

inform

Summer 1997-1998

The magazine for the people of
Hewlett-Packard in Australia and New Zealand



HEWLETT®
PACKARD

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In this special anniversary issue of Inform our cover features the specially designed logo to mark our 30 years of operation in Australia and New Zealand.



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1997 a year of celebration

Bruce Thompson

For Hewlett-Packard Australia and New Zealand, 1997 certainly has been a busy. Along with the over-riding celebration of our 30th year of operation in both Australia and New Zealand, a number of other activities have seen the company's profile raised significantly.

In May we held our Management Forum in Melbourne – this was the first time that all HP managers from Australia and New Zealand, 144 of them, had gathered together for almost five years. It provided an opportunity to set a new vision for the company and gave the Senior Management Team the opportunity to communicate the company's vision:

"to achieve clear industry leadership for Customer Satisfaction and Loyalty and be amongst the most admired companies in Australia and New Zealand"

Survey data indicates we rate well in the area of customer satisfaction, but I believe there is still much more to be done to enable us to achieve our goal. Our competitors are closing the gap on us and we need to spend a lot more time and effort developing our imaginative understanding of our customers' unique needs.

On July 3 this year, we officially celebrated the beginning of 30 years of operation in Australia and New Zealand. This was an important milestone for our business. Considering the volatile nature of our industry, 30 years of continuous operations is a significant achievement. Added to that, HPA has achieved a compound annual growth rate in excess of 20 percent for every year of that period ... not an insignificant achievement!

The second half of 1997 saw a flurry of activity. Official 30th anniversary celebrations were held in Sydney, Melbourne, Canberra, Perth, Brisbane, Auckland and Wellington and in September we announced the relocation of the world calculator business from Singapore to Melbourne and the establishment of HP's world-wide Advanced Networks Division at our Burwood site. We opened our PC configuration facility on the premises of our international freight handlers, Air Express International, at Mascot, Sydney. This facility will enable us to configure PCs to corporate customer requests and deliver product in a more timely fashion.

We were also fortunate to have Hewlett-Packard's President, Chairman and Chief Executive Officer, Lew Platt and his wife Joan, visit Australia to help us celebrate our 30th anniversary. Over a three day period, Lew and Joan officiated at the opening of the Sydney configuration centre, hosted high-level business functions, briefed political leaders and visited the Sydney, Blackburn, Burwood and Auckland offices. Their visit re-emphasised HP's position as one of the world's leading Information Technology and Telecommunications companies.



“The Sydney PC configuration centre will open up new markets in the corporate and government arenas where flexibility and tailored solutions are paramount ...”

– Lew Platt

During the year we also rationalised our philanthropic activities towards three main areas:

- healthcare
- higher education
- the environment

This year we have entered into long term sponsorship relationships with the Royal Prince Alfred Hospital (Sydney), Prince Henry’s Medical Research Centre (Monash Medical Clinic, Melbourne), and Royal Melbourne Institute of Technology.

In 1996/97 we also contributed, through a retail purchase program, \$167,000 to the Australian Children’s Cancer Institute.

Our business continues to grow strongly. Although growth slowed during 1997, we still achieved double digit growth and gained significant market share in many product lines. In fact, our revenue growth took us past the \$1 billion milestone for the first time – a nice way to finish our 30th year. We plan to double that number over the next four years.

In recent months we have been repositioning our organisation to be even more competitive in the information technology market. Our customers have been asking us to remove the organisational complexities which made doing business with HP difficult. Continuous change in the market place and technology, particularly with respect to NT and Unix, have also been contributing factors.

The end result is the establishment of the CO – Computer Organisation – which couples more tightly those businesses involved with the delivery of all our computer products and services.

The new CO positions HP to launch the largest, most successful assault in our history against our major competitors.

Well, all in all, its been an extremely busy year and at times a testing year for us all.

I hope you and your families have the opportunity to relax during our holiday period and I wish you all a peaceful and restful festive season.

HP Computer Museum
www.hpmuseum.net

For research and education purposes only.

High speed Tony lives life

"I certainly put in a long day between Hewlett-Packard, 3XY and the Superbike, but I would not have it any other way. It doesn't leave much time for anything else, but at my age the next two or three years are critical if I am going to get anywhere in my chosen sport ..."

Tony Papas says he doesn't have a moment to spare – and he likes it that way!

For a living, Tony is an internal engineer at Hewlett-Packard in Blackburn, Melbourne, looking after the Victorian end of the HP internal servicing facility. He repairs OmniBook laptops, LaserJet printers, Vectra and Pavilion desktop computers, and provides hardware support for OmniBooks around Australia.

As a bit of a hobby, Tony also does the Monday-to-Friday, 7 p.m. to 9 p.m. shift as a radio personality on Radio 3XY presenting 'Rhythm Invasion' – a Top Ten music and games show.

