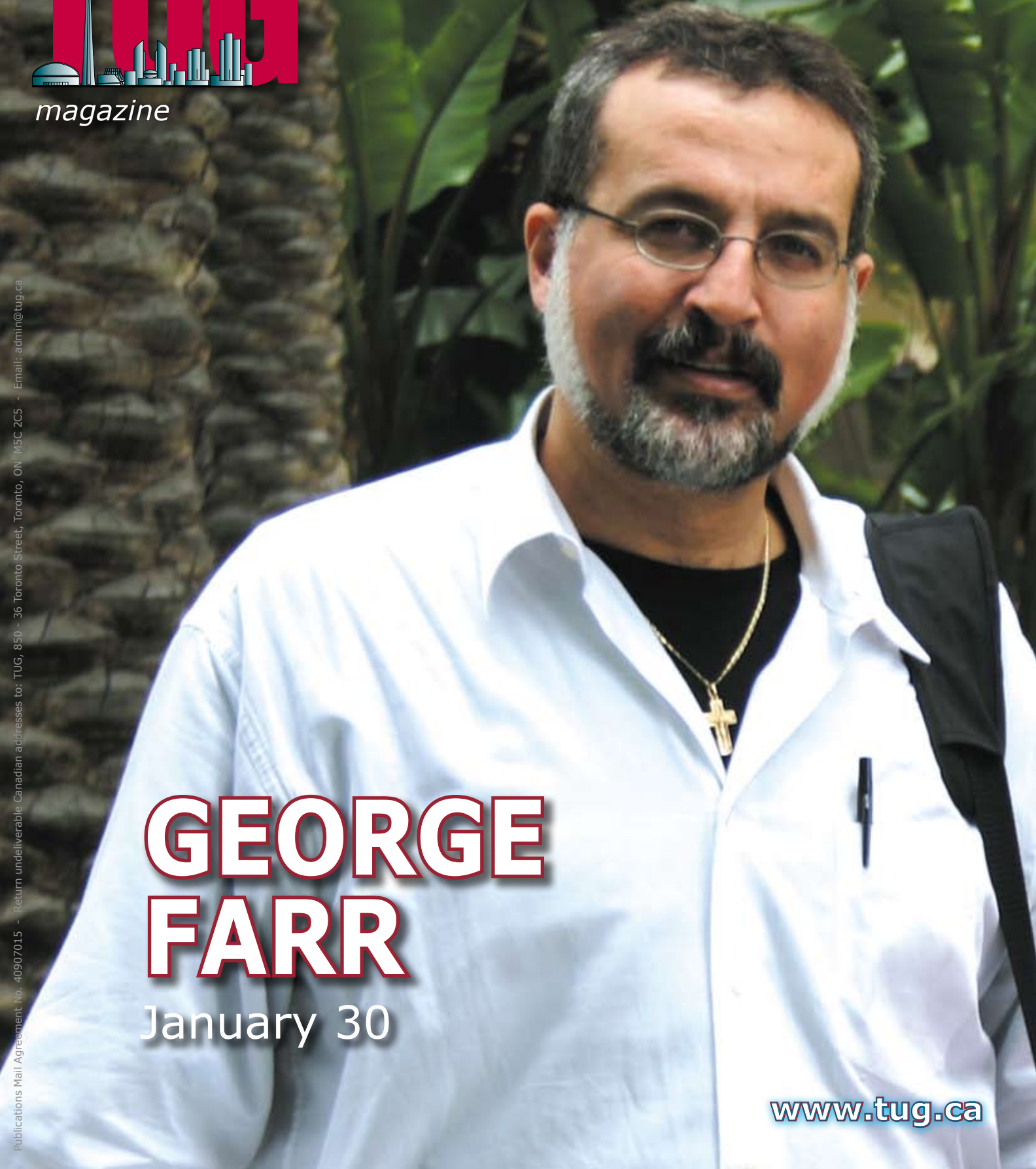


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# GEORGE FARR

January 30

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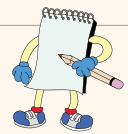
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**MANAGING MULTIPLE MAINTENANCE PLANS COSTS ME TIME AND MONEY**

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Cover photo: George Farr in Anaheim, California by Vaughn Dragland

**T**he year 2008 is ours! How will 2008 be for you? What will you be doing in 2008? I don't mean your personal life—I mean your professional one. Since you're reading these lines, you must have an interest in the best business computer ever built in the world. You know which one I mean—the System i, of course—at least that's the name we were using at the time I wrote these lines. If you follow the news, or if you attended any of **Dr. Frank Soltis'** presentations during his Canadian "System i Direction Tour" in early October and late November, you will know that many things are brewing at the midrange level at IBM, and they are just about to boil over and hit the market.

Just to name a few of those highly potential events, as Dr. Soltis was eluding to in his last presentation, IBM is just about to merge the System i and System p into one hardware product. Knowing that Power 6 has already been announced for the System p, it is natural to assume that the System i is the very next to be ported to that fantastic new technology. It has been a "well known secret" for a long time already, and it should not be a surprise for most of our readers.

What is already a "fait accompli" is the split of the System i technology team into two different business units, the POWER Systems unit and the Business Systems unit. "The POWER Systems unit is in place to focus on the needs of the larger customers, with responsibility for the high end models i570 and i595. The Business Systems unit will focus on the needs of the Small and Medium Business (SMB) customers with responsibility for the lower end System i models i515, i520, i525 and i550." (See **Kathy Gregson's** MoM Review in the *TUG magazine*, November 2007.) How will this affect the System i penetration of the market? The future will tell. But keep that in mind when analyzing the outcome of all of the events related to the System i that happened recently or will happen during 2008.

At this time, you should ALL be aware of the new i5/OS release planned to be officially announced and available in the first quarter of this year. Will this have a big impact on the platform itself? You bet it will! It will be so important that IBM preferred to create a new version (i.e., V6R1) instead of continuing the numbering in the V5 level (like V5R5). With the few other things that recently took place at IBM and others to come soon, obviously something is really going on at IBM, and I feel that the year 2008 will be exciting for all of us really looking after the best interests of the best business system of the world.

2008 will be a year when you will really have to pay special attention to what happens to the System i, and I believe we could be in for quite a ride. To stay informed about those events, you will have to read a lot, network with your colleagues, and take some courses along the way. TUG is a great place for that, with its magazine, its Meetings of Members, its annual TEC conference, etc. Our first MoM of 2008, on January 30th, will be the best place to learn about the **Rational** strategy and its WDS products. Being held at the IBM

Toronto Lab (on Warden Avenue) it is an event not to be missed. It will be a full afternoon meeting with many of the famous IBM speakers, from Toronto and Raleigh, NC, under the direction of **George Farr**. There will be presentations and discussions. An "Ask the Architects, Developers, and Managers" session will close that meeting.

Bring your questions—you may get some surprising answers. It will be your best chance to interact with the people who develop the tools that you use daily at work.

A lot has already been revealed about the new i5/OS release planned for delivery in 2008. To help you find out about those plans, a link to IBM's i5/OS V6R1 preview has been set-up on the TUG website. Check it out! It is amazing to see what is planned for 2008. Now we just need to wait until it is officially announced. What will be retained and when will it be available? Stay tuned, we'll know soon!

A lot of good things are popping up around our System i world, and TEC 2008 (on April 22, 23 and 24) will help you shed some light on them. "**Join the POWER WORLD—Where Educated People are the Real Power.**" By that time, most likely i5/OS will have been announced, and may be available to the public. What a great opportunity to learn more about it! Check [www.tug.ca/tec](http://www.tug.ca/tec) to see the topics that will be covered during those three days.

I am really excited about 2008 and I could tell you more about the reasons for that, but space for this column is limited, so I will tell you more next time.

