

4/2/83

DEC Education & Training

CHAPTER 11
SITE MANAGEMENT AND TRAINING

SIG Panel

The Site Management and Training SIG is now chaired by Doug Bickford, formerly of the Documentation Working Group. He intends to conduct a documentation survey, and also requested library submissions. Topics discussed included:

- o RM05 head crashes - one site's story. They completed mass replacement of RP06 drives with RM05s and have been sorry. Of 114 new RM05s, 20% have failed due to causes other than media. Rumor that DEC is prodding CDC. Make sure the legs are screwed down or the resulting vibration will torque the bearings. They found that Field Service was improperly installing the drives.
- o DEC RM05 disks have sector slots on the bottom. There are two types - long slot and short slot. Some drives can't read one of the types, giving symptoms such as "Boot block not found", etc.
- o RM80 disk drives have excellent reliability even in a dirty environment, but clean the filters often.
- o Disk pack cleaning - recommend inspection 3 times per year, cleaning once per year. DEC Field Service will soon begin offering this service for 1-2 platter disks, and later will service larger packs. They will clean the packs every 6 months.
- o DEC has established a free "Upgrade Help Hotline" for customers only. The number is (800)343-4040.
- o Establish and adhere to a change control system (log) for your site.
- o For medium to large sites, a hierarchy of System Manager -> Operators -> Users has been found to work well.

Digital Ed Services sponsored a workshop to discuss new products, and to advise on the best use of training dollars. In times of budget cutbacks, training frequently gets the axe. When making a case to management, remember that training is a service; one cannot measure productivity increase in dollars. Very few sites budget the training costs up front. After spending large sums on hardware and software to solve a particular problem, don't be reluctant to give the people what they need to ensure success. Try to view training as insurance - a protection against personal risk.

New and current products -

- o The Operator self-paced course is very good (slide show and workbook). The student must already know a little about computers. You must have a local course administrator for this method to be effective. Also, do not expect students to complete this work on their time. Set specific milestones, including hands-on tasks.
- o VMS CAI course is available, including a VAX User Intro workbook.
- o New seminars on -
VMS Application Optimization
VMS Tuning
DATARETRIVE generic (RSX or VMS)
- o A DATARETRIVE CAI course is in the works.
- o The new Courseware Authoring System (C.A.S.) was wrung out at 12+ test sites during 1982. C.A.S. will be integrated with video disks at a later date. Also planned are development aides, and consulting contracts.