

it's about tym

a newspaper for tymshare employees

january 1980



“The Stockings Were Hung by the Chimney . . .”

SANTA HAD A LOT of stockings to fill at Tymshare's Customer Service Accounting department in Cupertino. After filling those stockings, if Santa wandered around the rest of the company, he was sure to have been pleased — because the holiday spirit was evident everywhere. For more photos of Tymsharers decking the halls, turn to page 6.

TTS Releases Account Transfer System

By Connie Bates

ATS is the latest in the long list of acronyms associated with Tymshare Transaction Services. Its proper title is Account Transfer System, and from the looks of initial customer response, it promises to be one of the most successful services TTS has developed.

Twenty-six customers subscribed to the new system the *first* day of its offering, and by the end of the first week, nearly 25 percent of TTS's current card-issuing customers had signed up.

According to Steve Cannon, director of Marketing Services at TTS, it is one of three major products that TTS will release over the coming year.

A joint effort between Product Planning and Applications Development at TTS, ATS enables a customer to transfer monetary and non-monetary information from one account to another simply and quickly. Speed and simplicity are the key features of the system because account transfers frequently occur.

For example, a cardholder may

lose a card or report it stolen; a cardholder may relocate to a new city and transfer banking services to a new branch; or a bank may merge with another bank or discontinue a branch office and need hundreds or thousands of accounts transferred.

According to Carole Oppenlander, who spearheaded ATS from a customer's point of view, the pre-ATS account transfer process was a man-



THE ATS LOGO, designed by Don Hatch of TTS, is appearing in all technical documentation and promotional literature on the new system.

ual headache. "A customer had to make on the average of seven manual entries to create one transfer and then had to transfer any subsequent monetary transactions one by one to the new account number." Needless to say, account

transfers were time-consuming, tedious, and seemed endless.

So Carole got together with software engineer John Wegner, and the two of them decided to create a system that could transfer all activity — historical, current, and subsequent — to a new account with a minimum of effort. ATS does just that.

One single transaction accomplishes everything. After submitting the initial request, the customer keeps track of transfer activity by simply reviewing special ATS and TTS reports.

To their knowledge, ATS is the only system of its kind to complete an account transfer the same day it is received. And that, in itself, is a tremendous benefit to the customer. "Most transfer systems require a day or two to complete the transfer, and during that time outstanding monetary items may be lost, plus the card issuer loses interest revenue because there's no real account in existence for those two days." Same-day processing protects the card issuer from these potential losses of revenue.

(Continued on page 3)

Concept of DSS Comes Alive at Tymshare in 1980

How does a concept become reality? YOU PUT IT TO WORK. The concept of a Decision Support System has been accepted by the academic community for almost 10 years. And now, through the efforts of Tom Abbott, manager of Financial Applications, and Susan Kurtz, manager of Marketing Applications, Applications Marketing is bringing Decision Support Systems from concept to reality by putting it to work.

Kurtz explains, "A Decision Support System (DSS) allows management to combine information, expertise, and automation in a constantly changing business environment to produce effective decision making."

Rich Carlson, manager of Applications Marketing, adds, "DSS is aimed at dealing with decisions rather than problems. The questions to which DSS is applied are not as structured as those that use operations or production tools. Internal data processing departments better handle the production systems, but usually are not as well equipped to respond to the immediate demands of management."

DSS was the subject of an article appearing in the November issue of *DATAMATION*, and the article supports the philosophy that Applications Marketing has adopted. "The key words to this system (DSS) are flexibility, ease of use, and adaptivity." The article goes on to say that these systems should usually be used on a timesharing basis and include either an information system for storing and retriev-

(Continued on page 2)

READERSHIP SURVEY

If you haven't received it already, you will be receiving an *it's about tym* readership questionnaire through the inter-office mail. The purpose of the questionnaire is to find out how you feel about *it's about tym* and how you would like to see it improved. Please take a few minutes to fill it out and then return it to me, Jeri Eaton Flinn. Thanks.



TO FIND OUT what working as a sales representative at Tymshare is all about, two potential Tymsharers (far right) from Career Seminars, a placement organization for people leaving the military, sit in on a recent Los Angeles branch meeting.

Got Them Recruiting Blues? Russey Offers a Few Clues

Recruitment, no matter what, is never easy. But Terry Russey, Los Angeles branch manager, and Cherie Andresen, Los Angeles sales manager, have a few pointers that may help in the recruiting of sales representatives.

For one, they are using a source most branch managers probably have not considered, or maybe not even heard of, called Career Seminars. Career Seminars helps place junior officers leaving the military. These people, according to Russey, all have college degrees, have gone through Officer Candidate School, and many have become company commanders of 110 to 150 people. By attending night school while still in the service, some have even earned their M.B.A. degrees.

Russey said, "These people make excellent candidates for sales representative positions at Tymshare because they have the necessary education and the discipline."

Russey has already interviewed seven candidates from Career Seminars and, of those seven, he invited four to come to the Los Angeles office for a visit and further discussions. He said that finding top-flight employees through Career Seminars is very promising. One of the nicest features is that Career Seminars does some of the preliminary recruiting work for us. It screens applicants and arranges the interviews.

As far as Russey knows, only the Pacific area is using Career Seminars,

and it took them some time to realize the potential. Tymshare has hired quite a few very qualified employees directly out of the military, including sales representatives Jim Rehkopf, San Francisco branch; John Dillon, Bay Area branch; Rich Spinner, Cleveland branch; and Jim Erickson, San Diego branch. Several of these men had worked with Career Seminars, but none of them had come to Tymshare through the organization.