Again, believe me, 2008 will be a great year. I hope you will agree when you see the events unfolding. I hope you will be at the station when the train arrives and that you will embark for its next journey. I hope you won't just look at it passing by. I hope you will sit in the "First Class" section and take advantage of all of the capabilities the System i has to offer you. Green is a great colour but there are 16,777,215 others in the spectrum, and you know System i is quite comfortable with all of them in GUI environments. The "Economy Class" is fine as well but you would be missing so many things, so many features. TUG can really help you get that upgrade and move you towards the "First Class" section.

See you all on January 30th at IBM—and make arrangements for attending TEC in April!



Vaughn Dragland

# TEC 2008

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*"The real POWER is what educated staff can bring to Application Development and ultimately the End User experience. It is truly NOT about the Power Chip, or the powerful tools—it is about what these empower an educated developer to bring to the application and hence the End User.*

— BoB Lesiw, October 2007



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TUG is a not-for-profit organization that promotes knowledge of IBM® System i™, iSeries™, AS/400™, and other midrange technologies. Questions about the users group, and subscription enquiries, should be directed to our Association Manager, Wende E. Boddy, at the TUG office: **36 Toronto Street, Suite 850, Toronto, Ontario, Canada M5C 2C5.** Phone: 905-607-2546 Email: [admin@tug.ca](mailto:admin@tug.ca) Toll Free: 1-888-607-2546 Fax: 905-607-2547



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\* All articles are the views of the authors and do not necessarily reflect those of the TUG magazine or of the Toronto Users Group for System i.



midrange.com



By BoB Lesiw

Well here we are again, NOVEMBER... Summer all but forgotten, the leaves of Fall mostly now something just to rake up, and Winter starting to flex its icy muscles.... BUT we are warm and cozy at the TUG MoM (Meeting of Members) at the Mississauga Living Arts Centre and anticipating two great speakers and their presentations.

The 5:00pm speaker, **Alison Butterill**, helped us answer the question "Why PHP?"

We then had soup and sandwiches, well most of us did. We were a little short because not all of us pre-registered. Please make sure you pre-register next time so we know how many to anticipate.

The 7:00pm speaker was **Trevor Perry** on the topic of "How to be an IT survivor".

With this popular and dynamic duo, we had a full house with standing room only!

### 5:00pm: Alison Butterill – Why PHP?

Alison started by stating how PHP is an exciting, new, easy to use, open source, platform independent, industry standard, tag/scripting language for developing/deploying web-based applications. It was initially developed back in the mid 90's, where a company called ZEND played a key roll in its development. In 2006 IBM introduced a ZEND implementation of PHP that will run on i5/OS.

She went on to say how it is quickly becoming the most widely used language for developing front ending Web applications and how kids in schools and non-traditional programmers are using it, and how it was specifically designed for presenting data to the Web and to easily interface with external devices such as a heart monitor or pressure valve.

As well as IBM publishing a White Paper and developing a Red Book for PHP on i5/OS, there is a ton of information about PHP on the Internet with BLOGS, Wikis, and thousands of pre-written applications that you can download.

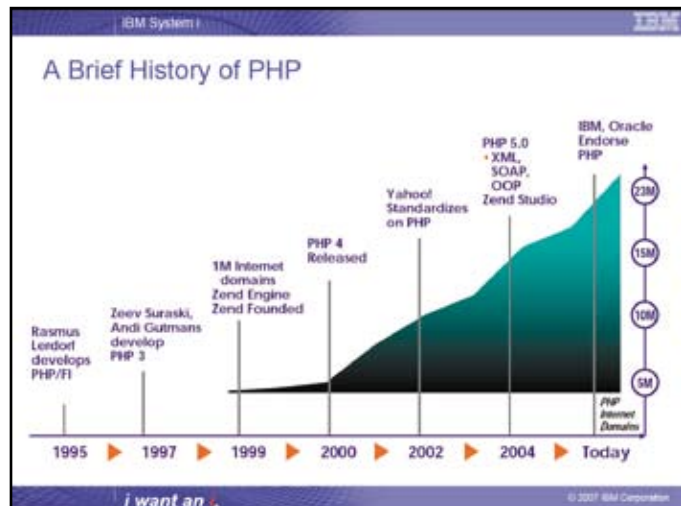


Vaughn Dragland

**Bohdan (Chili Bob) Lesiw**



Léo Lefebvre



5:00 speaker Alison Butterill



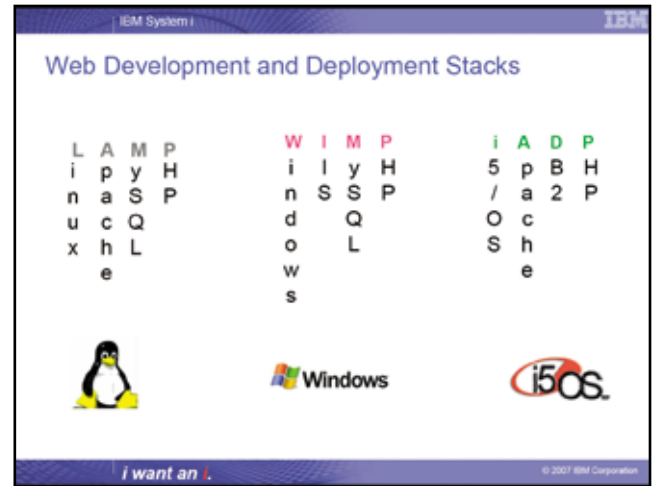
These are some examples:

- [www.hotscripts.com](http://www.hotscripts.com)
- [www.phpjunky.com](http://www.phpjunky.com)
- [www.phpfreaks.com](http://www.phpfreaks.com)
- [www.i5php.net](http://www.i5php.net)

The following url is an excellent slide show explaining the Zend HPH implementation on i5/OS: <http://www.slideshare.net/ijansch/integrating-php-with-system-i-using-web-services>

Alison explained how the Zend implementation in i5/OS is divided into modules:

- **Zend Core for i5/OS:** (FREE) a fully tested and enhanced version of the open source PHP runtime environment
  - ▶ Contains a toolkit that provides native access to System i objects, and contains everything you need to get started
  - ▶ Simple download
- **Zend Studio for i5/OS:** (FREE) provides an integrated IDE for building and debugging PHP applications
  - ▶ Advanced PHP editor and debugging tool
  - ▶ Database integration
  - ▶ Runs on WIN, Linux, MAC
- **Zend Support:** FREE web-based support, chargeable “premium” support
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She explained how internally on the i5/OS, PHP runs within a Zend shell, that runs within a PACE Unix Shell, but this is totally transparent and it looks and feels like native code, and that in the future IBM will further integrate PHP by allowing it to plug directly into such core tools as Eclipse and WDSC.

Alison then spent time detailing reasons to use PHP on i5/OS. Consolidation was a big one, moving diverse PHP applications from multiple platforms onto one consolidated application running on the stable platform we all know and love. Modernization was the other big one, where PHP can be the front end (the presentation layer if you will) to back-end legacy applications.

Alison's presentation was very well received by the audience and we had several interesting questions. One of note was "Why use PHP if we have Java?" Alison explained that it is a case of using the best tool for the job in question. They are very different. Java is routine focused, transaction oriented, and has a significant learning curve; while PHP is a great tool for quickly developing a user front end, and much easier to learn.

The bottom line here from Alison is that PHP is popular and is here to stay so we should "TRY IT!"...

Alison's slides are available on the [www.tug.ca](http://www.tug.ca) website.

