

6-25-1980

# User Services External Report

Lehigh University

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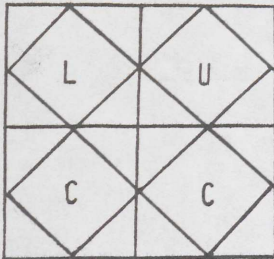
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# USER SERVICES EXTERNAL REPORT

LEHIGH UNIVERSITY COMPUTING CENTER

CDC 6400 (CM 96KW, ECS 1/8 MW, SCOPE 3.4.4)

DECSYSTEM-2060 (512KW MEMORY, TOPS-20 V3A)

PDP 11/34 (96KW MEMORY, RSTS/E V7.0)

Vol. VII, No. 6

June 25, 1980

## COMPUTING CENTER DIRECTORY

### Information About Policies and Plans

Office of the Director  
 Director 861-3830  
 Dr. Ben L. Wechsler  
 Associate Director 861-3990  
 William R. Harris

### Information About Bills Received

Administrative Assistant 861-3825  
 Joseph P. Holzer  
 Annette L. Ruhe

### User Consultants

Timothy J. Foley 861-3994  
 Emilie S. Melvin 861-3992  
 Robert A. Pfenning 861-3991

### Information About Programs in the Computer Libraries

Data Processing Librarian 861-3993  
 Margaret W. East

### Systems Status, Technical Information

On-duty Consultant 861-4141

### General User Information

User Services Secretary 861-3990  
 Judy K. Allio

### Information about Operational Policies

Operations Manager 861-3989  
 Carol D. Rauch

### Information About Tapes and Supplies

Operations Admin. Assist. 861-3986  
 Kathy M. Horwath

### On-Campus Computer Access (110/300 Baud)

CDC 6400 Ext. 4000  
 DEC 20 Ext. 4020  
 PDP 11/34 Ext. 4011

### Off-Campus Computer Access

CDC 6400 (110/300 Baud) 691-5800  
 (1200 Baud) 691-5806  
 DEC 20 (110/300 Baud) 868-2250  
 PDP 11/34(110/300 Baud) 868-9350

### \*CORRECTION\*

The last issue of USER contained the announcement that the Computing Center now provides 1200 baud dial-up service for users with either Vadic 3400 or Bell 202 series modems. The correct Bell series is 212A. Sorry!

### IN MEMORIAM - VARIAN 620/F

#### SEPTEMBER 1972 - MAY 1980

The plans for the installation of a CDC 2550 Communications Processor appeared in the last issue of USER. A gradual phasing out of the Varian 620/f as the communications front-end computer was projected, but the Varian was to continue plotting and paper tape reading/punching support until the departure of the CDC 6400.

However, on May 8, 1980, the Varian gave up and died. Thus began a very hectic period for the LUCC staff and CDC customer engineers; and a very trying period for the user community. Some significant highlights of the restoration of service are given below.

- May 12 - Restoration of limited 110 baud interactive service via the existing CDC 6671 Multiplexer (previously only used to support remote batch service)
- May 12 - Restoration of paper tape reading via a borrowed teletype (thank you, Industrial Engineering Department) and the DEC 20
- May 20 - Restoration of plotting utilizing a LUCC-developed plotter controller connected to the DEC 20 (the CDC 6400 plot queues are dumped to tape and then transferred to the DEC 20)
- May 24 - Restoration of limited 300 baud interactive service after CDC customer engineers modified the 6671 Multiplexer
- May 29 - Restoration of limited 1200 baud interactive service through further



modification of the 6671

- June 2 - The CDC 2550 arrived early thanks to efforts of Control Data Corporation
- June 24 - The CDC 2550 placed in production service restoring the full complement of ports and speeds available previously on the Varian.

Our hats are off to the LUCC staff and the engineers. A special thank you to the users for their patience and understanding.

#### DIRECTOR'S DISCOURSE

by Dr. B. L. Wechsler

The single most important question confronting the campus today with regard to computing service continues to be the replacement of the CDC 6400. Many individuals outside of LUCC, as well as LUCC personnel, are putting in a lot of time and effort in coming up with what should be an extensive analysis of the problem. The decision, therefore, can be based on a very comprehensive consideration of all viewpoints and should be as good an overall University decision as is possible.

Since the last report the following actions have been completed.

