The Hon. David Smith (*right*) hands the Queen's Award to Sir John Wall.

Blind need help with recordings

MORE THAN 100 blind programmers in Britain are out to have life made a little easier for them if those who are able to read this are prepared to lend a hand.

Help is needed in making the recordings of ICL technical publications for the British Talking Book Service for the Blind, who are constantly getting requests from blind or partially sighted programmers.

Producing braille copies of technical publications is an alternative, but not a wholly satisfactory one, due to their bulk and relative impermanence.

Braille takes up much more room than the printed word and the raised dots, of which braille is formed, flatten and wear out rather quickly.

Snag

But the most serious snag with braille is that those who have recently lost their sight, but are partially sighted, do not read it well.

Though ICL has already arranged for very nearly all its technical publications to be available in braille, many blind programmers cannot make use of them. They need them on tape.

ICL's software distribution department at Friar Street, Reading, and the DP publications department have no objection to volunteers within the company making these recordings for the Talking Book Service.

If you want to help, you should contact Brian Augier of the British Computer Association of the Blind, on 01-387 —.

He will tell you which publication is most needed, as he intends to keep track of what volunteers are doing, so that duplication will be avoided.

Library

He will then pass you on to the Students Tape Library at — Great Portland Street, London, WIN 6AA, where a librarian will tell you what to do next.

The library—as a rule—supplies tapes and instructions on how to make a recording that can be transferred to the special cassettes which are used by the blind.

All you need is a reasonably good tape recorder, working at 3¾ inches a second and which will take a seven-inch spool.

Some knowledge of the subject you intend to read is a help. Making the recording is rather time-consuming and tiring, but it's in a good cause.

Queen's Award presentation

"NO DOUBT you will receive more awards as time goes by," the Lord Lieutenant of Berkshire, The Hon. David Smith, told ICL Chairman Sir John Wall when presenting the Queen's Award to Industry at our staff training centre at Beaumont, near Windsor, on August 13.

Invited guests and ICL staff heard Sir John say: "To survive we must export and more important we must lead technologically. ICL is certainly technologically-based and is contributing much to British achievement."

The brilliance of a small number of individuals, he continued, had contributed to those achievements for which ICL had received the Award this year, but the determining factor had been steady, well co-ordinated teamwork.

We won the Queen's Award in 1968 for technical innovation in respect of 1900 software. This year's Award was made for both exports and technical innovation. Only 50 of the 598 Awards since 1966 have been made on both counts.

ICL has increased its exports in each of the last three years.

SOCCER LASSES

HUNGARIAN 1903A GOING BETTER THAN A BOMB!

IT IS funny the things that happen when you start to instal a computer. Take, for instance, the installation of a 1903A for NIM, a part of the Hungarian Ministry of Heavy Industries.

The foundations of the computer building, a warehouse in Budapest, had to be strengthened to take the machine and this involved some excavations.

While this work was being done, the people on the site found a Roman statue and then an unexploded bomb. A British bomb at that!

This was safely defused and removed from the site and the 1903A is working a lot more efficiently than its percussive predecessor and is giving NIM round-the-clock service.

Dr Geza Marton, who is director of the NIM installation, says that it is necessary for his department to have an "incredibly reliable" machine and this has proved to be the way with the 1903A.

Applications for the 1903A go right across the board. NIM operates a bureau service and customers range from research institutes to commercial concerns.

CLOSE on the heels of the women's football team formed at Dukinfield factory (*ICL News*, August 1971), Computer Equipment Organisation North-West are organising another side at West Gorton.

Their first match was a friendly against Ashton Clothiers. It was played on the old cinder pitch at the back of the factory. But the girls, pictured above, still need a home ground.

The team have joined the Northern Premier Ladies Football League.

June Hiles, computer package inspector in the 10 Bay training school, is president of the West Gorton team.

The line up above is (left to right): Linda Wood, Joan Strong, Mabel Hamilton, Veronica Bradbury, June Hiles, Pat Harrison, Diane Lewis, Elizabeth Doyle, Anne Neill, Linda Collins and Marion Dowdican.

MALCOLM LANDS A 'WHOPPER'

CATCHING A 12 lb. 6 oz. carp during the teenage Inter-Works Angling competition not only gave Malcolm Theakstone, New Labs testing office at Stevenage, the highest individual catch of the day but also ensured that the — Freshwater Angling Club had a runaway victory.

Malcolm caught the carp on a 2 lb. line and it was nearly two hours and three attempts

at landing before the fish finally surrendered. His total catch weighed in at 18 lb. 4 ozs. and this, together with his team-mates' 2 lb. 1 oz., gave the team a commanding lead over Taylor Controls, who were second with just over 8 lb.

The rest of the ICL team, all from New Labs, was: Ian Theakstone, Geoff Markwell and Charlie Cracknell, with Ron King as reserve.

MR PETER HALL ON HIS NEW ROLE

Through Government we can challenge Americans

MR PETER HALL has been appointed the director responsible for all UK Government and public sector operations of the company.

This new post has been established to exploit the opportunities created by the Government's recently re-confirmed recognition of the need for a viable independent British-owned computer industry.

Mr Hall will be responsible for: sales to the Government, nationalised industries, universities, national research establishments and local government; he will also handle the negotiation of development contract proposals with the Government as well as being responsible for the company's relations with it.

Mr Hall said: "The Government has publicly expressed its determination to see a thriving British computer industry, independent of the U.S. and has said that the major instrument in this will be ICL. It is vital that we react to this in a purposeful way.

"The way to ensure our future as a major competitor to the American companies in both the public and private sector is to make ourselves more efficient and to bring forward development plans so that we can meet the challenge of the Americans.

"The last thing that anyone should feel within ICL is that Government support and development contracts are easily won. Single-tender contracts from the Government do not mean that we can put our feet up and relax.

"The single tender contract benefits both sides. Government can get its systems off the ground far more quickly and economically than it would if it had to go through the whole process of tendering and weighing up the response of the tenderers.

"We gain by seeing exactly what orders are coming. We can react in adequate time and ensure that requirements are fully met.

"The same philosophy and responsibilities apply to all Government development contracts and Advanced Computer Technology Projects.

"I see my job as ensuring that our approaches and suggestions to Government are consistent right across the board. This means that every possible assistance is given to

PETER HALL

Government to plan future requirements.

"I not only have a direct responsibility for sales in the Government and public sector but also a responsibility to present to Government ICL future development plans for both hardware and software.

"To help me ensure uniformity of approach, General Sir Charles Richardson has joined the company as a consultant. Sir Charles was Master General of Ordnance at the Ministry of Defence and will be responsible for our top level relations with Government.

"His basic task will be to interpret Government's policies and plans to us and our policies and plans to Government.

Special

"He will be of immense value to us as he brings with him a profound knowledge of the Government machine and its users departments' thinking, a knowledge that would be available to someone who has not spent a considerable part of his working life in the higher echelons of Government.

"Government is a very large customer and as such has all the usual customer-supplier relationships plus a variety of special relationships that exist because of the Government's desire to establish a British computer industry.

"My job is to ensure that our interface with this major customer is consistent and to the greatest advantage of both parties."

MAKE YOUR CAMERA PAY—WITH A PRIZE

THERE IS still time to collect prize money and trophies in this year's *ICL News* photographic competition.

This is the time to cash in on your holiday photography!

The competition recognises that colour films are now predominant in holiday photography and in two sections black and white and colour entries will be accepted.

In addition a prize of £10 will be awarded to the section winner judged to have taken the 'picture of the year.'

The five sections are:

☐ A **Monochrome Views**—black and white prints only

☐ B **Colour Print Views**

☐ C **Colour Transparency Views**—slides only

☐ D **Portraits**—entries accepted in black and white prints, colour prints and slides

☐ E **Holiday Humour**—(snap-shots of humorous

subjects that exemplify enjoyment on holiday) open to entries in black and white prints, colour prints and transparencies.

This year there will be cash awards of £5 to each section winner and £3 to the runner-up, subject to there being sufficient entries of a reasonable standard.

Trophies will also be awarded to section winners from whom an overall winner will be named for the £10 prize.

Competitors must be employees of ICL, or a member company of the ICL Group, or the husband, wife or child of an employee. Up to two entries are invited from each competitor in each or any of the five classes.

Prints and/or transparencies must be the work of the person submitting although not necessarily processed by the competitor.

They must have been taken during 1971 and the maximum size of prints entered must not

exceed wholeplate.

Company employees must ensure that their name, division and company location accompany each entry, in the case of members of an employee's family entering the competition, the relationship must be stated and the employee's name, division and company location given too.

Details of the subject—title, location and any other relevant information—should be included with each entry.

Entries may be submitted at any time, addressed to: The Editor, *ICL News*, ICL House, Putney, London, SW15, and marked (Photographic Competition), but they must arrive before November 30, 1971.

