

IBM QUARTER CENTURY CLUB

Newsletter -- June 2001

Presidents' Message

Tryon Earl and Dave Zilles,

Co-Presidents

Thanks to you and the strong leadership of the members of our board we have had a very successful first half of 2001.



- Paid membership has grown from last year. Growth is vital to a healthy club.
- Directories will be distributed at events and functions.
- This is the second newsletter of 2001. The newsletter is one of our key communications vehicles. We plan to publish four newsletters in 2001.
- We have held several club functions so far this year. In February, the club had an "Ice Breaker" meeting as a way for members to come together as a group to get to know the new board and new members. In March, we held a general meeting to update the members on what is happening within IBM and to meet other members of the club. In April, the club participated in "Christmas in April" as a way of giving something back to the community that has been so good to most of us.
- Check out our "new and improved" Web site at www.atlqcc.org. We think you will like the new format.

All in all, we are off to a good start. Our thanks go to the previous leadership of the club for the solid foundation and to our current members for your support.

Membership Meeting

Margaret Betz

Dave Zilles kicked off the March 28 meeting with the agenda. He asked for ideas on how to attract more of the members to the meetings and more of the retirees/eligible folks to the QCC. He announced that our chapter membership numbers approximately 440 and that 10 folks joined at the meeting. He welcomed spouses and invited others for future meetings and events.

For comic relief, Bob Colby entertained the group with card games, airplanes, and an orange kangaroo from Denmark (you had to be there). And who would have defined an eggbeater as "high-tech communication equipment?"

Richard Harrison

Richard Harrison joined the meeting to give us a perspective on IBM today. Having joined IBM in 1973, Richard is a dues-paying QCC member. He cited some interesting figures:

- Number of regular, active IBMers in Atlanta 8,500
- Number of retired IBMers in Atlanta 5,000

With Atlanta growing the numerical equivalent of the population of Rome, GA, every day, opportunities for community projects abound. Harrison invoked the group to take advantage of the huge opportunity to make a real difference in the community.

Regarding IBM, Richard indicated that we are positioned for significant growth.

- We are the storage company for Compaq.
- Sales and Service came in over Hardware in 1999.
- We produce the largest computer in the world.
- We're entering the life sciences arena and also teaming with BellSouth and Mindspring (EarthLink) for some exciting future telecommunications business.
- Our product line has never been stronger.
- Our business processes support this strength and growth.
- Approximately \$7B will be spent this year in R&D.

Harrison went so far as to claim that, "There's nothing IBM can't do to solve a customer's problem."

IBM is investing wisely in venture capital -- for example, the Trinity School -- a private day school under construction on IBM's Northside Parkway property. The property was purchased for a "very good price" in the '50s. Lakeside/Hillside and the IBM Tower are landmark buildings in Atlanta. The Tower remains an "IBM" landmark, even though it was sold some years ago.

Harrison invited stockholders to the annual meeting in Savannah on April 24.

Committee updates were presented by representatives from each group.

Ideas and involvement were solicited by the Webmaster, Community Projects, Membership, and Program committees.

Committee Reports

Treasurer's Report

May 21, 2001

Gene Watson

BALANCE 12/31/2000	\$3,151.37
INCOME	
Memberships	4,460.00
EXPENSES	
Web site	257.75
Domain renewal (3 yrs.)	60.00
P.O. Box rent	45.00
Returned check	25.00
Gen. mtg. refreshments	149.10
Newsletter printing	299.07
Newsletter postage	390.10
Directory printing	3,549.73
Braves tickets	50.00
Total Expenses	<u>(4,825.75)</u>
BALANCE 5/21/2001	\$2,785.62

Special Events

Bill Branson

I can't believe it's already June. The year continues to fly by.

We held the "Ice Breaker" at TJ's in the first quarter with about thirty QCC members in attendance. The night was a lot of fun and many attending asked if we could do it again sometime, possibly at a different location. If anyone has a good suggestion for a get-together location, please give me a call.

In April, 26 of us took in the Braves at "Take Me Out To The Ball Game." The weather was on the warm side but the breeze in the nose-bleed section kept us comfortable.

The next social event, scheduled for September, is a one of a kind. The 1st Annual QCC "Oldies but Goodies" Car Show & Picnic will be the event you will not want to miss. For more information regarding the Car Show & Picnic refer to the ad in this newsletter. More information will be posted to the QCC Web site.

As always, if you have any suggestions for social events or you would like to assist me, call 770-835-8503. I look forward to seeing you at the Car Show & Picnic.