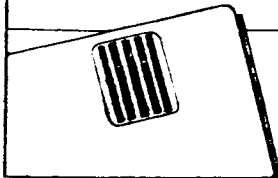
And, because we know valuable Tymshare employees have been involved with Career Seminars, it seemed only logical to go directly to the source for recruiting.

In addition to Career Seminars, Russey and Andresen do a great deal of recruiting on college campuses, such as the University of Southern California and the University of California at Los Angeles.

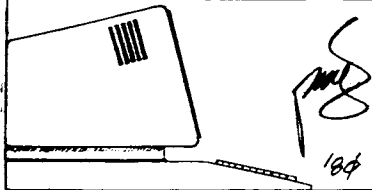
They primarily interview M.B.A. candidates. Russey said, "Most branch managers think people coming directly out of college are too green, but I think college campuses are an excellent source. Many people are working at the same time they are getting their M.B.A. degrees or have already worked several years. "Those working and going to school show the ambition and aggressiveness we need,"

Maybe these hints from the Los Angeles branch will help you in your recruiting efforts . . . Happy Recruiting!

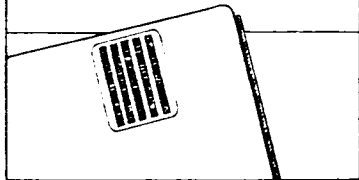
SOMEBODY ACTUALLY GAVE ME
A LIST OF NEWYEAR'S RESOLUTIONS
LAST NIGHT WITH ALL MY FAULTS
POINTED OUT IN IT.



HE SAID THAT WILL MAKE
ME PERFORM BETTER
THIS YEAR.



I'D RATHER CALL IT
A MEMORY DUMP.



Tymshare Users

bits 'n pieces

FOCUS Tracks CALTRANS' Billion Dollar Budget

In 1977, California's Department of Transportation's (CALTRANS) \$1.4 billion budget was placed under new legislative constraints, specifying for the first time that funds be appropriated on a fiscal year basis. No small task for a department containing 28 divisions and 11 statewide district offices, supervising 30,000 projects and activities, and employing 14,500 people.

To implement these new monetary rules, the legislature directed Sacramento-based CALTRANS to develop additional budgeting, accounting, and fiscal controls, plus new management information reporting systems. CALTRANS officials felt that the state's in-house data processing system could not meet the newly imposed time frames for developing, analyzing, and reporting under the new guidelines, so CALTRANS decided to turn to Tymshare.

"We determined that Tymshare's interactive, online FOCUS system was the type of very powerful, high-level information management tool which would meet our needs," said Elmer Jenkins, chief of the Office of Budget Development and Administration for CALTRANS.

The first challenge met by the Tymshare system was to break down the CALTRANS activity plan into meaningful expenditure elements. This plan includes all the coming year's projects and activities for the department and is made up of approximately 18,000 expenditure authorizations which, ultimately, define the year's budget.

Although originally intended to handle only the activity plan, the information management system is now tackling several other areas. For example, FOCUS tracks CALTRANS' staffing of its 14,500 positions located throughout the state and also generates engineering cost reports.

Integrated Marketing Program for DSS to Evolve During 1980

(Continued from front page)

ing data or a system with modeling and analysis capabilities, or both.

"Magazine articles aren't the only publicity that DSS has received," Abbott comments. "DSS will be receiving a good deal of publicity in the coming years in and outside of the computer industry. Conferences (like the National Computer Conference) in 1979 included the subject and many more in 1980 will deal only with DSS. Business people from all fields will attend these conferences."

"It is a fact that Tymshare has actually been selling the concept of DSS and only recently have the reality and the concept merged, making what we have to sell more tangible. It communicates to potential customers what we do and what we can do for them," continues Carlson.

Tymshare offers its customers through timesharing the ability to have such a system as DSS that incorporates the powerful languages of EXPRESS and FOCUS, and our

experience and field support. The medium that brings the reality to the field is the Information Services Division. The financial, marketing, and personnel functions of the Fortune 1000 companies have been identified as primary targets.

"We, in Applications Marketing, are developing an integrated marketing concept for DSS that will evolve over the coming year," says Carlson. This integrated marketing package will include everything from seminars to brochures to demonstrations through closing, training, and implementation. Each step will further involve the prospect and feed him or her more details of the system.

"We want to help sales representatives by increasing the efficiency of the sales cycle. We will take various Tymshare products, such as FOCUS, EXPRESS, and PERS, put them together, and have a tangible tool that managers will be able to understand," comments Carlson.

"An integrated marketing approach can use any marketing concept," continues Carlson, "but it only makes sense to take what have always been Tymshare's strengths and capitalize on them.

"We looked at the big need of business and put our program together. Other companies in computer services also will jump on the band wagon, but we are in position to come out on top. We have the people, software, hardware, and experience."

38 Accounting Firms Sign Contracts as a Result of PSD Seminar Series

*By Peter Foy, Eastern Sales Manager,
Professional Services Division*

The signing of 38 contracts by accounting firms was the result of an ambitious series of seminars held by Tymshare's Professional Services Division for accountants in private practice.

These seminars were held in Houston, St. Louis, Louisville, Appleton (Wisc.), Cincinnati, Chicago, Minneapolis, Albany, Philadelphia, Syracuse, Rochester, and Buffalo. More than 250 accountants, representing approximately 150 firms, attended these seminars.