Then, to keep himself off the streets and out of mischief at weekends, he rides Superbikes competitively. So competitively, in fact, that he is the 1996 and 1997 Victorian Interclub C-Grade Champion.

Tony is 28 years old, single, and determined to go to the top in his favourite activity – racing. His prized possession is his Racing Replica Kawasaki competition bike, which he punts around courses like Broadford and Phillip Island with great skill and enthusiasm. He has "mixed it" with some of the "big boys" of bike racing on their super-hot machines and now really believes he can go around successfully against the best of them.

That's why he is off on a determined campaign to make his bike more even more competitive and work his way up into the Grand Prix circuit.

"I really believe I can do it," he told *Inform*. "The bike cost me \$20,000, and it will take another \$20,000 to make it really competitive. My big task is to drum up the necessary sponsorship to support the bike and a regular three-man support team."

Hewlett-Packard is already a sponsor (and supports Tony's radio program as well). He is on the prowl for more financial support.

Tony says his chosen sport was not a big hit with his family originally. He went into motorbikes from go-karting as a 19-year-old.



Tony with his Kawasaki superbike outside HP's head office in Blackburn

in the fast lane



above: Tony at work at the HP's service facility at Blackburn

left: On the way to another Superbike win

"My parents were not happy," Tony says. "They were convinced I was going to break my fool neck, so I did not get too much encouragement at first. However, I have never had a big spill on the race track because I learned the hard way to use my brain, not my ego, in competition."

His "lesson" came early when he took his new Superbike out on the local streets, went "way too fast" and tangled with some trees. This probably came as no surprise to his parents, but he spent two weeks in a hospital intensive care ward.

"This gave me plenty of time to think things through and allow the brain to take over – it was not the bike's fault."

By 1993 he had scored his first trophy – the Novice Award at Phillip Island. The next two seasons were "pretty ordinary" and it was not until 1995 that a string of successes in a half-season of C-Grade competition saw him placed fourth. This encouragement gave him the impetus to go all-out in 1996, and his determination saw him crowned as the

Victorian Superbike king that year, a clear 80 points ahead of his nearest rival with a massive 254 competition points. He won this title again in 1997.

Back in the studio at 3XY, Tony presents his nightly program in both English and Greek. Hailing from Athens, Tony arrived with his family when he was 16. He went to high school before graduating from RMIT University with a Diploma of Engineering in computer science. He has now been with Hewlett-Packard for three years.

"I certainly put in a long day between Hewlett-Packard, 3XY and the Superbike, but I would not have it any other way. It doesn't leave much time for anything else, but at my age the next two or three years are critical if I am going to get anywhere in my chosen sport," he says.

Aside from motorbikes, Tony has another automotive passion – Porsche sports cars. He is trying to pluck up the courage to sell off his ageing 944 and get himself into one of those snazzy new Porsche Boxsters. He even has one as a pin-up on his office wall!

HP teams for succe

Hewlett-Packard is attacking the computer market on a broad front worldwide by making one of the biggest organisational changes the company has ever experienced.

Launched earlier this year with the theme *Teaming for Success*, HP has created an entirely new and integrated computer organisation (CO) sales and service structure.

A Computer Sales and Distribution Group (CSDG) has been formed and there will be three separate sales forces:

- Enterprise Accounts, offering the full range of CO's products to HP's corporate customers
- Commercial Channels, which covers corporate resellers, wholesalers, dealers and value-added retailers (VARs) and 'opportunity' accounts

"We want to be No. 1 in customer satisfaction and market share in specific service areas and software categories ..."

- Software and Services, providing software, facilities management, software support, hardware maintenance services, consulting, sales financing and consulting services.

A local CO board has been established, comprising Australian managing director, Bruce Thompson, Greg Kershaw, John Bieske, Steve Parker, Jos Kunnen, Barry Hastings, Bob Cattell and Christine Scammell. With the new *Teaming for Success* infrastructure, this was implemented and in place on November 1, 1997.

The new structure will generate new jobs, including client business managers, Computer Organisation district managers and sales specialists. Future announcements from the Australian CO board will detail how these positions will be filled.

Internationally the new Computer Sales and Distribution Group (CSDG) is headed by Dick Watts who says the *Teaming for Success* goal is to deliver the promised integrated, single sales force to respond to the needs of customers, partners and the special requirements of the various CO businesses.

Ann Livermore, who leads the new worldwide Software and Services Group, says the objective is to dominate the market segments in which HP chooses to operate.

"We can make services and software one of the company's most important current and future businesses," she says. "We want to be No. 1 in customer satisfaction and market share in specific service areas and software categories."

The new initiative stresses that cooperation is the key to success. By offering a single sales and backup 'face', the teams will be coordinated based upon customer opportunity to provide interdependence.

Agile teams will reconfigure themselves to respond to customer opportunity and provide flexibility in a changing marketplace. *Teaming for Success* will ensure that commitments made between the various CO team members are met.

