

# inform

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

Volume 1 Number 6

HP  
Fits  
The  
Legend



# Testing the waters

**H**ewlett-Packard is playing a major role in cleaning up the environment through helping analyse the waters of Sydney and New South Wales.

Three generations of HP analytical products are used in the laboratory of Australian Water Technologies – Science & Environment division of the Water Board in Sydney. AWT is part of the trading arm of the Water Board.

Stephen Finch, HP sales representative in the Analytical Group, says HP has about 70 per cent of the market for this type of equipment, and the largest installed base in Australia.

**By Alan Eager, Sydney**



• *Chris Kimpton, of the Water Board, and HP's Stephen Finch discuss testing procedures and results.*

inside

## inform

### A 'FIRST' for customers

*Introducing HP FIRST, a groundbreaking enterprise offering end users access to hundreds of items of HP PC and Peripherals literature.*

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"While there are other competitors, HP products are considered to be the best in the field," Stephen said. "We can supply everything from analytical equipment to computer hardware which no other vendor can do."

Similar equipment is used by drug testing laboratories to analyse the body fluids of athletes. HP has a similar share of this market.

The HP products at the Water Board are three mass spectrometers which test for unknowns in water samples. They are on a local network which allows for the sharing of information to ensure ease of processing.

The facility handles more than 100,000 samples per year, catering for all types of chemical, biological and microbiological analysis. Samples come from a wide range of materials including water, sludge, sediments and biological tissue.

The system works as a filtering process by taking a sample of water and separating all the unknowns. The mass spectrometer provides positive identification by comparing what it finds with a computer library of pollutants. The Water Board has a 'hit list' of dangerous compounds it looks for and follows the water quality guidelines set by the National Health and Medical Research Council.

This is similar to the work of the United States Environmental Protec-

tion Agency which receives samples from rivers and streams, suspected spillages, trade waste, water catchment areas and treatment plants.

Specialist analyst, Chris Kimpton, gave many interesting examples of chemical changes and pollutants that the AWT comes across during testing.


"For example," he said, "with the chlorination and fluoridation of drinking water in treatment plants, certain chemicals entering the process can change their activity and become harmful while they were safe in their original state."

Products in everyday use – from typing correcting fluid to toilet cleaners – include solvents that have proved harmful if they enter the water system.

"We are constantly testing the water in reservoirs as the catchment areas are potential pollutants," Chris said.

"We also are particularly interested in the run-off from roads as there are polynuclear aromatic hydrocarbons in the tar mixtures which are carcinogenic."

Industrial waste and spillages are of particular concern and are constantly being tested. The data is reported to the offender who is then charged (as a payment or fine) based on the amount of pollutant over the acceptable levels.

If they persist, their operations can be shut down. 

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• The Elizabeth headquarters of Levi Strauss & Co.

# HP fits the legend!

By Tim Boord, Adelaide

For 10 years, jeans and casual wear manufacturer Levi Strauss & Co. (Australia) has been one of HP Adelaide's major corporate clients.

But according to Jim Golding, branch support manager in Adelaide, the Levi-HP relationship goes further than that. Having worked closely with Levi for most of those 10 years, Jim says the two companies have more of a partnership.

And with the help of HP, the local arm of this global jeans giant is making innovative information processing decisions.

Levi Strauss Australia's national headquarters is situated at Elizabeth, north of Adelaide. This facility consists of a sewing plant, finishing centre, distribution centre and administrative services. Together with General Motors Holden, it is one of the largest employers in the Elizabeth area.

Like many companies looking to set up computer systems in the early days, Levi turned to IBM for the automation of their domestic (US) operations. However, as the company expanded worldwide, it looked to HP to develop and maintain its systems.

HP and Levi's focus for Australia is the

development of a network for ongoing office automation and access to local and global information.

A major contributor towards this goal has been the installation of a second MPE processor (HP 3000/947) in December, 1992. Linking this unit with the existing HP 3000/950 – installed at the beginning of the HP-Levi relationship – has reaped rewards.

**HP has been able to effectively advise Levi on its network needs now and for the future ...**

placed on it," he said. "With the HP 3000/947 in place, monthly processing has gone from two days to overnight."