Community Programs

John Hedrick, Margaret Betz,

Denny Biscan, Janie Braswell

On Saturday, April 21, eighteen QCC members and families celebrated Christmas in April. We worked with Rebuilding Together - Atlanta, during their annual Christmas in April workday help elderly, low-income homeowners fix up their homes. We had a great time with an urban archaeology bucket brigade cleaning out a backyard and painting an entire house. It is amazing what our crew can do in a short time. Our next project will be working on a Habitat house. Habitat is planning a new neighborhood and will be giving us a work schedule soon.

Membership

Tom Satterlee, Tim Murphy

Through mid-May membership we have 451 paid members.

This is a net gain from last year of 60 members, but we haven't reached our goal of 20% growth, so we can use your HELP. If you know someone who hasn't joined, encourage them to do so now. Check the Web site for the membership roster.

We still have a full schedule of events in which new members can participate - volunteering events, baseball games, classic car picnic, and the major fall event, the Family Dinner. We will also be sending newsletters during the year to the current membership.

All good reasons for joining!

Nominating Committee

Rusty Mawn

Our Quarter Century Club is growing and depends on members who will devote a little time and energy to help lead the group. (It's really more fun than work!) We would like participation by all Divisions and age groups. (We really need women on our Board so the guys don't run everything.)

Will you lend your talents and ideas to the group by considering a leadership position next year? Contact Rusty Mawn, Chairperson, Nominating Committee at rmawn@mindspring.com or 770-973-1586.

ATLQCC Web Site

Tom Neidhardt

The ATLQCC Web site (<http://www.atlqcc.org/>) is updated regularly. We have added "Frequently Called Numbers" and information and contact information for the "Matching Grants" and "Fund for Community Service" programs. We have also added pictures and write-ups from recent club activities including the Braves Game, Icebreaker, and General Meeting. If there is something you would like to see on the Web site, send a note to webmaster@atlqcc.org

Christmas In April volunteers from ATLQCC enjoy a well deserved break.

Features



"Going down that long lonesome highway. Gonna live life my way." (Then Came Bronson)

Bill Hackaday

Once, about 20 years ago, the "IBM News" found out that I was a long-distance biker and an ex-motorcycle policeman. They asked for details to write a story. I declined. In the days of button-down shirts and wing-tip shoes, it was okay to be a wild-duck, but a "biker" would have pushed the career envelope a little too far.

I started riding when I was 14. I worked my way through undergraduate college as a motorcycle policeman for the city of Birmingham. From policeman to IBM, I kept riding.

I retired for the first time after 31 years and five months with IBM. As general manager at Chesapeake Utilities, with companies in Raleigh and Atlanta, and faced with relocation to Dover, DE, I retired a second time. Now, after six years as General Manager of I.B.I.S., Inc. (Technology Park, Norcross), I am ready to hang it up for a third time.

Throughout my career, I have led a clandestine "Dr. Jekyll and Mr. Hyde" lifestyle. Let me clarify. Corporate executives always saw me in a business suit. But, on weekends and vacations, I would leave home on my Harley in black leathers, reflective sunglasses, sporting tattoos on both shoulders. I would head for the countryside. I love to ride. I always have. And I still do.

"On the Road Again" could have been my theme song. Rain or shine, I rode anywhere bikers would gather: Sturgis, SD; Daytona, FL; all the major motorcycle rallies. Three times I've traveled into Canada, to the Western USA, through the Rockies and Yellowstone.

Last year I sold my Harley and moved up to a "Boss Hoss" motorcycle. It is custom built for my riding style and powered by a NASCAR-based, 406 cubic inch, V8 racing engine. With a balanced and blueprinted engine, the Boss Hoss is big, powerful, and exceedingly quick. Not a motorcycle to be trifled with, 416 hp at the rear wheel launches us from 0 to 60 mph in ~2 seconds. Passing made easier.

When I retire again May 1, 2001, I plan longer rides - maybe make all the major bike rallies in one year. An 800-mile day is a little long, but 500-mile days (with a cold beer at the end of the rainbow) are just about right. People ask me, "how can you ride for such long distances?" My answer: "It's like riding in a convertible with the top down -- you just can't cross your legs!"

Rollin' On the River

Don Shirk

It all started about three years ago. I had watched several TV shows with people paddling kayaks, and it looked like just the type of exercise I would enjoy.

I rented kayaks a half dozen times, and really found kayaking enjoyable. Paddling a kayak can be as easy as walking or as aerobic as rowing a machine. I became type II diabetic a few years ago and this has helped maintain control of my blood sugar.

I considered buying my own kayak but decided to build my own boat. I needed to make a commitment. After researching the Internet, I came across Chesapeake Light Craft (clcboats.com), which sells kits or plans. I chose the kit because of my limited wood working skills.