## The 5th Wave By Rich Tennant



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Trevor Perry receiving a speaker gift from Wende Boddy

### 7:00pm: Trevor Perry — How to be an IT Survivor

Trevor as usual was passionate, energetic... and thought provoking. This was definitely one of those “you had to be there” sessions. Trevor kept asking questions and continually challenged the audience to think.... He began by asking us what criteria we would use to identify an IT Survivor, and then “WHY” we bother to work at all. He discussed retirement and what it means to people.... The bottom line here was:

- Identify your Passion.
- Identify it NOW!!!
- Go follow it.

Trevor then talked about how we all get bent out of shape because IBM keeps changing the name of the AS/400, and reminded us that it has only changed twice over the past 19 years. It went from AS/400 in 1988 to i Series in 2000 to System i in 2006. What was so bad about that?

Well what is wrong with that is that we are focusing on the wrong thing. We are focusing on the hardware name and NOT the software name which is way more important and sustainable. It was OS/400 in 1988 and was changed to i5/OS in 2006.

It is like comparing Windows to Dell or Compaq. Hardware will come and go but the operating system and general environment basically stays the same. Trevor is saying we need to get over and forget about AS/400, iSeries, System i or whatever the next fancy ➔

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name might be and focus on getting the “i5/OS” name out there and respected. (For me the “penny dropped”, and I agree with him.) Perhaps we should change our user group name to “Toronto User Group for i5/OS”, something for the TUG Board to discuss?

Trevor then went on to ask the audience if we were Developers or Programmers and what was the difference? Trevor’s philosophy is that a Programmer knows COBOL or RPG or SQL, while a Developer has a whole bag full of many tools and languages to create applications and pulls out the best tool for the job in hand. He states it is clear that to be an IT Survivor you need to be a Developer not a Programmer. We desperately need to Modernize, not code..... OURSELVES.... and NOW!

Trevor then talked about and elaborated on 22 things to do to be an IT Survivor, and here they are in brief:

1. Change Vernacular. Stop using hardware names like AS/400 — use i5/OS and get over it.
2. Show your Passion....

3. Backup your PC. It is crucial, and becoming more crucial to your career.
4. Languages. Learn HTML, XML, SQL.
5. Governance. Embrace change management.
6. Modularize. Write Modular code, test modules not programs.
7. SOA. Adopt SOA principles. SOA is here to stay.
8. Standards. Embrace standards and consistency.
9. Industry Publications. Read them, don’t just stack them up.
10. Community. Join IT organizations / user groups.
11. Training. Don’t take NO for and answer from your boss. Find alternatives, or take courses on your own nickel if necessary.
12. Certify.
13. BLOG. Talk about the great or neat stuff you are doing.
14. Learn Visual Development.
15. Choose the right tool for every job.
16. Comments and Comments and Comments.....
17. Become Replaceable. So you can be replaced and promoted.
18. Recruit a Recruiter. Find a recruiter you trust, make sure he is always up to date with what you are doing.
19. Remember—Reputation is EVERYTHING.....
20. Leader / Follower. Be both.... but better still be a Teacher and a Student.
21. Modernize.....YOU!
22. STOP Whining, Making excuses, Apologizing. “DO Something!”

Trevor finished up by reminding us to:

**“FIND YOUR PASSION..... FOLLOW IT..... TODAY!”** 

**Bob Lesiw** is a TUG Board member. He can be reached at [blesiw@gesco.ca](mailto:blesiw@gesco.ca)



Léo Lefebvre

TUG Meeting of Members November 21, 2007 — Living Arts Centre Mississauga

# Harness Software Complexity

## How ARCAD-Observer Showed Me the Way

When my boss told me I was in charge of the project to build a Java front end for our 15-year-old legacy application – with 8000 objects! – by the end of next quarter, I considered my options:

- 1) modernize my resume,
- 2) move to another country,
- 3) forget what he asked, and hope that he forgets too.

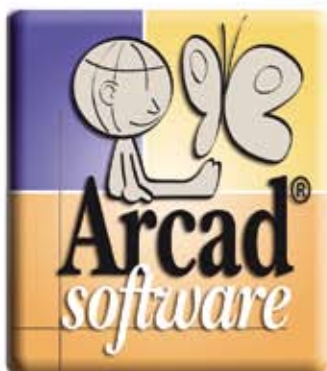
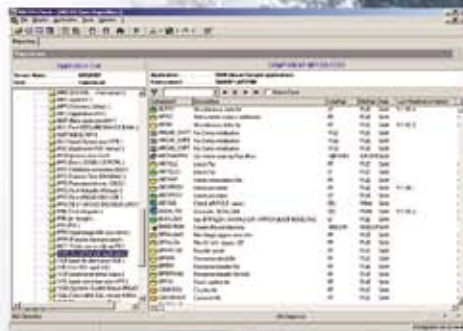
Fortunately for my future career in IT, I had heard about ARCAD-Observer and its powerful cross-referencing ability.

*Observer significantly reduces the analysis time and resources required for modernization projects like mine. Faster than I could polish my resume, I called ARCAD, and went from zero to hero. With a view of my entire application, I could see what my changes would impact down to the source-line level. A glance revealed all the interdependencies in my program, including System i, Windows, UNIX, Linux, .Net, and Java objects.*

*In just a few minutes, we produced I/O, database relationship, and workflow diagrams. I also documented the application with the touch of a button, and made tech docs available to the entire staff.*

*Thanks to Observer, we saved enough time analyzing our legacy code that I could take my winter vacation.*

*Now that I know where we're going, I need to check out how ARCAD can help us reach our ultimate destination... (to be continued)*



**Sound too good to be true? Call ARCAD at (800) 676-4709 to request a quick Observer demo or to learn more about our ARCAD-Skipper multiplatform change management system!**

# TUG AGENDA



WEDNESDAY, JANUARY 30, 2008

## MoM Location

IBM Toronto Laboratory  
8200 Warden Ave East  
Markham, Ontario L6G 1C7

## Special Meeting of Members at the IBM Toronto Lab

### Session Abstract

If you are a System i customer, you are in for a treat in 2008! IBM is making major announcements to the system as well as application development. The team from the Toronto and Raleigh labs responsible for these significant changes will discuss them in detail in this half day conference. Our development executive, **Wendy Toh**, will share with you the IBM Rational vision for application development. In addition, more detailed discussion will cover various topics that includes: New packaging and rebranding, new enhancements in ILE RPG and COBOL compilers, the new enhancements to application diagram that helps you in application modernization, and new enhanced capabilities that enables you to build Service Oriented Architecture (SOA) applications. This will also be your opportunity to meet and talk with the whole development team. This half day conference is one in a life time opportunity not to be missed!

### Speaker: George Farr

George Farr has been a tester, developer, team leader, technical planner, and development manager for AS/400 compilers, such as RPG and VisualAge for RPG, since the inception of AS/400. We should not forget that he did start his career at IBM working on System/36 RPG II compiler (which is written in assembly code). In the mid 1990's he moved to become the development manager of all the RPG compilers and the next-generation iSeries integrated development environment (IDE) at the IBM Toronto laboratory, on which the WebFacing tool and RSE is based. In 2005 George took over the management of the total Application Development solution which includes WDS as well as all compilers on System i. Most recently, George has been named the World Wide product line manager for system i tools and compilers. George is an award-winning speaker and prolific author of articles on System i application development. He holds a specialized honours degree in computer science and mathematics from York University in Toronto. He is the co-author of Java for RPG Programmers and Java for S/390 and AS/400 COBOL Programmers, as well as ILE: A First Look and RPG IV by Example.



George Farr

### Speaker: Wendy Toh

In her role as the software development director of Enterprise Development Tools & Compilers, Wendy Toh oversees a portfolio of application development tools for the System z and System i0 platforms, as well as IBM's suite of compilers (COBOL, PL/I, C/C++, Fortran, PL/X). Wendy manages a diverse team of over 400 programmers located in Research Triangle Park, San Jose, Toronto, and Perth, Australia.