Though every care will be taken, no liability can be accepted by ICL or company employees for any loss or damage that may occur to entries in transit, storage or in being displayed for judging.
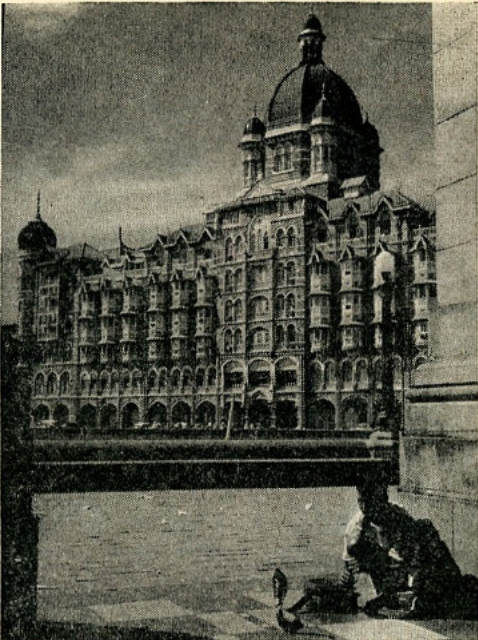
A snake charmer at the Gateway to India in Bombay, with the Taj Mahal Hotel in the background.

Indians are building 1901A under Indian control and being filmed in 15 languages

IT MAY be difficult to reconcile a computerised transport system on roads where bullock carts are still an everyday sight.

But this is happening in Bombay, where the Maharashtra State Road Transport has a 1901A installation for vehicle scheduling, payroll, spares, and maintenance.

India is harnessing the electronic revolution in a realistic way. It is looking hard to the future and the Indian Government's Electronics Commission is determined to find the right way ahead.

The Government has plans to spend £10m on seven regional computer centres and the commercial life of the country is ready to invest heavily in computing techniques—brave deeds indeed for a country with a massive unemployment problem.

The Indians have been offered every co-operation by International Computers (India) Private Limited and International Computers Indian Manufacture Limited, which has a forty per cent indigenous participation in the equity.

ference at Atlantic City, New Jersey, in May. Sir John, referring to the international aspects of American domination in the computer industry, said: "I believe that any country that considers itself to be independent must have certain independence—technologically as well as politically.

"Talking of the countries that formed the British Empire, Sir John said: "Instead of encouraging them to develop their own technology and know-how, we kept them dependent on ours."

Last year, at Poona, International Computers India Manufacture Limited produced its first 1901A computer system. That was earmarked for training purposes.

The first three commercial systems are now installed. Another eight are expected to be produced during the twelve months from October this year to September 1972—and a quarter of the material and labour that is going into those systems is Indian.

When the first third-generation computer was produced in India the Indian Government considered the event sufficiently important to detail the films division of its Information Ministry to take newsreel shots of the project.

The film will be exhibited in 3,500 cinemas throughout India during the next six months, and will be seen by an estimated audience of five million people.

It will be dubbed in 15 of the languages most commonly spoken on the sub-continent—Assamese, Bengali, English,

Gujerati, Hindi, Kanarese, Kashmiri, Malayalam, Marathi, Oriya, Punjabi, Sindhi, Tamil, Telegu and Urdu.

The process of Indianising the computer business is a slow, thorough affair but important business operations are becoming ICL computer users.

For instance, Hindustan Lever will take an Indian produced 1901A in January next year.

Tata Consultancy Services in Bombay uses a 1903 and the Indian Army Signals have a 1904 in Delhi for signals, stores, communications and payroll purposes.

The Naval Dockyard in Bombay is taking one of the locally-made 1901As.

Most of these installations are in Bombay. This is deliberate policy as it is considered vital that maintenance and support should be of the highest order so that nobody is sold short on an installation.

Training

"In fact every country has the right to enough independent technology to allow it to carry on independently if political factors make it desirable or necessary."

Selling

The selling operation—mounted by International Computers (India) Private Limited—will soon be under an all-Indian management.

Its first Indian managing director will be Mr Shyam Utamsingh, who was previously with the Indian Copper Company and before that was with the Assam Oil Company.

He takes over from Bert Treverton—who retired in the summer after 44½ years with ICL—and after an interregnum in which marketing director Bill Hall controlled the operation.

Bill Hall ends his tour of duty in November and the remaining British executives will follow not long after.

This underlines what ICL chairman Sir John Wall told his American audience at the Spring Joint Computer Con-

Answer

The company provides all the training that is necessary and top lecturers are flown from the United Kingdom to help local instructors.

What goes with the Indianisation of International Computers operation on the sub-continent? The answer: extra employment and a new technology, the advantages of data processing in the public and private sectors and an expanding economy.

The man who will sell Indian-built computers to the Indians when Bill Hall goes home is sales manager Dr Prem Gupta, who has worked for Ferranti in the UK and for Control Data Corporation in India and America.

India is not being sold short, nor is International Computers.

UNIVERSITY TECHNICIAN USES PUNCH TO MAKE GRAPH READER

IN THE biochemistry department at Queen's University technician David Jamison has developed a graph reader with a means of activating the keyboard of an ICL 68 punch which is the centre-piece of an unusual application.

Linked together are the 68 punch, the graph reader and a digital volt meter. An indicator is connected to 'X' and 'Y' reading potentiometers and the voltages on these are read by the digital volt meter which, in turn, activates the solenoids set over the keyboard of the punch.

Each reading is recorded by punching an 'X' and 'Y' co-ordinate on a card.

So graphs, produced by various types of automatic recorders, are placed on the reader and the co-ordinates recorded by manually selecting points along the graph.

Apprentice

The cards representing co-ordinates as selected on the graph are input to a computer program on the university's 1907 computer and a polynomial curve determined for the graph. From this curve, other readings or statistics can be determined.

David Jamison, who designed and developed the graph reader, is no stranger to ICL equipment for he was an apprentice at the company's Castlereagh factory before moving to Queen's University.

And the significance of the link-up? In a word it is 'financial' for while the current market price for graph readers is in the region of several thousand pounds, this particular graph reader costs less than £200!

In the biochemistry department the allied equipment is used mainly by research students and about two computer runs are done each day.

Dr D. T. Elmore, Reader in the Department, said: "This graph reader has been very well designed and enables us to make esoteric use of the ICL punch at minimal cost."

In the biochemistry department at Queen's University, David Jamison (right) who designed and developed the graph reader, discusses an application with Arthur Davies, a post-graduate research student, who is selecting the points along the graph.

STEVENAGE MANAGER DIES IN CAR CRASH

RONALD FEATHER (42), manager of ICL's processor and communications division at Stevenage, died on August 30, after his car was in collision with another on the Hexton-Hitchin road.

The driver of the other car broke a leg and his jaw.

Mr Feather, a keen cricketer, was on his way home from a match between his team, the Stevenage-based Old Timers, and Hexton, when the accident occurred.

Rescuers tried to revive him with the kiss of life, but he was found to be dead on arrival at Lister Hospital, Stevenage.

News of his death was re-

ceived in the company with dismay. At the Phase 1 Laboratories, Stevenage, where he worked, the Union Jack outside the main entrance was immediately lowered to half mast.

Mr Feather had worked for ICL for 14 years and when he died was heading a team of more than 100 engineers developing processors and peripherals. The funeral was on Monday, Sept 6, at St Nicholas's Church, Stevenage.

An inquest at Hitchin, which was told that Mr Feather died of multiple injuries, was adjourned pending further inquiries.

The Management Game is booming abroad

ROLLS-ROYCE (1971) Ltd., discovered a hidden asset when a team from the financial controller's office won this year's National Management Game. And Rupert Nicholson, the receiver and manager of the original Rolls-Royce company, admitted it.

As senior partner in the accountancy firm of Peat, Marwick Mitchell & Co., whose team came third in the event, he commented "I thought I was doing my best to show what a magnificent set of assets I was handing over.

"This result shows an asset I didn't know about".

The game is sponsored by ICL, the *Financial*

Times and the Institute of Chartered Accountants and attracted nearly 800 entries from Britain and Ireland, though this is only its second year.

In 1971 there were 250 teams, so its popularity seems assured.

The teams spent seven months battling out five knock-out rounds, using the NIMEX computer program.

Each team starts in identical positions,

represented by a balance sheet, and makes decisions on deploying their assets in manufacturing and marketing a mythical product.

After each decision the computer calculates each company's (or team's) profits and prints out a revised profit and loss account and balance sheet.

With the requisite number of "plays" behind them, the company with the largest profit—after paying interest and tax—wins the round and goes on to the next one.

All the way through, too, games administrator Ken Williams sends out "problems" like a transport strike or a fire at the production plant to see how the players will deal with them.

This year Rolls-Royce finally won the game from Crossley Carpets, while Peat, Marwick Mitchell came third and Manganese Bronze Holdings were fourth.

There were also 243 entries for the business game for schools, a special contest for sixth-formers which was won by Stowe School.