- The Request for Proposal (RFP) was reviewed by the Technical and Recommendation Committees and completed on schedule. The committees met with the vendors on May 1; discussed the RFP with them and answered questions from them concerning the RFP. No modifications to the RFP were found to be necessary.
- The Technical Committee, composed of representatives from each College and School, Administrative Systems, LUCC, and the Computer Center Advisory Committee, plus an industrial computer professional, met throughout the month of May formulating the details of the proposal evaluation methodology. Substantively, this work was extremely important since it spells out the details of the features, and their importance to the University in the way of a replacement for the CDC 6400.
- Vendors submitted their proposals June 2, and each vendor made an oral presentation concerning his proposal during the period June 4-6. The Technical Committee is now in the process of evaluating proposals and their findings will be forwarded to the Recommendation Committee on or about July 1, 1980.

The proposals submitted by the vendors consist of the following options which are under consideration:

#### Education, Research, and Administrative

CDC CYBER 170 Model 720  
CDC CYBER 170 Model 730  
DEC 2060  
IBM 4341

#### Education and Research

CDC CYBER 170 Model 720  
CDC CYBER 170 Model 730  
DEC 2060

#### Administrative

CDC Omega Model 480-1  
IBM 4331

#### ADMINISTRATIVE SYSTEMS

by P. W. Sire

In the period July, 1979 - April, 1980, the Systems Steering Committee was engaged in broad-based systems study. The objective of this study was to establish a plan for the implementation of essential information systems for the provision of improved services to students, faculty/staff, and alumni and friends, as well as for enhanced administrative control and planning.

Over a decade or more a number of administrative computer applications, both well designed and well programmed, were made available to the user community. Technically solid, as products of their time, these applications are nevertheless separate. They were independently developed, difficult to interface, highly redundant and increasingly inadequate by dint of changes in University policy and procedure and in the state of the computing art itself.

The problem which confronted the Systems Steering Committee may, perhaps, be worded as follows: in the comparative short-run and at an acceptable cost, how might Lehigh enter the era of on-line, inter-related, administrative systems in those areas deemed of highest priority, namely, the Student Records, the Personnel/Payroll, the Alumni/Development and the Billing/Receivables areas? Following upon a number of faculty-led feasibility studies, vendor presentations and institutional contacts, consensus among committee members, users and analyst/programmers alike called for the purchase of a number of inter-relatable applications packages with on-line data entry and reporting facilities. These packages, four from Information Associates Incorporated (IAI) and two from the College Scholarship Service of the CEEB will be featured in succeeding articles in USER.

#### AN OUTSIDER'S VIEW

The following article written by George Otto of the Wharton School of Business appeared in the January, 1980, issue (Volume 7, Number 3) of Carnegie Mellon University's Computation Center News.

When Robert Moses was developing the highway



and parkway system around New York, he would often determine where the current system was most overloaded and then put in a new bridge or throughway at just the place he figured should reduce the overload. Time after time the newspapers announced that the new construction would solve the congestion for generations but in many cases the new bridge or throughway would be jammed up in just three or four weeks, without appreciably relieving the originally noticed overloading. Where was all the new traffic coming from?

After years of such attempts, it became apparent that the new construction was itself causing the problem. As people saw the bridge or throughway being built, they made plans to buy cars they hadn't owned before. They reasoned that they would now drive around the city easily, since the new construction would allow them to get around much better than before. Thus every attempt by Moses to provide an uncrowded highway system was doomed from the start.

It seems that a similar problem faces the computing world. The dream of an unsaturated computing environment will never be realized! Putting in more, and more powerful, computers at a site only encourages people to plan to do more computing than was done before.

The moral of this story: plan on poor response-time the rest of your life!

#### THANK YOU UNDERGRADUATE ASSISTANTS

During the past academic year a dedicated and talented group of undergraduates provided the first point of contact for the consulting function of User Services. The full-time staff publicly thanks the following individuals who have been so helpful:

Dave Blanset	Drew Moll
Carty Castaldi	Daniel Murphy
Paul Detweiler	Bob Nemiroff
James Femister	Jeff Ost
Charlene Filz	Brad Parker
Paul Fox	Peter Sattler
Bob Gervis	Alan Schechter
Ron Godshalk	Rose Shenk
Blair Hogg	Tom Slone
Andy Hospodor	Barry Tannenbaum
John Hunsberger	Morgan Thoma
Dave Langdon	Matt Wilson
Jerry Macolino	Martin Zary

