UPDATE

News and Information for GE Information Services Employees

February 25, 1983

GE TO SPLIT STOCK

As *Update* went to press, the following announcement was made:

The Board of Directors of General Electric Company voted on February 18, to recommend for share owner approval at the share owner's annual meeting scheduled for April 27, 1983, a two for one split of General Electric Company's common stock, and an increase in the company's authorized common stock to 550,000,000 shares with a par value of $1.25 per share.

The split and the share increase would become effective upon the filing of an amendment to the company's restated certificate of incorporation which is scheduled for April 28, 1983. Share owners of record at the close of business on that date would be entitled to receive an additional stock certificate representing one additional share for each share held.

'82 RESULTS IN

Preliminary, unaudited results indicate that net earnings of General Electric Company for the year 1982 were approximately $1.817 billion, Chairman John F. Welch, Jr. has announced. This was an

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HENCH: THE COUNCIL'S CHALLENGES

"This is an appropriate time to talk about the wide variety of activities in our department," said Bob Hench, vice president and general manager, Engineering Department. "This year's theme for Engineers Week is 'Engineers turn ideas into reality' —and we do.

"Our engineers are active in many areas, not just the department's day-to-day activities. A good example is the participation by some of our key people, very busy people, too, in the Engineering Technology Council," he added.

Bob said that the Council is investigating areas having an impact on both the department and the business. The Council's members* are considering questions on the personal computer, including:

- What will happen to RCS in light of this technology?
- What impact would a large number of PCs have on the network and the files?
- Are there changes that will occur to the PC in the future, and what impact will that have on the business?

"The Council plans to investigate three other critical areas," said Bob. "First is the cluster technology, and whether it is the right technology over the long term. For 1985, even 1990? Second is the network. It will not survive as we know it today, but we will be involved in multiple networks. What will happen to local networks? What are the implications of a transition from homogeneous networks to large interface networks? What about voice? The third is what products and services could we design and provide if we were more end-user oriented?

"Those are some questions with serious implications for our business," he continued. "I believe that

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Bob Hench

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General Electric Information Services Company

Garry Mueller talks quality.

QUALITY, PRODUCTIVITY TOPICS OF DEPARTMENT MEETING

How do you improve productivity and product quality? The managers of the Engineering Department met for two days in Gettysburg to address themselves to that question.

The main event of the meeting was a series of breakout sessions with each group assigned an aspect of the topic to consider. The six groups considered: how tools, procedures, and environment could improve quality and managerial and individual contributor productivity; how the department can fulfill its responsibility for delivered quality; how to define and measure quality through the lifecycle; how to instill a feeling of quality awareness and personal commitment; and how the department can stimulate quality improvement in other areas of the company.

Robert Zawacki, professor of management and organization at the University of Colorado, and author of Motivating and Managing Computer Personnel, was the keynote speaker.

After many hours of discussions, the breakout groups presented reports from their sessions. The group leaders will also be presenting their recommendations to the Technology Operations staff.

The Engineering Department doesn't intend to allow the matter to rest there. They have appointed Gary Mueller to head up a Quality Council comprised of the group leaders to continue the investigation and pursue the solution to these quality related topics. The group leaders are: Ron Field, Lynn Gomilla, Henri Monnier, George Wedburd, Rafael Boza, and Kent Schwab.

Ernie's books have made the videogame craze pay off.

VIDEOGAME FANS PAY ERNIE

Though he claims not to be an arcade fan, Ernie Zavisca, a senior systems specialist in MARK III® Service, is the co-author of a recently published book on how to "Break a Million at Pac-Man." He wrote the book with a family friend, Gary Beltowski.

"Gary knew I'd been published before," Ernie said, referring to a book he wrote on Fortran. "He told me he'd played the game so many times that he had it all figured out. He wanted me to help him write a book. I finally agreed to do it as a favor to a friend."

The first thing they did was to put together a table of contents to send to publishers.

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THE UNIVERSITY OF MARYLAND: INVESTING IN THE FUTURE

"We like to have a good relationship with the University of Maryland," said Mary Howard, manager, systems engineering, Engineering Department. "We have an interest in contributing to the development of good engineers, and we like to think of the engineering students as potential employees and future customers."

Mary was discussing the complex relationship between GE Information Services Company and the University of Maryland. She explained that GE Information Services is an active participant in a number of programs with the school.

"Last year, we awarded $1,500 scholarships to five students, and this year we're doubling that number to ten," she said. We have also sponsored Maryland faculty members to participate in GE courses and we have attended job fairs at the school. GE has made grants for minority programs, as well as to the school's electrical power generating program."

"We pay heavy attention to recruiting there," said Mary, who is a team leader for recruiting at Maryland and is herself a graduate. "The interest, of course, is the fact that they have a strong engineering program and a strong computer science program."

Each spring and fall, Mary and a team of recruiters from throughout GE visit the University. "We usually average about 14 interviews each in one day, and during the course of a year, we see about 300 people."

Mary Howard

The recruiting efforts have paid off, and last year six graduating students were hired into the Engineering Department from the University. They are Margaret Breslin, Scott Ramage, John Lancaster, Marie Dougherty, Sabrina Saunders,and David Nobile.