They beat Alleyne's School, Stevenage, while Imberhorne School, East Grinstead took third place in the five-round competition.

Now more games are running in Denmark, Australia and Eire; one is about to be launched in Singapore, and with plans for other Western European countries to play, there could be an international management game before long.

The troubleshooters from CESO

SERVICING THE thousands of computer systems ICL has sold around the world is an activity fundamental to the success of the company's entire operation.

This function is carried out in the United Kingdom by CESO—Customer Engineering Services Organisation—headed by divisional director Tom Griffin, which also supports the overseas organisations.

As the number and sophistication of our installations increases so do the demands on the organisation—with headquarters at Icknield Way, Letchworth—that keeps them working.

SPARES

At present 5,250 CESO staff in the United Kingdom, and more than 2,000 company staff abroad, have to support and maintain 1,100 different types of machine ranging from the earliest punch card equipment to the latest 1906S and System 4-72 computers.

After locating the trouble, an engineer may require any of 180,000 different spare parts to put things right. He and the customer will want the spares immediately. Our good name and the customer's business depend upon that.

But as often as not with the more complex installations, malfunction is due not only to faults in hardware, but to some operating error or software bug.

The more powerful the installation, the more training required to spot this kind of fault. The CESO engineer must be able to recognise and correct this sort of breakdown as competently as a faulty circuit board.

SUPPORT

How is CESO meeting the growing challenge?

For the past two years CESO Management Services, under divisional manager, Bill Hedley, has been quietly expanding and refining its facilities on three fronts, to cover CESO's internal control systems, its support of engineering training and the provision of computer capacity for the development of diagnostic programming.

To improve its administrative efficiency, particularly in the handling of spares, so that any part is available anywhere, anytime, it has turned, very logically, to computers.

The size of the problem can be gauged to some extent when it is realised that this year just under 500,000 spare parts will be needed to keep our customers happy.

CESO now has seven computer systems for its own use. They are located at West Gorton, Minerva Road, Letchworth, Sydenham and Croydon. They include a System 4-70 and two 1904As.

In the near future CESO's computing power will be made very much greater still in conjunction with the company's Corporate Systems manager David Dace.

This is a radical departure from the situation two years ago when CESO was still having to use computer time from other parts of the company.

In addition to building up a systems team supported by the necessary computer processing capacity, CESO Management Services has had to provide time for the training of engineers in the software field involving the company's operating regimes.

RARE

The effort to strengthen CESO's customer support by training hardware-software all-rounders is led by Andy Law, manager, System 4 support.

Previously people with such dual competence have been relatively rare birds, but now they are being turned out in increasing numbers.

A one-month pilot course, designed to produce even more all-rounders and recently run at Minerva Road, is now under active evaluation.

CESO's third front is one on which the battle never slackens. Headed by divisional managers Angus MacDonald and Stan Adams, the engineering team of experts is constantly at work producing new diagnostic routines, not only for current ICL products, but those of the future.

Diagnostic programs fed into an ailing computer are used to help pin-point faults. The better they are, the quicker a breakdown can be understood and corrected. But the more complicated and advanced the machine, the better the diagnostic programs have to be.

Ideally, such programs should enable a computer to print out exactly what ails it and what the remedy should be.

POWER

With computers of the complexity and power ICL is now developing, comprehensive diagnostic routines approaching this ideal are essential.

CESO's expansion is part of the company's effort to maintain its position on the restless frontiers of technology and to meet and beat the competition.

But these developments are not solely to gird the company's loins against the future.

CESO is now a profitable organisation and over the past few years the productivity of the maintenance engineer has doubled.

However, there is no complacency within CESO under Tom Griffin's leadership as it embarks on an ambitious management development programme and builds up data processing resources to support the management in its drive for improved customer satisfaction.
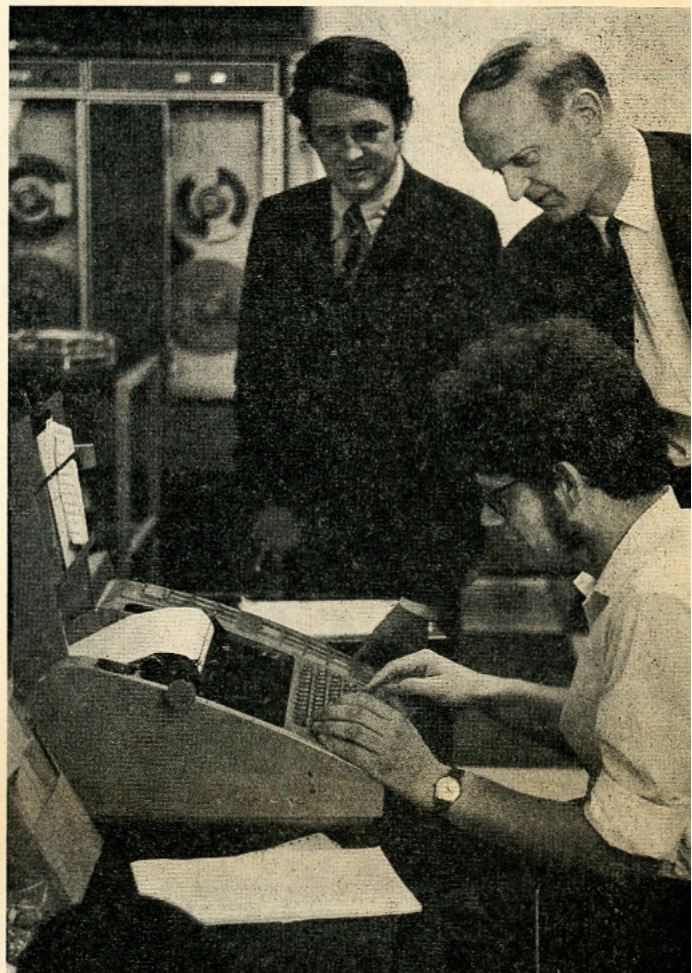
Tim Glynn (*left*), CESO data processing manager, and Bill Hedley, CESO Management Services manager, watch diagnostic programmer Keith McLaren key into a computer at CESO headquarters at Letchworth.

Babbage Award for their paper

SCIENTISTS ALL round the world publish thousands of technical papers every year—most of which sink without trace, their major contribution being to provide a level resting place for dust.

But every now and then a paper of special merit is acknowledged. "A Computer Controlled Tester for Logic Networks and a Method for Synthesizing Test Patterns," by Keith Crook and Joan Blythin, is such a paper.

These two, both employed by ICL at the Phase 1 Laboratories, Stevenage, were recently surprised by a letter from the director of the Institution of Electronic and Radio Engineers, saying that the institution's council had awarded them jointly the Charles Babbage Award for the paper.

The value of the prize—£15 to be divided between them.

EXHIBITION HANDED OVER AT TOTNES

CEDRIC DICKENS, Director, Communications, explains a model of a computer installation to Alderman Sydney Williams, Mayor of Totnes, Devon.

The occasion was the opening of the Babbage Room at Totnes Museum and the official hand-over of the "Computing Past and Present" exhibition to the museum.

Cedric was there to perform both ceremonies and to unveil a plaque commemorating the birth in Totnes of Charles Babbage, who is recognised as the "father" of computing.

The exhibition, which was organised by ICL, has been touring the country for the past year and is now permanently housed at Totnes.

Left to right in our picture are: Julian Cronk, a direct descendant of Charles Babbage; Bill Bennett, former Mayor of Totnes, and the man who provided the idea to commemorate the birth of Babbage; Cedric Dickens; Alderman and Mrs Williams, and Bertie Bellringer formerly of Production Engineering Applications Department, Hitchin, who led the ICL team that set up the exhibition. He is now a member of the Communication Organisation.

TEAM

They hope to be present at the London School of Hygiene and Tropical Medicine, off Gower Street, London W.C.1, to receive their award on December 2.

Who are they and what is their paper about?

Joan, a group leader in the macro board test department of DPEO, Computer Systems Development, has been with the company for seven years.

She is part of a team whose work on test systems contributed greatly to the 1900 'A' series.

The software she wrote enables a computer-driven tester to devise a strategy for checking out the macro-circuit boards in the 'A' series central processors (excluding the 1906 A and S).

It cuts out a great deal of tedious work for test engineers and is a very advanced piece of "intelligent software," according to her colleague, Keith.

Joan is a rather modest, immensely patient lady, who, under considerable pressure from *ICL News*, admitted that lots of people in the industry had been trying for years to devise software of this sort.

"I just decided to try it my way, and to some extent it worked," she said.

Keith Crook, a project group manager in computer systems division, joined ICL as a result of the EMI merger in 1962. His service totals 15 years.

He and Brian Procter, another senior systems designer, designed the 1901,

KEITH CROOK

JOAN BLYTHIN

1902 and 1903 and parts of the 1900 'A' series.

Keith helped design the tester, the T.E. 110—which is what the paper is all about—and wrote the control software and engineers' test compiler for it.

