

# S O F T W A R E A G CONNECTIONS SUMMER ISSUE

Vol 11, No. 3, August, 1986

## SAN DIEGO CONFERENCE— A GREAT SUCCESS!

The 15th International Software AG Users' Conference was held May 11-15, 1986, in San Diego, California. The theme was "Beyond The Horizon", emphasizing the continuing growth and development of Software AG. The conference was a huge success, as measured by the verbal reactions and the evaluation forms received from most of the nearly 1400 conference attendees. The users of Software AG products attended product presentations and demonstrations, intensive classes and tutorials on product applications and usage, workshop hosted by Special Interest Group Chairpersons, and numerous user presentations.

In a special presentation, the SAGGROUP Executive Committee honored Larry Jayne, Software AG Manager, Customer Relations, for four years of outstanding service. He was presented with a three-foot high regulator clock made of oak, with a gold pendulum, cathedral chimes, and a dial that tells the day of the month. Richard Wolverton, SAGGROUP President, cited Larry for intelligence, energy, persistence, patience, sensitivity, and humor. Richard emphasized that the clock represented the gratitude of



(L to R) Richard Wolverton, SAGGROUP President, presents a pendulum clock to Larry Jayne, Software AG Manager, Customer Relations as Carlo Scagnelli SAGGROUP Secretary looks on.

the entire membership, as well as the Executive Committee.

After a welcoming speech from John Maguire, conference attendees had an opportunity to hear from Peter Schnell, President, and Peter Page', Executive Vice President, Software AG Darmstadt, and from Stuart Miller, President and CEO of Software AG of North America. The speeches highlighted ways in which Software AG is moving "Beyond the Horizon" of its own accomplishments. *continued on inside of back cover*

# CUSTOMER SUCCESSSES

## State of Colorado Gets Help From Software AG's On-Site Service Team

Shortly after the State of Colorado's Department of Labor and Employment converted to IBM hardware and purchased Software AG's ADABAS data base management system, their DP staff hired a consulting firm to help design the data base for their first large development project: an Unemployment Insurance Tax System.

Not long after the consultants went to work, Jean Booth, Data Administrator from the Department of Labor and Employment, realized there was not enough in-house experience with Software AG products to know if the consultants were on-track or not. Booth's Software AG Account Representative, Jim Beavers of the Denver Sales Region, advised her to seek the help of Software AG's On-Site Service by explaining that they not only help users with performance and tuning and file design, but also assist users in other ways to maximize software productivity.

Booth set up a meeting with Paul Peterson, Manager of On-Site Service. They had a long "what if" conversation, and Booth decided the State of Colorado could definitely take advantage of some additional outside help. Consequently, she issued an RFP and received three bids: one from Software AG, another that was open-ended, and a third that would cost twice as much money as Software AG's. Booth hired Software AG!

Work began a few days later when Dave Tipler of Software AG's

Reston, Virginia office arrived at the Department of Labor and Employment. According to Booth, she was "immediately impressed by Tipler's professionalism, helpfulness, and — most of all — his knowledge. He quickly grasped the situation and began dissolving many myths that had developed over the right or wrong way to proceed with the Unemployment Insurance Tax System. He worked a solid 10 hours his first day on the job. On subsequent days, he would get started working and just not stop!"

What Tipler found was a mistake commonly made by consultants. They had not grasped the big picture; rather, they had worked from the bottom up on one small facet of one division. Tipler's approach was just the opposite. He first conducted a logical walk-

through with Department of Labor and Employment's DP staff: DBA Bernie Williams, Analyst Rich Bogacz, Booth, and the consultants. Tipler used this time to gather all of the information he needed to have a clear overview of the business he was dealing with and how all of the entities related.

Once Tipler had all of the data he needed, his time was spent working on his recommendations, which he presented verbally while still onsite. After leaving the Department of Labor and Employment, he followed up with a written report detailing each recommendation.

The logical walkthrough was followed one month later by a physical walk-through. That involved three days Booth remembers well. She says "Those were grueling days. Tempers flared and everyone was hot and tired, except for Tipler. He never seemed riled and tirelessly kept going in spite of us all!" Again, Tipler presented his recommendations verbally while still onsite, then later put them into a report and sent it to everyone involved.

According to Booth: "The result of having hired On-Site Service has been very beneficial and the data base design work can now proceed smoothly. Tipler addressed discrepancies found between the conceptual and physical designs and between what manage-  
*continued on inside back cover*



Left to right: Jean Booth discusses project status with Bernie Williams and Rick Bogacy



## PRESIDENT'S MESSAGE

*Carlo Scagnelli*  
*Central Hudson Gas & Electric Corporation*

In reviewing the "President's Message" articles for the past few years, I find myself slightly apprehensive and at a loss for words, although those who know me would find this hard to believe. All the topics have been covered, all the points made and reinforced leaving little opportunity for anything but redundancy, the farthest thing from a DBA's mind. However, our environment has changed dramatically in the recent past and promises to continue to evolve at an ever increasing rate in the foreseeable future. The key to effectiveness both individually and as a users group seems to remain the same: PARTICIPATION.

The annual users' conference provides the opportunity for each of us to meet, exchange ideas, elaborate on problems, gripes, cures and solutions near to our hearts and wallets. We form new friendships, re-establish old ones, talk and listen, sometimes more of the former than the latter or so it seems. After the demos, tutorials, classes, workshops, lectures and presentations, we return to work to find we've retained far more than we'd ever expected. For some, the end of the conference is a return to regional, SIG or Executive Committee activities. For most, the end of the conference is the end of all user group activity for another year.

This is the user we must reach if SAGGROUP is to remain viable and effective. SAGGROUP IS communication, interaction and sharing of ideas and abilities. There are several ways of encouraging this involvement. First, there must be understanding as to who we are, what we do and what it takes to get the job done. To provide a better focus on SAGGROUP, it's structure will be identified and explained in future newsletter issues, beginning with the Executive Committee through the Special Interest Groups, Standing Committees, Regions, etc. Further, a handbook will be developed to fully explain each position and what's involved so that when you're contacted by the Nominations Chairperson (and you will be called), both you and your employer will know the degree of involvement required.

Of a more immediate nature, we have more of an opportunity today to directly affect our tomorrows than ever before. As you read through the minutes of the Executive Committee session, you'll see the term 'user panel' referred to time

and again. Having provided a high degree of success with PREDICT and CON-NECT, similar representative groups are needed in several areas including the following:

- Review of new documentation for each new product release. As a result of your replies to our annual Technical Support Survey, a dedicated staff has been established within Software AG to rewrite all support material. Your input and review is needed. Contact the Education/Documentation SIG Chairman or the SAGGROUP Product Representatives to offer your support.
- Specification review for the Denver on line access system as clarified in the minutes. An answer to our requests for the past several years, the opportunity to make a direct impact is here. Contact the North American Area Representative if you want to offer your 2 cents.
- Developing the concept of an Administration Control Facility would provide centralized control of profile information for every Software AG product which currently maintains separate information thereby increasing the maintenance burden. Of strategic importance, here's a change to really impact us all.