I chose the eighteen foot Chesapeake model designed for flat water or ocean kayaking, not the wild, white water variety. The material is very thin mahogany plywood. The hull comes in 10 flat pieces that must be stitched and glued together. All the surfaces are painted with epoxy inside and out. This adds strength and waterproofs the wood. A layer of fiberglass is applied to the outside and inside of the hull. Finally, six coats of varnish are applied to the deck, and two coats of urethane paint are applied to the hull.

The total project, including supplies and tools (an orbiting sander is a must), came to about \$1,000. I did not keep an accurate log of the project time, but I guess it was around 80 to 100 hours. It was a satisfying, if sometime frustrating, project, and I am sincerely surprised how well it turned out.

During the process, I found the Atlanta Kayakers (<http://www.atlantakayak.com>), an eclectic group of dedicated kayakers. In May of 2000, a member of the group and a certified instructor offered (and I took) a beginners class in Charleston, SC. I was surprised to see that the average age of my classmates was probably 40 +.

Our group has paddled several of the lakes around Atlanta. We have Thursday night paddles along Azalea Drive on the Chattahoochee during the summer months. Since I joined a little over a year ago, we have had trips to Cumberland Island, Atamaha and Ohoopsee Rivers, Saint George Islands, and Saint Vincent Island in the gulf

Kayaking can be a wonderful sport for us "mature" souls. If you think you may be interested, I strongly recommend you purchase a few magazines and books on the subject, read about the fundamentals, and then rent a boat a few times. Or, call me. I love to talk about it.

IBM Maintenance – Then and Now

**Gus Neville, Retired Field
Manager**

Ten years ago there were four service branch offices in Atlanta. They were filled with FEs, CEs and field managers. Their mission was to:

- Give the best possible service
- Maintain the highest customer satisfaction
- Keep morale at a very high level
- Control expenses.

Now, there is an additional mission – increase profit!

Today there is one service office in Atlanta. It is called the Georgia branch office. SSRs (system service representatives) report to Services Managers.

SSRs come in three flavors:

1. Desk Top SSRs (PC's and personal printers)
2. Midrange SSRs (small and medium sized computers)
3. S390 SSRs (“Big Iron,” large scale DASD and critical tape drives).

Large-scale printers are marketed and serviced by a separate company wholly owned by IBM.

Each type of SSR has an entry level and a journeyman level. Above that are the Specialists. Not Technical Specialist or FE Specialist.-- just Specialists. There is a unique Service Rep category called Top Guns (literally, Top Guns) to provide support in especially difficult situations. There are very few Top Guns in the field. There is one in the Southeast, in North Carolina.

S390 SSRs provide quick response on high availability products such as CPU's, DASD and critical tapes. There still are some on-site SSRs but they are few. The assignment of an on-site SSR can be based on account revenue or by a separate contract for the service. Most direct maintenance on these high-end products is either concurrent or deferred, or both. This is due to the total redundancy built into today's products. Failures do occur in the products, but alternate

paths keep the operation going and the failure is logged to a storage area. To put this in perspective: the mean time between hard failures in the current S390 products is seven years! The errors that do occur can usually be corrected while the product is still in operation. This is called concurrent maintenance.

Under some circumstances maintenance can be performed at 2:00 AM on Sunday morning – just like the old days.

Deferred and concurrent maintenance is used wherever possible on midrange equipment, but on-call service is available for high availability requirements.

Desktop products have different service objectives than their S390 and midrange cousins. The goal in the desktop world is to provide repairs in reasonable time without on-site service. A desktop customer will call a support center and the support center will guide the customer in problem determination. The customer will then order and replace the failing component. The new component can be delivered to a local drop off point or to the customer location. The failing component is returned to IBM in an IBM-provided container. On-site response, if required, is available usually on a next business day or second business day basis.

The Georgia Services Office reports through the Director of Service Support to the General Manager of Integrated Technology Services. The GM of Integrated Technology Services is responsible for Call Centers, Support Centers and Part Centers, along with hardware and software maintenance.

The old manpower planning tool, NAW (National Average Workload), is still used for manpower planning, but only at a headquarters level. The Services Branch Office is now a profit center. Customer satisfaction is still measured. SSRs and Service managers are charged with driving service revenue. SSRs are encouraged to provide leads that result in new maintenance agreements or increased coverage.

Ever Wonder Why?