Levi has also just ordered an HP 9000/F30 to act as a network server and to run its human resources planning systems.

A main feature of the Levi-HP relationship is that HP has been able to effectively advise Levi on its network needs now and for the future. And perhaps

Jim Golding says prior to the expansion of the network, user connect time was lost when the network had to be shut down each month for batch processing.

"The existing system on its own was struggling to cope with the demand

- HP's Jim Golding and Rick Fisher discuss upgrading Levi's PC network with Jill Ribbons, manager information services.




most importantly, HP has a proven track record with Levi for being able to solve its processing problems without delay. As a result, a rare loyalty has built up between the two companies.

The team from HP which looks after the Levi account is headed by senior customer engineer Rick Fisher. Jim Golding says Rick's hard work and dedication over the past 10 years has been key to keeping Levi on the books.

And like HP, Levi is a corporate leader with an active involvement in areas such as recycling. One novel approach the company has taken is to use denim scraps and off-cuts to produce recycled paper products.

The two companies also have developed a sporting relationship. Social days are held every six to eight months to participate in ten pin bowling contests and baseball.

The score so far ... one-all! 



**HP Computer Museum**  
**[www.hpmuseum.net](http://www.hpmuseum.net)**

**For research and education purposes only.**

- *Behind the simplicity of HP FIRST is a lot of hard work by Gordon Williams and Asia-Pacific communications coordinator, Jill Diamo.*



# A 'FIRST' for customers and HP Australia

*By Sandy Burgoyne, Melbourne*

**H**ello and thank you for phoning the HP FIRST fax system is the bright greeting callers receive when they ring HP's automatic user support and information system. HP FIRST stands for HP Fax Information Retrieval Support Technology. As Gordon Williams, channel communications manager Asia-Pacific, says, "Everything in the computer industry has to be an acronym."

Using HP FIRST is simplicity itself. The end-user or dealer rings the automated service in Melbourne, where they have access to hundreds of items of HP PC and Peripherals literature, from technical data to product brochures to software use. By a system of responses through their telephone keypad the caller selects the information needed and keys in their fax number. A few moments later the requested information starts to roll off their fax. The customer pays only for the initial phone call. The cost of the fax is borne by HP.

Behind the simplicity is a lot of hard work by Gordon Williams and Asia-Pacific communications coordinator, Jill Diamo. HP FIRST was instigated three years ago in the US. Based in Boise, Idaho, the system handles calls from across the US. The hardware for the Australian system arrived at the Blackburn Head Office in November, but it wasn't a case of plug in the telephone lines and stand back. The information contained on the two 600 megabyte discs had to be localised. Jill deleted data not relevant to the Australian market and added local documents.

The Australian version of HP FIRST has started big. "We have virtually an entire library of every HP PC and Peripheral data sheet, HP brochure and software

application that is available and we update this on a monthly basis," Jill explains.


At Boise five people are kept busy scanning new HP documents into the system with the information going through a complicated series of processes before it resides in digitised form on the storage discs. Jill and Gordon realised they had to find a quicker and more productive way to incorporate the data into their system as they didn't have the same level of resources available. Gordon explains, "We got some of our technical gurus, showed them the problem and what we required and they came up with a system that simply scans and converts straight into the system." Their new method is so much more efficient that Boise is interested in using the Australian technology!

HP is world renowned for its customer service and helpful technical staff. This

has given Jill a unique problem, that of encouraging HP's friendly personnel to transfer calls to HP FIRST where appropriate. Many of the enquiries now handled by technical staff could be solved by sending a brochure or piece of technical information. This doesn't mean the end of person to person service, but by relieving the high level engineers of routine tasks they will be free to work on the more complicated problems.

Setting up a ground-breaking enterprise like this is not easy. For instance how many telephone lines do you install? HP FIRST's coordinator, Jill Diamo says, "We have four lines to start, three for incoming calls and one faxback line. We can monitor how many callers get the engaged signal and hang up." New lines will be added to the service as required. Statistics of the calls, such as the type of information requested, number of callers and average wait time will be collated and used to improve the service.