An internal newsletter dedicated to *Teaming for Success* has been developed and several issues have already been distributed, updating the company on progress of the CO reorganisation. Called *Cooperation*, the newsletter details the new positions being created, new appointments to specific tasks, and the various sources of information about the project. As well, there is a CO website – <http://co.hp.com> – just click on the *Transformation – Teaming for Success* bar for information on the new CO field model. Using the local e-mail address, cemail:Aust-Co-Board, questions can be addressed to the Australian and New Zealand CO Boards for answer in future issues of *Cooperation*.

Business with CO revamp



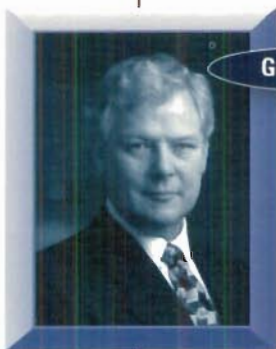
Bruce Thompson



John Bieske



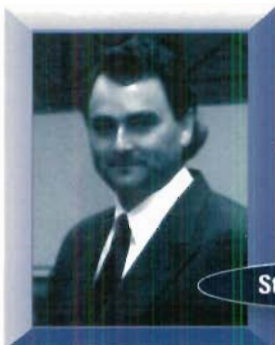
Barry Hastings



Greg Kershaw



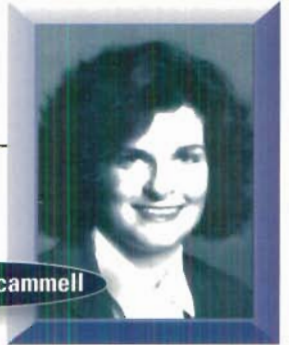
Bob Cattell



Steve Parker



Jos Kunnen



Christine Scammell

New configuration centre

The opening of an Australian PC Configuration Centre at Banksmeadow, near Sydney's Mascot Airport, is an important step in achieving Hewlett-Packard Australia's goal of being the country's leading PC supplier by 2001.

According to HP's Australian managing director, Bruce Thompson, the centre represents an investment of around \$1 million, and will create up to 30 new jobs.

The centre was officially opened on September 30, 1997, by the chairman, president and chief executive officer of HP worldwide, Lew Platt, who was in Australia to mark the company's 30th anniversary. At the launch, Lew outlined HP's plans to become the world's leading PC supplier to business customers – Hewlett-Packard is currently third in the worldwide desktop PC market.

The PC Configuration Centre provides for assembly of a limited range of HP Vectra corporate PCs currently made in Singapore. The new facility will extend the range of HP PCs available in Australia with an initial production capacity of 5000 units a month. It will also provide specific system configurations to deliver greater flexibility for channel partners and their customers.

Bruce Thompson said local assembly may be extended to include configuration of other HP PC products. "The



above: HPA managing director Bruce Thompson and HP chairman, president and chief executive Lew Platt at the opening of the Sydney PC configuration centre.



boosts customer service

local Configuration Centre allows us to deliver PCs tailored to specific customer requirements and better meet the needs of Australian business," he said. "This new facility means more jobs in Australia as well as a much improved responsiveness for customers and resellers and will also speed up delivery of a wider product range."

The new HP facility mirrors the sophisticated quality process employed at the Singapore facility and Hewlett-Packard Australia will continue to offer a full three-year on-site warranty for Vectra PC parts and labour.

"It will also open up new markets in the corporate and government arenas where flexibility and tailored solutions are paramount," Lew Platt said

Personal Systems Group Marketing Manager, Anthony McMahon, added: "We expect to gain one or two per cent of the PC market share within the first 18 months as a direct result of the new configuration facility."



Industry leaders, media and HP staff at the official opening.



HP celebrates 30 years in

Lew Platt with wife Joan and Bruce Thompson cut the 30 year cake



Staff in Sydney, Melbourne and Auckland had a chance to meet and chat with CEO Lew Platt



On July 3 this year Hewlett-Packard Australasia officially celebrated the beginning of 30 years of operations in Australia and New Zealand. This is an important milestone for our business. Considering the volatile nature of our industry, 30 years of continuous operations is a significant achievement.

To help us celebrate this event we were fortunate to have Hewlett-Packard's president, chairman and chief executive officer, Lew Platt and his wife Joan, visit Australia in late September and early October. Over a three-day period, Lew and Joan officiated at the opening of a new HP PC configuration centre, hosted high-level business functions, briefed political leaders and visited the Sydney, Blackburn, Burwood and Auckland offices.