He was full of praise for Joan's software, which, with its function of automatic synthesis of tests, goes a long way towards eliminating the need for his compiler.

The Crook-Blythin paper was presented to a conference in Birmingham in February 1970 and later published in the IERE journal.

It was considered the "outstanding contribution published during 1970 on electronic computers".

Requests for copies were received from all over the world.

HOW WE TIED UP OUR LACES

ondon Airport's argo scheme eads the world

BRITAIN BECAME the first nation in the world to control becoming air cargo by computer when LACES (London Airport Cargo Electronic Data Processing Scheme) began live running on August 23.

KLM's Customs stations were connected to the £5m system on that day and others followed. The clearance at Heathrow to computer-based clearance that will speed cargo by accelerating its control and documentation.

The system will not only speed other work, make goods available to customers faster, reduce the need for storage space and provide instant information on location and action taken on every consignment.

LACES is based on two ICL System 4/72 computers, 325 visual display units and 66 teletypes in the airlines, agents and Customs offices and in cargo sheds.

London Airport is just the first of many international airports.

This round-the-clock real-time system will help British customers and already opens up a vast international cargo than any other. In this future Heathrow at least two years ahead of other international airports.

visual display units. The system is controlled by a steering group representing Customs, airlines, forwarding agents and NDPS.

Starting point of the system is the keying-in on a terminal by an agent or airline that a consignment is on its way to the cargo sheds. At this stage a visual display units in the cargo sheds and the computer calculates the duty and taxes.

The decision whether Customs inspect a consignment, its documentation or allow it through is made by the system according to criteria laid down by Customs. After the checks are complete the release is printed out on teletypes in the cargo sheds.

Critical schedule

LACES was developed to meet a critical schedule. Contracts were placed only two years ago and it has involved about 500 man-years of effort, but all concerned—ICL, the Post Office National Data Processing Service, who with HM Customs and the airlines designed the system requirements, ICL as main contractors for hardware and software, the national who were responsible for hard-ware, and Cossor Electronics who supplied the

The project began in 1966 when airlines and Customs started a feasibility study. NDPS, set up under the Post Office (Data Processing Service) Act 1967, was invited to design the system and agreed in 1968 to use the Institute of Freight Forwarding Agents—now the Institute of Freight Forwarders Limited—joined the project.

LACES has underlined System 4's capability for handling large-scale and complex operations projects.

Part of team

ICL programmers have been involved as part of the CSI team in the development of both the operating system and the applications programs. Several other members of the ICL team were also involved with CSI in full responsibility for management design and implementation of the software.

ICL is entitled to use the LACES Monitor operating system anywhere else in the world or in payment of royalties to NDPS.

This is why Tesco does its shopping at ICL

THE NEXT time you are doing the weekend shopping at your local supermarket and scan the rows of goods on display, just spare a thought for all the behind-the-scenes work that goes into making sure you pay such low prices for your goods.

Also spare a thought for the two ICL computers that play a large part in making it possible for Tesco management to offer so many price reductions.

At Tesco headquarters at Cheshunt in Hertfordshire, Tesco has an ICL 1903 and a 1904A and has forecast that by 1975 these two computers could well be saving them more than £950,000 in hard cash as well as giving other benefits which cannot be directly valued in monetary terms.

Danger

Supermarkets operate by taking small profit margins on a vast turnover of stock.

They must maintain close control of the stock held in warehouses and shops and make sure that they only stock items that move rapidly from shop shelves.

Only then can management afford to have stock standing in warehouses and shops when it should be out on display or in the warehouses of the supplier.

Tesco has found that the computer can make life a lot easier and far more profitable for management.

The computer can keep track of the many thousands of stock lines that have to be carried by the 800 Tesco branches and houses, it can also tell Tesco management which lines move rapidly and those which are unmarked for a great number.

NORMAN HILL, manager of Designated Systems, who in the world or in provided the ICL project team.

houses are kept at the level to maintain profitable yet without an avoidable service to all the shops.

This means having needle-sharp control of stock and warehouse stocking and ensuring that the supply department of the

This means that each computer processes orders for more than 900 listed on 40,000 delivered from more than 100 suppliers who supply products directly to the branches.

On top of this, it also some 400,000 items over collected and supplied to the Tesco chain.

From this data the c produces weekly print-ou showing full details of eve which are in danger of out.

Mr Donald Harris, Managing Director of wh is in charge of the comp says: "Our company re...

The "feel for" lies for management. Sales can a lot been that this also applie

"We have been very until quite recently that, full range of ICL back to its rescue and helping make good progress."

No matter whether you local Tesco branch in a or a large store in the cen behind the transactions you two ICL computers work they keep you want around on the shelves.

Meet some of the people behind the success

ADRIAN RYMELL

COLIN UNDERWOOD

RICHARD HUGHES

PETER THOMPSON

DAVE BENTLEY

IAN CAMPBELL

GRAHAM PAGE

DI DINSDALE

PHIL WATSON

MIRIAM GOODMAN

IAN RICHARDS

PETER CAMA

RODNEY SEELEY

Australian order follows our Customs!

AFTER THE successful implementation of LACES, comes news that Australia's Customs Department has placed an order with International Computers (Australia) Pty. Limited for a real-time system for an installation similar to LACES.

Philip Watson developed a trials system for applications modules which included rendezvous points and printers will be located in the various state offices and of the Australian real-time system.

Developed

Colin Underwood helped to develop the trials system for the applications and Ian Richards subsequently worked on its use. He subsequently developed and tested the procedures for reconstituting the random access file organisation should the computer fail.

Graham Page, the ICL project manager, was responsible for the Victoria and New South Wales application system and guide the applications programmers in the use of the standard System 4 Operating System used for the batch processing system.

System 4 is also going to be used for an on-line system being developed for the Victoria State Savings Bank. This story alongside: Three families are set for sunny "winter".

the special LACES real-time operating system to provide background batch processing facilities.

Richard Hughes developed and tested the random access file and test procedures and subsequently worked on CRT control procedures.

Diane Dinsdale developed and tested the random access file organisation

system operational towards the end of 1972.

It is expected that another 4/72 will be installed after the initial operating period ends. The second machine will back cope with increased work-load on an-line system.

Value of the contract, for the supply of the equipment and a contract for the supply of systems and programming systems, is £726,000.

These will be linked to the 4/72 via the Common User Data Network being jointly implemented by the Postmaster General's Department.

The first system being developed for the Commonwealth Area manager, said there is no needed and will all major entry points involves the detection of fraud and help to prevent the detection and apprehension of illegal drug operation and reduce smuggling the clearance of imports. The system will also help to prevent staff will be able to cope with increased imports.

It is planned to have the

TRIBUTE TO COMMERCIAL JUDGEMENT

WHILE THE technical difficulties were enormous, LACES is an outstanding achievement, there were problems which face ICL management in deciding whether to go for business of this magnitude and importance, said Post Office Area Sales Manager Rodney Seeley. "It is easy to see that the unspoken implication in the day that would win the order once we were technically competent, in fact, the commercial

contractors, CSI—of whom we had had no previous experience—needed a commercial judgement as well as unmatched for a great number of

"All this in a context of a two-year fixed implementation time scale, with penalty clauses for stipulated damages in the event of late installation."

"These were some of the problems which faced our management.

Three families are set for a sunny 'winter'

LIKE MOST wives would, Winsford engineer Jack Thompson's wife Pauline found it difficult at first to decide whether to go for been for her husband's accounts of has foreign trips for ICL guide enough at any one time.

He had travelled to places like South Africa and Czechoslovakia in Melbourne for a few months. The others are Geoff and Lesley Elms, and Bobby and Catherine Mackenzie.

"LACES' success is a tribute to commercial judgement as well as technical

proving their husbands and children to Melbourne for a few months. The others are George and Lesley Elms, and Bobby and Catherine Mackenzie.

The men, all systems test engineers, will oversee the installation of a being developed by ICL for the State Savings Bank of Victoria.

The system will form our largest installation in Australia and the four Aussie engineers have already spent months at the Winsford factory Embankment where themselves with some of the equipment.

Support

The British engineers will help install the main system, modify the main equipment to the final development the initial build-up to fifty terminals.

Eventually, the aim is approximately 500 terminals to extend further expansion next facility as yet, says Jack, the senior engineer.

Off to Australia (left to right): Mike, George and Jack.

ll parts of ICL were magnificent in meeting the challenge

ARE some of the CEO (M) men from Kidsgrove and CESO men in the LACES computer hall at Harmondsworth. They are (left to right): Tom Durrant, John Steele, 'horpe, Brian Norris, Michael Siddall, Ted Heeks, John Bateman, Ray Butler, Roy Jones, Reg Proudfoot, 'Stanley, Keith Langley and Roy Malkin.

CES project provided ICL number of challenges and all the company rose to them.

S is the first system of its kind that it had gave the abilities that it has that it opens up a re-al-time system.

t that LACES had gave the with justifiable pride soon as a transplant great deal in the process. This company had never developed involved in such a complex real-time system.