Mary pointed out that GE Information Services supports the University of Maryland because, "There has to be a strong university climate in order to train and educate the kind of people we will need in the years ahead."

—Lynette Griffin

VIDEOGAME

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"We sent letters to 50 to 100 publishers," Ernie said, "and, surprisingly, one of them was interested."

After many hours of watching Gary's technique and developing Pac-Man strategies, they were ready to go to press. Their book was published in early 1982.

"It won't be anything either of us will get rich with, but it's nice to be able to say you did it," Ernie said.

In a second collaboration, Ernie and Gary have a new book out called "Be a Home Videogame Superstar."

It provides general guidelines and specific techniques for optimal scoring on 25 of the most popular Atari home games.

—Lynette Griffin

SEVEN RECEIVE MANAGEMENT AWARDS

"It is a pleasure to be able to recognize the outstanding performance and contributions of these seven individuals," said Bob Hench, vice president and general manager, Engineering Department. "They have demonstrated the leadership abilities necessary to guide projects to successful completion. Their ingenuity in tackling problems and resolving them has led to substantially improved product quality. And their ability to recognize and use the resources available has contributed significantly to our own internal efficiencies," Bob said.

"As a result of their efforts, we are able to produce and deliver better products and services to our customers. The special efforts expended, and the professionalism and personal dedication they have shown, is outstanding and fully deserving of this recognition. My congratulations," he said.

The winners of the 1982 Management Awards are:

Jim Burns—manager, central systems unit, MARK III® Service. Jim was recognized for the outstanding leadership and contributions he made to the Foreground Systems Support unit's maintenance, testing, and documentation work while in his position as manager. Through diligent effort, the unit's work resulted in significant gains in the testing of new software releases. Among others, the projects released include ISR930, Weighted Instruction Center (WIC), DPS-8/70 software changes, and Database Unit (DBU).

Jim Burns

Jan Gronski

Larry Patterson

Jan Gronski—senior systems specialist, communication systems. Jan was nominated by his manager for the consistently high quality of his work and for his sustained excellent level of performance on the projects to which he was assigned. Jan's specific accomplishments include the IBM 3270 Host Pad, the Remote Device Multiplexor, and the MiniRemote Concentrator. His contributions resulted in products of the highest quality and reliability.

Bette Ehrenberg—systems support specialist, MIMS® Systems. Bette received an award for her outstanding and successful efforts in assuring and controlling the quality of the 9.06 MIMS Systems release, which was the principal release of that System in 1982. Her testing work was instrumental in enhancing our cus-

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tomers' confidence in this software. Additionally, the beta testing she did on the 9.06 has proven to be an extremely useful and effective strategy for testing releases.

Bob Sparks—project manager, systems engineering. Bob received a management award for the key role he played in critical projects undertaken by GE Information Services Company. These included the STC 8650 disc, the DPS8/70-WIC, and the NSA-SR200 release. Bob was responsible for the complex and difficult job of predicting, benchmarking, analyzing, and evaluating performance-related concerns surrounding the new hardware and software being deployed, all with outstanding success.

Linda Morris—project manager, applications systems, Nashville. Linda received her award for the substantial contributions she made to the Health Care System's National Uniform Bill project. Development of the project began nearly a year and a half ago and, as project manager, Linda's excellent leadership and technical abilities have carried it through to near completion. The system, which will provide hospitals with uniform insurance billing capabilities, is scheduled for release late this spring.

Bob Sparks

Ishrat Sahasrabudhe

Larry Patterson—senior specialist, MARK 3000™ Service. Larry was recognized for his outstanding work on the MARK 3000 Operating System. He contributed significantly to improved product quality which allowed us to produce and deliver more products on the MARK 3000 Service line. In addition, his dedication to high quality enabled him to reduce the System's Defect Reports to zero, a first in the service's history.

Ishrat Sahasrabudhe—programmer analyst, applications systems. Ishrat was recognized for the excellent work she did in the Order Service Systems unit. She took on the mammoth task of sourcing a user's guide for documentation of the DISPATCH 1000™ Program, a transaction editing and processing system. Additionally, she made outstanding contributions to the design and implementation of the MARKLINK™ terminal-based DISPATCH 2000™ Program.

—Lynette Griffin

HENCH

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asking and answering these and others as they arise will help shape our future.

"It's a great pleasure to note the contributions of the Council to the business, today and in the future."

**The members of the Council are: Chris Brook, manager, advanced communication systems, communication systems; Greg Cook, design engineer, MARK III® Systems; Tony Dwyer, consulting specialist, MARK III Systems; Jim Littrell, consulting specialist, MARK 3000™ Systems; Hal Moore, manager, data management systems, applications systems; A. Morgan-Voyce, senior consulting engineer, advanced engineering; Jacques Perron, hardware architect, advanced engineering; Terry Rochford, manager, research and development, MIMS® Systems; John Watson, manager, project planning and management, systems engineering; and Barbara Heffron, Employee Relations manager, Engineering Department.*