Australasia



The Hewlett-Packard 30 year anniversary display set up in the Blackburn reception foyer



The display being inspected by Bruce Thompson and Lew Platt



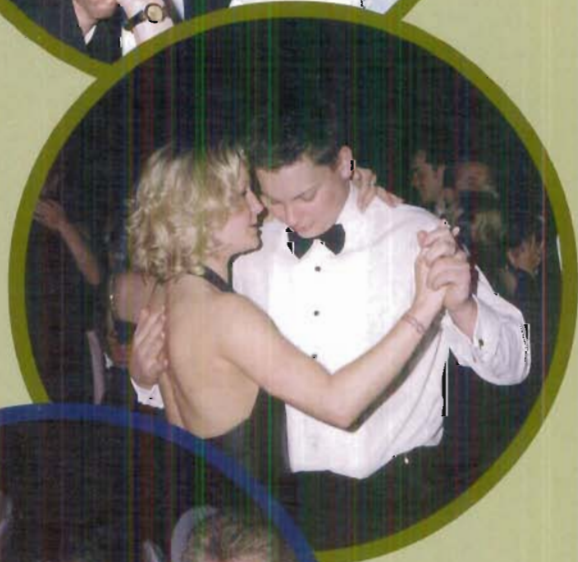
Celebrating 30 Everybody ha

As part of HPA's 30th anniversary, celebrations were held in Sydney, Melbourne, Perth, Brisbane and Auckland. These events provided an opportunity for past and present HP employees to reflect on 30 years of success.



years ...
had a ball

celebratory functions were
Sydney, Wellington and
an excellent opportunity
to get together and









Diversity and Harassment ...

why all the fuss?

Over the past two years Hewlett-Packard has actively promoted the importance of valuing diversity. In that time, we have, as a company, increased our awareness of diversity through a number of programs attended by employees, managers and the senior management team.

As part of these programs employees have grown to expect HP to provide a safe, satisfying and fair workplace. In fact these expectations are consistent with our 'People' philosophy of being the "best place to work" and providing a "safe and pleasant working environment" for all staff and others associated with HP.

But, how often have you heard it . . . "diversity, what's all the fuss about?"

While we have made some strides to create an environment which values the different perspectives and approaches each of us bring to work, we still have some way to go. Traditionally HP's workforce in Australia and New Zealand has been dominated by white males, particularly in senior management. However, if you look at our workforce mix today there is a clear diversity of people, with the proportion of women in key roles lower than might be expected. The same can be said for ethnic minority representation at manager level.

So, where to from here in our diversity process? HPA has decided to renew its focus on harassment in the workforce and ways of handling this.

Put simply harassment is not a laughing matter. While some might laugh it off as "being a jungle out there," HP's harassment policy provides procedures to prevent and remedy most forms of harassment at work. It is based upon the belief that all staff have the right to work in an environment free from harassment.

As part of the next phase in the Hewlett-Packard Australasia diversity process, a new system of contact and advice has been introduced to more effectively prevent and remedy harassment, discrimination, and to raise awareness of diversity-related issues.

Staff and managers in each HPA location now have access to trained Diversity and Harassment Advisors.



Harassment is not a laughing matter.



*It doesn't have to be a jungle out there:
Valuing and managing diversity involves developing an
environment that works for all employees.*

By appointing these advisors, HP expects to redress the suspected "under-reporting" of harassment incidents, and provide employees with the opportunity to confidentially discuss diversity-related issues. These advisors have been trained to manage harassment and diversity-related issues.

Also, as part of this program, a brochure will be sent to all employees outlining the HPA commitment to this important issue. A series of posters are displayed at each location to accompany this communication. The names and locations of the newly appointed advisors are available on the HR web on, <http://www.aus.hp.com/persweb/worklife/>