Wendy Toh

Wendy has held a variety of technical and management positions including being a software developer, a customer support specialist, a customer support manager, and a product release manager for the Communications Server for z/OS product. During this time, Wendy received a Management Excellence Award in recognition of her outstanding people management skills.

Prior to her current role, Wendy was Director of Development & Enablement, Autonomic Computing. She assumed her current responsibilities in March, 2007.

In 2004, Wendy was a finalist for IBM's Frances Allen Mentoring Award. In addition, Wendy was recognized as a "Tech All Star" at the 2004 Women of Color in Technology Awards Conference.

### Speaker: Danny Mace

**Danny Mace** joined IBM Rational in January 2008 as Program Director of Rational Enterprise Transformation and Tools Development. He is responsible for the development and delivery of WebSphere Development Studio for System i and WebSphere Host Access Transformation Services (HATS). Prior to joining Rational, Danny was Program Director of WebSphere Product Management for System z. He currently lives in Raleigh, NC.



## AGENDA AT A GLANCE

Time	Topic
12:30	Registration & Coffee
1:00	Session 1
2:45	Coffe Break
3:00	Sesson 2



# The Little Old Lady From Pasadena

By Richard Dolewski

**O**n my return trip from the First Annual COMMON conference in Anaheim, I was seated on my flight home beside a charming grandmother. She was a petit independent elderly woman with lots of grit. When she formally introduced herself and mentioned that she lived in Pasadena, California, I could not help but to start singing the Beach Boys' tune: "It's The Little Old Lady from Pasadena." Thankfully for everyone on board the flight, the tune was rehearsed in mind versus being sung out loud by yours truly. (No emergency evacuation was required.) Casual conversations eventually turned to: "What do you do son, for a living?" I replied that I am a Business Continuity professional and I help ensure that organizations recover their IT infrastructure in a disaster. I figured that was where the conversation would stop. But this sparked a level of interest with her, starting with how do I help a company recover in a disaster? Well as you can imagine I rubbed my hands together and started talking about my favorite topic: Backups.

After a good 30 minutes of conversation she simply shocked me when she started telling me about her own backup strategy for her desktop at home. I marveled at the level of detail and technical knowledge she displayed. She used several software solutions and used 2 external hard drives, just to be safe. Her entire point was that if she would ever lose the information on her PC she would be as good as dead and she sure planned to outlive her PC. The home computer had her grandchildren photos, her music collection (containing Frank Sinatra, Dean Martin, and various big band artists), her life diary, recipes, and her online bridge club. She used her PC for most everything as she was unable to drive much at her age. She laughed and said "My driving... now that's a disaster!"

## Importance of Having Backups

So I ask every one of you: How does your laptop or home computer backup strategy stack up against this little old lady from Pasadena? I have been preaching for years about backup policies for protecting your corporate data but what about your own laptop or personal data? Data is an asset of your corporation, and I am sure your family feels the same about your family data.

Today, most of us rely heavily on computers to help accomplish daily tasks: email, word processing, presentations, work related documents, as these common tools are used to aid us in our daily business lives. Our systems are susceptible to a multitude of dangers ranging from hardware or software failure to theft of a laptop. While computers enable us all to be efficient in our work, we would be totally useless without our laptop or home desktop. Don't wait for disaster to strike. Review your own backups NOW. Make sure that best practices are being followed at home.




There are many options to fit your time, budget, and technical experience. Here are a few things of which to be aware: backups can be made to CDs and DVDs. This is especially effective on a computer for file level backups. Many laptops and desktops come with a built-in CD burner. Blank discs can be purchased almost anywhere these days. Know the difference between CD-R (data can't be overwritten) vs. CD-RW (reusable). Consider the use of external drives. Buy a name brand. External hard drives, Zip drives, or other USB enabled external drives now have the capacity to even store file and complete system backups. Disk has become cheap, and these external hard drives can store as much as an internal hard drive on your PC. Buy external drives with as much space



as you can afford. Online backup providers offer storage and restoration from the system level to the file level via high speed Internet. Online application service providers have significantly improved their offerings to include encryption, and effective software client agents.

Regardless of how you backup your data, the backups are useless unless the restoration process has been tested. A sufficient backup model includes being able to restore the files, applications, and complete systems. This ability should be tested periodically to make sure that the backup media has not become corrupt and the chosen methodology is properly saving the data.

Not backing up computer files is an invitation for disaster. Whether a corrupted file, a nasty virus, lighting (I have had this misfortune), or human error occurs, most of us will experience loss of some or all of our PC data eventually. Don't wait until you have something to regret.

As our flight came to an end our conversation was becoming scarce, when the little old lady said, "I always backup my computer—after all I would be crazy not to. Obviously everyone in your computer field must backup theirs as well..." I just smiled and started singing the song again in my own mind... "It's the little old lady from Pasadena... Go granny, go granny, go granny, go!" 

**Richard Dolewski** is a certified systems integration specialist and disaster recovery planner. As Vice President for technical and contingency services provided by Mid-Range, he has extensive experience in disaster recovery planning, backup & recovery program design, and high availability. Contact Richard at [rdolewski@midrange.ca](mailto:rdolewski@midrange.ca)

# ITSO Residencies

By Garth Tucker

I don't know about you, but without Redbooks like the System Handbook and Builder, my life would be a lot more difficult. Have you ever wondered where those oh-so-handy Redbooks come from? It's no great mystery—they are written by industry professionals just like you and me, at the IBM ITSO (International Technical Support Organization).

## History

According to the ITSO website, last year more than 1100 ITSO residents, from over 50 countries, produced more than 220 Redbooks and Redpapers as well as other critical skill materials in the form of workshops and presentations.

IBM began operations in Rochester in 1956 with 174 employees working in a 50,000-square foot leased facility. The current site was first occupied in 1958. Three years later, the company expanded its Rochester operations to include a development laboratory. Since the development lab was established, Rochester inventors have been awarded more than 2,700 U.S. patents for product innovation.



The ITSO has locations in several sites throughout the US and the Rochester ITSO is where the majority of the System i Residencies take place, but other sites such as Poughkeepsie, Raleigh, San Diego and Austin also produce materials. Predominantly, residencies are fulfilled by IBM employees from around the globe, but selected Residencies are open to IBM Business Partners as well as IBM customers and the ITSO encourages everyone to apply.

## Being a Resident

ITSO residents acquire outstanding practical experience and skills growth in new technologies, techniques and solutions. Being an ITSO resident offers a stimulating challenge together with the opportunity to explore, network, and publish.

A typical workday at the ITSO starts between 7 and 7:30 am and runs until 6 or 7 pm five days a week. They do let you out for coffee and lunch-breaks, but a high standard is expected and you must not view your Residency as a vacation.

The ITSO gives you the option of hotel living or in an efficiency apartment which includes cooking facilities. I have always opted to stay where I can buy groceries and cook most

of my own meals. Spending a few nights or a week in a hotel can be a nice getaway from daily chores, but spending a month in a hotel gets to be tiresome, even when you can cook your own meals or grab a midnight snack without having to get out of your pajamas. The ITSO picks up the tab for your expenses while you attend a Residency, so your meals, hotel, car rental, gas and airfare are all reimbursed after the Residency concludes.

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Today, IBM occupies about 3.6 million square feet of owned and leased space in Rochester (equivalent to about 78 football fields). It remains the largest IBM facility in the world under one contiguous roof.

## The Application Process

To be accepted for a residency, you must submit a nomination through <http://publib-b.boulder.ibm.com/Redbooks.nsf/pages/residencies>.

This site also contains links to information about Residencies, including a Residency Checklist which outlines your responsibilities and expected level of competency with the topic(s) of the Residency. Keep in mind that while you are there to learn, they expect a certain level of knowledge from the candidate.