The progress of the project has been from regular bouts of weekend and night work were involved. Within ICL management. Apart from reviews of progress, the site was visited director Mr Peter Ellis during the critical months in which it was the project.

The ICL project team was provided by Designated Systems Organisation Norman Hill, manager of DSO took a close and personal interest in the project.

And highest praise must go to the people from Kidsgrove who made the dedication to the LACES computers—and the CESO people who worked alongside them on the site.

Tom Durrant of CEO(M) and Dick

international airports.

over new-cell facilities before the commissioning was well under way to the installation. He has also helped NDPS with advice on their operating problems.

Graham Page, the programming manager, used PERT to up to date and keeping all the parts work under control. He became a master of the PERT system. He even spent the four days of Christmas 1970 the project.

Roy Boughtflower, the systems analyst on loan from Post Office Area, has kept a check on system changes, specifically dividing human factors, and interface for new international contracts that has made live behind his introduction during several test stages.

The project team and the several programmers worked extremely hard and worked hard to bring the project to a successful conclusion.

A Martin Goodman joined the project and has been working as hard as most for the last six months of more at a stretch.

Her overall job also succeeded to the software items are Ian Campbell who developed and tested the input routines.

Peter Thompson developed and tested the task scheduling and device allocation modules of the standard J Operating System into

Richards and Paul Lloyd of CESO. Speaking behind on the challenge in the outstanding individual contributions.

Tom Watling, the ICL project manager, at is a splendid advertisement for "Successful Project Management"—to be described by the Financial Times as "outstanding."

Familiar

The DSO project management team brought together the efforts of all parts of ICL and its sub-contractors. It also provided a channel of communication with the customer.

Tom Watling was able to assemble a highly capable project team, comprising project managers and the team programming team and link man with CSI, was a familiar member of the day and night during the final pacing stages.

Key members of the team's communication items manager, was responsible for liaison with Cossor and for helping both the NDPS team and ICL people who operations manager, had the task of liaison with Datasklil network.

Dave Bentley, the operations manager, had the task of liaison with Datasklil

TOM WATUNG

Platter Chatter

Lord Nelson nearly walked the plank

THERE WAS a time when Lord Nelson nearly walked the plank. It had nothing to do with the battle of Trafalgar. This plank was the only access to Bay 1 when English Electric first opened at Kidsgrove in 1954.

Bill Wain told us about it before he retired last month after 18 years as a security officer at Kidsgrove.

"The radio frequency heaters for industrial processes had just come here from the English Electric works in Stafford and Lord Nelson, father of the present lord, came to look over it soon after the factory opened" said Bill.

"But he nearly had to walk the plank into Bay 1 like everyone else before the road was built."

Incidentally, I can find no foundation for the rumour that the road was finished hurriedly to save the late Lord Nelson from this embarrassing experience!

How was security effected in those muddy days, when we were manufacturing radar equipment for the Royal Navy's aircraft carriers? Bill said security had an office in the middle of the compound and all visitors had to risk the mud before being allowed access to factory and offices.

"I'm the twit who designed it, what did you want to know?"
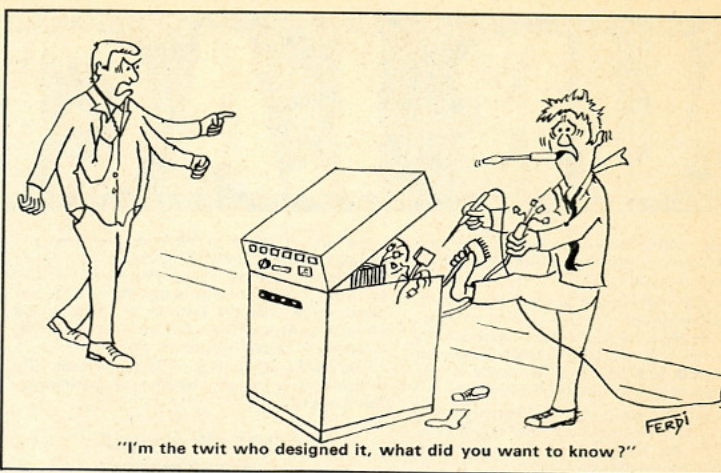
Third-time lucky—and it's a trip to Paris

WHEN PHIL JONES' ten-year-old daughter Karen heard he had won a trip to Paris she asked: "Is it only for two? It's a pity you won't be able to go!!"

Phil, product development controller in BARIC's Inter-Active Services Division, and his wife Brenda had a third-time lucky win at the GEC annual dance in Trentham Gardens, Stoke-on-Trent.

Tension mounted as the first ticket drawn turned out to be unsold, then the second drawn ticket unclaimed. The third time it was Phil's lucky break.

Leaving grandparents looking after Karen and son Martin, 13, they flew from Manchester to Paris and stayed three nights in an hotel opposite the Tuileries Gardens, all expenses paid, courtesy of the GEC Sports and Social Association and travel agents Halba of Congleton.

A half-day trip—they chose Versailles—was also included in the win, and Phil and Brenda treated themselves to a nightclub tour, finishing up at the Moulin Rouge a trip along the River Seine and a visit to Montmartre.

How did they pacify Karen? Her school is hoping to arrange a trip to Paris next year.

PHIL JONES

Thomas lands double with his garden

THOMAS H. GLAZEBROOK, a retired Double Majority club member who gave ICL 44½ years' service, has for the second year running won a cup for the neatness and quality of the flowers in his garden at West Wickham, Kent.

The competition, run by the West Wickham South Residents Association, has front and back garden sections. He won the back garden section, and the King George VI cup that goes with it.

Thomas, formerly a senior planning analyst in Product Planning Division, said that his particular favourites are stocks, petunias, salvias, asters and antirrhinums—all raised from seed.

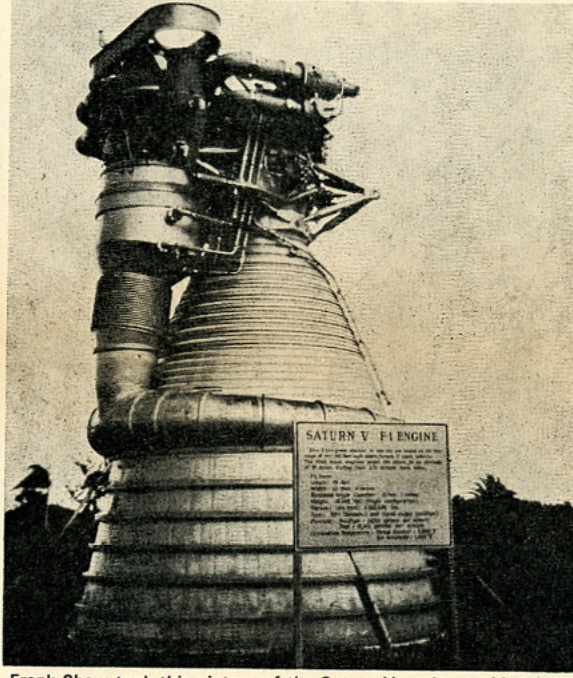He does not intend to enter the competition again. "Until I won last year, the cup had been shared for the previous nine years by two people, and it rather discouraged others from entering.

"I hope it doesn't sound too presumptuous to say that I don't want that sort of thing to happen," he said.

The garden, in Sylvan Way, West Wickham, will still be kept up to scratch, but Thomas now hopes to devote more time to other hobbies including the construction of model locomotives, photography and reading.

John aims to top pops

JOHN MUNNS, a 29-year-old software assistant and programmer at 5/6 factory Stevenage, is dickering with CBS Records over a contract to record some new songs.

He is by no means a beginner. Four years ago he appeared in a film with David Hemmings, Joyce Blair and controversial US pop star Jerry Lee Lewis. It was called Be My Guest, and the theme song, of the same name, performed by John and the group he was with at the time—The Niteshades—got into the charts.

Lead vocalist and guitarist John and the gr_ had little success with their next two reco_ *I'm Not Gonna Worry* and *Sell So Fast.*

But now John has formed a new group, ca_ *August.* He also has a new agent who has already fo_ him a two-week cabaret spot—during his lea_ in a Barmouth, North Wales, hotel.

John says: "I know it's a tough business, but _ I've got two really good musicians—organist M_ Wilkinson and drummer Alan Dumplin—an_ think we've really got a chance."

He saw Apollo 15 blast off at Cape Kennedy

WHILE the rest of us_ glued to our chairs watch_ the Apollo 15 launch television, Frank Shaw _ there watching it live_ Cape Kennedy.

West Gorton program_ Frank, who works in Qu_ Assurance, joined a Br_ tour which chartered an_ liner for an eight-day tri_ Florida to coincide with_ launch in July.

The British Inter-Plane_ Society provided leaders_ the nearly 200-strong Bri_ contingent, who joined_ with a million visitors f_ all over the world anxiou_ share the tension and ex_ ment at the Cape.