These and other product specific panels will be established with your help. Over the years, we have asked for involvement in product direction and now we have the opportunity. You should understand, that these panels are neither personal gripe nor change enhancement sessions. These are strategic development discussions to provide acceptable global direction for the product or topic under scrutiny. To not avail ourselves of the opportunity to exert our influence should preclude our tendency to bemoan the results when they are not to our liking. It is only through communication on these and other issues confronting SAGGROUP that we can benefit. The burden of the creation and continued activity of these panels will rest with the individual SAGGROUP product representatives and especially the individual SIG chairpersons. The solicitation of panel members, organization of a functioning structure, scheduling and follow up will require effort. But the results can be more than worthwhile. We'll all get out what we're willing to put in.

Finally, I want to thank all the people who have already participated at all levels of the organization and whose involvement was evident in the excellent presentations and workshops at the San Diego conference. They are an example for the rest of us and a credit to themselves and their companies. □



*Peter Schnell, President, Software AG Darmstadt, during his ADABAS V5 Features and Performance presentation.*



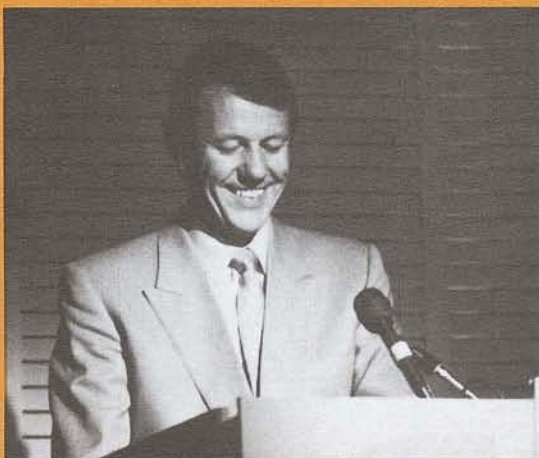
*Mr. Ishii, President, Software AG, Far East.*



*John Maguire, Chairman of the Board, greets an attendee before the program begins.*

## **15th International Software AG Users' Conference**

*Tom Dimock, Cornell University, (l) sharing his views with Roel Pieper, Software AG Darmstadt.*



*Peter Page', Executive Vice President, Software AG Darmstadt speaking at the opening general session.*





*Stuart J. Miller, President and CEO, Software AG presents Richard Wolverson (l), out-going SAGGROU President with a plaque in recognition of his achievements and accomplishments.*

*Richard Wolverson, SAGGROU President, (l) smiles as Tom Blondi, VP, Marketing, rises from his first of many dunkings in the dunk tank at Sunday night's Presidents reception.*



*Lin Pearce, Executive Vice President, Software AG presenting Industry Trends and Software AG.*



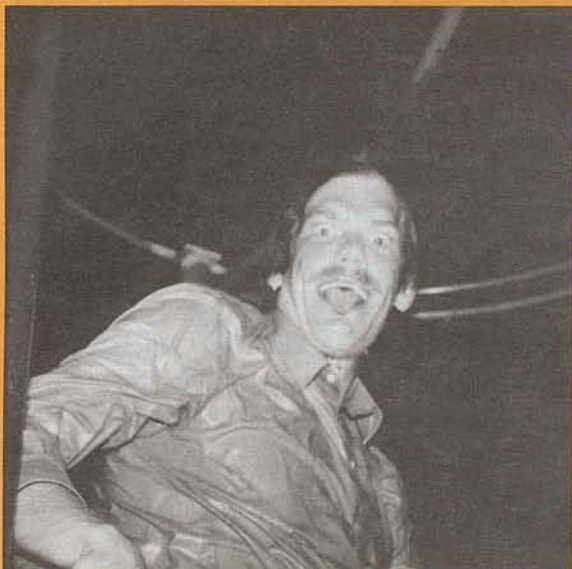
## 15th International Software AG Users' Conference



*(R to L) Wes Jenkins, U. S. Congressional Budget Office with Anne Jenkins.*

*Bill Speaks, ANR Freight, the new SAGGROU NATURAL Product Representative and Steven Bradley, Weyerhaeuser Company, the new SAGGROU Secretary.*

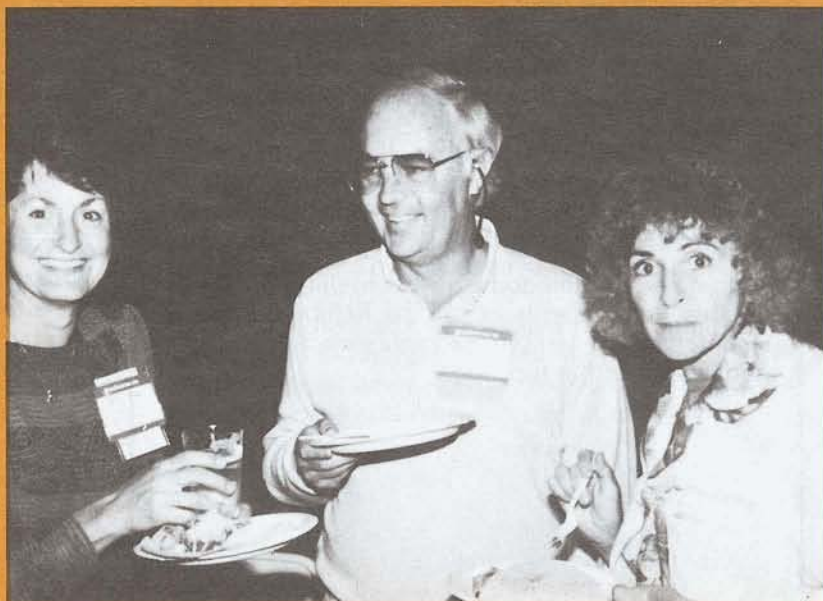
*Is Roel Pieper, Software AG Darmstadt, trying to drink the dunk tank dry?*



*Robert Rieckoff, Inland Steel, presenting "Computer Integrated Manufacturing—How ADABAS/NATURAL Linked Our IBM and DEC Environments."*



*A few of the over 1,400 attendees at the opening general session.*



*(L to R) Hettie Steyn, Software AG South Africa, Len Israelstam, Software AG Israel and Rozie Israelstam.*

## REGIONAL REALIGNMENT RESULTS

*Colette Farabaugh*  
*Dole Processed Foods*  
*North American Area Representative*

The responses to the Regional Realignment survey that went out in December stopped trickling in about March. When all of the numbers were added up, the response turned out to be very good - over 40% of the licensed sites in North America returned questionnaires.

The results, based in part on the numbers, but most especially on the comments, are listed below. I took into consideration comments about travel distance to meetings and made a rough estimate on mileage between user sites and the current region and user sites and the proposed region. I could not factor in such variables as actual location of the meetings, since in most cases they move around, or in air transportation availability. And, to help make several decisions, I contacted a few users and asked some "Would you be able to go to ..." and "Which would be easier for you..." questions.

