

QDR Levels

In order to have a common understanding and interpretation of assigned QDR levels, the following is a reminder of the QDR levels and procedures to be used.

LEVEL 1 QDRs

The impact of the level 1 defect is devastating to GEISCO's clients and/or GEISCO's business objectives. The defect may prevent a client from being able to do any production work. There is no workaround, or substantial cost/inconvenience would be incurred by the client to produce a workaround. (NOTE: In some organizations, the actions ascribed to QA in the following paragraphs are performed by Integration Testing.)

- Prior to validating a QDR as a level 1, the QA manager should discuss it with the appropriate manager of the development/maintenance organization.
- The support group will immediately set up resources to resolve the problem. This team of resources gives the highest priority to the QDR until a fix is made.
- QA gives the highest priority to the QDR until the fix has been adequately tested and made available for use by affected clients.
- Level 1 QDRs may be closed when the affected clients have received the fix and it has been verified as successful.

LEVEL 2 QDRs

Level 2 quality defects represent major inconvenience/risk/cost to GEISCO clients and/or GEISCO. This problem cannot be avoided and the workaround is costly and irritating to the client.

- The support group will give prompt attention to a level 2 QDRs and coordinate resources needed to resolve the problem.
- The QA manager and the support group manager will track progress toward a fix on a scheduled basis.
- The support group manager will establish the relative priorities of all level 2 QDRs and notify QA, Marketing, Client Services and Applications Quality of the scheduled fix date for the QDR.
- QA will deploy any fixes on an exception basis from the normal deployment cycle.
- Level 2 QDRs can be closed when the fix is deployed and it has been verified as successful.

LEVEL 3 QDRs

These defects represent a low impact/cost to a client and/or GEISCO. The problem can be avoided, or

a low-inconvenience workaround is available. These QDRs will be processed by the support organization based on priorities and available personnel expertise. QDRs associated with a given module/product may be fixed in a future release as long as the timeframe has been established and agreed to by the organizations cognizant of the client impact.

These QDRs can be closed when the fix is deployed.

LEVEL 4-6 QDRs

These defects reflect problems that cause a user's reasonable expectations not to be satisfied. These may be problems that could be classified as enhancements and/or require a minor level of development work. Guidance on these levels is: level 4 defects should be given strong consideration for implementation in the next redesign of the product; level 5 problems warrant some consideration for inclusion in next product release; and level 6 problems record the client's complaint for exposure and analysis.

These QDRs will be reviewed and then reprioritized, closed with no action, or result in tasking Marketing to initiate a RDD.

QDR Priority Considerations

The QDR level is dynamic, changing with any new information from CSO, Marketing, or other sources. A QDR level may be elevated if there are several lower level QDRs impacting an important client and the client believes that he cannot use the product until these problems are corrected.

Eileen Cahill

LOOK — a File Utility

Introduction

LOOK is a utility that was written to aid in the management of the myriad of files and sub-directories that can be accumulated on an IBM PC with a hard-disk attached. It will, though, still operate on floppy and/or RAM disks.

This document provides a very brief overview of LOOK and how to obtain and install LOOK on your PC.

LOOK is full-screen orientated and the following is an example of the screen layout:

Filename. ext	WED. 26 Mar 1986 1:19:39 p.m.	File Commands (1)
< .	LOOK version 6.3	F1 Print w/header
< ..	DOS version 2.0	s-F1 Print
< ARC	10592256 total bytes	F2 Scan
< CMOD	2060288 bytes free	a-F2 Patch
< DOC		F3 Execute
AUDIT	1925 bytes in 3 archive files	a-F3 Change attribute
ERRS	791450 bytes in 81 normal files	s-F3 Chng ALL attribs
GELIB .INC		F8 Describe File
LL .BAT	5 sub-directories	a-F8 Desc + no lines
LLNK .BAT		s-F8 Delete File
LOOK .LDR		c-F8 Delete ALL Files
LOOK .LIB		
LOOK .LST		
LOOKB .PAS		
LOOKBIOS .PAS		
LOOKD .PAS	Home PgUP Select File/cmd	F10 Help
LOOKDATA .INC	navigate	Esc Exit to DOS
LOOKDOS .ASM	End Pgdn Tab-toggle	

Size: 113152 bytes Date Mod: 86/03/26 Time Mod: 09:29:50 Attr: NO
(c) General Electric Information Services, U.S.A., 1985, 1986

Explanation:

- The files and sub-directories in the current directory are displayed in the left-hand window; the files are, by default, sorted alphabetically, with sub-directories appearing first, and comprise a linked loop of filenames. Sub-directories are shown in < > pairs.