HP FIRST is a useful service, but only if customers and dealers know about it. Jill has organised advertising, direct mailing and promotional literature to make sure the news gets around. Every HP product sold will include a brochure with step-by-step instructions to using HP FIRST.

This is a case of Australia today and Asia-Pacific tomorrow. Now they have the Australian version up and running, Gordon and Jill are setting up HP FIRST in Korea, Hong Kong and Singapore. Much of the ground work has already been done, but the new services must communicate in the home language which means a lot of information will be translated into Korean and Chinese. 

*Try HP FIRST yourself! This brochure is enclosed to show you how.*





• *A faithful client to HP ... the South West Queensland Electricity Board.*

The South West Queensland Electricity Board (SWQEB) covers a vast inland area of the Sunshine State, encompassing the towns of Toowoomba, Roma and Stanthorpe.

Its 85,000 customer base also extends into the far flung communities of St. George, Cunnamulla and Charleville. It provides vital services to remote areas where reliable power really counts, especially during the present distressing drought conditions which afflict much of inland Queensland.

So it's particularly fitting that as one of HP's long-time supporters from the beginning of the 80s, SWQEB has recently upgraded for the second time with state-of-the-art HP equipment.

Veteran HP3000 users, the Board started out in 1980 with model 33s which it subsequently upgraded to a model 48 and a Series 70.

Midway through last year, the Board entered into discussions with HP Queensland about the possibility of a second upgrade, using as HP Sales Representative Tony Beaton puts it, "the maintenance cost differential between their existing models 48 and 70 to justify new systems".

"It was interesting to note," Tony observes, "that the difference was large enough to completely fund the monthly lease of a 947 and a 917."

Consultants Deloitte Ross Tohmatsu

# Teamwork the spark to a long term relationship ...

*By Ritchie Yorke, Brisbane*

were called in to re-write the Board's Information Technology Plan and to ensure the system implementation from that plan met with the Queensland Government's mandatory GOSIP requirements.

The HP3000 "easily met" the requirements and according to Tony "the customer and his consultant were both impressed with HP's commitment to standards and the level of implementation on the HP3000, especially our POSIX compliance.

"Of course, HP's excellent MPE-V and MPE/IX compatibility was the icing on the cake." In a sale involving close to \$1million, the SWQEB ordered an HP3000 Model 977SX as their "production" system and a Model 927LX for "development".

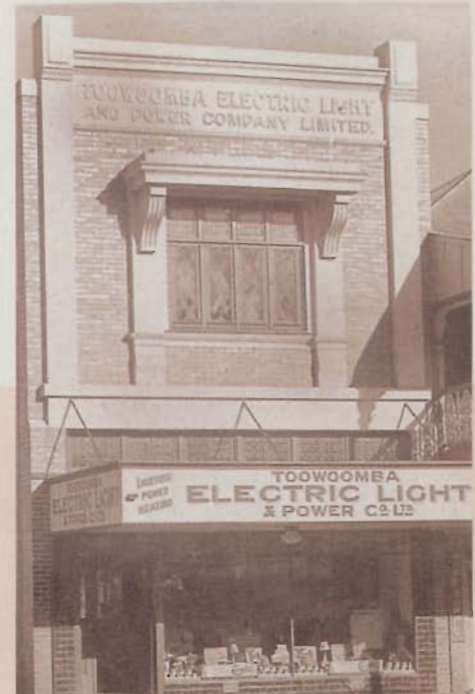
The existing Cobol-Image applications are being moved, with the Migration Assistance Services of Neil Cosby from HP's Professional Services Organisation, to the new systems and

later will be upgraded to incorporate RDBMS features.

Tony Beaton says the order from SWQEB was a team effort from its earliest stages. Michael Blowers, the account CE and Don Beardmore, were closely involved right from the start.


This, Tony believes, is why the customer has ordered over \$35,000 worth of PSO services and has built a further \$60,000 into the budget to assist in the

**The customer and his consultant were both impressed with HP's commitment to standards and the level of implementation ...**



• *The Toowoomba Electrical Light & Power Co. headquarters back in the 1930's.*

completion of migration to the new systems. "The SWQEB invested in buying and developing some software in the early 80s," Tony explains, "and they were able to take advantage of today's cheaper costs of computing. The maintenance costs on the new system represent a big saving."