The recommended changes were approved by both the Regional Representatives and the Executive Committee at the annual Conference, but before the SAGGROUP Constitution appendix is updated the Executive Committee would like to be sure that the newly formed regions will have support from the user community. The users who have volunteered to host the first meetings will be responsible for announcing the meetings, setting an agenda and starting the process of getting a Regional Representative elected. After several meetings, the Representatives will report to the Executive Committee on the attendance and support by users in the Region. Only after it has been shown that the users are supporting the region by attending and participating in the meetings will the change be official and the Constitution updated.

Before I list the new Regional configuration, I'd like to remind you of one very important thing. Any Software AG license holder can attend any Regional meeting, regardless of whether that meeting falls within his regional boundaries. These boundaries are not fences. If a user finds it more expedient to attend the user meetings in a neighboring region, he should do so.

If you would like to be on the mailing list for another Region, write or call the Regional Representative and tell him/her you would like notification of the meetings.

### THE RESULTS

- \* EASTERN REGION - consists of Virginia, West Virginia, Maryland and Washington, D.C.
- \*\* DELAWARE VALLEY REGION - consists of Delaware, New Jersey south of Interstate 195, and Pennsylvania (with the exception of Erie).
- \* EASTERN GREAT LAKES REGION - consists of New York State (with the exception of the Metropolitan New York Area) and Erie, PA.
- EASTERN CANADA REGION - unchanged.
- HAWAIIAN REGION - unchanged.
- \* MIDWESTERN REGION - consists of Minnesota, North Dakota, South Dakota, Nebraska, Wisconsin, Iowa, Illinois, Missouri and Kansas.
- \*\* EASTERN MIDWESTERN REGION - consists of Michigan, Indiana, Ohio and Kentucky.
- NEW ENGLAND REGION - unchanged.
- \* NORTHEASTERN REGION - consists of the Metropolitan New York Area and New Jersey north of Interstate 195.
- NORTHWESTERN REGION - unchanged.
- PACIFIC SOUTHWESTERN REGION - unchanged.
- \* ROCKY MOUNTAIN EAST REGION - consists of Montana, Wyoming and Colorado.
- ROCKY MOUNTAIN WEST REGION - unchanged.
- SIERRA PACIFIC REGION - unchanged.
- SOUTHEASTERN REGION - unchanged.
- SOUTHWESTERN REGION - unchanged.
- WESTERN CANADA REGION - unchanged.

Those of you who fall within the new regions should be receiving a notification of the first meeting, to take place in June or July. If you so not receive any notice, contact the appropriate person, listed below.

- \* - Existing Region change
- \*\* - New Region formed

#### DELAWARE VALLEY REGION

John Tomashunas  
Merck & Company  
W38M-1  
West Point, PA 19486  
(215) 661-7096

#### EASTERN GREAT LAKES REGION

Bonnie Sale  
Rochester City School District  
131 W. Broad Street  
Rochester, NY 14608  
(716) 325-4560 ext 2497

#### EASTERN MIDWESTERN REGION

Kelly Jones  
Leaseway Transportation  
3700 Park East Drive  
Beachwood, OH 44122  
(216) 464-3300 ext 2368

If you have any comments, questions or concerns about these new boundaries, please contact either your Regional Representative or myself. □

## THIRD ANNUAL UNIVERSITY/COLLEGE MEETING

*R.E. Ebeling*  
Conference Chairman

All university and college users are invited to attend the Third Annual University/SOFTWARE AG User's Group Conference to be held November 2-5, 1986, in Austin, Texas.

This year's conference is being hosted by The University of Texas at Austin and will be headquartered in the recently completed Capitol Marriot Hotel near downtown Austin. The conference committee feels very excited about a program that offers a "little bit of everything" for anyone involved with SOFTWARE AG products from the new beginning to the long time user.

Great care has been taken to structure the sessions to allow ample time for continuing session discussions and for exploring the city of Austin and the surrounding area. Do plan to join us and be a part of the continuing Texas Sesquicentennial celebration!

Mark your calendar now! This will be a great opportunity for you to share ideas and experiences about ADABAS, COM-LETE, and related products/applications, with friends and colleagues.

## SAGGROUP SECRETARY POSITION

*Carlo Scagnelli*  
Central Hudson Gas & Electric Corporation

Over the years, many users have asked about the duties and responsibilities of the various SAGGROUP Executive Committee positions. In an attempt to clarify and define these duties and responsibilities, I have outlined a description of the position of SAGGROUP Secretary. Look for articles outlining the other SAGGROUP Executive Committee positions in future issues of this newsletter.

The SAGGROUP By-Laws define the position and duties of the Executive Committee Secretary as follows:

The Secretary of SAGGROUP shall issue advance notice and keep the minutes of Executive Committee meetings. The Secretary shall be responsible for timely response to written correspondence sent to SAGGROUP and for sending minutes of Executive Meetings to the Executive Committee and all Regional Representatives. The Secretary shall also issue a summary of all Executive Committee Meetings to the Newsletter Editor for publication in the next Newsletter.

The key element of the Secretary's position is the accurate recording of discussions at Executive Committee meetings. The annual meeting is held during the international conference with at least one interim meeting held 6 months later at either Software AG's Reston headquarters or Denver. During the meetings, the Secretary may be required to read back portions of prior discussions, motions, etc. Some former secretaries have developed preliminary drafts of the days events each evening so as to be prepared for the following day. This is a personal judgement on the quality of the minutes taken and the individual's personal retention span.

Immediately following the close of an Executive Committee meeting, the Secretary must prepare a complete draft version of the minutes for distribution and review by all members of the Committee. Distribution within Software AG is handled by the Software AG User Group Liaison. Accompanying the draft, the Secretary prepares 2 Action Lists, one each for Software AG personnel and Executive Committee members. These lists identify by individual the 'to do' items cited during the meetings which need to be completed by the next meeting or immediately thereafter. After revisions based on the review, a final corrected version is issued to all original recipients.

A summary version of the minutes is prepared for the Area Representatives who in turn distributes copies to the regional representatives. This change from the duties as described in the By-Laws reduces the mailings required of the Secretary and provides continuity through the appropriate Executive Committee position. This summary may also be forwarded to the User Group Liaison for inclusion in the next issue of the newsletter or further summarized as required. The intent of the newsletter version is to provide all the data necessary for the edification of SAGGROUP members while eliminating the verbiage necessary within the formal minutes to clarify issues for future Executive Committee meetings.

The time involved in preparing and correcting the minutes and related summaries depends primarily on the meeting's length and content. A good rule of thumb is 3 development hours for each meeting hour. Preparation of the conference meeting minutes and summaries can take up to 50 hours. Depending on the accuracy of the first draft, subsequent revisions and final issue usually involve a minimal amount of time. Minutes for the interim meeting take half as much time or approximately 25 hours. (These estimates are based on having some typing ability and using a good word processing system. A totally manual effort would substantially increase the involved time.)

In addition to the minutes, the Secretary prepares required correspondence for Executive Committee members and retains a record of all correspondence received and transmitted. As most Committee members prepare their own letters, this effort is usually minimal and may account for only several hours over the course of a year.