The complete line of Tymshare products for accountants was presented during the all-day seminars — with a strong emphasis placed on our Financial Reporting Service (FRS). The Time Reporting System (TRS), the AICPA Online Library Service, and Dynatax also were presented.

The Tymshare Model 1100 Intelligent Terminal used in conjunction with the FRS programs was demonstrated. These systems, developed

by Al Fenn's Product Development Division, with Jim Murray and Ken Gardner as project leaders, generated a great deal of enthusiasm among the attendees.

The seminar material and presentation format were developed by Al Meier and Jim Beck, both of the Madison data center. These two also conducted the seminars in the Western Region with the assistance of the sales force.

Sandy Szybisty, of the Detroit data center, conducted the seminars in the Eastern Region with the help of the sales force there, including such individuals as John Hoppe and Dick Clancy. Fred Seponara, Philadelphia branch manager for Information Services, also gave a helping hand.

The success of these seminars is evident through the 38 contracts already signed. There are still a number of follow-ups to be made, so the final tally should be even higher.



AL MEIER, manager of North Central Customer Service (right), and Doug Miller, Systems/Programming manager at the Madison data center, demonstrate the Model 1100 Intelligent Terminal at a seminar held for accountants. (Photo by June McGraw)

VALULINE Available in Great Britain

Tymshare's analytical language and financial report generating service is now available in the United Kingdom from London-based Tymshare U.K., Ltd., jointly owned by Unilever, Ltd., Great Britain, and Tymshare. Known as VALULINE, the simplified computer information retrieval system enables the British financial community to access financial information on more than 1600 American companies. This represents more than 90 percent of all dollar trading volume in U.S. equity markets, Tymshare said.

Detailed financial histories on the

companies are compiled, maintained, and updated every two weeks by the New York analyst firm of Arnold Bernhard & Co. The information is available in 28 standard reports, including balance sheets, income statements, sources and uses of funds, capital and equity, and so on. Composite industry reports are also available, as well as annual and quarterly records for each company. The system also allows users to write their own specialized reports and specify further analyses, and permits this information to be displayed in graphic form.



CAROLE OPPENLANDER AND JOHN WEGNER, designers of TTS's new Account Transfer System, discuss recent updates to the system.

Oppenlander, Wegner Deserve A-Plus for New TTS Account Transfer System

(Continued from front page)

ATS also provides additional protection against lost/stolen cards. As the system is designed, all subsequent monetary items following transfer are automatically transferred to the new account for a period of 60, 90, or 120 days — whichever the customer desires. However, if during that period the card is known to be fraudulent, the customer can block the transfer of items, thus prohibiting items for which the cardholder is not responsible from being posted to his or her account.

Carole and John agree that analyzing all these complexities and coordinating them into a system design was a real challenge. As project leader and functional designer for ATS, John had the additional challenge of turning their ideas into a technically efficient, smooth-running reality.

John had to integrate ATS with four operating systems — the Sales Authorization System (SAS), the Online Processing System, the Monetary Capture System and the Cardholder Accounting System, because ATS affects all of them.

Integration played a significant role throughout the entire development of ATS. Carole comments, "We wanted a system that provides a complete set of audit controls. It had to be pretty sophisticated to be acceptable to our financial audience, who are, after all, probably the most audited people in the world."

John's work came through with flying colors. "We haven't had one customer complaint," Carole says. "The system is running smoothly, and all our customers are extremely pleased with the convenience and control it gives them."

She also remarked that during 1980 several TTS customers are planning large-scale transfers. The projected end result is that nearly one-half of TTS's entire processing

volume will be in transfer at various times during the year. Considering TTS processes 6 million accounts, that adds up to a lot of transfers.

Carole and John, congratulations. You both get an A-plus for jobs well done.

Letter Says UPS Deserves Award for Its Imagination

Dear Editor:

In a past issue of *it's about tym*, there was an article called "Distortions of the Company Name." I've been with Tymshare in Valley Forge for 16 months as an operations clerk, and I have seen some other rather unusual misspellings of our company name that can be added to the list, such as: Tymshave, Tireshare, Mr. Tymshare, Miss Tymshare, and Timeshame.

But the award for really blowing it has to go to the United Parcel Service. I recently received two proof-of-delivery slips from UPS in the course of one week. The first one was addressed to Trmshore. Now that's not too bad, but the one that really takes the cake was the one I received a few days later addressed to Tyme Shoes.

I think UPS should be given an award, not only for its fantastic service, but also for its fantastic imagination.

Karen Denner
Operations Clerk
Eastern Computer Operations

(Editor's note: A memo was written by Vicky Hanna from the Madison data center regarding the same story. She had received a letter from the State of Wisconsin addressed to Pymshare. Maybe someday they will all get our name right.)

What Do You Do with 32 Horses, 8 Sticks & a Ball? Play Polo . . . of Course!

Mention polo, and certain images may come to mind, but probably few of us really know much about it or have ever seriously considered playing it. Maybe we imagine that the only people who play polo are a few of the elite in Europe. We envision rich gentlemen astride their horses, politely hitting a ball around a field.

Au contraire, says Al Campassi, manager of Systems Implementation for Tymshare Travel Management Services. Al, who has played polo off and on for the last 15 years, says, "Polo players spend most of their time in the dirt and smell like horses." Not exactly an image of dignity or the fragrance of lily water.

Rich? "Ha!" says Al. Polo is quite an expensive sport, and once you've paid for all the necessities, if you were rich, you are no longer.