All the files in the current sub-directory are shown; this includes hidden files that are normally excluded from DOS directory displays.

- The right-hand window displays the current page of commands. (There are currently four pages).
- The following displays all four pages commands:

File Commands (1) F1 Print w/header s-F1 Print F2 Scan a-F2 Patch F3 Execute a-F3 Change attribute s-F3 Chng ALL attribs F8 Describe File a-F8 Desc + no lines s-F8 Delete File c-F8 Delete ALL Files F10 Help Esc Exit to DOS	File Commands (2) c-F2 Compare files F7 Copy File a-F7 Move File s-F7 Copy ALL Files c-F7 Move ALL Files F9 Rename s-F10 Set File Dat/Tim F10 Help Esc Exit to DOS
Directory Commands F5 Change Directory a-F5 Make Directory s-F5 Remove Directory c-F5 RD + all files F6 Direc Stats ALL s-F6 Directory Struct a-D Show all Files a-G Glance at direct F10 Help Esc Exit to DOS	Misc Commands F4 DOS cmd c-F1 Edit Print Q c-F6 Drive Stats a-F6 Delete Reference a-F Find File s-F9 File Mask a-F9 Attr Mask c-F9 String Mask c-F10 Set Date/Time a-F10 Environment c-F3 Save State c-F4 Restore State a-W Write ALL names F10 Help Esc Exit to DOS

Note: The designated key strokes can be changed. The following are a few of the highlights of the available LOOK commands:

Patch	LOOK allows any file to be patched (edited) in HEX or ASCII in a full screen mode, thus alleviating much of the pain of other methods.
Compare	LOOK will compare files in either of two modes — byte by byte, or line by line, the latter showing each line as it is compared.
DOS and Execute	LOOK is capable of executing any DOS command and/or program and/or batch file; although it is not a resident program itself it does retain control, and as it is not resident it does not use any of your valuable memory to do so.
Directories	LOOK supports the DOS CD, MD, RD commands with more flavor to them.
Searches	LOOK will search a directory by file attributes, file names and masks and by file contents.
Files	LOOK supports the deletion of, the changing of attributes on, the renaming of all files and sub-directories on your disks.
Print	LOOK will print any file to the designated device or file.
Scan	LOOK will display any file on the screen with full navigation capabilities.
Keys and commands	LOOK allows for full customization of any of its designated keystrokes and command names to your choice.
Color	LOOK will support colour monitors (at 80 chars only) and allow for customization of its displays with the supporting program LOOKCMOD.

The above command list should give some idea of the power of LOOK; I hope you find it useful. Note: LOOK requires about 168K of free memory.

Installation and Execution

LOOK can be retrieved by any of the following five methods:

- From MARK III as individual files.

LOOK resides in the following files on the DY28 or QK11 Catalogs:

MARK III	PC filename	Type	Comment
LOOKB	LOOK.BAT	Asc	Driver Batch file
LOOKM	LOOKM.EXE	Bin	Main program
LOOKH	LOOK.HLP	Bin	Help file
LOOKCMOD	LOOKCMOD.EXE	Bin	Color customization support program
LOOK.DOC	LOOK.DOC	Asc	Documentation (preliminary)

The first two files (LOOK.BAT & LOOKM.EXE) MUST be downloaded, LOOK.HLP is optional, but recommended, LOOKCMOD is only pertinent if you have a color monitor* and LOOK.DOC is entirely optional; (it contains a full, as far as I can remember, description of

LOOK and its capabilities.