The ITSO states that the selection of residents from the nominations is a competitive process. For this reason, every year the ITSO declines many nominations of extremely competitive and talented individuals. The ITSO notifies all candidates by email and provides accepted candidates an explanation of the residency procedures and project details. A very

important detail is ensuring that you have your manager's approval before submitting a nomination; it can be very frustrating for a Residency Leader to accept one candidate and turn down equally qualified candidates only to find out at the last minute that they won't be able to attend because they did not have management approval.

## My Experiences

My first Residency was helping write the V4R4 Technical Overview in 1999. At the time it was a little daunting to think that I would be going to the home of the AS/400—Rochester, Minnesota—to work with the people who design and build our beloved system, but I figured it was just hard work (which has never scared me) and I would do my best.

As it turned out, I was part of a team of six, plus the Residency Leader, **Jim Cook** and we all worked together over a period of six weeks to build presentations on what was new and enhanced for the OS and hardware. I was assigned to several topics based around my experience and I got to take the new OS and features for test drives, making note of my experiences, and then either building from existing marketing presentations or creating new ones where none existed. We met with people from the development labs as well as from the marketing teams and were able to discuss our experiences with the products to that point as well as ask questions on the new enhancements.

Since that first Residency, I have since been involved in the Technical Overviews of V4R5 and V5R1. Every Residency I have attended has been a lot of hard work, but has paid off greatly with the knowledge gained.

Currently, I am here in Rochester helping write the Technical Overview of V6R1 and this time it's "on my own dime." Previously, I attended residencies as an employee of ASTECH Solutions ([www.atech.com](http://www.atech.com)). The owner, **Mark Buchner**, recognizes the value of ITSO Residencies to his business and clients and has made huge investments in his staff by sending them off (with pay) for up to six weeks, during which time they are not generating revenue. Now that I am a business owner myself, I agree with Mark's outlook and have made the investment of my time to keep current with the new technology. I encourage everyone to consider this and what it can mean to your business.

## Residency Leader Profile – Jim Cook

Jim Cook has been (and continues to be) a Residency Leader with the ITSO for the past 17 years. Originally from Ohio, but raised in the Chicago area, he moved to Rochester 41 years ago to begin work with IBM.

Jim believes that the best reason to attend a Residency is for the opportunity to expand skills with minimal "outside interruptions" from your typical day-to-day grind, as well as developing your network of technical experts, both inside and outside of IBM.

When reviewing Residency nomination forms, Jim looks for experience with the product(s) being covered, but does occasionally



Residency Leader Jim Cook

accept "newbie" nominations to help someone get their career started (thankfully, or I would never have gotten accepted to my first Residency).

In addition to his role as a Residency Leader, Jim has taken part in the Technical Forums for many years and despite the hard work, the camaraderie with the presenters and attendees has made it worthwhile. →



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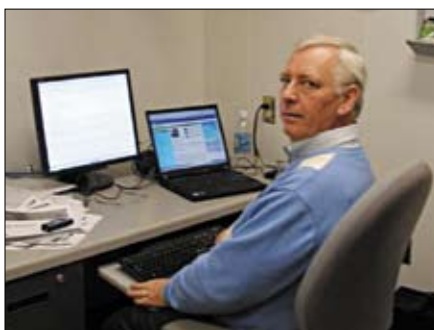


Eric Montgomery

### Resident Profile – Eric Montgomery

**Eric Montgomery** is an IBM employee based in Houston, Texas and originally from Baton Rouge, Louisiana. For the past six and half years, he has been involved in development of the i and p Series server hardware and the OS is very new to him.

This is Eric's first Residency and he was very pleased with the knowledge and skills he gained in a short period of time. In his words "This has been one of the best professional experiences I have had thus far. The in depth knowledge and experience with the Operating System that I am getting is invaluable to my professional development and technical vitality related to my current position. Aside from that, the people I have met and had the pleasure of working with are truly professional role models. They have raised the bar of what I consider an acceptable level of knowledge on the System i. I am truly better positioned to do my job and have the tools to get much better at providing my customers IBM pre-sale and post-sale technical support."



Jos Vermaere

### Resident Profile – Jos Vermaere

**Jos Vermaere** has been with IBM Belgium for 28 years and has been working with the platform for 24 of those years. He is

easily considered one of the top OS/400 & i5/OS experts in the world and provides architecture support to many of IBM's large customers in Europe.

Starting in 1987, Jos began attending ITSO residencies and has participated in more than he can remember as well as leading 24. A quick search of his name in Google will show you the depth and breadth of his experience, from COMMON Europe to published Redbooks.

Jos takes his Residency attendance very seriously due to the benefits it can bring his client base through early acquisition of technical expertise that allows him to propose valid solutions as quickly as possible.



Louis Cuypers

### Resident Profile – Louis Cuypers

Another Belgian IBM'er, **Louis Cuypers** has been with IBM since 1976 and has been working with the System i and its predecessors for the majority of his career. He attended his first Residency in 1994 and has taken part in 21 since that time. If Louis' name sounds familiar, take a look at pretty well any of the System Handbooks and Builders from over the years and you will find his name on them as an author.

He feels that the networking, communicating with the lab, first hand information, and learning as you go are the principle benefits to him as a resident. As well, getting in touch with residents from all over the world and hearing their various opinions are also benefits

that he states. To quote Louis' own words, "Too many good things to contain in a couple of sentences."

### Conclusion

At the end of a Residency, you are definitely ready to head home as the long hours and constant brain overload have beaten you to a pulp, but this is tempered by the great sense of accomplishment and honour you feel at being allowed to participate.

Once the new operating system has been officially announced by IBM, I will be able to share some of the insights that I gleaned while in Residency. This will provide for further article in future issues of the TUG magazine.



**Garth Tucker**, the managing director of i3 Tech Group and Dynamic Disaster Recovery of Aurora, is an IBM System i Specialist and Business Continuity Planner. IBM Certified for V4R3 through V5R4 as well as being CompTIA Linux+ Certified. He has many years of experience with AS400, iSeries and now i5 and helped write the Technical Overviews of OS400; V4R4, V4R5, V5R1 and V6R1 with the IBM ITSO. In addition, he has written numerous articles for the Toronto Users Group, Midrange Magazine and COMMON.CONNECT magazine and has presented sessions at COMMON, the Toronto Users Group's TEC conference and Meetings of Members.



# i TECH TIPS

By Stephen Collins

## Why You Should Have a Backdoor into Your System i

### Background

I have a customized sign-on screen that allows me to display messages (with colour) and the current date to my users. (Figure 1.) I have “hidden” the menu and library input fields since my software decides this information based on the user’s profile. (Figure 2.)

### Situation

All worked perfectly until I migrated my software to a new System i5 Model 515.

Not that there was anything wrong with the new machine—but when you clear your main program library in order to load the latest version (from the current production machine) you get SIGNED OFF and NO ONE can sign on—not even QSECOFR!

Fortunately for me I had decided NOT to use the customized sign-on screen during our system trials so the menu and library names were still on the i5 sign-on screen. A call to **John Still** at Mid-Range cured my panic attack—use QCMD (program) and MAIN (menu) on the sign-on screen and you bypass any custom sign-on program.

### Solution

**So my advice is this:** Create a BACKDOOR profile with QSECOFR security and with QCMD and MAIN as the initial program and menu, so you can always get into your system, regardless of your customized sign-on screen.