The position of Secretary can be one of the most informative and rewarding on the Executive Committee depending on the individual's degree of involvement. Intense activity surrounds the Committee meetings when concentrated effort is required to expeditiously deliver the minutes. However, the insight one can obtain into the organization of Software AG and SAGGROUP based on the discussions and all correspondence can be significant. □

## SAGGROUP EXECUTIVE COMMITTEE UPDATE

*Carlo Scagnelli*

*Central Hudson Gas & Electric Corporation*

The Executive Committee's annual meeting was held during the International Conference on May 10-15, 1986 in San Diego. Meeting highlights are included for your information. Should you require more information or clarification on these or other topics, please write me at the address in the rear of the *NEWSLETTER* and a detailed answer will be provided either directly or in future issues.

### ANNUAL INTERNATIONAL USERS' CONFERENCE

A new session was added on Monday and Wednesday evenings to provide current users with the chance to communicate directly with Software AG management, product developers and technical staff. The "Open Forum" seemed to be a success based on comments from attendees. Further feedback would be appreciated.

General comments indicated the conference was well received and informative. Although space was a little tight, our growth as a group is a primary factor. This year's attendance of about 1,450 is expected to increase to over 1,700 in 1987.

### EXECUTIVE COMMITTEE

Although each open office had at least 2 candidates, it has become evident that more data about the function, tasks, time requirements etc. of each position may help generate interest among potential candidates. It's difficult to justify a candidacy to management without knowing what will be involved. Within the next several months, Buck Shaw will compile an "Executive Committee Handbook" including this information to supplement the descriptions contained in the Constitution. Excerpts will appear in future *NEWSLETTER* issues.

In an immediate effort to further this same understanding, an invitation was extended to the regional representatives to attend this year's luncheon sessions. Several individuals availed themselves of the opportunity and the process will be continued at future international conferences.

## SOFTWARE AG

Stu Miller announced several organizational changes within Software AG including the addition of Carlton Crenshaw as Treasurer and Chief Financial Officer, Lin Pearce as Executive Vice-President Sales and Marketing, Bruce Mancinelli as Vice-President Market Development and Hillary Reilly as Executive Director of Information Services.

Ms. Reilly will be responsible for Data Base Administration, Data Administration, MIS and Office Systems within Software AG which are to function as 'end users'. The goal is to use Software AG products in a corporate production environment as do the members of SAGGROUP.

COM-PLETE development and support groups have been merged to provide stronger end user support for the product. In addition, VMS products will be supported by a separate organization given the basic differences from the IBM world. This will be merged into the normal sales organization to provide continuity of service and regional support.

## PRODUCT PLANNING AND IMPLEMENTATION GUIDES

New planning and related implementation guides will be issued with release of the products. An amendment may be issued to the recently issued NATURAL Planning Guide if changes are required as a result of the testing process.

## PRODUCT SUPPORT

Users receiving 'optional' zaps should remember that these must be reapplied to each new SM or release. The warning message supplied with the zaps will be made more conspicuous in the future.

A new phone system installed in Denver will provide better control of customer calls and reduce in-busy signals. Improved service should also result from organizational changes and increased staff in all product support areas.

### *Online Service Connection*

In order to provide a higher service level and in answer to SAGGROUP requests, Denver has prototyped the 'Service Connection' system to enable Software AG users to dial into Denver. It will contain a User Profile System updated on a voluntary basis by individual users. Down loading of zaps to the user site will be possible. A bulletin board may be available plus data on outstanding fixes, early warnings, 'fair warnings' about known problems, education schedules, SAGTIPS and SAGUTIL data. Access to Technical Support will not be provided. A user panel will be created to review final technical requirements and options. SIG chairpersons and users will be contacted to make up this group and provide up front input into its direction.

### *Product FIX TAPES Process*

The ADABAS post SM release FIX TAPE was part of a pilot project to determine its value to the user. If final feedback is favorable, the concept will be expanded to all product lines. Initial response is highly favorable. FIX TAPES will contain all available zaps to enable users to keep current in the easiest way possible while the purpose of SM releases is to provide a synchronization process to bring ALL uses to one consistent level of product implementation.

### *Tracking COM-PLETE Temporary Fixes*

Distribution fixes for COM-PLETE to individual users and not across the board is part of Software AG's attempt to isolate the problem to one user site. High impact fixes will be distributed to all sites as they become available.

### *NATURAL 2 Character Name Conversion Utility*

A utility will not be developed unless absolutely necessary. Investigation revealed more potential problems could be created than solved including long line generation which would require manual review and could cause significant difficulties. Feedback is needed to determine the effect of the decision.

Currently, compiled programs using 2 character names will continue to work in NATURAL 2, with recompilation necessary to take advantage of new functions, at which time the 2 character names would have to be eliminated.

### *VM Userid Truncation*

This has been corrected and a zap is available.

### *Storage of ET Data by Batch Name*

A user exit will be available in Version 2 to permit users to change the userid to make it unique at execution time. This process will make the procedure consistent with RACF and NATURAL SECURITY.

### *Centralized Administration Control Facility*

If and when developed, the facility will be incorporated into PREDICT. Profile information will either be used directly by subsidiary products via an active dictionary link or down loaded to the systems' profile structures during initialization. A user panel is highly desirable for this item because of its global impact and the need for smooth integration and product interfacing.

### *Product and Pricing Policy*

Stu Miller said the Executive Committee should take credit for the change to the pricing policy for PREDICT ACM. This could have been very detrimental to the Software AG/SAGGROUP relationship but was handled in a professional manner by the Executive Committee who monitored the situation both carefully and completely. The results were truly appreciated by Software AG.



### *Scheduled Periodic Product Releases*

The plan is for smaller, incremental changes rather than major, high impact releases every several years. The intent to accelerate releases is not always possible. There is a trade off between the acceptable degree of change and the resulting effect. One very important aspect of more frequent releases is the absolute necessity that ALL users get up to speed by implementing releases as quickly as possible at their sites.

### *Marketing Policy*

Five new products were announced in San Diego. For these products, a 90 day period will exist when a 20% discount will be available. Since these new products were announced approximately 90 days before release, users will have 180 days in which to work out purchase proposals, obtain funding etc. and still avail themselves of the discount.

On the subject of account representatives, some users have complained of never being contacted. Lin Pearce stated that the ARs MUST be supportive of the users, call on a consistent basis and record gripes as well as 'attaboys'. If problems occur, users should contact the regional manager and escalate to Lin Pearce directly if necessary.

Future Software AG support strategy is to make regional sales offices as self sufficient as possible. Fully 80% of the Denver calls reflect information that is available and these could be handled locally, thereby releasing the Denver support staff to concentrate on the 20% which represent true user problems.

### **PRODUCT REPRESENTATIVES**

#### *ADABAS*

ADASCRIP+ users may have to acquire NATURAL to retain the same level of functionality. Currently only 31 U.S. ADABAS customers do not have NATURAL. While ADASCRIP+ will work in Version 5.1, there will be no support nor enhancements to the product so functionality within the product will fall further and further behind NATURAL.

#### *NATURAL*

Because of the continuing misunderstanding of the use of the CMP-EXIT, it was explained that use of the feature will cause users to lock themselves out of future facilities. However, Software AG will continue to support the current level but will not provide future enhancements. Many users are shifting away from the feature. A new letter on the CMP-EXIT and Software AG's policy for it will be distributed in the near future.