A polo match is broken up into four quarters, or seven-and-a-half-minute chukkers. Because of the strenuous demands made on a polo pony, a different horse is required for each chukker. So to play polo you must have, and care for, four horses and have the means to transport them. Al is lucky . . . he has some generous friends from whom he borrows ponies.

All polo players are European? Al is as American as apple pie, so how did he get into the sport? "By pure chance," says Al. He went to Cor-

nell University, which happened to have a polo team, which Al happened to join. Once he joined the team, he was addicted to polo for life. "All it takes to like polo is the enjoyment of horses and physical activity," explains Al.

A polite game? Hardly. The young players, according to Al, smash into each other and generally have terrible riding form. Although, he admits, the really great players are great riders and most older players generally do play more of an intellectual game.

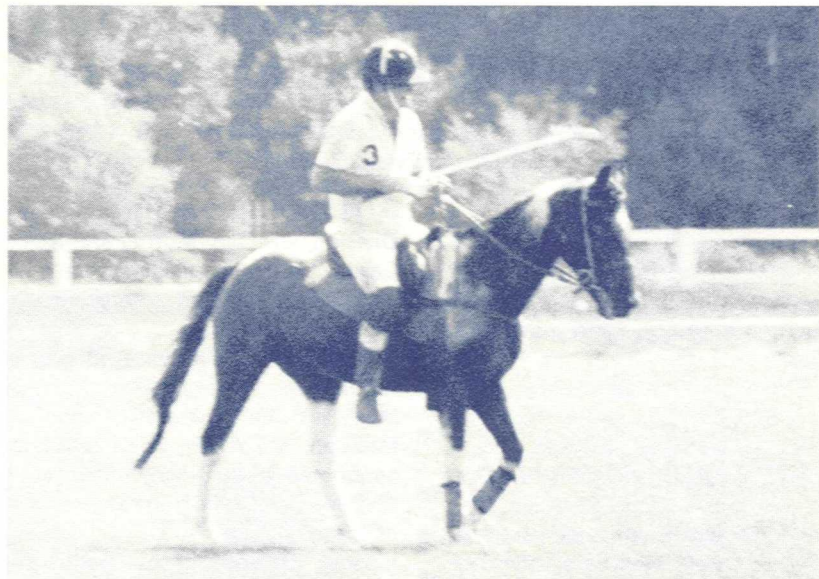
But the game is certainly not all tea and crumpets. According to Al, it is actually quite dangerous. Broken collar bones as the result of a fall are quite common. The wooden ball used in the game is often hit with enough force to break a leg or an arm. Al is lucky that he has never had any major injuries.

Polo is not like tennis. (Of course, you never really thought it was.) If you feel like playing tennis on any given Saturday, you can usually pick up a game. This is not so easy with polo.

How often do you see eight people, who just happen to each have four horses with them? Not very often, but that is what you need for a polo game. Al, who works out of Tymshare's Cupertino offices, usually plays at a club in Pebble Beach in the Carmel area, about a two-hour drive from Cupertino.

But the game is worth it to Al, who usually plays at least once a month during the polo season, which is during the summer.

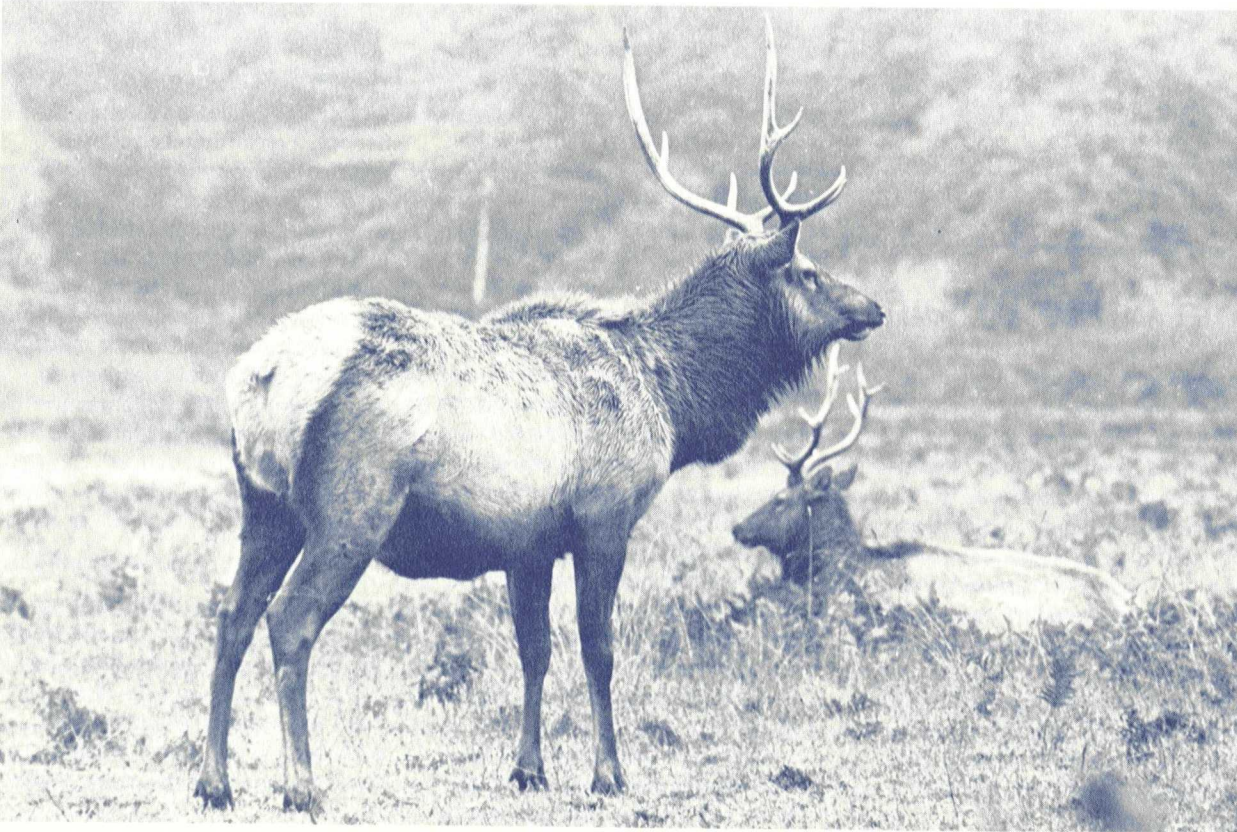
And now that the rest of us know the game, maybe we'll take up the sport — as soon as we can find eight willing people and thirty-two horses hanging around.