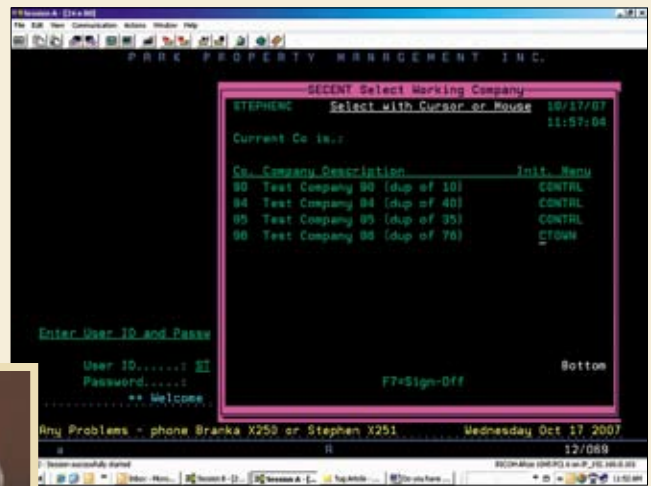


Figure 2. Menu & library dependent on user

**Stephen Collins** can be reached at Park Property Management ([scollins@parkprop.com](mailto:scollins@parkprop.com)). He has worked with computers for 41 years using IBM equipment exclusively, and has attended TUG since its earliest days (with Wendy & Penny in the Granada TV Boardroom). Stephen is still writing RPGII & RPG400 code—converting from a System/36 to the latest i5 machine, and is always looking to adopt new and interesting things into the system. He would be happy to learn what tricks you might have up your sleeve. So why not submit YOUR tips to the TUG magazine?

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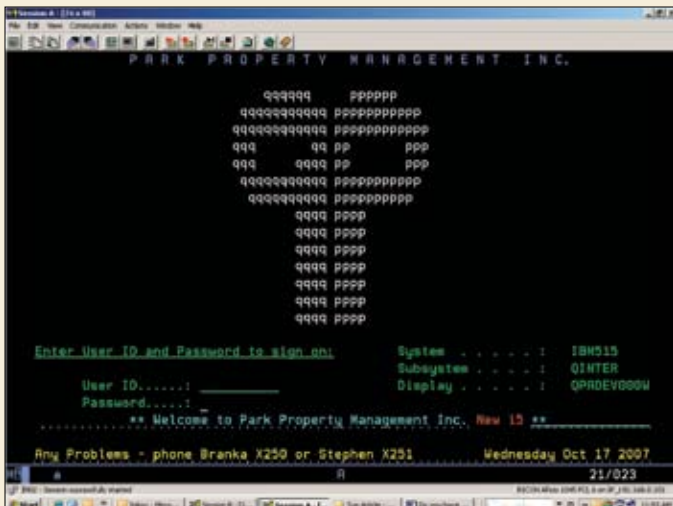


Figure 1. Customized sign-on screen

# Portrait of a Project Manager

By Gloria Seltzer

A successful Project Manager is a person who is a jack-of-all-trades when it comes to the Systems Development Life Cycle, and who is blessed with:

- Multi facets like a diamond
- Multi colors like a chameleon

## 1. Mahatma Gandhi

Achieve level 5 leadership:

- Educated
- Hardworking
- Courageous
- Compassionate
- Dedicated
- Persistent

- Persevering
- Humble
- Non-Violent

## 2. Emotional Intelligence

Achieve personal and professional maturity:

- Good listener
- Identify / empathize with business stakeholders and developers
- Establish credibility and trust with the business and technical community
- Develop good rapport and work relationship with the project team
- Foster team spirit

## The 5th Wave

By Rich Tennant



"It's a horse racing software program. It analyzes my betting history and makes suggestions. Right now it's suggesting I try betting on football."



Gloria Seltzer

## 3. Bird's Eye View

- Understand the current and future end state and the gap
- Possess a vision of how the project is going to bridge the gap
- Deploy resources to achieve organization and project goals

## 4. Doctor Doolittle

Multi-lingual and speak:

- Legalese with Legal / Compliance
- English with business and users
- Data modeling with database administrators
- Process modeling with efficiency experts
- Technical language with developers
- Change management with Quality Assurance
- Simplify complexity to the conceptual level to facilitate understanding by all
- To quote Einstein: "problems created at one level can only be solved at a higher level"

## 5. A Pride of Lions

Establish project goals with the team:

- Goals must be challenging yet achievable by 30% of the population
- Once the goal is achieved, raise the bar for continuous process improvement
- Row the boat in the same direction as the team

## 6. A Picture is Worth a Thousand Words

Communicate to:

- Engage the audience using the audience's language
- Write clearly, concisely, and precisely
- Paint a mental picture so the reader reads the document once and understand it with minimal effort and time

## 7. Take the Plane, not the Slow Boat to China

- Find the fastest path/shortcut to deliver a quality solution on time and within budget
- Take the path with least resistance politically and technically
- Do not spin the wheels and generate heat, noise, and other distractions which do not add value

## 8. Mother Hen

- Mentor project team members to achieve higher standards and discipline
- Develop them professionally to achieve their potential
- Defend the team when attacked by outsiders

## 9. Timex

- Takes a licking and keeps on ticking
- If it is worth doing, it is worth doing it right the first time
- If at first we do not succeed, try and try again
- Bad news cannot wait
- Own up to our mistakes and take corrective action


## 10. A Fish in the Water; A Bird in the Air

- Enjoy what we do
- Do the best we can because it

is our dream job, it is fun, it is our mission and passion

- Money is a byproduct and a bonus for achieving excellence
- If we are in it for money, we probably will not do a good job anyway

To conclude, an exceptional Project Manager is one who:

- Shares knowledge because it is the path to immortality
- Shares humanity and spirituality because it is the path to God 

***Gloria Seltzer** holds Bachelor of Science and Master of Business Administration degrees from McGill University in Montreal, and a Certified Management Accountant designation. She has been in IT for over 30 years, as a Business Analyst and a Project Manager. Her current consulting assignment is with RBC Investments. She can be reached at Gloria.Seltzer@rbc.com.*

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# ...a jolt of pure fear

By Russell Pangborn

I was in a squash court at the **York University** campus and was just going to take a swing at the ball when the lights suddenly went out. Usually after a minute your eyes adjust to the surroundings in this type of situation and gradually some objects become slightly visible. Not this time. Two minutes later I still could not see my hands, which at the time were extended like **Frankenstein's** as I attempted to locate the corner of the room where my knapsack was sitting. I later told some of my fellow teachers next door at Seneca that this was an incredibly helpless feeling. At that time I was fearful that someone was going to walk in with a flashlight and blow me and my daughter away. They all said, "Why would you jump to that conclusion?" I'll tell you why...

About 23 years ago I was a new sessional teacher at the **Sheridan College** Brampton campus. While turning a corner after finishing a class I encountered a lone student with his back up against a locker holding a large gun pointed at the ceiling. He looked like he was getting ready to pounce on somebody coming from my direction. I felt a jolt of pure fear. Fortunately he hadn't picked up that I was passing him by which allowed me to hurry off to the teacher's offices. Unfortunately the offices were locked which elevated my panic level. Somebody noticed me at the door and let me in and then relocked the door. Inside were a bunch of fearful teachers. They knew about the student with the gun. Most hadn't seen him. I wished I had not seen him.

One of the teachers, **Malcolm**, came up to me and asked, "Can you run my test at 2:00? I need to stay here for the police and identify the student with the gun". Being the new guy, I said okay. Today it doesn't make sense that a test would still be run while a student with a gun roamed the halls. Schools have better policies



in place after several school shootings have occurred—but on that day, this test was not going to be cancelled.

I am not proud to say—this was my first **George Costanza** moment. (There is a famous bit where George tries to escape danger by holding up women and children in front of him.) After Malcolm left, I reasoned that this student must have been planning on shooting Malcolm during the test. He now would burst into the room and only see me. I would be the consolation prize. There was a person in the office area who I had said Hi to on a number of occasions. He always wore a shirt and tie and was newer than me. I went over to him and told him that there was a test going on that conflicted with my other plans on helping Malcolm with the student identification. He told me it would not be a problem to run the test.