### *PREDICT*

The PREDICT User Panel has been restructured and will meet with Software AG representatives in the near future.

### *CHANGE/ENHANCEMENTS*

All C/Es through December 1985 were included in the Conference Proceedings. Marty Henderson and Kelly Jones are to be commended for their efforts. The shorter time frame will be retained to let it mature and should reduce the number of items processed once the initial conversion problems are overcome.

Voting will be changed to eliminate the High-Medium-Low categories. Rejected items will be reviewed and the "why" of the rejection taken into account (single user need, Software AG direction, global interest, etc.) before a request is eliminated from the voting process.

### **TECHNICAL SUPPORT COMMITTEE REPORT**

#### *1985 Survey Report Review*

Fewer surveys were received than previous years possibly caused by the confusion registered by many users who discarded copies thought to be extra which actually referred to other products. In the next survey, the cover sheet will contain a banner title identifying the individual product to be reviewed.

Overall, SMs were found to be better than in previous years for products other than PREDICT. Technical calls in the "Never Resolved" category were up for ADABAS but down for NATURAL and COM-LETE. Items resolved within 1 week were also up indicating a significant service improvement.

Two additional product surveys will be added for NATURAL and ADABAS (VMS).

#### *Post Conference Distribution*

As soon as corrections are made to the preliminary report, a final copy will be released for general distribution in late June or early July.

### **SAGGROUP INPUT TO PRODUCT DEVELOPMENT**

#### *Current and Future Product User Panels*

There is a highly acknowledged need and benefit to continue user panels for an expanded field of products in the future. The following progression will be followed to develop and maintain these panels when desired or required.

Individual Software AG Product and Project Managers will contact the specific SAGGROUP Product Representative defining the product, time frame, user base desired etc.



- The SAGGROUP Product Representatives will contact related SIG chairpersons to solicit users willing to devote the needed time and effort.
- Software AG will retain the right to define the operating environment which the user panel must represent.
- SAGGROUP Product Representatives will retain the right to select specific users to fulfill those requirements.

Users who wish to be involved must understand that together with the opportunity to input their ideas comes the responsibility to be active, meeting at least once every 6 months, come prepared and ready to work. This is not to be viewed as a personal C/E session but as a chance to assist in developing the global product directions.

## EDUCATION/DOCUMENTATION

### *Regional Education Capabilities*

A regional training facility is opening in the Irvine - Los Angeles area during September 1986. Software AG intent is to have regional training facilities in each of its 20 regional sales locations. Expansion will continue towards this goal over the next several years.

### *Status of Documentation Rewrite*

Progress is being made with new documentation for the VSAM BRIDGE recently issued. The first draft of the NATURAL V2 and ADABAS V5 documentation will be ready for review by July 1986 by a selected user panel.

The documentation group, now staffed by 6 employees, represents Software AG's response to Executive Committee efforts and results of the annual Technical Survey. Given this effort, Software AG feedback as to the results perceived by the user community is essential. The recent PLANNING GUIDE for NATURAL Version 2 was a product of this group.

SM documentation is not very user friendly and reflects its technical origin. This may be developed by the documentation staff after more critical documentation is completed.

The current practice of intermingling DBA oriented and technical material geared more toward the technical staff will be reviewed. It should be separated where possible to eliminate the need to edit out detail to which non data base staff should not have access as well as facilitating the update of manuals. This is possible though some information may have to be repeated.

Within the products themselves, more online help references will be included which may eliminate the need to refer to written documentation in many cases.

### *Schedule for New Documentation Distribution*

PREDICT V2.2 will have new documentation which will be less technical and more user oriented. Documentation for ADABAS and NATURAL will be released with the products. The intent is to have new documentation ready for each product at the point of a major new release with core products coming first.

### *NATURAL Internals and Tuning Guides*

These are in progress and will reflect the NATURAL V2 environment. CICS relationships to NATURAL performance parameters should be included plus which areas should be investigated along with timing improvement suggestions.

### *General Course Development Status*

VMS courses will be announced in June 1986. VAX equipment will be installed to provide hands on training for related products.

NATURAL/ELITE has been introduced with introductory courses including NATURAL FOR THE BUSINESS PROFESSIONAL, INTRODUCTION TO ADABAS and INTRODUCTION TO NATURAL. Additional courses will be added including NATURAL V2 ENHANCEMENTS, NATURAL V2 PROGRAMMING, SUPER NATURAL and CON-NECT.

The NATURAL ADMINISTRATION and PREDICT and DATA DICTIONARY courses have been introduced and have been well received. The PREDICT course was restructured to include a 1 day concepts review and student comments have favorably improved.

All core courses for ADABAS and NATURAL are being rewritten to reflect the new product releases. Project teams have been assigned and development is under way. These will reflect the dramatic differences in product content and may have to be retaken by current users. Courses will relate to various skill levels including BEGINNER, SURVIVAL (necessary skills), INTERMEDIATE (function based) and ADVANCED (problem definition, analysis and performance).

An advanced level DBA SKILLS course is planned to be offered once a year, every year to bring current DBAs up to speed on new features and enhancements to the products. This will deal with very current topics and will be changed at least on an annual basis if not semiannually.

The basic DBA SKILLS WORKSHOP may be expanded to 2 weeks to provide a cookbook oriented "how to" if not "why" training atmosphere. The format met Executive Committee misgivings in that 2 weeks is too long to be away

from one's job. In addition, the exact opposite is needed; a 'crash' course to provide basic skills quickly to the new DBA who hasn't much time to devote to things other than day to day survival. The possibility of developing a 'fast track' course with advanced topics covered later will be reviewed.

CONVERSION WORKSHOPS addressing the new features of both ADABAS V5 and NATURAL V2 will be available about the time the products are released.

#### *NATURAL Administration and Internals Course*

The NATURAL PERFORMANCE and TUNING course must be developed to achieve performance in the NATURAL environment before systems are coded, not after, when the task becomes immensely more difficult. The NATURAL ADMINISTRATION course is good but does not address the issues of performance directly.

#### **REGIONAL REALIGNMENT PROJECT**

U.S. regional alignments will be permanent pending the formal organization of each of the newly defined or modified regions. Should these fail to become active and viable, regional alignments affected would revert back to their original boundary definitions. Each affected region will be contacted for the results of their election of officers, meeting programs etc.

#### **FUTURE CONFERENCES**

In order to maintain the same kind of format and still keep the number of concurrent sessions manageable (the 1986 conference had instances of 7 concurrent sessions in several time slots), alternative arrangements, permanent sites or the use of conference centers will be reviewed.

The 1987 conference is scheduled for October 4-8 in Miami at the Fontainebleu Hotel. The shift to October was necessitated by the impossibility of finding a site with sufficient size during the late spring and early summer months when numerous smaller groups meet thereby reducing the availability of the large contiguous space required for SAGGROUP.

#### *Executive Committee Interim Meeting Schedule and Location*

Due to the rescheduling of the international conference to October, the Executive Committee will hold 2 interim meetings. The 1986 fall session will be held at Reston on November 13 and 14, 1986. The 1987 spring session will be held at Denver, April 23 and 24, 1987.