2. From MARK III using the ARC Public Domain Program.

If you have a copy of the ARC public domain program you can download the following file from DY28 or QK11:

MARK III	PC filename	Type	Comment
LOOK63.A	LOOK63.ARC	Bin	ARC file that contains all of the above, except for LOOK.DOC

3. From GENie.

If you have access to GENie, LOOK is available for XMODEM download from library number 5 (applications) as file number 593; this is in ARC format.

4. From SOFTRAN

LOOK resides in the Softran EXchange system on DY28. This is however the least reliable source as far as being able to access the latest version.

5. From me.

Bring me a diskette; the complete 360K will be used. To install LOOK:

1. download the files that you require into your choice of sub-directory

2. set a PATH (via the DOS PATH command) pointing to LOOK.BAT and LOOKM.EXE: If the LOOK.HLP is also downloaded, LOOK will by default search for it in the same directory where LOOK.BAT is found; this can be changed with the Environment (a-F10) command.

(Note that the PATH should also point to the directory where COMMAND.COM resides; this is usually the root).

To use LOOK:

enter following from the DOS command prompt;

LOOK

Keeping up to date.

Whenever a new version of LOOK is available, either to introduce new features or fix bugs, (never the latter, of course) I notify the user base via a QUIKCOMM to the group address LOOK\$; if you would like to be included in this group address, send me a QK; my QK address is JULIAN.

Julian Fainlight

GEISCO's Electronic Bulletin Board

I imagine by now everyone has at least seen our new Electronic Bulletin Board showing on the large video monitors near the elevators in the Maryland Center and Metro North, but have you ever stopped to really look? Our Electronic Bulletin Board was created to be a supplementary employee communications medium in addition to our current SUPERINFOS and company newsletters. The main advantage of our EBB is that information that "doesn't quite fit" in Leader or Spectrum and "isn't quite worth" its own SUPERINFO can easily and quickly be shown on the monitors for all to see.

If you have ever wondered how our Electronic Bulletin Board works I must confess that we didn't write it. In reality, our EBB is nothing more than two IBM PCs (one driving two monitors at MC and one at MN) and the clever use of a really nice IBM PC software product

called "PC Storyboard". PC Storyboard is used to create and present "slide shows". In fact, it is fast becoming a standard for presentation graphics. At most trade shows PC Storyboard is used to present and describe all kinds of products. Its extensive use of color, eye popping graphics, dissolves, fades, weaves and other graphic tricks make it clearly a superior product for telling a story through the use of pictures.

We chose PC Storyboard because it is flexible and easy to use; you can create very professional looking slides and slide shows very fast. PC Storyboard itself consists of four separate programs: Picture Maker (PM.EXE) is a very powerful graphics program which lets you write text, create graphs, draw and edit pictures very quickly and easily. Picture Taker (PT.COM) allows you to capture screens (pictures) created by other programs, such as a 1-2-3 spreadsheet or their graphics programs and include them in your presentation. Story Editor (SE.EXE) is used to link your pictures together into a story by defining the order slides are to be shown, the length of time the slide is to be shown, the colors to be used and the dissolve method to be used between pictures. (There are 11 dissolve techniques and, if you want, all 11 can be used on the same slide with impressive results!) Finally, Story Teller (ST.EXE) "tells" (shows) the story you've created.

Currently, Spence Carter and his team in Employee Communications create new slides to be shown twice a week. Once diskettes are prepared, our security guards hand-carry them to the PCs, load them and start the new show. Our next phase, however, will be to upgrade the system to the automatic distribution of slides to the displaying PCs through the use of PC Mailbox. This will allow us to add more PCs with monitors, especially in locations outside of Rockville (Brook Park, Nashville, etc.) and will also allow more frequent updates (such as every day, or twice a day, or even just "on demand".)