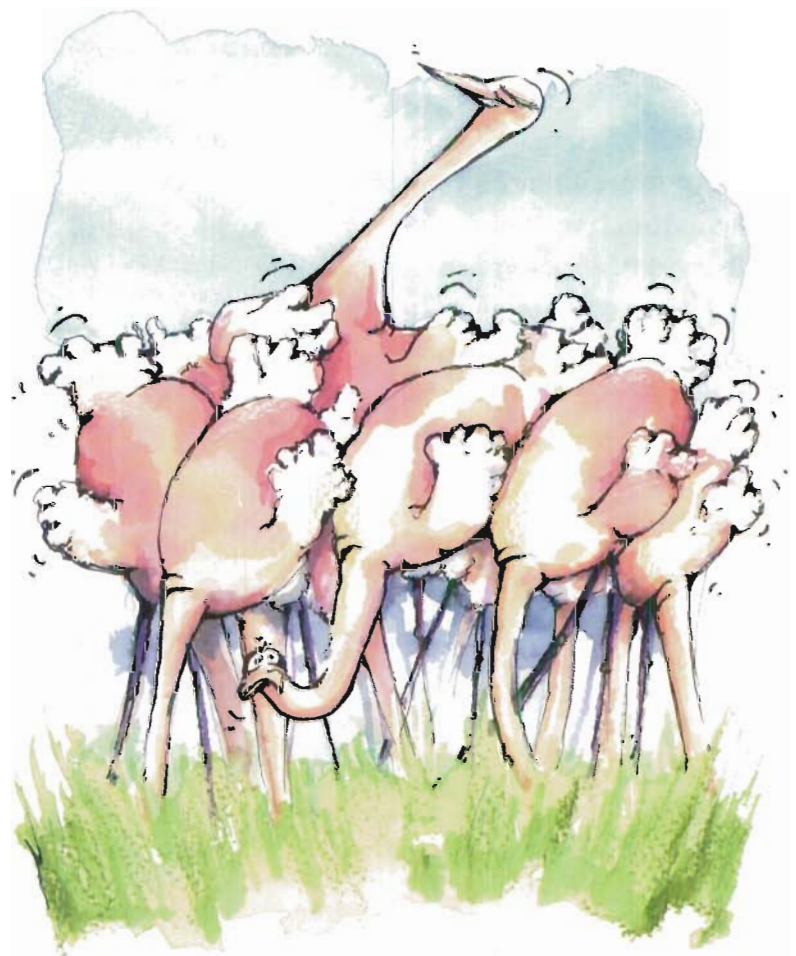
Don't let problems get you down

Another element of our diversity program is Hewlett-Packard's Employee Assistance Program (EAP). It is designed to offer a counselling service for people facing normal day-to-day problems.

This free and totally confidential off-site service can provide assistance with a range of problems such as: marital relationship problems; family problems; stress and grief; alcohol or drug related problems; gambling; financial and legal; and everyday work problems.

So, if personal or work related problems are getting you down, you as an employee of Hewlett-Packard Australasia now have an avenue to get professional help.

These contact points are available at any time. If you are anywhere in Australia call 1300 366 789 to make an appointment. If you are in Auckland call: 9 358 2110 or in Wellington 4 472 5886.



*Stick your neck out:
HP encourages you to take a stand against
harassment of any kind.*

HP Australia scores wo

In a major coup for HP Australia, and for Victoria, Hewlett-Packard's worldwide hand-held calculator business has been transferred to Australia and will be located at the Burwood complex in Melbourne.

The relocation will bring more than \$100 million worth of calculator business into Australia and will centralise the R&D, manufacturing and marketing of the famous HP hand-held calculator range in this country.

The calculator operation joins telecommunication test equipment, OpenView telecommunications software and Customer Service Call software business units as Australian-based Global Business Operations. It is expected to become an important component of Australia's IT&T portfolio and enhance significantly the country's export performance in this category.

This also builds on Australia's core competency in consumer electronics for worldwide markets

which work on low margins and fast-paced product development. The worldwide general manager of the HP Australian Calculator Operation, Chris Wallin, said the calculator operations was "a great win for Australia".

"For more than 25 years HP calculators have been used by the world's leading scientists, engineers and finance professionals, and have developed a

reputation for excellent engineering and unsurpassed reliability," Chris explained. "Our calculator business has also been studied by the world's media and business schools as a model of leadership and style."

He said the move to Australia came when it was deemed necessary to split off the calculator business from the palmtop and computer business. Calculators were broken out as a stand-alone product line so that HP could focus clearly on a developing but highly-competitive calculator market.

"The product line needed a competent 'owner' with the skills and qualifications to succeed and the Australian investigation team was able to put together a winning bid - highlighting our



strengths in research and development, innovation and academic excellence.

"Since many of the world's more notable innovations originated in Australia - the refrigerator, the television, the in-flight 'black box' flight recorder and the ultrasonic scanner, for instance - it was appropriate that the calculator business should come here."

As an historical sidelight, Chris recalled how the original HP35 calculator was born. It appears that HP's co-founder, Bill Hewlett, was on a business trip and observed the engineer sitting next to him on the aircraft using a slide-rule. Sitting on the

r^ldwide calculator task



The first international gathering of the Australian Calculator Operation started with a cruise on Melbourne's Port Phillip Bay on the restored sailing ship, Alma Doepel



other side was a businessman manipulating a four-function calculator.

Bill asked his marketing department whether a scientific calculator would make any sense. Months later he got the answer – an emphatic “absolutely not!” Bill ignored the advice and went ahead anyway, and the HP35 emerged.

“So, Melbourne is now the home of HP’s legendary range of calculators and future models will be designed and developed by Australian engineers,” Chris said. “There will also be marketing and sales centres in Vancouver, Washington and Grenoble in France.”

The new building at HP’s expanding Burwood complex covers 6000 square metres and will complement the existing Burwood No. 1 building.

Construction began in July, 1997, and move-in will take place during March and April, 1998. The present occupants of No. 25 Joseph Street, Blackburn, will move to the new Burwood site which will house remarketing and finance, TMO service and customer service. HPA’s customer call centre will also move to Burwood, along with CSC and CIC (CMT) to a purpose-fitted facility to meet specialised business needs.