Frank said Apollo is_ feet high and seeing the_ thing was an experience_ itself: "You don't rea_ how tall the structures_ because there is so little_ compare them with, the co_ try is so flat."

BILL SWAIN pictured before his retirement from Kidsgrove.

Frank Shaw took this picture of the Saturn V engine on his trip to Cape Kennedy.

SATURN V F-1 ENGINE

Is Ernie the youngest to reach his Double?

ERNIE SHAW is thought _ be the youngest _ _ouble-majority member— _56.

He joined BTM in October _9, three months after his _irteenth birthday—as a stu_t apprentice earning 11s _ week, rising by incre_ents of a halfpenny an hour _ch year.

Today he is group project _gineer, manufacturing div_on—responsible for the _oling budgets of projects _ the Letchworth/Stevenage _anufacturing area.

As a memento of his 42 _ars' service, Ernie has chosen _ gold Omega wrist-watch.

His hobby is football. He is North Divisional secretary of the Hertfordshire FA and in 1954 he refereed an international between Ireland and England.

☆

BERNARD BELLRINGER, Bertie to his friends, has led a very varied life within the company. He started on the benches at Croydon in 1929, then went to London Sales for two years before returning to Croydon where he spent ten years as first a junior and then a senior draughtsman.

There followed periods in the technical engineering de-

ICL Majority Club

partment, and as manager of technical literature before he went to Stevenage to join design communications.

Since 1968 Bertie has been travelling with the mobile Babbage exhibition, which was largely his brainchild.

Bertie has now joined the staff of the Communication Organisation. One of his duties will be to collate material on the company's past and he will be delighted to hear from colleagues who may have

stories or items of interest. You can write to him at Printing Services, Letchworth.

Bertie's double majority coincides with his thirty-second wedding anniversary and he chose an 'antique' electric clock for his double majority presentation.

☆

ERIC BAILEY, principal engineer in the peripherals engi-

neering division at the New Laboratories in Cavendish Road, Stevenage, will soon be watching television programmes as and when he wants—he's chosen a portable television set as his memento of 42 years' service for the company.

His wife, Grace, will be able to pick and choose her viewing too, because the Baileys are keeping their old set.

Eric joined BTM in 1929, as a service engineer. During the war he remained in Ireland, and serviced all the company's equipment, north and south of the border. Part of his contribution later on was to design the wire printing interpreter which forms the basis of the modern wire matrix printer.

Eric retires in December, and intends to pursue his hobby of growing flowers in the garden of his home at Letchworth.

☆

GORDON BULLOCK was just 15 when he started work for what is now ICL. For the last 15 years he has been a foreman at 1/2 Factory, Croydon, and on October 6 he

completed 42 years of service with the company.

Gordon is one of the unfortunates who has now been made redundant, but he says it is "just one of those things."

"I think the company has looked after us pretty well," he told *ICL News.*

"I've enjoyed working here very much."

Gordon, who is 56, leaves to work as a chargehand for a nearby engineering firm. The double majority memento he has chosen is an Atmos clock—which winds itself up with energy derived from changes in temperature.

☆

SYDNEY WOOD, manager engineering change control, special systems division, Letchworth, was an apprentice on the old London, Midland and Scottish Railway.

Due to the slump, he was forced to leave the railways, and joined BTM in 1929, after serving his apprenticeship as an electro-mechanical engineer.

Although not due to retire until March 1972, he will be leaving the company on Octo-

ber 22, the week following his double majority.

He has chosen a Marc_ record player as a memen_ but will not be spending _ much time listening to mu_

He is writing a novel— _Device_—for which he ho_ soon to find a publish_ and is a keen home decora_

Mr Wood has served _ company in Manchester, L_ don, Belfast, Buxton, as _ as Letchworth.

☆

KENNETH EDMUN_ came to the company alm_ straight from school. He _ a short spell working fo_ cabinet maker and then jo_ CESO at Croydon.

For the last 38 years _ worked as a customer en_ neer in the Midlands, fr_ ling from one installation _ another, keeping our c_ tomers' machines working _ top efficiency.

Kenneth has been an act_ sportsman and this proba_ stands him in good stead _ meet the demands of _ work.

Now his hobbies are m_ sedate, gardening and fish_ take up the major part of _ leisure time but Kenne_ still has a very keen interes_ all forms of sport.

He chose a silver tea _ as his double majori_

ICL SPORTS PARADE

County man burns up Swinton Park

Roy takes his pick of the golf prizes

RYAN SCOTT . . . happy birthday with trophy win.

ROY SMETHURST . . . sinking his putt for a fine 70.

A SCRATCH 70 by 29-year-old Roy Smethurst, a programming branch manager in SPO at Kidsgrove, set a very high standard of golf in the company finals, at Swinton Park, near Manchester, on Friday, September 24.

Roy, who plays for Cheshire and has a handicap of one, picked up two strokes on the way out and one more on the back nine to come in three under par with a scratch 70—for a net 69.

It was clear at the end of the day, during which conditions were practically windless, but rather grey, that this score made Roy eligible for the Maxwell Trophy or the Laurens prize for the best score.

He chose the scratch prize, to strengthen his position in the Cheshire team, if that were needed.

This left Larry Parker, a DP salesman in Dublin, with a net 69 (handicap 17) holding the Maxwell.

Behind him, with a net 70 (handicap 16) came Alan Seagrim of the Company Secretariat, Putney, and Dillwyn Llewellen, a systems executive with West Country Region, UKSO, with a net 71 (handicap 17).

Traps

Swinton is a heavily trapped, tight course, with well defended greens and strict out-of-bounds rules to make up for the dearth of rough. On finals day, in expectation of rain, the greens had not been watered, and the ball was running through instead of holding on the putting surface. So it meant pitching to the apron on each green and running the ball up to the hole to be in with a chance.

Sinking some really long putts was the only way to make a reasonable score for those who fell short, and Sean Kyle (a programmer at Leeds in APD, UKSO) sank a 72-footer on the 18th in the morning, which still left him nowhere.

He made up for this to some extent in the afternoon stableford competition, when he and Smethurst came fourth, with 32 points.

The Everard Greene Trophy went to Ryan Scott, a key-box fitter in C group at Castlereagh. With a handicap of 18, he produced a net 71. It was his 38th birthday and he had won the Maxwell the previous year, so he was well pleased.

Roy Duff, of Baric at Kidsgrove, followed him with a net 72 (handicap 5), beating Bill Ramsey, a print-head assembler from Castlereagh (handicap 17) who had the same net score, but had a back-nine score of 43 against Roy's 36.

The stableford event, played in failing light, fell to partners Harry Nelson, of the special machine section, Aurelia Road, Croydon, and John Neill of the project scheduling department, SAPO, Reading, with 35 points.

Roy Duff, the Everard Greene runner-up, and Dennis Ramsay, an engineering supervisor of CESO, Edinburgh, followed with 34.

Third place was taken by John Carroll, a field engineering supervisor from Dublin and Michael Thatcher, a salesman of local government north area, Wilmslow, with 33 points.

Dinner

Organiser Peter Finlayson, who left the company in 1966 aged 65, had left nothing to chance, and the day went off without a hitch, except that when it came to the prize giving—at a dinner in the Queens Hotel, Manchester —he found himself one prize golf ball short.

Guest of honour was Mr Peter Hall, director responsible for the company's UK government and public sector operations.
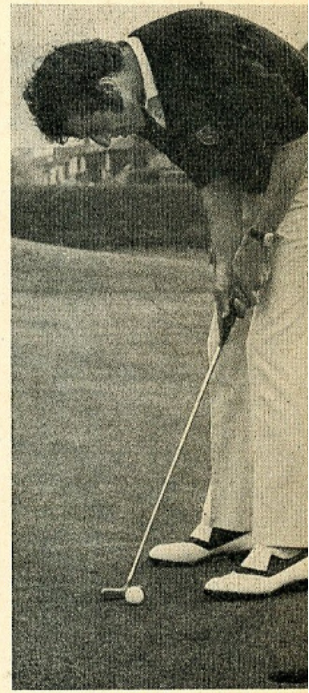
Startrek's first outing produces title win at Plymouth

YOU CAN ask Denis Heald the secret of how he became a champion yachtsman when he had only raced dinghies on inland waters before this year. But all he can tell you is "teamwork".

Denis, Systems Division manager at West Gorton, and his crew, Wilf Priest of Commissioning Operations, have the ability to work as a team, he says. "You and your crew must work as one."

They have just proved it works by winning the Silhouette Owners International Association rally at Plymouth.

How did they do it? They said that they simply sailed on, collecting top points in all the heats, until they won. The expected favourites didn't scratch at the start, there was no fluke weather, no favourites capsized—Denis and Wilf just sailed.

FIRST

Unlike many of the fifty or so craft in the rally the Heald boat, Startrek, is made of glass fibre and until this year, no boat in that material had done better than to be in the first 14.