#### **BUSINESS INDUSTRY GROUPS**

BIGs will elect one representative to review their need for Executive Committee representation and provide a formal report at the November meeting at which time a course of action as to representation will be decided.

#### **AREA REPRESENTATIVES**

Reston as well as Denver personnel can be requested to attend regional meetings including product managers and staff personnel. However, at least 2 to 3 weeks notice is required for scheduling. Regions giving only a few days notice should not get upset if their request is denied.

Customer lists are not available for regional representatives review for contact of users in their region as the information is privileged. Standard procedure is for new users to be sent a package introducing them to SAGGROUP and the individual to contact for further information. The user then initiates the contact to the region. In this way, those users wishing to remain anonymous are protected. ARs could handle this as well as follow up with new customers to insure that they wish to remain confidential and have not just forgotten. Once identified, the regions should handle their own mailings.

#### **ADDITIONAL TOPICS**

##### *VMS Product Representative*

A request was for direct representation of VMS product users on the Executive Committee. An AD HOC committee was appointed, chaired by John Kaye, Foremost Insurance, to include both the ADABAS and NATURAL product representatives, Buck Shaw, MIT, and Chip Gilbert, Martin Marietta. They will decide on the best form of representation for VMS users and they would report to the Executive Committee in November. Should a final solution not be available by then, Buck will temporarily represent the VMS user base.

##### *Education/Documentation SIG*

This SIG has not been active for a long time and a request was received to add an Executive Committee position which could develop user panels as required to review education and documentation requirements. The suggested alternative was to dissolve the SIG. With the advent of new releases from Software AG's new documentation staff, SIG Chairman Mike Miller will be notified of the need for user panels to review the new documentation. The SIG should work through the product representatives to create user panels to carry out its function after which it can be disbanded. If unable to provide the required support, it will be dissolved per specifications within the SAGGROUP Constitution. No position will be added to the Executive Committee. □

## EASTERN CANADA REGION

Jan Warren  
Consumers' Gas

Eastern Canada's SAGGROUP met on April 1, 1986 in one of the committee rooms of the City of North York Municipal building. Vern De Guerre of the Information Resources department hosted the meeting which was attended by 32 users from 19 user sites.

The meeting began with a brief discussion led by the User's Rep about the upcoming SAGGROUP Executive Committee Meeting, ADABAS and NATURAL training and the election of a new User's Rep. A user has volunteered for the position and will take over the functions of the Rep when approval has been received from his management. This discussion was followed by an enlightening presentation of NATURAL Version 2 given by Ted Venema of Software AG of Canada. It was interesting to see what new features are expected as well as the improvements made in the language itself - it appears that we have a full blown programming language! We are also pleased to see the array processing.

After Ted finished, Mike Ater from Software AG of North America gave a summary of what he has managed to accomplish at Software AG thus far, what he still plans to accomplish and included a list of the products (version and SM's) and their planned time frames for testing and release. Prior to this presentation, Mike was given one-page list of User Concerns. Most of these were addressed in his presentation, however, he did address them individually after his summary.

Lunch was followed by a presentation by Joan Sochor of Arbiter Systems Inc. on their product Arbiter. Arbiter is a financial decision support Software, an easy to use package with tools provided to monitor and model information and forecast the effect of decisions. Arbiter can provide financial modeling, forecasting and budgeting software for IBM and DEC mainframes and IBM Personal Computers.

The last presentation of the day was given by Bob Davis of Royal Trust who recently installed NATURAL/AF and the ADABAS VSAM Bridge. Bob described the Royal Trust environment to provide some background information and went on to describe the installation of each of the two products concluding with the possibilities of the products.

Por Hau Joo from the Institute of Systems Science was elected as the next South-East-Asia Regional Representative.

The meeting ended successfully with a Chinese dinner hosted by SPL for all attendees and some other invited guests. □

## WESTERN CANADIAN REGION

Dunc Anderson, Jr.  
Investors Syndicate Ltd.

Our April 11th user group meeting as hosted by Alberta Wheat Pool in Calgary, Alberta.

Two new users were announced - City of Calgary and SUNCOR.

A presentation on 'What's New in PREDICT II' was given by Kathi Chiavetta of Software AG Denver Support. Kathi took on quite a few questions on the new facilities in this next release.

Presentations of users' experiences followed.

Les McRae of TransCanada Pipelines Resources Ltd. (TCPL) spoke on a tool they have developed using ADABAS, NATURAL and PREDICT which is used in their data modeling process. Known as MODELLER, this is an on-line application and database which automates the storage and analysis of the organization's conceptual and logical data models.

Buddy Kashuba of the Alberta Solicitor General's Department, shared detail experiences of developing and maintaining the large Alberta Motor Vehicles system. This system has over 50 disk packs (3380s) of storage with a total of over 50 million records. This system is accessed throughout Alberta via over 900 terminals. □

## REPORT OF THE FIFTH SOUTHEAST ASIA USERS GROUP MEETING

Ms Pearly Lim  
Ministry of Finance

The fifth South-East-Asia Users Group Meeting was held on 20-21 March 1986, at the Institute of Systems Science in Singapore. There were 79 attendees. All the 12 Singapore user organizations were represented, also one representative each from Dow Chemical (Hong Kong) and Asian Development Bank (ADB), Philippines. Five Systems Programming Limited (SPL) personnel were also present to address the users group.

The 2-day meeting began with a 'Supplier Review' by David Needham (SPL). He briefed the users on the current users status and the vendor's support. Koh Kim Tian from the Ministry of Education then shared with us how they made use of menus to submit parameters for running ADABAS utilities in an online environment. Ms. Yap Tuan Bin from the Military of Finance spoke on 'Using ADABAS for a Rule-based System'. She gave us some innovative ideas of how an ADABAS file could be used to store rules similar to those used by PROLOG. Ms. Law Sai Lan of the Port of Singapore Authority shared how they analyzed ADABAS commands in 'ADABAS Performance and Tuning'. Steve Dolan (SPL) in his talk on 'DBMS in DDP (Distributed Data Processing) Environment' addressed us on the Software AG products available for networking and distributed processing. After the lunch break, Chiang Chee Seng of the Ministry of Education shared with us on some 'NATURAL Utility' they used, including how they tailored the SYSMAIN utility and incorporated into it some security features. Mike Dunkerley (SPL) then addressed us on some new features of the Software AG new product and releases in his talk 'ADABAS V5, NATURAL V2, PREDICT V2, NATURAL Advanced Facilities - Implementation Considerations'. The first day closed with a talk by Kendrick Ong of ADB. He shared with us "The Kendrick Utilities' they developed.

The second day consisted of presentations from SPL. David Needham spoke on 'ADABAS and the Relational Model'. Mike Dunkerley talked about 'NATURAL CONNECTION V2 - Implementation and Technical Review'. This was followed by Steve Dolan speaking on 'ADABAS/NATURAL (VMS)'. Mike Dunkerley and Brian Tan addressed us on 'NATURAL and the Data Dictionary Management System' and 'Active-Cross-Reference Module'. After lunch, Mike Dunkerley shared with us some 'NATURAL Prototyping Techniques'. Ms. Tay Kay Seok briefed us on 'The Office System', CON-NECT. This was followed by Mike Dunkerley giving us an insight of 'NATURAL Internals'. The final presentation was 'ACCESS' by David Needham.