Getting closer to the customer

How can we get closer to the customer? How can we be more proactive in meeting our customers needs? These are questions which continually challenge us.

To help meet this challenge, a steering committee has been formed to investigate a company wide customer feedback (CF) process. Its aim is to establish a common framework across business units for sharing information about customers, increase HP's knowledge of customer needs and expectations and to ignite a real "passion for customers" among employees at HP.

The CF steering committee comprises Hans Neilson (Quality), Anne Foley (TMO), Paula Matthews (Quality), Paul Hoolahan (WCSSO/APFRO), Karen Moore (CPSD), Stacey King (Quality), Colin Oliver (Education) and Paul Berner (EAO).

Hoshin plans at both the Asia Pacific and HPA entity levels include strategies for the implementation of an entity-wide customer feedback system in order to become closer to our customers and to better meet their needs.

An implementation plan has been developed to define a generic customer feedback process, standard metrics, incentive programs for participation, training, a communication package for employees and customers, and various components of a business unit or functional group roll out.

The steering committee is working under the directive of the Senior Management Team Customer Council which is represented by Howie Vogel, John Bieske, and Lee Loncasty. The



Customer Council has five key focus areas: customer access, customer voice, educating customers, all-staff training and measuring customer satisfaction. The customer feedback initiative is a

'Feedback may be in the form of a complaint, concern, suggestion or compliment ...'

strategy established within the customer voice focus area.

What is customer feedback?

Customer feedback relating to HP's products, services, processes and relationships is collected at many points throughout the company. This feedback may be in the form of a complaint, concern, suggestion or compliment.

Predominantly customers provide feedback when some part of a process has failed, adversely affecting them.

Benefits of customer feedback

Through the implementation of a generic customer feedback process across all business units, a common framework is developed across the company. This facilitates the sharing of information and the ability for HP as an organisation to be more aligned with the customer in terms of acknowledging, acting on and proactively using their feedback to ultimately provide a better service to the customer.

The implementation of a standard customer feedback process across the company provides the linkages between business units for the receipt and resolution of cross functional feedback.

A new approach to donations

During 1997 Hewlett-Packard Australasia has continued to modify and refine its philanthropic and donations activities. This change has been partly driven by the increasing demands on the organisation and the broader need to enter into long-term "donations partnerships".

Throughout the year HPA has received around 800 written and verbal request for assistance from all states. The majority of requests tend to be coming from two distinct areas . . . healthcare and education.

The re-establishment of the HPA donations committee, with representation from senior management, decided to concentrate our efforts in two major areas, healthcare and higher education.

In the field of healthcare, HPA has entered into a three-year "Adopt a Hospital" relationship with the Royal Prince Alfred Hospital in Sydney. RPAH is a 1300-bed major Australian training, research and development centre. This project will see the introduction of the latest clinical equipment to the hospital while enhancing HP's positioning in the medical industry.

Also this year, HPA has provided product support to the Prince Henry's Institute of Medical Research located at Melbourne's Monash Medical Centre. The Institute is a world leader in hormonal research resulting in medical breakthroughs in the fields of cancer, cardio vascular disease, hypertension as well as Alzheimer's and Parkinson's disease.

In the area of education, HPA has entered into a three-year partnership with the Royal Melbourne Institute of

Technology. The first phase of the \$A700,000 program will be the supply of equipment to the Department of Information Management.

In all, HP's donations program will provide state-of-art equipment worth more than \$1 million to these organisations over several years.

The company is assessing the introduction of an employee matching program for 1998 where several organisations will be selected to benefit from fund-raising activities from HPA staff and monies raised will be matched by the company up to a certain amount.

The HPA donations process

Mission

To assist sections of the community where HP's support provides some lasting value and assists in improving the quality of life through education, health or the environment, but is non-recreational.

Donation policy

Donations will be made only to recognised, non-profit charitable organisations. Lower value items up to \$A300 be funded/owned within business units, e.g. palmtops, calculators, low end DeskJets.



Hans Neilson, HPA's director of personnel, jointly accepts a plaque with RMIT's Vice-Chancellor, Professor David Beanland, in recognition of Hewlett-Packard's donation of equipment to the university's Department of Information Management.

Cyberspeak – a Dr Cyberspace glossary

Out here in cyberspace, we tend to speak another language: cyberspeak. To help you learn a few words and phrases in this new tongue, I've translated back into English some key terms you may encounter on the Net.

browser: the software you use to surf the Net. The most popular browser today is Netscape, followed by Mosaic, both available through PC COE. Microsoft's Internet Explorer is a recent addition to the Web surfer's browser options. Browsers let you view the many kinds of information on the Web (HTML documents, FTP directories, graphics files). More than 38,000 PCs at HP are configured with HP's browser of choice, Netscape.

cyberspace: my family name and a reference to the virtual world that exists to pass information from one computer to another. The word first appeared in *Neuromancer*, the trend-setting book by novelist William Gibson. It's the place through which you send e-mail, conduct on-line conversations or transfer information.

cybrarian: the person (or software in the future) you'll need to know to help you find things on the Web.

