Help Desk Management System Package

Comments from the Author

HDMS is the fruit of many people's labor covering about half of a decade. John Scoggin (Supervisor of Delmarva Power's Network Operations Department), started the ball rolling in 1985 by having Bruce Yearsley (Senior Systems Analyst) build a database application that could be used to help run the Corporate Help Desk for which the Network Operations Department is responsible. The platform used was a Charles River Data Systems *Universe 68* computer running [something like] UNIX. This application, called simply UNIFY by Network Operations Personell, was able to manage the Help Desk very well, under Bruce's watchful eye, for several years. During the summer of 1989, a project was started to re-design the application. For this purpose, two students from the University of Delaware were hired full time for summers, and part time during school; these two students were Dennis Mabrey and Bill Tsai. Under John and Bruce's fearless management, Dennis and Bill's development progressed very well on the development machine; a Compaq 386/20 running SCO XENIX. In May of 1990, Dennis got his degree and left Delmarva Power to start his career with Intel. Do not fret, however, for Blaine Boyles and John Stewart (that's me) quickly stepped in to help fill the newly created gap. I am *just another University of Delaware student*, while Blaine is a full-time Delmarva Power employee. Bill, Blaine, and myself, continued to develop the application until we cut-over to HDMS on a Compaq SystemPro running SCO UNIX System V, in July of 1990. Bill and myself continued with the development and maintenance of the application, while Blaine had a wider variety of responsibilties. One of these responsibilities was to take care of the machine that HDMS ran on. In September of 1990, reality struck, and Bill and myself had to leave because there was no money in the budget with which to pay us. In January of 1991, however, I was able to return along with a *new* friend from the University; his name is Paul Grepps. In the Fall, Bill got his degree and went to work with Baltimore Gas and Electric. Being the senior HDMS-student, I now have responsibility for babysitting HDMS; fortunately, though, Paul and Blaine are always there to help with development and maintenance problems.

Most of the functionalities present in HDMS are a result of John Scoggin's desire for excellence, Bruce Yearsley and John's creativity in trying to achieve this excellence, and Dennis and Bill's ability to implement Bruce and John's creativity. I have been the father of few functionalities relative to Bruce, Dennis, and Bill; however, I have done my fair share of development, and have a solid understanding of everything that goes on in the [rather large] application. I would like to thank John, Bruce, Dennis, and Bill for starting things off so well. I would also like to thank John and Bruce for having enough confidence in me to allow me to manage this extremely capable and important application. Blaine and Paul have been a lot of help as well; between working together to develop new Forms, and figuring out why things misbehave when they do. John helped a lot with the documentation, especially in the conversion from WordPerfect to Word for Windows. I also can't forget all of the other Network Operations Personell; Dave Clifton, Mike Ecret, Bob Rose, John Roslan, Rob Sparre, and John Warren. These people, along with John, Bruce, Blaine, and the User Services Department, pay HDMS the largest compliment; they use it!

Because I am a student, my length of stay here at Delmarva Power is somewhat undefined; as a result, Blaine Boyles is listed as the technical contact for HDMS questions. However, if you would like to attempt to get in touch with me directly, you may try to reach me at:

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