## THE THIRD JOINT CONFERENCE

*Hideji Inoue*  
*Dainippon Pharmaceutical Co., Ltd*

The 3rd Joint Conference of Software AG Far East Users' Group was held in Kyoto from March 13-15, 1986 with 193 attendees from all over Japan.

It has been 9 years since the Far East Region Users' Group was established. Now, the number of registration for the Users' Group increased to 135 organizations with substantial activities year by year.

Especially, we have been working on research since 1983. Users are separated into a number of smaller groups which conduct research on special topics. Holding the Joint Conference in order to present the result of our own one year's research since 1984, we've got great results by a large number of active attendants.

The conference included the following topics:

### LECTURE

On the first day of the Conference, Mr. T. Akagi, a news commentator of NHK (Japan Broadcasting Corporation), gave a lecture on "Software and 5th Generation Computer"; the current circumstance and social situation of the 5th Generation Computer.

### PRESENTATIONS OF FOUR USERS' APPLICATIONS

The audience was greatly interested in the following four presentations and many asked the presenter questions:

- (1) 'ADABAS On-line Maintenance System in Kinokuniya Bookstore Co., Ltd.', - the explanation of in-house developed software for database maintenance.
- (2) 'The Establishment of Operation by Women Using A-AUTO (Advanced Automatic Computer Operation System sold by SAGFE (Software AG of Far East))'





- (3) 'In-house Developed Application Interface' - User interface to low-level DML handles ADABAS databases, files, fields, and response codes logically.
- (4) 'The Operation and Information Management of DP Department'

#### A MEETING FOR MANAGERS

We arranged a special meeting for managers because many attendees were managerial officers. They discussed their own problems in the system department from their point of view.

#### PRESENTATIONS OF STUDY TOPICS BY EACH RESEARCH GROUP

- (1) Data Dictionary Group: An Approach to Data Dictionary Use
- (2) Performance Group: Issuing ADABAS Tuning Guide
- (3) Distributed Database Group: A Configuration of Distributed Databases and Study of Its Problems
- (4) Database Security Group: The Application of ADABAS/NATURAL Security System to Personnel Management
- (5) DBA Group: Issuing DBA Affairs Guide

- (6) Prototyping Method Group: Issuing Prototyping Guide for Application Development
- (7) Database Design Group: Issuing ADABAS Database Design Guide
- (8) NATURAL Group: The Role of NATURAL in future System Development
- (9) Automatic Operation Group: Automatization of Computer Operation
- (10) Schedule Management Group: Dealing with a Guide to Standard Operation and an Unplanned Job
- (11) Resource Management Group: Effective Resource Use
- (12) Library Management Group: A Basic Idea and Functions of Effective Library Management System and a Guideline for Generalizing It.

After the Conference, documents of each group which were not included in the proceedings, were distributed to the persons who wanted them.

#### ANNOUNCEMENTS FROM SOFTWARE AG

- (1) Corporate Dictionary: Computer use is divided into three functions, operation center, development center and information center. Corporate Dictionary which connects functions of all these centers is the new idea of the nucleus of 4th Generation Technology supported by Software AG Far East.
- (2) The basic idea of A-GATHER: A-GATHER is a data input management system and simplifies input operations
- (3) Explanation of ADABAS V5.

After the meeting, a banquet was held in a congenial atmosphere including a traditional Japanese dance show which is suitable for old town Kyoto. Also, on the last day of the Conference, attendees enjoyed seeing the sights of Kyoto or playing golf together to cultivate friendships □

## FAR EAST REGION ASSIGN

*Tadaharu Yanai*  
*Taisei Corporation*

The 45th Far East Assign (ADABAS Special Interest Group of Nippon) meeting was held in Tokyo on May 7, 1986 with 55 attendees from 36 organizations.

I reported on an outline of the ASSIGN's activities in 1985 and announced the plans for 1986. Software AG explained the new procedures of the Change/Enhancement requests.

In 1986, we, ASSIGN members, made up seven research groups: DBA, Distributed Database, NATURAL (Standardization), NATURAL (Programming), Prototyping Method, Database Security and Tool Groups. All together 80 persons from 36 organizations registered for the research groups. Each group discussed the theme and plans of study for a whole year.

Also, Kansai District made up three research groups: Performance, Database design and NATURAL Groups.

We'll regularly issue "ASSIGN NEWS", which report the details of ASSIGN's activities, to the ASSIGN members. At the same time, we'll, also, issue them to the Non-ASSIGN users in order to let them know our activities. □

## 20TH COM-LETE USERS GROUP MEETING

*Yuzo Fukumoto*  
*Isetan Data Center*

The 20th COM-LETE special interest group meeting was held with 25 attendees from 11 organizations at Isetan Data Center on April 15, 1986.

Mr. Suemasu, Software AG of Far East, reported on the results of a questionnaire of the 3rd Joint Users' Conference. More than 190 people from 88 organizations attended at the conference hosted by Far East Region Users' Group and Software AG Far East in Kyoto in March, 1986. In addition, Mr. Suemasu informed a sales plan of Software AG Far East's new product, PFIT (integrated system for system development and maintenance).

Special interest group members agreed upon the plans for 1986 activities as follows:

(1) A meeting will be held quarterly. Presentations at the meeting have been centered around "Usage of COM-LETE", but starting this year, they also will be centered around "Current Status of Computer Usage in Each Company".

(2) The theme of study for a year will be settled by the results of a questionnaire on the group members.

Finally, three new members were introduced to the attendees. □

## HAWAII REGION

*David C. Smith*  
*United States Marine Corps*

In March, the Hawaii Region held it's quarterly meeting. The Management Systems Office of the University of Hawaii hosted the meeting and provided excellent facilities. Regular business was conducted and the group elected new officers. I was elected to hold the Office of President and Henry Ito will continue as Secretary. In the past, this region has functioned without a Vice-President and Treasurer and, because of our size, will continue to do so.

The Hawaii region will have at least three of our members present at the International Conference. We hope that when they return, a full recount of the conference activities will be presented at our region's next meeting. □

## NEW ENGLAND REGION

*Buck Shaw*  
*MIT*

The third meeting of the 1985 - 1986 season of the New England Software AG Users Group took place on January 16, 1986 at the Sheraton Islander in Newport, Rhode Island. Buck Shaw, President, opened the meeting by introducing Mary Ann Furnald, Software AG Technical Support rep, to answer the QIP's from our November meeting. Anyone who was not in attendance and wants an answer to a specific QIP may call Mary Ann.

Mary Ann announced that an up-to-date complete (as in entire) ZAP listing has been sent out to every User. If someone has not received their copy, they are to call her on this as well.

New Software AG Users introduced were:

- (1) Bozzuto's, Cheshire, CT
- (2) Westvasco, U.S. Envelope Division, Springfield, MA

Also in the audience was a new prospect, Blue Cross/Blue Shield.