A swat team arrived on the campus and took the student down. It turned out that this student was carrying a replica gun. The event made all the newspapers. The person who ran Malcolm's test turned out to be a student. He did a good job. Fortunately Malcolm thought this was hilarious. I'm sure the other students were wondering who you had to know at the college to get to run a big test.

A second incident occurred at **Seneca College** about 15 years ago. My job as a student coordinator was to see a student who had been asked to leave our program. He not only failed one of my classes, he had failed all of his classes, one too many times. He told me his wife would leave him if he could not get back into the program. I had to tell him that this was not a good enough reason for our department to reconsider the decision. A few weeks later a student had warned our Dean that this person was talking about gunning down the Computer Studies teachers. The disgruntled student had said that **Mark Lepine** had a good idea, but a better one would have been to blow away the teachers.


This person's personality had always struck a few people as being a bit "off". I was informed of the threat but did not think

too much of it. After these horrible school shootings we always talk about warning signs that should have been noticed. Sometimes they are not because there a lot of empty threats are made. These days an empty threat can get you in trouble.

The next semester I was teaching a class in a lab that had a large glass wall overlooking a library. Halfway through the class I saw this expelled student standing in the library at the glass pane with his hands on his hips staring intently at me. Since he had been asked to leave the college, there was no reason for him to be there. All of a sudden the threat did not seem so empty. He stayed like that for about five minutes. This made me feel very threatened. I certainly wasn't one of his most favourite people. Luckily this turned out to be a non-event. He left before my class was over.

As teachers we sometimes have to give people bad news. Managers also find themselves in this position. It is only a very very tiny percentage of people who can't cope and become a threat. Actually in school shootings teachers are not always the main target. Sometimes they are just one of the side casualties of a shooter motivated by different reasons.

Anyway, back at the darkened York University squash court, I could hear several people chattering loudly in an adjacent court. I told my daughter, a student at York, to be quiet and to try and feel for the squash door and make sure it was closed. At that moment in time, George Costanza was in my past. All my effort was going to be making sure my daughter was okay—whatever it took.

Silly teacher, silly parent—it wasn't just the squash courts without lights. Several buildings at York and Seneca were blacked out. Someone actually did come with a flashlight after what seemed like an eternity—about ten minutes. It was only to lead us out. It appears that my rational/irrational fear has now been passed down to the next generation. 

**Russell Pangborn** is a professor at Seneca College, and a Director of TUG. He can be reached at [russell.pangborn@senecac.on.ca](mailto:russell.pangborn@senecac.on.ca).



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# Re-Inventing Yourself — A Case in Point

## University of Texas Professor, Turned Arbitrator-Mediator

By James O. Armstrong

**O**n a recent Southwest Airlines flight from Dallas to Oklahoma City, I happened to meet someone who is called into the situation only if there is a dispute between a labor union and management that cannot be resolved by the parties themselves. Yes, he belongs to an elite group of men and women in the US, who are called into play only when labor arbitration is required. Arbitration in the US is voluntary in the private sector and mandated in the federal sector, but the parties don't need to go through the federal government and often don't to decide on an arbitrator.

Further, at age 65, he too definitely reinvented himself from a University of Texas Graduate Business School professor to what he is today, a US labor arbitrator-mediator. After nearly 30 years at the University of Texas at Austin, **I. B. "Beber" Helburn** went from teaching Labor Relations, HR Management, Negotiation and Arbitration, with a part-time job of serving in his current capacity, to now practicing what he had preached full-time.

Of course, since Beber Helburn had begun his University of Texas at Austin Business School stint in January, 1968, UT Austin has steadily risen in prominence to what it has become today. Modestly, Helburn doesn't choose to take any particular credit for the school's current reputation, although in all honesty being able to take classes from such a professor would be exciting for any student.

After completing his Ph.D from the University of Wisconsin Industrial Relations Institute, with a major in Industrial Relations, Dr. Helburn principally served as a university professor, but he also briefly functioned as a consultant to the Committee on Wages and Employment to the House of Representatives, State of Texas for approximately one year (which report led to the passage of the first state minimum wage law). Helburn has been listed on the Federal Mediation and Conciliation Service, labor arbitration panel from 1972 until the present, the labor panel of the American Arbitration Association since 1974 and the labor panel of the National Mediation Board since 1992.

Helburn has been involved with Arbitration panels over the years, which have included all of the following companies: AT&T and the Communications Workers of America;



**I. B. "Beber" Helburn**

Continental Airlines and the International Association of Machinists (Flight Attendants); Continental Airlines and the Air Line Pilots Association (ALPA); Federal Express Corporation and ALPA; GAF Corporation and PACE International Union; Internal Revenue Service and the National Treasury Employees Union; International Paper Company and PACE plus the IBEW; Lone Star Steel and the United Steelworkers of America; Lucent Technologies and the Communications Workers of America; Major League Baseball and the Major League Players Association (Salary); Southwest Airlines and the International Association of Machinists (Reservation Agents); Southwest Airlines and TWU Local 555 (Ramp Personnel); U. S. Customs Service and the National Treasury Employees Union; U. S. Postal Service and the American Postal Workers Union, National Association of Letter Carriers and the National Rural Letter Carriers' Association; and the Veterans Administration Medical Center and the AFGE Local 1633.

On that day, he was flying to Oklahoma City and, then, driving to Elk City, Oklahoma in order to arbitrate a dispute between the



Beber & his wife Judith Helburn on their Antarctic Cruise (1/07), where they saw seven different species of Penguins.

US Postal Service and the American Postal Workers Union there over a staffing issue. In fact, Helburn has often arbitrated contract interpretation and discipline issues in the past at many other US Post offices in the Southwest and Southeast, as he has also done at Federal Express and Southwest Airlines too, among others.

For Beber, his typical Tuesday-Thursday weekly schedule now does not represent as much "a reinvention as more of an evolution," he said. As an exception, he commented that he was willing to take a Southwest Airlines case on Monday because, unlike many clients, Southwest Airlines and its unions are willing to set cases for Monday hearings. Further, he sometimes but not always works long hours to get disputes resolved. Please bear in mind that before his "official" retirement from UT Austin, he was certainly able to pepper his Graduate B-School lectures with many real world examples that sometimes were "stranger than fiction," he concluded.

Today, Helburn may hear two or even three cases, each in a different location, and maybe each in a different state, in the course of a week. This labor arbitrator currently experiences a 50-55% settlement rate, before the parties get to Beber. Often, he said just the threat of an imposed resolution rather than a voluntary settlement motivates the conflicting parties to reach an agreement before meeting with him.

In fact, a tactic that he often uses in these situations goes something like this. Before beginning the hearing, Helburn will tell the opposing parties that perhaps they should each "take one last shot at it" in an attempt to reach a settlement that both sides can accept. In fact, he told me that this tactic, by itself, periodically results in a settlement.


Excerpted from the book, *Now What? Discovering Your New Life and Career After 50*, by **James O. Armstrong**. It is available at [www.nowwhatjobs.net](http://www.nowwhatjobs.net). NowWhatJobs.net was set up to better inform individuals and employers about the current and coming labor shortage facing North America. James is editor of NowWhatJobs.net, and he is president of James Armstrong & Associates, Inc., which is a North American media representation firm.



When he's not dealing with arbitration matters, Helburn stays involved as the co-chair of a \$10.5 million capital campaign for Congregation Beth Israel in Austin, Texas. Others have served more total times as president than he has, but he is the only one in the congregation's 128 year history to have served two separate terms (10 years apart) as president.