FAQ (Frequently Asked Questions): the most common questions get answered in the FAQ section of most Web sites.

HYPERLINK ftp (file transfer protocol): a speedy way to send files from one computer to another over the Internet. This beats sending every data file on a floppy disk via courier. It's cheaper, too! The protocol has been used by the World Wide Web Global Information Initiative since 1990, which transfers or communicates information from computer to computer anywhere around the world. Think of http as a "language" like English or Spanish, most commonly used on the Internet. Another Internet "language" is ftp:// or file transfer protocol.

gazillions: the Doctor's technical term for "a whole lot."

home page: your starting point when you enter a Web site. Usually found with a simple URL. In Japan, the term "home page" is sometimes abbreviated as "HP." Talk about free publicity!

HTML (Hypertext Markup Language): a set of commands to make a normal text file look good to your browser software. If you really want to see what a coded HTML document looks like, use the View Source pulldown menu in your browser when you're looking at a file.

Internet: the international network of computers (get it, Inter-Net?) that grew out of an experiment more than 25 years ago to develop a huge network that could grow without central control. The U.S. Department of Defense was looking for a computer network that wouldn't fall apart if someone attacked the central hub. Well, the experiment was successful, and then some. Today there are tens of thousands of computers in the network over which nearly 40 million people send and retrieve information.

Intranet: a secure information-sharing system in which Web client software accesses data over an internal TCP/IP network. My clinic is on HP's Intranet.

netiquette: you'll find lots of freedom of expression on the Internet, but remember to mind your manners when surfing the Web. A good place to refresh your memory on the do's and don'ts of proper Web usage is at the WebCOE site.

URL (Uniform Resource Locator): the fancy name for what is often a mouthful of an address you'll need to know to find a particular site on the Web. My URL is HYPERLINK <http://hpweb.corp.hp.com/publish/hpnow/use/drcyber/index.htm> See what I mean?

Webmaster: an Internet guru, or in some cases called a fancier name, the Web editorial director. These are the folks that take care of company Web sites and provide employees with great information.

World Wide Web (WWW): you can just call it "the Web." The Web is part of the Internet that lets you display hypertext and graphics, pages.

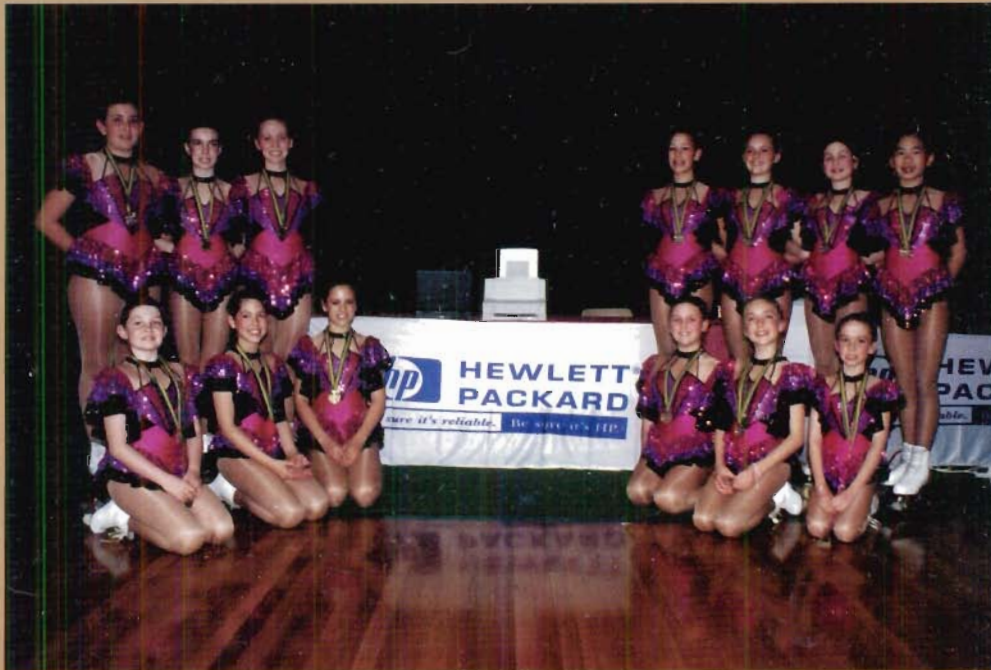
Dr. Cyberspace is an award winning column courtesy of HP's international Measure magazine.