#### MEETINGS AND SHORT COURSES AT LEHIGH

LUCC hosted the ninth annual meeting of the University Computing Center Directors of the Northeastern Region on June 19-20 at the Hotel Bethlehem. The theme of this year's meeting was "Providing Computer Services for the Campus during the 80's". Some of the topics discussed were:

- Administrative Computing in an Academic Environment
- Computing Centers and Distributed Computing
- Hardware and Software Trends

On July 15-17, Lehigh will present a short course on ECOMSETS (Educational Computer-based Models for Socio-Economic-Technological Situations). ECOMSETS are computer-based educational modules dealing with a spectrum of large-scale problems such as carbon dioxide buildup in the atmosphere, pollution of rivers from industrial plants and cities, and the interaction of economic growth and energy production. The principal lecturer for the short course will be Dr. William E. Schiesser. Other Lehigh faculty assisting are Dr. Bennett Eisenberg, Dr. John McNamara, Dr. James Parks and Dr. Paul Usinowicz. To obtain course application forms, contact:

Dr. B. Eisenberg  
Lehigh University  
Department of Mathematics  
Building No. 14  
Bethlehem, PA 18015

Lehigh presents another short course from July 28 through August 1 on the Dynamic Analysis of Energy Supply/Demand Systems. The course includes computer-based applications to national, regional, and corporate energy planning. The instructors are Dr. L. G. Cook, a consultant in energy matters, and Lehigh faculty members Dr. McNamara and Dr. Schiesser. For additional information, contact:

Dr. William E. Schiesser  
Lehigh University  
Whitaker Lab - Bldg. No. 5  
Bethlehem, PA 18015

#### OPERATIONS OBSERVATIONS

A new operating schedule went into effect on June 1. The change users will notice immediately is the elimination of the closing for one hour at lunch time on Saturday. See the article which follows for other changes. The new schedule will be printed as an appendix to the August 15 issue of USER.

During the summer remember that some of the site hours have changed. The most important are the closing of the Taylor Hall remote batch site and the curtailed hours at the Christmas-Saucon interactive site (8 AM until 10 PM Monday through Friday, 8 AM until 5 PM Saturday, closed Sunday). Note that the Williams Hall interactive site remains open on a twenty-four hour basis, and that the Grace Hall remote batch site will remain open 8:30 AM to 4:30 PM, Monday through Friday. If the Grace site is not used, it will be closed during the second summer session.

Consulting services also are less available during the summer. The Inquiry Desk in Packard Lab will be open from 9 AM to 12 Noon, and from 1 PM to 5 PM, Monday through Friday. The consulting hotline extension 4141 will be answered during the same hours.

Two changes have occurred in the DEC 20's operating schedule. First, the printing of files in the unlined forms queue will take place each day, including weekends when open between 2 PM and



3 PM. Printing of unlined forms at other times is uncertain and is a function of available resources.

Second, the time period for the bi-weekly preventive maintenance on the DEC 20 on Fridays has been changed - now it is 6 PM - 8 PM. Remember - use the HELP HOURS command for determining when preventive maintenance is scheduled.

#### LUCC USER OPINION SURVEY

The spring survey of LUCC users has been completed and the replies are currently being tabulated. The results from the survey will be published in the next issue of USER.

In this issue we will respond to some of the suggestions made to improve Lehigh's computing service.

- SUGGESTION: Get more terminals for all three systems.

- RESPONSE: There currently are available on campus for public use five terminals hardwired to the CDC 6400, twenty-four terminals hardwired to the DEC 20, ten terminals hardwired to the PDP-11/34, and fifteen dial-up terminals. These figures will increase this summer with the addition of ten new terminals. Eight of these will be hardwired Bantam 550 terminals and two will be DECwriter LA-34 dial-ups. Three of the hardwired terminals will be connected to the CDC 6400, three to the DEC 20, and the remaining two to the PDP 11/34. In addition, a Diablo terminal (a typewriter quality printing terminal) and a Fox terminal with a Techtran cassette reader attached (hardwired to the CDC 6400 at 1200 baud) will be placed in the Packard Laboratory User's Area. Over the next five years, the terminal acquisition plan calls for an increase of sixty-four more terminals. Also, this fall there will be an increase in on-campus dial-up ports on both the CDC 6400 and the DEC 20. These figures reflect the overall objective of the Computing Center to increase our interactive computing while keeping our batch processing constant.