This was the first occasion Startrek had been in the water, and Denis and Wilf's only practice for the rally was sailing a wooden Silhouette on Lake Windermere a few times.

The regatta in which they won the City of Plymouth Cup was open to craft up to 30 ft. long and the heats in Plymouth Sound took almost a week. The days were usually spent in points racing and cruising, punctuated by civic receptions, dances and the final prizegiving by the city's lord mayor.

Describing his win, Denis explained "We won our first points race around the buoys, came third in another, and in the third and fourth races someone else may well have beaten us had there been plenty of wind. Then, in the novelty race, when we had to pick up bottles with messages inside, we were the first Silhouette 2 across the line."

He told the story with a faint air of surprise. "There was no doubt about the result. And they have the cup to prove it.

West Gorton yachtsmen Denis Heald (seated) and Wilf Priest pictured with the trophies that prove they are a truly champion crew.

OPPONENTS NEEDED FOR RUGBY MEN

LAST SEASON was not a particularly good one for the rugby section of the ICL Berkshire Club. They managed to get only one game—a tough 6–6 draw against Putney's computer operations branch. That was in November. And then, because potential adversaries had full fixture lists, they were reduced to 12-a-side knock-abouts.

Now, with the help of the Reading branch of the Rugby Union, they have arranged 18 matches for this season, but there are still a few gaps in the list.

Interested? Then contact Mike Burton, a section leader in operational support, computer operations branch; Reading 582041, or Roger Pickett, technical support branch, Cheapside, Reading 55861.

THE BIG PROBLEM WITH BOATS —NAMES!

THEY SEEM to breed sailors up in the North. First it was Ron Clayton (ICL News, June 1971), the West Gorton engineer, who built a 14-foot dinghy in his roof. Then Denis Heald won the Silhouette Owners International Association rally. Now it is Norman Bottoms' turn.

Norman, chief mechanical designer at West Gorton, also built a boat like Ron's, a Mirror 14 racing dinghy. Unlike Ron, Norman built his in the garage of his house in Wilmslow, Cheshire.

The whole family were undecided when they had to provide a name for insurance purposes and feared it could have been entered officially as Not Ready Yet, which was really Norman's explanation on the form.

Effort

Naming boats has always proved to be rather a thorny problem. His last home-built effort, the Little Mirror 11-ft dinghy, he called Little Audrey after his wife, but she has never set foot in it. Finally they chose Letuspray.

Norman's stewart 20, and Graham, 16, crew for him at Dovestone—which is also Ron Clayton's club—and at Errwood, near Buxton. This year, Stewart won the open meeting for the Little Mirror class of boat at Errwood.

Norman started building boats six years ago, after seeing an elderly man launch a Mirror dinghy, made from a kit, on the Pembrokeshire coast. "I'd watched people launch their boats laboriously year after year, but he did it with so little trouble I started talking to him and soon ordered the kit and built the boat for myself" he explained.

John and Janet win first championship series

DATA RECORDING's sailing enthusiasts have held their first annual championship, which comprised a series of races held on three evenings in consecutive weeks on a gravel pit at Thorpe.

It was recognised that most members of this ICL Group magnetic recording specialist company's sailing club would have no experience of dinghy racing, or knowledge of the rules, so an instruction evening and informal practice session preceded the championship.

Results were compiled on a handicap basis, with a special scoring system to overcome the problems of competitors missing an evening's racing.

The club's Rear Commodore, Keith Popkin, a principal engineer in the Equipment Engineering department at Unit 1, Staines, organised the championship, which attracted 18 helmsmen who used either a boat of their own or one of the three belonging to the club.

Club win

The winner was John Erskine, Tape Heads Division, Unit 3, whose Firefly named Just Jiminy was crewed by Janet Creighton, Disc Heads, Unit 3, with Dave Hawthorne, an Equipment Engineering branch manager at Unit 1, the runner-up in his Solo, Lucky Me.

A cup known as the Bull Trophy, presented by non-sailing member Jean Bull, Spares and Commerical Services, Unit 2, and her mother, went to the champion, as well as a shield for him to keep.

At a presentation party arranged by the sailing club on September 3, Keith Popkin called on Beverley Jefferies, the reigning Miss Data Recording, a receptionist at the company's headquarters, to present the awards.

Keith said in his introductory remarks: "I cannot think of a nicer person to do this, even though she isn't a sailor . . ."

As the championship organiser, Keith was not eligible to compete but he was not racing at his own club when it was all over—and won Henley Sailing Club's annual Mirror 14 Open Meeting.

JOHN ERSKINE, winner of Data Recording Sailing Club's first annual championship, with Janet Creighton (left), who crewed his Firefly, and Beverley Jefferies, the reigning Miss Data Recording, who presented the awards.

Photo: Dennis France, Tape Heads, Data Recording, Staines.

WINSFORD FIELDING TWO SOCCER SIDES

WINSFORD SPORTS and Social Section hold their sportsmen's evening on October 29 in the canteen, when the prizes for 19 inter-departmental knock-out competitions will be presented.

For the first time, the Winsford factory is fielding two soccer teams this season. Their home pitch behind the canteen block has now been levelled off and was speedily put to use.

The Saturday team plays in the Central Cheshire League and the Sunday team plays in Division One of the Winsford Sunday League.

The annual challenge match between Winsford and Kidsgrove Golf Societies took place at Crewe. Kidsgrove two matches, Winsford one and two were halved. Winsford captain Denis Baptie presented the victors with a trophy, itself a present from the Winsford society.

The year-old golf society already has more than two members, spurred on, no doubt, by the introduction of a golf driving range on factory premises which will be ready next spring.

The club championship, played over 36 holes at Vicars Cross Golf Club, was won by M. Grice with a net 143, playing off a 24 handicap.

Forty pairs took part in an inter-department putting competition on the new putting green. It was won by the Tool Shop.

Another chance to join pension fund

HOW BRIAN'S ARMY ALMOS TOOK U.S !

ANOTHER OPPORTUNITY to join the ICL pension fund comes on October 28, when it re-opens for the first time since early 1970.

Eric Arnold, the fund's secretary, says although employees were given three months in which to join last time, too many people applied too late and had to be disappointed.

"Until then the fund was voluntary and people are not very pension-minded" explained Eric. "Since then it has become compulsory for whole-time salaried members of the permanent staff: men over 21 and women over 25, who pay five per cent of salary into it".

To ensure everyone knows about it this time, he is having 500 posters printed—part of one is reproduced here—and a reminder slip is being put into every employee's pay packet.
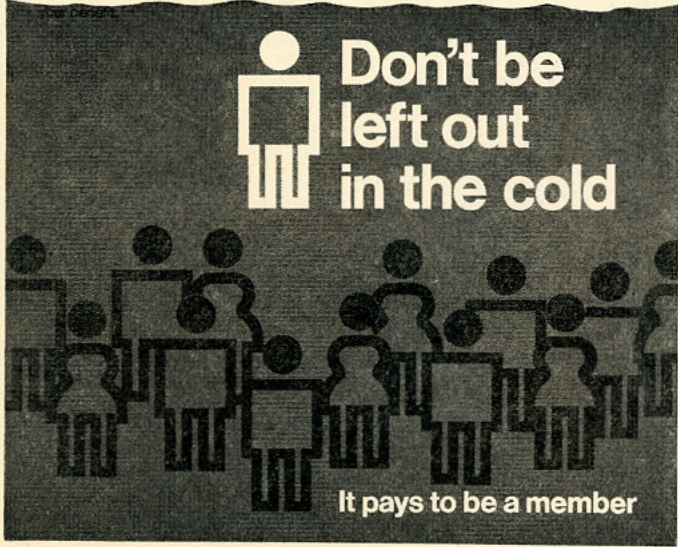
Eligible

"We have 10,000 people in the fund, but there must be many more who are eligible to join it but are still outside," Eric went on.

"When you're 20 you're not much interested in a pension, but when you get to 40 it's a different matter".

ICL's new pensions manager is John Latham, who has joined us after 16 years' experience with Noble Lowndes & Partners Limited, a leading firm of pension consultants.

After joining them in Newcastle-upon-Tyne he became successively manager of the Newcastle branch, personal assistant to the company chairman in London and manager of the West End and City branches.

In 1969 he became a UK pensions consultant to Investors Overseas Services Limited and later acted as pensions sales manager of their UK subsidiary, International Life Insurance Company Limited.

Throughout his career he has advised companies on the design and other aspects of pension planning.

At ICL he has set wheels in motion to wind up Computer Developments Limited pension fund and to transfer to the ICL fund members of the ICT (EMI 1962) and ICT (Ferranti 1963) funds.

Two members' representatives of the ICL Pension Fund have been made directors of the ICL Pensions Trust Limited, the trustee of the ICL Pension Fund. They are Cedric Dickens, Director, Communication, and Wilfred Peck, CESO field engineer, who is a modifications specialist. Cedric joined the British Tabulating Machine Company in 1938, and after war service in the Royal Navy rejoined it and was posted to India for three years.