AL CAMPASSI has been playing polo off and on for the last 15 years. He became hooked on the game while attending Cornell University. He says polo players may have a playboy image, but the real reason they play is because they like horses.

Photo Contest

What's an Elk Doing Here?



HE IS ON THIS PAGE only for the reason that it is a nice photograph. Are you into photography? Do you have some nice shots with no one to see them? Well, it's about tyme is giving you a chance to show them off and win a gift certificate as well.

We are putting on a photo contest. The winner will win a \$25 gift certificate from a local camera store. There also will be second- and third-place gift certificates of \$15 and \$10. But, of course, the real prize will be seeing your photo published in it's about tyme.

As in any contest, there are a few rules. Please send only prints. The prints can be either color or black and white, but can only be reproduced in black and white in the newspaper, so keep that in mind. Send no more than five photos to Jeri Eaton Flinn, Tymshare, Inc., 20705 Valley Green Drive, Cupertino, Calif. 95014.

All entries will be handled with extreme care and returned upon request. The deadline for receiving entries is February 11. Contest results will appear in the March issue of it's about tyme.

Technical Productivity Campaign Keeps Moving Forward

The technical productivity campaign, launched last May by Technical Services Group vice president Laszlo Rakoczi with the first Unified Technology Seminar, is making steady progress.

One major step has been setting up regular meetings attended by the managers of Tymshare's principle technical development centers. The meetings have been organized and chaired by senior scientist Doug Engelbart, as part of his continuing role within Rakoczi's productivity-improvement program.

Participating center managers include Jack Ackerman, CAPS; Laurence Davis, Tymsofac; Al Fenn, Product Development Division; Ann Hardy, Tymshare Travel Management Services; Michael Howard, Accounting and Information Systems; Ken Jones, Systems Technology Division; Michael Leonetti, Unitax; Dan Lynch, Augment; Jose Morales-Correa, Tymshare Transaction Services; Dick Ouellette, Data Base Systems; Ernie Porcelli, Data

Network Division; George Vosatka, Equipment Support Division; and Mike Walden, Tymshare Medical Systems.

Also attending is Ron Bamberg, vice president of International Operations. Ron represents Tymshare's foreign affiliates and joint venture partners. Others directly involved, in addition to Rakoczi, from the Technical Services Group are senior scientists Engelbart and Norm Hardy, and chief scientist Dale Jordon.

The monthly meetings began last August. Every three months, beginning in January, quarterly reviews substitute for one of these meetings. The quarterly sessions feature reviews by one of the following vice presidents on president O'Rourke's executive staff: Ron Braniff, Ed Field, Warren Prince, or Rakoczi. The review meetings cover in detail the relevant work being carried on by the group.

The sharing of information at these meetings is very important.

One of the members, Al Fenn, said that he feels very positive about the meetings. "As the meetings go on, they are becoming even more targeted toward helping development," stated Fenn. "At the meetings, I learn about what the other groups are doing and share my own experiences. Knowing the activities of these other groups can be of great service to my own division."

Several specific measures have been taken to increase technical productivity as a result of these center managers meetings. One project that has matured rapidly is *Project Management*, a systematic way to set up records in a data base to coordinate the planning and management of complex projects.

Rober Basmacyan and Bill LaFlamme, of the Technical Services Group, and Morales-Correa, of TTS, have combined efforts and a project management system to be used by the entire company should already have been decided upon, but couldn't be included in this

issue by press-time.

Another outcome has been the formation of a committee to develop guidelines for the life cycle and common terminology of software development by this February. The committee, chaired by center manager Michael Howard, has been meeting once a week since October and includes members Jim Murray, Betty Shuttleworth, Hal Van Zoeren, Rob Dearborn, and Carl Jones.

Still other projects that have been spurred into action at the meetings are *Problem Management*, a *Documentation System*, and *Measurements and Analysis* guidelines.

Engelbart says he feels that, although these specific measures toward increasing productivity are very important, the open dialog between the various groups and the feeling of company spirit are also very important results of the meetings. "It's like a neighborhood improvement group," explains Engelbart. "Everyone gets together for a common goal."

Cornell Gives Tymshare Team Kudos

Larry Underhill, Eastern Region Computer Maintenance manager, and his team received a well-earned letter of thanks from Cornell University's Telecommunications manager for a recently completed reconfiguration of the university's network nodes.

