

# CUSTOMER TR

**THE computer industry, suppliers and users, have always invested heavily in staff training. The rapid expansion of the industry and consequent shortage of skilled, experienced people has left them no other choice.**

Traditionally, a great deal of the necessary training has been provided by the computer manufacturers in their own company training centres. As the variety and complexity of available systems increased, so did the choice of suitable training courses. The changing scene at Redifon Computers Ltd. Training Centre has reflected this.

## CUSTOMER TRAINING

The introduction of the R-range of data entry and distributed processing computer systems has led to the development of a whole new series of courses for customers' staff. They range from a two-day Appreciation course to a two-week R800 Programming course.

The System Appreciation aims to give an overview of the entire R-range. Software and hardware features are covered, along with house-keeping and security aspects of the systems and demonstrations of programs. The course is offered to

board operations, batch entry and control, program entry and checkout, and all supervisory functions such as security loads, backup and batch protection.

To complement the Supervisory course there is the Data Entry Programming course aimed specifically at Analysts and Programmers. The course covers all aspects of programming from design to implementation. During the course the student will be able to design, write, key in and test the full range of programs available on the system.

With the advent of the R800 range of systems

for the R800 systems has been split into two courses. The R800 Programming Conversion course for experienced Validator Programmers, covers the new aspects of the R800 systems. The course covers file structure and organisation, and new programming facilities for on-line file enquiry and maintenance. The student has the opportunity to design, write and test the example programs used.

For Programmers and Analysts who have no experience of the Validator Language there is the two-week R800 Programming course. This course covers all the aspects of the Data Entry programming course, combined with the R800 Conversion course. The course is run on similar lines with hands-on machine time to checkout the programs written.

In response to Customer demand two further software courses have been developed.

A Data Communications course, covering the entire R100-800 range of systems is available. The course includes an overview of communications systems, details of procedures and services, and operational procedures for a communications link.

There is also an R800 System Design course, aimed at Analysts and Programmers, covering all aspects of the R800 range of systems. Included in the course is a hardware/software overview, details of language capabilities, file structures, security, design criteria and a communications overview.

Operations and Software courses are being developed continuously, in step with the introduction of new systems or enhancements. Up-to-date information on new courses can be obtained from local Systems Managers.

The Department is managed by Peter Haddow, who joined the Company in



Formal training courses were first held in 1973. A very modest beginning; with one classroom in which two Supervision and one Programming course were held each month.

In 1975 Customer and Company training activities were merged into one Training Department. Since then, the Department has grown with the Company, and the recent move to new premises in Kelvin Way has increased the facilities to six classrooms, each with a dedicated computer system for student use.

Managers with responsibility for the installation and running of an R-range system.

There are at present a number of courses available for customers who have Data Entry Systems (R100-400).

The Data Entry Supervision course is designed primarily for Data Entry Supervisors and Assistant Supervisors, but is also useful as an introductory course for Programmers and Analysts who have no previous experience of key-to-disk.

The course covers all key-

further courses were developed to cover customers' needs. They include the R800 Operational Control course, aimed at staff with previous operations experience who will have control or supervision of an R800 system. Included in the course are keyboard operations, real time control, program entry, backup and file protection. Special attention is also paid to system security and integrity, and communication between the central D.P. area and remote users.

The programming training

# TRAINING CENTRE

1975 from the Control Data Institute. Previous to this Peter worked for NCR, in a number of senior appointments.

The staff of Software Lecturers have between them in excess of fifty years data processing experience.

The team is headed by Peter Murphy, Chief Instructor. Peter started his D.P. career as a trainee COBOL Programmer with C.I.B.A. in 1968. He

progressed into IBM Assembler before moving to Cornhill Insurance at Guildford in 1971. Peter moved into teaching with a Government Training Centre in Leatherhead, running a TOPS course for trainee COBOL Programmers, before joining Redifon in 1975 as a Lecturer. Peter is responsible for programming and communications courses.

The only current female

software bureau. Prior to that Mike spent over three years as a Programmer/Analyst with Spillers. Mike started his DP career in 1969, joining Philips in Croydon as a Control Clerk, progressing to Operator and then Programmer.

Mike was followed by Derek Godden, who joined Redifon this year. Derek started his D.P. career in 1969 with the T.S.B. as a Trainee COBOL Programmer, progressing to Senior Programmer/Analyst. From there he moved to the local Crawley Council where he spent a year on their programming team. Before joining Redifon he had worked for three and a half years as a Senior Analyst/Programmer with Sherwood Medical. Derek is responsible for the System Design course and also teaches the Programming courses.

And finally Richard Handy, who also joined Redifon this year, after having been with Courtaulds for four years as a Programmer. Prior to that, Richard worked as a Mathematics Teacher at schools in Bromley and Coventry. Richard is currently taking the Data Entry Programming course.

Training School administration is in the capable hands of Pauline Hutchinson with the assistance of Allison Blackford. Pauline has been with the Company three years, and takes care of course reservations, student accommodation, training records and the usual department admin functions.

## ENGINEERING TRAINING

A VERY important area of department activity is that concerned with the training of Company Test Engineers and Customer Services Engineers. Courses for Test Engineers range from Basic Logic and Systems Introduc-

tion to in-depth Central Processor and Peripheral Controller courses. Customer Services Engineers receive a seven-week Basic R-range course on first joining the Company, and return to the Training School at regular intervals thereafter to receive further training on Communications, Peripheral Devices and R800 Systems.

East European customers send their engineers to Crawley to be trained. Courses are similar to those given to Redifon engineers — with the occasional English lesson thrown in!

Currently there are three full-time Instructors giving engineering courses. Jeff Goodwin transferred to the department in 1976 from Redifon Systems Simulation Training Department. Previously, Jeff had served in the Royal Air Force for ten years. His present responsibilities include courses on new peripheral devices and Service Engineer Basic Courses.

Providing assistance to Jeff on basic courses is Steve Merriman. After graduating from a Royal Air Force apprenticeship Steve spent eight years maintaining airfield and early warning radar equipment, followed by four years on the Harrier flight simulator. He has been instructing Service Engineers since leaving the RAF in January 1976.

The youngest member of the lecturing staff is Pat Rochford. Pat joined Redifon Telecommunications in August 1973 as a Test Engineer, working on Marine Navigation equipment. After gaining an H.N.C. at Brighton Polytechnic, he moved to Redifon Computers Unit Test in June 1976. Pat transferred to the Training School in February 1977, and is currently giving courses on the new R800 equipment and carries out all video work for the Training Department.



**THE Customer Training Centre personnel are, 1 to r: Michael Constantinou — Senior Software Lecturer; Derek Godden — Software Lecturer; Pat Rochford — Senior Engineering Lecturer; Peter Haddow — Training Manager; Steve Merriman — Engineering Lecturer; Jeff Goodwin — Senior Engineering Lecturer; Allison Blackford — Junior Typist; Pauline Hutchinson — Training Administrator; Peter Murphy — Chief Instructor Customer Training and Brenda Wigley — Senior Operations Lecturer.**

member of the team is Brenda Wigley, Senior Software Lecturer. After several years in computer operations and punch room supervision, Brenda joined Redifon in 1972. She started as a Demonstrator and Software Tester on a part-time basis, becoming full-time in 1974, in the software training department. Brenda has responsibility for Supervisory and Operational courses as well as the Appreciation course.

The next addition to the team, Michael Constantinou, joined Redifon in 1977 after spending a year with a