He returned to the UK to take responsibility for government sales and was promoted to home sales manager in 1957.

In 1963 he became controller of public relations and publicity for ICT and was appointed controller of communication for ICL in 1968. In 1970 he became a divisional director.

Wilf Peck joined Powers-Samas Ltd in the mills department at Croydon in 1937, when he was 16. After spending the war years with the Royal Corps of Signals in France, the Middle East and Italy, he returned to the Customer Service Branch in Edinburgh.

A year later he returned to London's West End and has served in the London SE or SW areas ever since.

Delegates

Newly-elected delegates of the British Tabulating Provident Fund are Cedric Dickens who will cover London, Kent, Sussex, Surrey, South Middlesex, North Herts, Watford, Oxford, Norwich and Southampton; Tommy Beckett of CESO, John Dalton' Street, Manchester, covering Scotland, North-West and North-Eastern regions; and Ernest ('John') Rix of Metal Fabrication Dept., No. 1/3 factory, Letchworth, covering 1/1, 1/2, 1/3, 3 and 15 factories and the engineering training centre, Letchworth.

Don't be left out in the cold

It pays to be a member
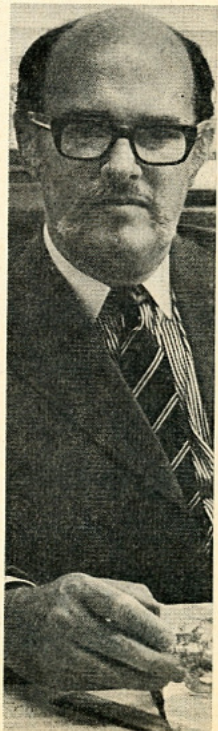
BRIAN MURPHY

BRIAN MURPHY, to the Director, Communation, and has a unique cla fame—as the only British subject to hav an armed invasion of United States.

That was Brian's firs to America and as he sa whole thing was "a unfortunate incident. happened when he h commission as captain w Royal Norfolk Regimen

He was on Salisbury in mid-winter, with a body of soldiery he was overseas to train. They all dressed in their underwear, clutching ca self-heating soup and due to embark on their at four in the morning.

This, says Brian, bein time the Army always ch to fly.

Somebody rang from War Office and told Bria had been a slight chan plan and would he tak men to British Guiana w group of irate local peop were in process of bu down the capital, George

WAITING

Maps of Africa were i for this was where eve thought Guiana to be, the group were take Stansted Airport whe 'plane on loan from an A was waiting to fly the South America, where G really is.

More than 250 he armed men boarded the craft. Some time, and cans of soup later, the were astonished to find t selves being forced dow bad weather in the Ci Baltimore, where, immed on landing, the aircraft snowed on to the runway.

Brian then had to expla somewhat doubting US i gation officials exactly wh was doing on American with men in British unif all carrying some of the modern products of B ordnance factories.

He followed this wit embarrassing 'phone call military attaché in Washi to tell him that America just been "invaded".

The whole incident even more embarrassing on its last visit to Ame during the war of indep ence, the Norfolk Regi had burned the White Ho

However, the inciden obviously forgotten on other side of the Atlanti Brian has just returned fr visit made at the reque the Carnegie Corporation.

The invitation was to a as a member of a high-pow British delegation, a co ence organised by Car to discuss private compa dependence on Governm contracts and the way which the companies acc for the money they receive

INDUSTRIAL

In the British delega were ex-Chancellor Ja Callaghan, Jo Grim Richard Marsh, David Ho the Minister of Service, Sir Kenneth Be Chairman of the Unive Grants Commission, senior professors and servants.

Brian was the only p industrial representative either side and he was a to attend as an employee one of the "new-style" c panies who receive Gov ment support, and have se a chain of information account for the money it receives.

Brian gave ICL as example of how to do th properly. He described we were fully accountable the money that Governm invested in the Company also explained the close lia w: maintained with Gov me nt at all levels.

FAMILY HIT BY DOUBLE DEATH TRAGEDY

A DOUBLE tragedy struck a Letchworth family when a father and daughter died within an hour of each other.

Anne Avery, a 20-year-old telex operator and mailing clerk with Dataset was rushed to Luton & Dunstable Hospital, Letchworth, in a state of shock, after her father had collapsed at home.

She died in the early evening and her father died an hour later in the Luton and Dunstable Hospital. Anne is believed to have seen her father shortly before he died.

Mr Avery leaves a wife, Mary and a teenage son, Roy. Anne had been employed at Arena House Letchworth for just over a year.

Both deaths were due to natural causes.

WHEN HIS son Nigel won a week's fishing holiday in Ireland, ICL finance director Mr Alan Edwards went along too—as you can see from this picture.

Thirteen-year old Nigel won the holiday by joining the Milk Marketing Board's Project Club for youngsters and entering their "Fulfil your ambition" competition. His ambition? A fishing holiday in Ireland.

The River Mole near their home in Cobham, Surrey, is where Nigel usually fishes, says his father, "but he thought the Irish rivers would provide more fish, and more interesting ones, too".

☆

In fact, as well as catching pike, roach and dace—Nigel's record was hooking a 3 lb. pike—they saw plenty of birdlife among the lakeside reeds, kingfishers, herons, tern, curlews and kittyhawks among them.

The £100 prize money covered the cost of a week in Ireland, including air fare to Dublin, hire of a car to

NIGEL'S FATHER WAS ALSO ON A WINNER!

Carrickmacross, Co. Monaghan, and hotel accommodation for the two of them. There was even enough left to contribute to an aquarium for Nigel's new collection of guppies and neon tetras.

Nigel, by the way, is not the only member of his family to land a Project Club win. His sister Kathryn, aged ten, also won a small prize, but was helped by her elder brothers Christopher, 16½, and Anthony 15.

But it was Nigel, working quietly alone with only the Encyclopaedia Britannica for company, who won the big prize.

'Say it with a smile' George tells GPO operators

AN IRATE telephone subscriber recently said: "If all the telephone operators in the world were laid end to end, one of them would still manage to cut me off."

He was probably exaggerating, but it is a fact that hostilities have existed between operators and their public ever since Alexander Graham Bell invented the telephone in 1876.

It was March 10 of that year, when, having set up the apparatus in his laboratory, Bell held the world's first telephone conversation, only one side of which is recorded for posterity.

"Mr Watson, come here, I want you," he said into the mouthpiece.

Automatic

But when Mr Watson, Bell's assistant, appeared, breathless after running up the corridor from his end of the line, Bell is reported to have said:

"Oh, it's all right. I just wanted to see if the darned thing worked."

Mr Watson, naturally, was not amused, and that was the world's first telephone misunderstanding.

There have been many since, and for most of these some unfortunate telephone operator has been blamed.

Today, as automatic subscriber dialling sweeps Britain, there are fewer operators, but at least as many misunderstandings, due to the fact that GPO equipment is very good, but not infallible under the pressure of the communications explosion.

And every time somebody gets a wrong number, gets cut off, is called in error or runs into some difficulty, it isn't long before he's dialling 100, asking for help, complaining, or both.

To deal efficiently with the public under these circumstances an operator needs a resilient sense of humour and refresher courses.

GEORGE QUY

The 600 operators in the GPO's South Western Area, which covers Putney, are well supplied with both.

But their traffic training officer, Mr Len Sutehall, has enlisted ICL's help in a novel way.

As part of their one-hour-a-week refresher course, his operators are currently listening to a tape-recorded lecture by George Quy, office services manager, London building and office services area.

George, a member of the communications managers division of the Institute of Office Management, brings a wealth of experience to his lecture. Its purpose is to help iron out those telephone misunderstandings.

Among the shrewd points he makes are these:

The way an operator reacts to a subscriber may well affect the future of the telephone business—operators are, in effect, salesmen.

Subscribers hate, more than anything else, to be left hanging on, not knowing if they are connected, disconnected, or just waiting for the distant user to answer the phone. The caller will not only become impatient, he will begin to worry, as the seconds tick by, about whether he's already paying for a call he may never complete.

The ideal, says George, is to keep the caller constantly informed of the situation.

A polite tone and clear speech create a good impression. "Try always to have a smile in your voice," says George who is nearly always smiling himself.

Operators should always repeat the number asked for. In that way even if the caller isn't speaking clearly, it is possible for the operator to check that he has heard correctly.

Patience with old people and children on the phone is a must. They may not be able to read the instructions.

Helpful

He puts in a good word for the poor private branch exchange operator in a small firm who may have all kinds of duties to attend to besides working her switchboard. She may not be an expert telephonist, but she probably makes a lovely cup of tea.

Nowadays people make all the calls they can through automatic equipment. When they call the operator, it is because they need help, George points out. Operators should therefore be helpful. . . .

His recorded lecture is something of an experimental departure for GPO training techniques.