Buck next introduced Joyce Maroney (that's Mahoney with an R). You all remember Joyce. She used to be Joyce O'Donnell.

Buck introduced our co-hosts for this meeting, Zimmerman Associates. Patrice Gunderson and Terri-Lynn Thayer, from Zimmerman, were extremely helpful in coordinating the effort with the Sheraton Islander.

Our first speaker was Patrice Gunderson who, along with Terri-Lynn Thayer and Dan Faria, presented how PREDICT was implemented and integrated into the applications that Zimmerman Associates developed for TRICCSMA (the Navy). Their philosophy was to utilize structured development in addition to structured programming. The development cycle included:

- Requirement definitions
- Functional walk through
- Structure walk through
- Functional audit
- Physical audit
- Testing and
- Implementation into production

The database team was involved from the Requirement Definitions through the Logical Modeling (Normalization) to the Physical Model and the creation of the DDM's. The Data Dictionary Team, who created the Standard File prior to the definition of the DDM's, has the not-so-enviable position of keeping everyone honest in the establishing of data elements.

Terri-Lynn Thayer gave us an overview of how PREDICT was adapted to the application. The dictionary was not used just as a data depository, but as a data control area, as a documentation area and as a software change monitor. The integrity of the Data Dictionary was the underlying basis of the integrity of the application system.

Dan Faria, from Zimmerman Associates, then gave us an overview of the NATURAL programs developed in PREDICT that support the documentation and are used to automatically retrieve and inquire against it. Users want a copy of each screen with all possible values, high-lighting, input and output fields.

After a coffee break, Buck Shaw began the second part of the morning with his own presentation on his experiences to date with ADABAS/VMS and NATURAL/VMS for VAX computers. His conclusion was "I like it alot". Pure and simple. ADABAS has been well integrated into the VMS arena plus a few added features. Buck listed a few limitations, as well as the added features. He will be happy to share a hardcopy list with anyone who calls and asks for it. Buck feels that networking DEC computers is less difficult than networking IBM's. Because

MIT has a heavy investment in human resources with existing knowledge of ADABAS/NATURAL and with the advent of new VAX systems being added, it was logical to add ADABAS (VMS) to their portfolio of Software AG products. However, they also did benchmark INGRES against ADABAS and also benchmarked IBM against the VAX and found that IBM took two (2) minutes longer to do a load of the identical file. Support from Reston has been most impressive. He feels Software AG "has a winner here!" □

## NORTHWEST REGION

*Paul Brogger*

*Western Library Network*

The major topic of the March 7, 1986 meeting was NATURAL administration.

The first presentation was given by Ted Venema (Software AG Canada). Ted summarized NATURAL Version 2—its current status and changes to be expected.

Ted's summary of the major advantages of NATURAL Version 2 included:

- Simplified, powerful array processing
- Larger NATURAL programs will be possible
- Enhanced handling of PE and MU fields
- Simplified subroutine usage

Ted's summary of the major impacts of NATURAL Version 2 implementation included:

- Design of NATURAL systems will be changed under Version 2
- Design standards will become more important under Version 2
- Tuning will become more important under Version 2
- Two-character field names will not be supported by Version 2

Next, the Northwest SAGGROUP officers were elected for the coming year. Jim Hill and Bill Anderson were re-elected as Regional Representative and Program Coordinator, respectively. Steve Bradley is in the running for international Secretary, and was replaced as regional Secretary/Treasurer by Paul Brogger, Western Library Network.

Cathy Lonsdale then took the floor for "Software AG Time" and made several announcement related to Software AG products.

After Software AG Time, a panel convened for the discussion of NATURAL Administration. The first speaker was Bill Rammelsberg of Administrative Computing Services at Washington State University. Bill first talked about WSU's early experiences with NATURAL. It was installed with a front-end and a heavily modified driver program. Early NATURAL coding was not done in accordance with any standards.

Later additions included NATURAL Security (under Version 1.2, SM04), NATURAL/CONNECTION (under SM05), PREDICT (while on SM04), and SUPER NATURAL. Currently, WSU runs NATURAL Security SM06 in production and development CICS regions. The non-security version is no longer available at WSU. They've migrated to an almost vanilla version of the CICS driver. The Buffer Pool Manager was removed from the development region, because changed or upgraded programs are not reflected in the Buffer Pool when they're cataloged. That should be fixed by Version 2.

Because of the multiplicity of on-line systems in place at WSU, their current focus is to simplify signon processing from the user's perspective. WSU is developing a centralized, menu oriented signon system which will require only one signon per user. This will provide a list of available applications at signon time and when any application is exited.

Bill summarized WSU's future direction toward end user tools such as SUPER NATURAL and NATURAL/CONNECTION. WSU expects to make NATURAL applications available to users from several environments such as CMS, CICS, and COM-LETE.

Bill finished with the lesson that WSU's early lack of NATURAL coding standards has hurt WSU over the years of its involvement with NATURAL. WSU's work to remedy that will be discussed in the second panel today.

Next, Bob Hartsell of the Washington Data Processing Service Center, talked about the complexities of NATURAL administration in his large organization. Bob began by saying that in his Service Center environment, with 17 agencies using NATURAL, and running seven MPM's the policy has been to delegate as much data administration and security administration as possible to the users themselves. This, however, conflicts with the architecture of NATURAL SECURITY, which is designed in accordance with traditional, centralized administration. Multiple System or Security files are not implemented for several reasons including the overall limit on the number of files in any ADABAS databases.

WDPSC passes ACF/2 logon id's to NATURAL for use as passwords. Name changes needed to be made in order to make NATURAL Security reporting facilities useful in a shared environment. Some users don't want security, yet they must define security elements.

After a break, another panel convened to discuss NATURAL Programming Standards and Techniques. Darrell Davenport of Administrative Computing Services at WSU presented WSU's draft of "NATURAL Standards and Guidelines", a standards manual under development and drawn from several sources. Bill Anderson followed with a NATURAL Standards document from Washington Department of Labor and Industries. Bill is working on the creation of a new application, and wanted workable standards in place early in his development effort. He emphasized the importance of using a business model as the basis for application and database design.

A short Free-for-All followed, with Jennine Brown, from Denver TSOP, in the "hot seat".

The following items have come about subsequent to the March 7th meeting and are listed here for your information.

- The NATURAL Version 2 Planning Guide is out.
- TSOP confirmed NATURAL Version 2 does not require ADABAS Version 5.
- Regional meeting dates for the coming year are September 5, 1986, December 5, 1986, and March 6, 1987. □

## SIERRA PACIFIC REGION

*Bob Irvine  
Wickland Oil Company*

The December 3, 1985 meeting was hosted by the County of Sacramento at their facility in Sacramento, California with 34 attendees representing 18 organizations.

Cathy Lonsdale, Software AG, opened the meeting with a presentation on CON-NECT. This was followed by a presentation by Jon Hudson, Database Utility Group, of Nat-Express. To decrease program development time and to aid in the standardization of code, Nat-Express provides a series of model program building blocks for all the basic types of program functions. These blocks can then be modified to include special functions. The system includes standard user help features which are included in the model building blocks as well as providing uniform screen design.







