Anonymous

- Why is it considered necessary to nail down the lid of a coffin?
- Why does the sun lighten our hair, but darken our skin?
- Why can't women put on mascara with their mouth closed?
- Why doesn't glue stick to the inside of the bottle?
- Why don't you ever see the headline "Psychic Wins Lottery"?
- Why is "abbreviated" such a long word?
- Why is a boxing ring square?
- Why is it called lipstick if you can still move your lip?
- Why is it that doctors call what they do practice"?
- Why is it that rain drops but snow falls?
- Why is it that when you're driving and looking for an address, you turn down the volume on the radio?
- Why is lemon juice made with artificial flavor, and dishwashing liquid made with real lemons?
- Why is the man who invests all your money called a broker?
- Why is the third hand on the watch called second hand?
- Why is the time of day with the slowest traffic called rush hour?
- Why is the word dictionary in the dictionary?
- Why isn't there a special name for the tops of your feet?
- Why isn't there mouse-flavored cat food?
- Why can't they make the whole plane out of the same substance that little indestructible black box is?
- Can fat people go skinny-dipping?
- Why do you need a driver's license to buy liquor when you can't drink and drive?

Thought for the day:

*Never be afraid to try something new.
Remember that amateurs built the Ark.
Professionals built the Titanic.*

Snippets

Ike Eichorn received the 2001 Judy Muscari Award from Keep Roswell Beautiful (KRB). Ike coordinated several high-impact projects, such as planting hundreds of trees along Riverside Road, developing the Roswell Recycling Center, "Bring One for the Chipper," and the Great American Clean-Up. He also served on the KRB board.

Len Gaffga recently returned from a one-year assignment for the International Executive Service Corps (IESC), an agency based in Stamford, CT. Len's mission was to teach Production Operations Management and Information Systems at the University of Jordan in Amman.

Tom Satterlee has been hunting and fishing for the past 6 years in Alaska and last year began building a lodge north of Anchorage on the Little Sue (Susitna) river, home for salmon and trout during the summer. The first building is almost complete. Tom hopes to spend more time exploring Alaska when he retires.

Gene Watson and his wife, Ethel, are touring Germany, Switzerland, Austria, and Hungary on a Far & Wide Tour.

Ron Floyd and his wife, Robin, are active in a Corvette club. They own a 99 Mag Red Coupe, a 64 White Sting Ray Roster, and a 57 Arctic Blue Convertible

W. Gerry Howe is an Associate Professor in the Computer and Information Science Department at Clark Atlanta University and Associate Chair of the department, as well as the undergraduate advisor. "I am having a great time. The classroom is a great place and there is no better way to stay young than working with young people."

Peggy Rogers is a product marketing manager with Lynk Systems, a transaction processing firm headquartered in Sandy Springs. They enable retailers to accept non-cash payments through a terminal.

Don Young started a personal computer training program at the Alpharetta Senior Activity Center (SAC). He has set up a PC learning lab with eight PCs. He also offers private computer training. For more information, contact Don at 770-475-8972 or donyoungga@juno.com

Jack Neal retired from IBM on May 1, 2001, after almost 32 years. He was Account Manager in Global Services with the Atlanta Center for e-business Innovation. **Cheryl**, his spouse, is still with IBM in channels marketing. They enjoy golf and play every weekend. Her 25th will be coming up in 2003.

Glen Rose is having a ball selling mountain property in Blairsville. Contact Glen at glenrose@whitelion.net

Bill Roberts sold his Mail Box Etc. franchises and is now enjoying real retirement. He spends his time at his cottage at Lake Hartwell, in several volunteer activities, including the Community Action Center in Sandy Springs, and on the tennis court. "I am working my way down through the levels of ALTA until I reach my level of competency."

Ray Hall died May 19th in Panama City Beach, Florida. Memorial gifts may be made to The International Myeloma Foundation (Research), 12650 Riverside Drive, North Hollywood, CA 91607-3421.

1st Oldies but Goodies Car Show and Picnic Sunday, September 16

Red Top Mountain State Park (I-75 North)

1 - 4 pm

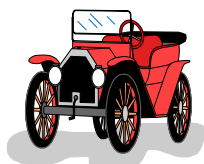
Show off your Model A, big block Corvette, muscle car, 50's MG or whatever

To "enroll" your car or for more information call

Ron Floyd (770) 835-8148 or Bill Branson (770) 835-8503

Details will follow.

Mark your calendar now.



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Telephone Contacts

Tom Neidhardt has added even more value to our Web site by listing IBM and medical-plan-related 800 telephone numbers you might need. Go to www.atlqcc.org and select the page or go directly by entering <http://www.atlqcc.org/FrequentNumbers.htm>. For your very own list, call **1-800-796-9876**

Help Wanted

I am looking for men and women who have at least twenty-five years experience in a technical, administrative, marketing/sales or managerial position with IBM. Candidates must be willing to expand existing programs or develop new, people-oriented activities. If you are interested, contact Rusty Mawn (RMAWN@mindspring.com). Flexible hours. Salary negotiable.

Greater Atlanta Chapter
IBM Quarter Century Club
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Return Service Requested