HP at the Australian Roller Skating Championships

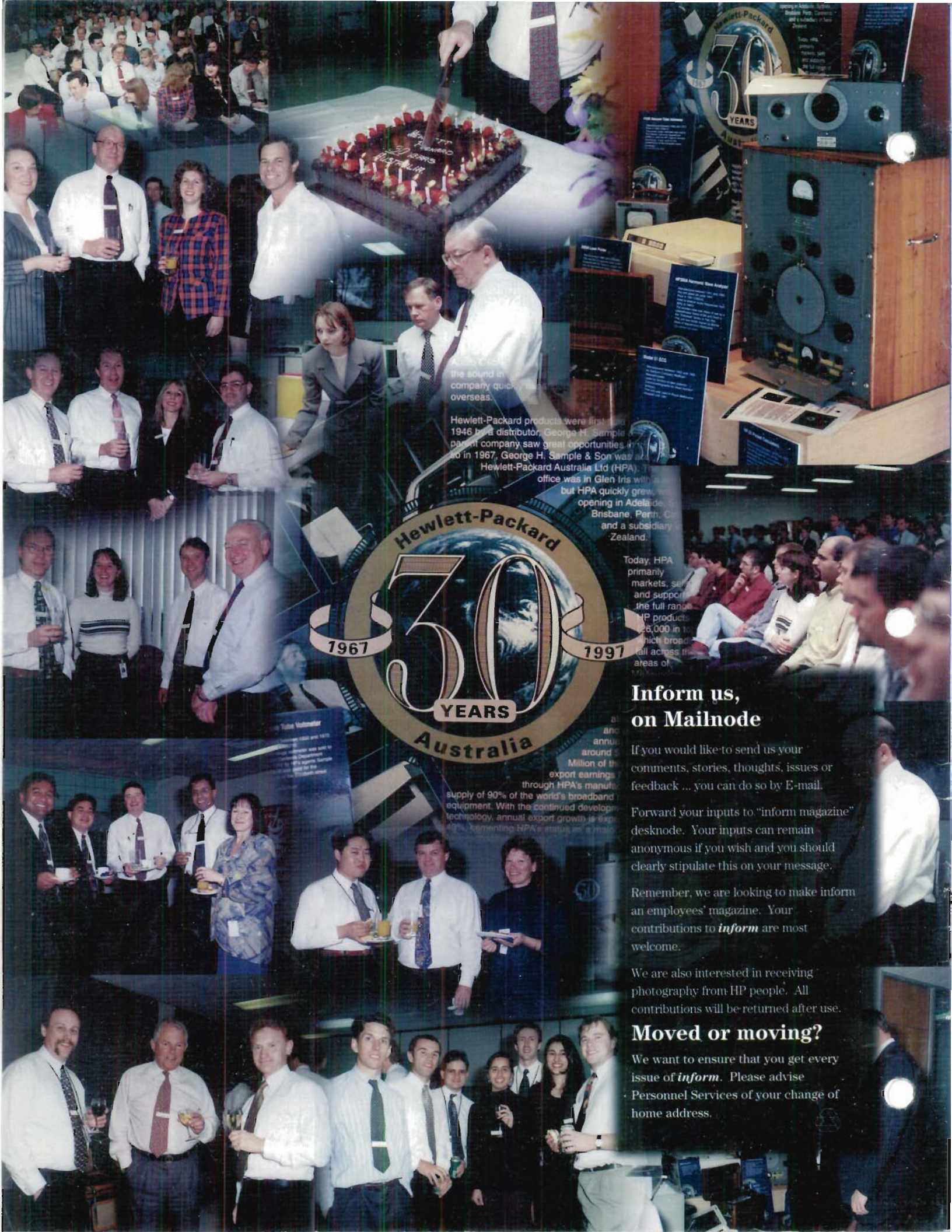
The 1997 Australian Roller Skating Championships were held recently at the National Sports Centre, Homebush in Sydney, with Hewlett-Packard helping to make these championships one of the most successful ever. The loan of laptop computers was arranged by Tony Norman, a senior Consultant in the PSO, who is also a commissioned official for the Australian Artistic Roller Skating association. Tony is also treasurer of the Team Skatel Club based in Windsor NSW. His role at the championships was to calculate events based on the judges' marks and the laptops were used throughout the championship to automate the process.

The championships themselves consist three roller skating disciplines: artistic; speed; and hockey with more than 700 competitors from all Australian states. About 500 of these skaters were performing in the artistic events. For those who have not seen artistic roller skating it can be directly compared to figure skating on ice, but wheels replace blades on the skates. In freestyle events, the skaters perform jumps, spins and intricate footwork in a choreographed routine which is marked for technical correctness and artistic impression. Other events include dance (Torvill & Dean on wheels), figures where the skater traces a fixed pattern across the floor, and precision where teams of skaters perform a synchronised set of manoeuvres.

Tony's daughter, Julia, is a member of the Team Skatel Juniors precision team. They are this year's NSW champions and competed in this year's championships. They had won the silver medal in last year's championships in Adelaide and this year were determined to go one better which – after skating a flawless routine – they did.



Participants in one of the most successful rollerskating championships ever thanks to HP support



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