From the Board's perspective, Information Systems manager Bruce McHattan - based at SWQEB headquarters in Dalby on the Darling Downs - points out that although existing customers may not notice the immediate benefits of the upgrading, it will certainly provide a multitude of expansion possibilities. For HP Queensland, the sale represents a satisfied HP customer utilising company products once again in a second upgrading, which in the long haul is the ultimate endorsement of a top quality system. 

# Paul's up with the on a wing a prayer!

By  
**Trevor Creighton,**  
Canberra

**L**anding gear is fixed and down, speed 60 knots, trim set ... Paul Wiggins is 200 metres above the ground and descending at around two metres a second. He is iterating these checks to himself much as Buddhist monks chant mantras.

Paul's strapped into the cockpit of a Puchaz two-seater glider. He says he

never takes anything for granted when he's airborne because "if you give anyone a chance to stuff things, they will".

As the pilot of a lightweight fibreglass bird ('Puchaz' means owl in Polish, so the metaphor is particularly appropriate) without its own power and easily capable of maintaining altitudes of 6,000 metres plus, Paul does not allow

himself the opportunity to get it wrong. It's an attitude which is no doubt invaluable for a Hewlett-Packard hardware engineer.

Paul got into gliding around four years ago, but his interest in flying goes back well beyond that.

"My uncle took me on a flight from Sydney to Tamworth and back. I think it was a Fokker Friendship," he said. "On the way back it developed trouble with the undercarriage, so they circled over Tamworth for about two hours, at a reasonably low level, to use up fuel. To me, at eight years old, that was great ... but I can still remember looking at my uncle, ashen faced, in his seat."

A love affair with aircraft took Paul into the

RAAF where he served as an electrical technician from 1974-79. There he got plenty of air time as a passenger in the Bell Iroquois gunships.

"A pain to work on ... and noisy, but fun to fly in," he said. Maybe it was a disdain for noise that led Paul into gliders. Nevertheless, his plans for unpowered flight were put on hold for some time. In fact, it wasn't until he'd been with HP for a few years, and had some spare leave, that Paul made it to Benalla, south of Wodonga, in Victoria. He had booked himself into a so-called "pressure-cooker course" at Benalla where he embarked on a seven day gliding course under the instruction of John Williamson, an Englishman who Paul describes as "one of the best". In fact, Paul enjoyed his introduction so much he phoned his boss, Athol Barker, HP Canberra, and asked for a couple of extra days off. Athol agreed so Paul kept gliding.

Keen to solo, Paul joined the Canberra Gliding Club, which is based at the Bunyan airfield, near Cooma, NSW.

He said: "They took one look at the Benalla syllabus and I had to start again!" Bunyan is near the main ranges of the Australian Alps where gliding conditions are totally different to those at Benalla. Although Paul joined the Canberra club, he became impatient and arranged for another four days in Benalla where he could attempt his first solo flight.

"You know you're getting close to going solo and they (the instructors) like to put you under a bit of pressure," said



• *HP hardware engineer Paul Wiggins ... "instructors put you under pressure when you're close to going solo".*

# gods and



Paul. "You'll be taking off and the instructor will pull the yellow handle, which dumps the rope (to the tow plane or 'tug') and just sit back and not say a thing. That's at about 300 feet, so you've got to think fairly fast and fairly accurately. Then we're at 1200 feet and the instructor takes over and puts you into a spin."

This manoeuvre commenced, it's over to Paul to recover. Needless to say, he made it. But there were more surprises in store when he landed. Paul went to unfasten his safety harness when he felt his instructor's hand on his shoulder. "Stay there" was the command and before he knew it, Paul was hooked up and skyward again – this time alone.

That was four years ago ... and now back at the Canberra Gliding Club, Paul has achieved instructor status. Training and examination for instructors makes basic training look like a "cake-walk". First a prospective instructor, who must of course be a proficient pilot, starts by taking passenger flights. Interspersed with this are flights with the National Gliding School's instructors.