Helburn, who turned 65 in August, 2003 now qualifies for Medicare plus he and his wife **Judith Helburn**, whom he met on the first day of freshman English at the University of Wisconsin-Madison, also continue to receive medical coverage through his university group health insurance plan. Judith and Beber have two married children and four grandchildren living nearby. Judith is a Certified Sageing Leader for the Spiritual Eldering Institute. She has also been active in and on the board of Story Circle Network for Women with Stories to Tell, which has been organized as an international organization since 1998.

Over the years, this stalwart adopted Texan has written books and monographs such as *"Public Employer-Employee Relations in Texas: Contemporary and Emerging Developments"* (1971), he has contributed chapters and proceedings toward a better understanding within his profession, he has written articles for professional journals, and published teaching cases.

In conclusion, we should certainly realize that there will always be labor disputes, which will continue to provide valuable work for a seasoned professional like I. B. Beber Helburn. While not an employee, this independent contractor does perform a valuable function for our economy as a whole. Plus, he continues to be well compensated, too, for his time (including travel) and his skilled arbitration efforts. 



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# JACKIE'S Forum

## Database Performance Tip



Jackie Jansen

In the past I have written articles discussing the two database optimizers in DB2. The newest optimizer is the SQL Query Engine or SQE. The original optimizer is the Classic Query Engine or CQE. IBM's developers in Rochester have done a tremendous job in developing SQE. In nearly all cases you should be striving to have your database queries take advantage of SQE. The performance with SQE is usually considerably better than using CQE to execute the same query.

SQE was first introduced in V5R2 and every release since then has added to its functionality. Basically the query dispatcher analyzes your query looking for any requests that cannot be satisfied with SQE. In those cases the query is passed to CQE and executed as it always was in previous releases. Where possible the query is directed to SQE.

With V5R4 most queries should be using SQE. There are still a few items not supported. The two most common ones that I want to address in this column are querying logical files and the use of select/omit logical files. Some of the other items that still prevent SQE from running an SQL request are the use of National Language Sort Sequence, the UPPER, LOWER or the TRANSLATE function and User-Defined Table Functions (UDTFs).

If you query your data using OPNQRYF or Query/400 then your queries will not go down the SQE path regardless of the syntax. If you are using CLI, ODBC, JDBC or straight SQL then SQE is a viable option.

### Logical Files

The most common reason for CQE to be chosen is when you are directly querying a logical file. You will often improve your performance if your query selects the underlying physical file instead. If the database index created with the logical file is

needed it is still available to the optimizer. There are advantages and techniques for replacing logical files with SQL views and/or indexes but that is the topic for a future column. Another alternative might be to create an SQL view to query in place of the logical file. SQL views can be used by SQE.

### Select/Omit Logical Files

If you are querying a physical file that has a Select/Omit logical file over it then your query may start down the SQE route but as soon as the optimizer recognizes the existence of the SELECT/OMIT logical file the query is sent back to CQE. SQE doesn't understand derived logical files so when it finds a Select/Omit logical file that might help your performance the query is rerouted back to CQE for optimization. In a very few cases the Select/Omit logical may be beneficial to your query and CQE will outperform SQE. In the majority of cases, the derived logical isn't required for optimum query execution.

### QAQQINI

To prevent the optimizer from returning to CQE when you have Select/Omit logicals you can use the "IGNORE\_DERIVED\_INDEX" option in the QAQQINI table.

The easiest way to create or modify a QAQQINI table is with iSeries Navigator. Within iSeries Navigator expand your system name, and then expand Databases. Right-click on your database (system name) and select 'Change Query Attributes'. This will allow you to easily create a new QAQQINI table or edit an existing one. You can also get to the 'Change Query Attributes' screen via 'Run SQL Scripts'.

### SQE or CQE?

With V5R4 you can look at the SQL Plan Cache and see all the SQE queries that have been run recently. If your query doesn't appear it is likely because it ran under CQE.

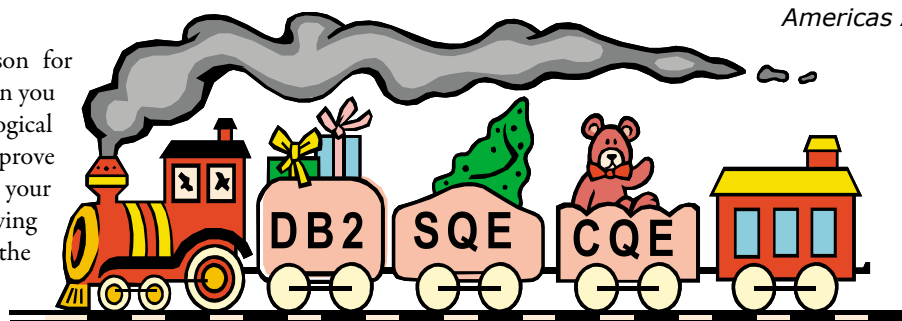
If you can't use the plan cache you can use the database monitor to analyze your SQE and CQE queries. With V5R4 the new analysis overview makes it very quick and easy to identify which queries use CQE and which ones use SQE. With earlier releases you need to query the database monitor tables. There are sample queries that can be downloaded from the IBM web site. One column to be aware of is QQC16. A 'Y' in this column means SQE and 'N' means CQE.

If you have a query that runs under SQE and you want to do a performance test against CQE you can use the UPPER clause. Since UPPER is not currently supported by SQE adding WHERE UPPER('n') = 'N' to your SELECT statement will force your query down the CQE path.

For those of you who take the time to read and implement changes based on this column you should have a nice Christmas present. Extra cycles are always welcome.



**Jackie Jansen** is a Senior Consulting IT Specialist. She currently works in the IBM Americas Advanced Technical Support Solutions Centre. Jackie is a frequent speaker at iSeries Technical Conferences and User Group meetings. Contact her at [jjansen@ca.ibm.com](mailto:jjansen@ca.ibm.com)



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  - ▶ Speakers: **George Farr** (Product Line Manager for System i AD tools and compilers with IBM's Rational Software Development division) plus special guests: **Danny Mace** (IBM 2nd line development manager) and **Wendy Toh** (IBM development executive) —both from Raleigh, NC
- ☒ **March 19, 2008: TUG MoM**
- ☒ **March 30 – April 3, 2008:** COMMON Annual Conference & Expo, Nashville, Tennessee
- ☒ **April 22 – 24, 2008: TEC 2008** (TUG's 15th annual tech conference) "Join the POWER WORLD – *Where Educated People are the Real Power.*"
- ☒ **May 21, 2008: TUG MoM**
- ☒ **June 19, 2008: TUG Golf Classic** (20th annual charity golf tournament and awards banquet)

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 — *Ambrose Bierce*  
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Here are the winners of the November meeting door prizes:

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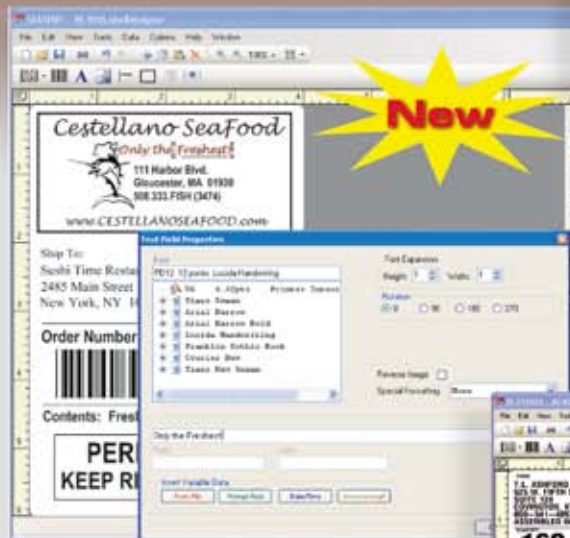
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