP. AT CCN WHY NOT GIVE IT A TRY IN ABOUT 3 OR 4 DAYS.. ONCE IN TSO THE STATEMENT EX SPEAKEZ IS ALL YOU NEED TO GET GOING...
I LOGGEN ON AS GUEST.. FOR SOME REASON I Couldn'T GET A MESSAGE SENT AS ARGONNE SOMETHING ABOUT A BUSY FILE
(J10997) 7-JUL-72 19:20; Title: Author(s): Stanley Cohen/SC; Distribution: James E. White, Stanley Cohen/JEW SC; Sub-Collections: NIC; Clerk: SC;