By this stage, Paul says, a pilot can fly

quite well, but the instructor isn't there to teach flying, the instructor is there to teach instructing. This is conducted over the course of about a year ... then the "horror day" arrives. One of the National Gliding School examiners

arrives and after two hours of discussion – which is, in effect, an oral exam – it's time to go flying.

"This part was interesting," says Paul with a grin. "The examiner says 'Now I'm a student, teach me a turn'. So you go through the patter of a turn and make the call to 'put in right rudder' ... he puts in left rudder. You've got to pick that up straight away and correct it.

Towards the last flight the examiner makes things more difficult as you come in to land. It gets fairly hairy. They really put you through the wringer."

As Paul tells it, the rigours of this examination process are very necessary. The instructor has to fly the aircraft (or be letting the student fly) and always be aware of the safety factors to ensure that if anything does go wrong there is time for the instructor to take over and

**If the instructor takes over every time a student makes a mistake, the student's confidence will be destroyed ...**

- *Anyone for a glide? Paul ready for an "instructional" flight in the "Owl".*




get the aircraft safely to ground. On top of all this, the instructor must instruct. And this means keeping hands off the controls as much as possible when students make mistakes.

If the instructor takes over every time a student makes a mistake, the student's confidence will be destroyed. If the instructor doesn't take over at a critical juncture, then the aircraft and those in it may be destroyed.

So the instructor must constantly evaluate and re-evaluate fast-breaking situations: "Is the student going to recover? Can they recover?" If yes, leave the controls alone, if no, intervene.

Remember, all of this takes place within an interval of half a second.

Demanding and at times, stressful as it might be, Paul Wiggins loves gliding. For his life on the ground as a hardware engineer must be, well, a breeze. 





• Peter Reedy and Keith Baucke in the newly accredited HP laboratory.

By Peter Burke, Wellington

**H**ewlett-Packard's Calibration Test Laboratory in Wellington has been offered Telarc Laboratory Accreditation, making it the only fully commercial laboratory in its field in New Zealand to achieve this status (the naval dockyard in Auckland is also Telarc accredited).

This latest achievement comes after just over two years effort to produce the necessary manuals and pass a rigorous inspection by Telarc. The two people who are responsible for this very important achievement are customer services supervisor Peter Reedy and metrologist Keith Baucke. As well as acquiring laboratory accreditation they have also achieved ISO 9000 status.

According to Peter Reedy, the latter was much easier than acquiring Laboratory Accreditation.

"ISO 9000 is a matter of having clearly defined procedures for our customer service activity, setting standards, meeting these and having the whole procedure documented," said Peter. "We deliberately did this knowing that Hewlett-Packard has a corporate objective of achieving ISO 9000."

Keith Baucke adds that Hewlett-Packard is noted for its documentation and this made the process a little easier than for an organisation starting from scratch.

But as Keith and Peter point out, Laboratory Accreditation was a much more challenging process. "Three

## Kiwi testers pass the ultimate test ...


people came along. One to check our administrative procedures and two from the Industrial Research Laboratory (IRL and formerly DSIR) which is responsible for New Zealand's national electrical standards," said Peter. "They questioned Keith very thoroughly to check his knowledge and competence and to make sure he knew what he was doing."

Both Peter Reedy and Keith Baucke are very proud of achieving this status for their department and are confident that it will lead to more business.

The laboratory is responsible for testing and in some cases repairing the calibration equipment used by Hewlett-Packard customers to test electronic products destined for both the export and domestic market. These products range from antenna's for cell phones to highly sophisticated navigation equipment used for the ANZAC frigates.


The laboratory occupies a relatively small space on the first floor of the Wellington office. There is workbench and two highly automated testing systems - one for testing multi meters and the other for testing radio frequency standards. The only physical changes to the laboratory since the Telarc accreditation and ISO 9000 status is a few more security locks.

Both men point to a world wide trend for companies to have ISO 9000 status and they say customers are demanding this.


Keith says, "Customers not only want to know that we are good, they want some independent proof of this ... and if we want to remain in business this is the way that we have to go." 

## Inform us

Your contributions to *inform* are most welcome. "Letters to the Editor", comments and story ideas should be sent via HPDesk to David Hattrick at Blackburn.

We are also interested in receiving photography from HP people. All contributions will be returned after use. 

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