I think the best part of our EBB is that it was and will be created out of existing products without much coding of anything. Actually, we anticipate writing only a small PC program that will perform two simple functions: 1) keep the screen looking "pretty" while PC Mailbox is signing on the QC to "pick-up" new messages, and 2) monitor the communications port; and if anyone tries to call the PC, then execute PC Mailbox to immediately sign on to pick up new messages instead of the pre-selected mail pick-ups once or twice a day. By combining PC Storyboard, PC Mailbox, Quik-Comm and GEISCO's network we have created an effective communications tool that has been so well received that we are even beginning to get inquiries from customers.

Please don't forget that the EBB was designed for you and if you have any ideas, suggestions or stories you would like shown send a QC to Spence Carter (SPENCE). If you would like to know more about PC Storyboard or see a demo — stop by my office and I'll gladly tell you more!

Lou Schreiber

EMPLOYEE RELATIONS CORNER

Since joining the Applications Engineering Department in January, I have had the opportunity to talk with many of you, either in meetings or in informal individual discussions. A number of good questions have been asked, which I feel are worthwhile sharing with all of you.

One employee wanted to know if he could withdraw money from the Savings and Security Program to refinance his home. As most of you know, S&S is a program that allows you to invest in various options through payroll deductions. General Electric contributes 50¢ for every dollar you invest up to 6% of your income until you have your first payout, and will match up to 7% thereafter. (For details on this or other GE benefits please consult your Benefit Plan booklet.) The program allows employees to make emergency withdrawals of their contributions without forfeiture of the company contribution for certain reasons. These include the purchase of a primary residence. However, this is not interpreted to mean the refinancing of your current home. Since you already own this home, refinancing does not come under the definition of a purchase.

Another employee was interested in why vacation banking must be done in November for the following year. It was felt that employees should be allowed to bank throughout the year whenever they determined that they wouldn't be using all their vacation. This seemed like a good idea to me so I called Corporate Benefits in Fairfield, Conn. They explained that GE accrues these benefits in advance for tax reasons. If it is not done this way the company's cost for the Vacation Banking Program would increase significantly. Of course, increased costs hurts our competitiveness in the marketplace.

Another topic that has come up is the changes in the Tuition Refund Program. The IRS has determined that, effective January 1, 1986, reimbursement of tuition for courses that are not directly related to your current job assignment is taxable income. This is applied on a course by course basis so that non-related courses taken as part of a directly related degree program are taxable. For example, a programmer/analyst who took a gym course and a COBOL course as credit toward a Master's Degree in Computer Science, would receive 100% reimbursement for the courses provided the employee was matriculated in the degree program. However, the reimbursement for the COBOL course would be non-taxable while the payment for the gym course would be treated as taxable income.

Employees with questions concerning benefits or any other issues should pull me aside the next time I walk by or call me on 8*273-4074. I will be periodically visiting each field location and would be glad to talk with you then.

Jim Violette.

We welcome the following employees who have

joined the Applications Engineering Department since the first of the year:

Sherry Hilton	Nashville
Trevor Wood	Nashville
Phil Hereford	Nashville
Cliff Story	Berkeley
Barbara Hughes	Nashville
Dave Villongco	Oyster Point
Joe Watt	Oyster Point
Earl Parkinson	Oyster Point
Ken Franco	Rockville
Scott Snowberger	Rockville
Beth Jacobs	Rockville
Majorie Rowlett	Rockville
Ken Faler	Nashville
Janine Cundiff	Nashville
Rakesh Chabra	Berkeley
Sue Cannon	Berkeley
Barbara Rogers	Nashville
Noah Mann	Nashville
Phil Pitt	Oyster Point
Felix Cruz	Long Beach
Beryl Ann DeCoste	Oyster Point
Ron Bidwell	Rockville
Nancy McIntyre	Rockville
Gayle Akers	Nashville
Garry Malone	Nashville
Bill Lipsky	Berkeley
Ken Parker	Rockville
Judy Ludington	Rockville

The following employees have received awards:

Eric Buckwalter
Scott Byrns
Dianne Dixon
Virginia Downes
Julian Fainlight
Zehavit Friedman
Paul Hume
Dave Miller
Del Mitchell
Dave Nobile
Tom Rae
Rickey Rollins
Bonnie Tincknell

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