Not only did Larry and his team receive a letter, but their work was noted in a short article in the

Cornell Computer Services' Bulletin. The following is the story that appeared:

TYMNET Reconfiguration Successful

Scheduled changes in Cornell's TYMNET network were completed successfully on Saturday, December 1. The entire operation ran smoothly and was finished by 6 a.m., well ahead of the announced noon deadline. "Back-door" phone circuits were added to the Uris and Upson TYMNET nodes to provide a backup path to Langmuir, as well as to share some of the load on the main phone circuit. In addition, core memory replaced solid state memory in the Upson node to make it more reliable.



Tymshare offices keep on moving!

The Philadelphia branch is now located at:

IVB Building
1700 Market Street
Philadelphia, Pa.
(215) 567-6600

The Los Angeles Equipment Support Division has the following new address:

1513 Del Amo Boulevard
Carson, Calif.
(213) 638-0574

The Information Services Division's office did not move as was reported in last month's issue, but Portland Unitax did. The address is:

P.O. Box 14663
2600 S.E. Belmont
Portland, Ore. 97214
(503) 231-0123

THE TYMLINE

- Jan. 24** Tymshare management meeting. "Business Outlook for 1980." Santa Clara, Calif.
- Feb. 9** Cupertino offices celebrate Tymshare's 14th anniversary at the Le Baron Hotel in San Jose.
- May 9 to 12** The 1979 President's Golden Circle. The hotel has been changed to the Cala di Volpe on the Mediterranean island of Sardinia.



Winterfest Festive Fun

ALL OF THE Tymshare Bay Area offices' personnel were invited to attend the Sixth Annual Winterfest put on by Mary-Ann Acosta's Customer Service Accounting department.

Employee contributions provided the edibles and managers chipped in for the beverages. Everyone enjoyed good food and drink, dancing, and general merriment.

The party began at 4:30 p.m. on December 14 at the new Bubb Road facility in Cupertino and then moved at 7:30 p.m. to a local restaurant.

Maintenance supervisor Milt Ziegler and his crew were thanked by the accounting group for helping them set up the party.

Pictured below, Bob Schwartz and Gloria de la Sierra trip the light fantastic as Ellen Martino (left) and Mary-Ann Acosta serve up the punch.



Santa Must Have Been Pleased . . .

CHRISTMAS TREES were in abundance around the Cupertino offices. Some of these trees are pictured below. (Left, top) Decorating a tree in front of president Tom O'Rourke's office are Lysa Mendenhall (putting on the star), Kathy Dionne (decorating the front of the tree), Zenobia Thomas (placing a gift underneath), and Connie Warr. (Right, top) Receptionist Susan Mowen helped decorate this tree, which was in the front lobby of the Cupertino offices. (Left, bottom) The Finance Division's offices, as always, showed a lot of holiday spirit. This was one of the trees in that area. (Right, bottom) Ellen Imhof decorated this tree for the Technical Services Division.



He's Tied His Heart, Free Time to 8 Kids

Michael Bruenjes, a computer operator at the Salem data center, was a little hesitant about the eight children his girlfriend lives with, until he got to know them. Now he really likes the kids and spends some six to eight hours each week with the children, all of whom are retarded.

His girlfriend, Maureen Mahoney, is a house mother for these children, who range in age from 11 to 17. "At first, I guess I was a little scared of the kids," said Michael. "But I found out they are actually pretty much like other children, except a little slower."

He and Maureen take them shopping, out to eat, and to other activities any young person would enjoy after school or on weekends. He even went along on a cross-country skiing trip with the kids and has plans to take them sailing when the warm weather returns.

The home is sponsored by the North Shore Association for Retarded Citizens and is funded by the state of Massachusetts. Michael thinks it is just great that the state provides alternatives to institutionalizing retarded persons.

"Many of these children will one day be able to lead fairly unsupervised lives," stated Michael. "In

fact, the 17-year-old is already yearning for more independence. Many of them can learn to care for themselves and can hold jobs."

He believes retarded persons have the potential to be very good employees. "These kids are very loyal, are not bored by repetitive tasks, and are very eager to do well on any job that is given to them. I hope more employers realize this and open up more jobs for the retarded."

It is easy to see that Michael cares very much about these eight kids, and it is a sure bet that there are eight kids who care a lot about Michael.

Welcome to Tymshare

- ANITA AMATO**—Accounts payable processor, Tymnet
- DEBRA BANNISTER**—Copywriter, Marketing Services Division
- LOIS BARRETT**—Receptionist, Houston branch
- RAYMOND BEATTIE**—Electromechanical technician, Equipment Support Division
- MARIAN BLACK**—Personnel clerk, International and Corporate Operations Division
- GUY BRISTOW**—Applications consultant, Bay Area branch
- DIANE CAMPBELL**—Applications consultant, Hartford branch
- JOANN CARILLO**—Clerk typist, Finance Division
- HEIDI CAVAGNOLO**—Associate systems consultant, CAPS—Mountain View
- JENNIFER CONNELLY**—File clerk, Tymsofac
- MARY JO CRAMER**—Computer operator, Computer Operations Division
- JOHN CROCKER**—Communications engineer, Data Network Division
- KATHY DOMNICK**—Validata operator, Validata
- STEVE EDMINSTER**—Computer maintenance engineer, Equipment Support Division
- MANUEL ESTRADA**—Electromechanical draftsman, Data Network Division
- ROBERT FOX**—Applications consultant, CAPS—Midwest
- RANDY FRALEY**—Computer operator, Tymsofac
- PHILIP FRENCH**—Systems programmer, Office Automation Division
- PAUL GILFOYLE**—Computer systems product specialist, Marketing Services Division
- JOHN GONZALEZ**—Receiving clerk, Data Network Division
- PAMELA GREEN**—Receptionist/accounting clerk, Equipment Support Division
- JANET HAIGHT**—Validata operator
- BECKY HAYCOCK**—Payroll clerk, Finance Division
- S. HENRY HERMAN**—Systems analyst, Validata

(Continued on page 7)

EISSMANN APPOINTED VP OF OFFICE AUTOMATION

Walter Eissmann, formerly vice president of the Marketing Services Division, has been appointed to the new position of vice president and



Walt Eissmann

general manager, Office Automation Division. He will report to Laszlo Rakoczi, group vice president, Technical Services.