- SUGGESTION: Extend operating hours.

- RESPONSE: The Computing Center is planning to increase operating hours during the next fiscal year. The increase is a total of 180 hours for the fiscal year 80-81. The changes are:

Saturdays - Open over lunch hour all year

Sunday - Open over lunch hour during fall and spring semester

Monday to Thursday - Open to 1 AM during fall and spring semesters instead of 12 PM

SUGGESTION: Hold more seminars for new faculty and students on general procedures and methods of using hardware and software.

- RESPONSE: More seminars for students and faculty are being planned for next year. In the fall we plan to hold the following seminars, with times and dates to be announced in the next issue of USER.

- Introduction to LUCC Services
- Introduction to CDC 6400
- Introduction to DEC 2060
- Using INTERCOM on CDC 6400
- Using the DEC 2060 Editor
- Using SENATOR on CDC 6400
- Text Formatting Using SCRIBE
- Introduction to SPSS
- Getting Started with UPDATE
- Introduction to APL

#### FROM THE LIBRARIAN

##### Modified Program - CDC 6400

\*Name and Address System (J90051, J90052, J90053)

A new feature has been added to the software which enables the user to renumber the existing account numbers in the master file. The resequencing number feature is described in the documentation available in the red binders in the Packard Laboratory Reference Area.

#### EDUNET ITEMS

Lehigh will continue to be a regular member of EDUNET, the national computing network for higher education and research. EDUNET has announced the availability of an Apple II Plus microcomputer with a specially developed network access software package called EASy. Automatic LOGON is supported for five EDUNET suppliers, and file transfer is supported between the micro's diskette and two suppliers. In addition to this, the micro can function as an ordinary timesharing terminal, and a general purpose facility allows file transfers with other suppliers and systems. The complete system and software costs about \$2200. For further information, contact Margaret East, Lehigh's EDUNET Liaison at extension 3993.

As was true this past year, limited funds are available for EDUNET use by Lehigh faculty members. Information about applying for a grant to support this use also can be obtained from Mrs. East.



OPERATIONAL STATISTICS

CDC 6400

	<u>4/80</u>	<u>5/80</u>
Time System Available During Scheduled Hours (Percentage)		
Batch	97.5	100.0
INTERCOM	97.1	NA
Mean Time Between Interruptions (Hours)		
Batch	77.6	> 354.1
INTERCOM	24.2	NA

DECSYSTEM-20

	<u>4/80</u>	<u>5/80</u>
Time System Available During Scheduled Hours (Percentage)		
Batch	89.7	99.1
INTERCOM		
Mean Time Between Interruptions (Hours)	25.5	344.1

PDP 11/34

	<u>4/80</u>	<u>5/80</u>
Time System Available During Scheduled Hours (Percentage)		
Batch	99.8	100.0
INTERCOM		
Mean Time Between Interruptions (Hours)	134.1	> 348.2

USAGE STATISTICS

CDC 6400

	<u>4/80</u>	<u>5/80</u>
BATCH -		
Jobs Processed	53,960	27,971
Central Site	31,733	20,912
INTERCOM -		
Terminal Sessions	8,067	3,994
Connect Hours	3,194	1,989
CPU Hours - Batch	272.8	255.0
- INTERCOM	23.0	11.6

DECSYSTEM-20

	<u>4/80</u>	<u>5/80</u>
Terminal Sessions	16,665	7,723
Connect Hours	7,526	7,221
CPU Hours - All Jobs	126.4	96.0

PDP 11/34

	<u>4/80</u>	<u>5/80</u>
Connect Hours	2,870	1,722
CPU Hours	190.3	137.9

USER SERVICES EXTERNAL REPORT

MAILING LIST

- ADD my name to the mailing list
- DELETE my name (include mailing label or complete address)
- CHANGE my address (list both old and new addresses and include Zip Code)

CAMPUS

OFF-CAMPUS

NAME: _____	NAME: _____
DEPT.: _____	ADDRESS: _____
BLDG.: _____ ROOM: _____	_____
	ZIP CODE: _____

RETURN TO:   Lehigh University  
 Computing Center  
 RM. 117 Packard Lab, Bldg. 19  
 Bethlehem, PA 18015