"Our Augment product is a leader in the field of office automation," said Eissmann, "and I'm really excited about the opportunity that Tymshare has to grow with this product. We need to expand our market exposure for Augment so that we get our share of the market, and then become a dominant force in the rapidly growing business of office automation."

Eissmann has been with Tymshare for 12 years — six years in field sales management, and six in marketing management at corporate headquarters.

Personnel Appointments

Computer Operations Division

JULIE FREITAS—From account validation administrator to telecommunications service representative. Coordinates telephone moves and disconnections, billings, new phone service orders, and researches costs. Reports to Sai Spinale. A. A., business, West Valley College, California. Enjoys skiing, tennis, and barbecues.

Data Network Division

BOB COOLIDGE—From material expeditor to junior material planner, Production Control. Supports manufacturing activities through inventory control and planning. B.S., geography, Cal State Hayward, California. Interests include jogging and antique clocks. This is Bob's second promotion within three months!

DON DELL—From stockroom lead to material expeditor, Production Control. Reports to Lois Darrow. Expedites materials through receiving, quality assurance, and stock. Enjoys water and snow skiing, softball, backgammon.

PHYLLIS SMALLEY—From manufacturing clerk, Production Control, to accounts payable processor, Manufacturing Procurement Support. Previously taught school in Richmond, Calif. B.A., English, University of California at Berkeley. Also studied education, Berkeley and Reed College, Oregon. Outside activities include skiing, art, and raising three youngsters.

JIM STEIN—From senior communications engineer, Western Communications Maintenance, to network analyst. Involved in installation of private networks from start to finish. Previously worked at DATAPOINT Corp. B.S., aircraft engineering maintenance, Northrop Institute of Technology, California. Enjoys tennis, racquetball, aviation, movies.

BOB TOMASI—From training coordinator to manager of Network Training, Communications Engineering Support.

Staff of four. Reports to Don Johnson. Previously senior instructor for Interdata. B.S., electrical engineering, New Jersey Institute of Technology. Outside interests include all sports. He is a licensed basketball official.

RONALD VIVIER—From network technical analyst to manager of Software Technical Support, Communications Engineering Support. Reports to Don Johnson. Has staff of two. Previously worked as a diagnostic programmer at Microdata. He enjoys camping and model railroads.

Finance Division

STELLA ESTRADA—From accounts payable clerk, Travel and Living, to junior accountant, General Ledger. Reports to Michele Keefhaver. Previously worked at a European Health Spa as a typist. Outside activities include baking, making dry flower arrangements, baseball. Is attending DeAnza College, California.

NANCY TOWNE—From accounts payable clerk to accounts receivable clerk. Reports to supervisor Cynde Nystrom. She enjoys drawing, music, and the ocean. Assists in handling daily incoming cash and other tasks as assigned.

Information Services Division

NORM COMITE—From area marketing consultant to branch manager, CAPS—East. Reports to Jack Ackerman. Has staff of 13. Joined Tymshare in 1974 as a systems consultant. B.A., political science/math, Brooklyn College, New York. M.B.A. program, New York University. ACES—1975, 1976. President's Club—1977—79. Member of Golden Circle. Photography nut and claims to be an incompetent, but persistent, auto mechanic. Outside activities also include sleeping.

SUZANNE COWING—From sales representative to branch manager, San Francisco. Reports to Alan Patty. Has staff of nine. Joined Tymshare in 1976 as an operations analyst. B.S., math/economics; M.S., economics, University of California at Berkeley. Awards: Applications Consultant of the Quarter—1977, President's Club—1978, 1979. Member of American Marketing Association. Enjoys skiing, tennis, and cheering for her kids at their soccer games.

KEVIN GARDNER—From senior applications consultant to branch technical manager, Los Angeles branch. Reports to

Terry Russey. Has staff of six. Joined Tymshare straight out of Fairfield University, Connecticut, with a B.S. in math. 1978 Southwest area Applications Consultant of the Year. Enjoys skiing, running, bicycling.

ERIC LASH—From applications consultant to government marketing specialist, Western Government. Reports to Hugh Saracino. B.S., business, Arizona State University. ACES—1978. Southwest area Applications Consultant of the Quarter—fall 1978.

KEVIN McKEON—From sales representative, Minneapolis branch, to unit manager, St. Louis branch. Reports to Jerry Chervitz. Staff of five. B.S., business management, Southern Illinois University. President's Club—1978. Enjoys water skiing, racquetball, running.

International and Corporate Operations Division

GREG MARUS—From systems consultant, CAPS-D.C., to international applications analyst, International Support. Reports to John Luongo. B.A., political science, Yale, Connecticut. M.S. in foreign service, international relations, Georgetown University, Washington, D.C. Interests include tennis, racquetball, jogging, gourmet cooking, writing, reading science fiction and humor.

Marketing Services Division

SUSAN KEOHANE—From supervisor of Equipment Orders, Equipment Product Marketing, to manager, Equipment Orders and Movements. Reports to Rick Thau. Staff of five. Joined Tymshare in 1972 as a terminal order clerk. B.A., history, California State University at San Jose. Supervises activities of Equipment Order department and quality assurance warehouse and has administrative responsibilities. Enjoys travel, music, reading, gourmet cooking.

ANN KEYES—From text processor to phototypesetter, Marketing Communications. Reports to Chuck MacKinnon. Has medical assistant diploma from Seattle Community College, Washington. Earned two Quarterly Achievement Awards. Enjoys spending time with her family.

Systems Technology Division

JEAN ROYSDEN—From programmer/analyst, Accounting and Information

Systems, to systems analyst, Tymcom X Program Products. Reports to Mike Hinckley. B.S., computer science/math, University of Kentucky. Enjoys art, astronomy, literature.

Tymnet

KEVIN COLE—From resource clerk to data entry operator, Network Analysis and Engineering. Reports to Dave Smith. Studied English at University of Kentucky. Outside interests include music, horseback riding, hiking.

HARRY RUDA—From sales representative to New England district manager. Reports to Al Zucchini. Staff of four. Joined Tymshare in 1973. B.S., management science; M.S., operations research, Rensselaer Polytechnic Institute, New York. M.B.A., marketing/finance, Boston College. President's Club—1977, 1978. Enjoys snow and water skiing, basketball, backpacking.

VIDA STAFFORD—From 370 computer operator, Computer Operations Division, to customer service representative. Reports to Tommie Tyler. Works with customers—answers their questions and does follow-through on any problems they are having with the system. Studied programming at DeAnza College, California. Enjoys dancing, movies, travel.

Tymshare Transaction Services

KAREN YBARRA—From authorization operator to statistical analyst, Irvine Authorization Center. Reports to Mike Cady. Organizes and applies authorization support systems statistics to determine workload schedules. B.A., liberal studies/education, San Diego State University, California. Teaching credential, California State Fullerton. She enjoys cooking, music, embroidery.

Tymsofac

DEBBIE KAIKEN—From receptionist to accounting clerk. Reports to Clint Koker. Studied business at Hutchinson Community College, Kansas. Member of Beta Sigma Phi, a social sorority. Enjoys sewing and woodcarving. Involved in school activities and functions with children.

SHERRI SMITH—From file clerk to receptionist. Reports to Linda Ivy, who she says has been a great help to her in her job. Also works with Debbie Kaiden, Laura Emrich, and Jennifer Connelly.

Welcome to Tymshare

(Continued from page 6)

- DANILO IRINIDAD**—Systems programmer, Validata
- KELLY JAMES**—Receptionist, Bay Area branch
- JEROME JASPERSEN**—Sales representative, Tymnet
- TERRENCE KANE**—Computer operator, Computer Operations Division
- MARY KLEIN**—Applications consultant, St. Louis branch
- DENNIS KOLB**—Applications consultant, Milwaukee branch
- ELAINE KULM**—Secretary, Tymnet
- ELLEN LEWIS**—Production control clerk, Data Network Division
- JOHN LOWE**—Applications consultant, Office Automation Division
- MARK MARMOR**—Associate applications consultant, Telephone Industry
- KATHLEEN MAUDE**—Applications consultant, Chicago Loop branch
- STANLEY MELTON**—Computer operator, Computer Operations Division
- ILYSA MENDENHALL**—Secretary, International and Corporate Operations Division
- SIMON MICHAEL**—Programmer/analyst, CAPS-D.C.
- CYNTHIA NEELEY**—Secretary, Utilities and Energy Marketing
- KAREN O'CONNOR**—Secretary, Data Network Division
- PAUL OLSON**—Applications consultant, Minneapolis branch
- WILLIAM PACINELLI**—Computer operator, Computer Operations Division
- LAURA PETTYGROVE**—Personnel clerk, International and Corporate Operations Division
- MALVERN RAGSDALE**—Computer maintenance engineer, Equipment Support Division
- KELLIANNA RAMIREZ**—Secretary, Information Services Division
- CHRISTIE ROBINSON**—Secretary, Systems Marketing Division
- SUSAN RUGGIERO**—Secretary, Manhattan branch
- RICHARD SEMETULSKIS**—Sales representative, Chicago Loop branch
- RACHELLE SIMONDS**—Computer operator, Computer Operations Division
- HAROLD SNYDER**—Computer engineer, Equipment Support Division
- WILLA SOLLEY**—Billing clerk, Tymnet
- DONALD SOUTHERN**—Programmer/analyst, CAPS-D.C.
- ROSONA STARKS**—Customer service representative, Validata
- LARRALD STOTTS**—Stockroom lead, Data Network Division
- KEVIN SULLIVAN**—Field engineer, Data Network Division
- CYNTHIA SWAN**—Field engineer, Data Network Division
- ZENOBIA THOMAS**—Paralegal, Corporate
- JAMES VETRINI**—Manager, National Depot, Data Network Division
- TRONG DUC VU**—Programmer/analyst, Finance Division
- DONALD WALKER**—Computer operator, Computer Operations Division
- RENEE WILCOX**—Secretary/receptionist, Information Services Division
- BILLY YORK**—Computer operator, Computer Operations Division
- HOWARD ZIDEL**—Sales representative, Tymnet

