

**Ron Catcheside**

Director, User Group Collaboration Programs

Customer Liaison Office

Compaq Computer Corporation

ITUG/DECUS 2002

JOINT EUROPEAN CONFERENCE

LYON, FRANCE



13-15 MAY 2002 CONFERENCE & EXHIBITION

11-12 MAY 2002 PRE-CONFERENCE SEMINARS

[www.jointconference.org](http://www.jointconference.org)

# Around the World



## Compaq's View

- User groups have and will continue to provide direct line of sight, to and from COMPAQ for some of its most loyal technical customers.
- User Groups ensure that special interests and informational technology needs of members are met.
- COMPAQ values user groups as an important environment for the open exchange of information, which fosters concepts and practices
  - customer advocacy
  - partner exchange
  - technology updates
  - education
  - business practice review

# Online Advocacy

**Local Voices ... Global Reach**

# Compaq User Groups' Online Advocacy Program

- **Joint program of ITUG, CCUG\*, and Compaq**
- **Funded 50% by Compaq, 50% by user groups**
- **Run by the AWG (Advocacy Working Group)**

**\*CCUG User Groups - Encompass, CUO-EMEA, CUA Asia Pacific**

# **Compaq User Groups' Online Advocacy Program**

**Purpose: The Compaq User Groups' Online Advocacy Program provides electronic channels to recognize and resolve issues of wide importance between Compaq and its enterprise customers.**

**Mechanism – The Advocacy Web Site is reached through**

**[www.itug.org](http://www.itug.org)**



**ITUG**  
A Compaq User Group  
independent, not-for-profit, user run

**Advocacy**  
**Join Now**  
**Events**

Update your member record  
Forgot Your Password

Member Center  
Regional User Groups  
Special Interest Groups  
The Connection  
Discussion Forums  
ITUGLIB  
About ITUG



## News

Enter The 2002 ITUG Availability Contest!

**Special Message to Himalaya Users on Compaq/H-P Announcement**  
[Click here](#) for a special message to Himalaya users regarding the 5 September Compaq/H-P announcement from Compaq Chairman & CEO Michael Capellas.

## Events

## Advocacy Program



Have issues for Compaq? Share your thoughts! Reach Compaq through the "Local Voices...Global Reach" Online Advocacy Program. Your opinions count, so [visit today](#) to submit issues or participate in the latest Insta-poll question.



Compaq Working Group - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print

Home

Address <http://www.compaqworkinggroup.org/> Go Links

# Local Voices... Global Reach

A Compaq User Group Online Advocacy Program

Submit Issues Issue Voting View Results Compaq's Response

**Welcome, New Users**  
sign up today

[Click here to sign up now!](#)

[About Advocacy](#)  
[About Working Group](#)  
[Privacy Policy](#)

**Welcome!**

All Compaq enterprise computing systems users are invited and encouraged to participate in this important user program. Participation is free, fast, easy and private.

[Click here to sign up now!](#)

**Already a User?**  
log in here

ID:

Do you wish to remain anonymous?

**Log In**

[Forgot Your Password?](#)

**Advocacy**

**Advocacy** is an on-going process. Users are encouraged to visit this site regularly to submit ideas about Compaq product, business, service and support issues; vote on Issue Prioritization Ballots; view final results of ballots; and review Compaq's response to those final results.

The OpenVMS Group currently funds **Monster.com** to maintain an **OpenVMS Career Center** at <http://openvms.monster.com/>, which is available through the OpenVMS portal (<http://www.openvms.compaq.com/>). Has this service been useful to you?

- I've never heard of it, but I am interested in using it.
- It's of no use to me.
- Haven't used it yet, but if I need it, it will be invaluable.
- Tried to find a job through it, but not successfully.
- Found a job through it. A wonderful service!
- Tried to fill an opening through it, but not successfully.
- Filled an opening through it. A wonderful service!

*Instapoll* →

Start | Internet

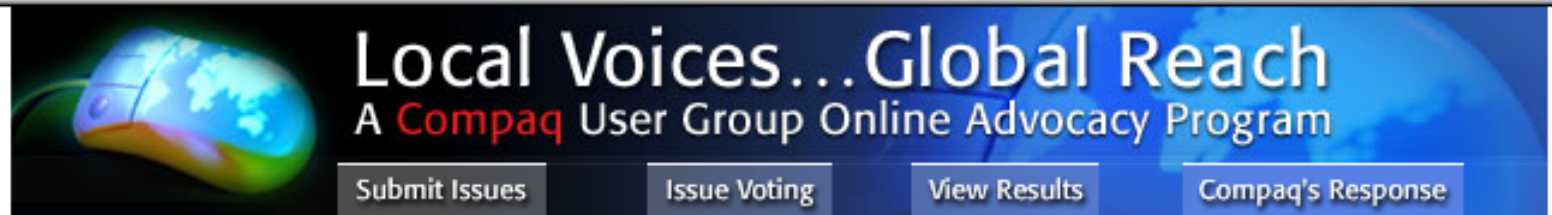
Microsoft PowerPoi... Compaq Worki... Misc.doc - Microsof... 8:45 PM

# Instapolls

Are you happy with new NonStop server products from Compaq and partners requiring OSS (such as JAVA, CORBA, Web Services, and SQL/MX), or would you like Guardian versions also?

- OSS is great; go open.	48	19.6%
- OSS is a necessary evil; go open.	35	14.3%
- OSS is pretty ugly. Give us a Guardian option.	121	49.4%
- We won't use OSS in our shop.	41	16.7%
	<hr/>	
	245	

Log In



# Local Voices... Global Reach

A Compaq User Group Online Advocacy Program

Submit Issues Issue Voting View Results Compaq's Response

**Welcome, New Users**  
sign up today

[Click here to sign up now!](#)

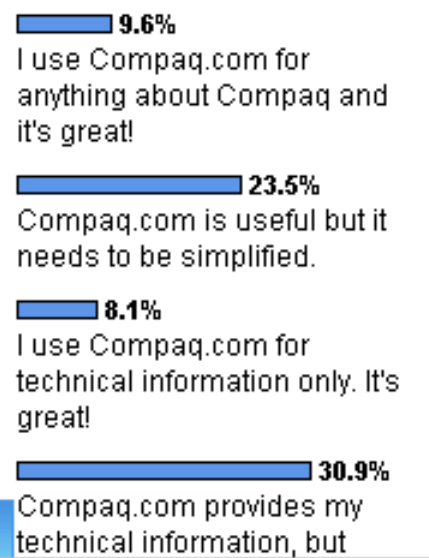
[About Advocacy](#)  
[About Working Group](#)  
[Privacy Policy](#)

**Welcome!**

All Compaq enterprise computing systems users are invited and encouraged to participate in this important user program. Participation is free, fast, easy and private.

[Click here to sign up now!](#)

**Does Compaq.com satisfy your needs for information on Compaq products, services, technical questions, and other general issues?**



**Already a User?**  
log in here

ID:

[Do you wish to remain anonymous?](#)

[Forgot Your Password?](#)


**Advocacy**


**Advocacy** is an on-going process. Users are encouraged to visit this site regularly to submit ideas about Compaq product, business, service and support issues; vote on Issue Prioritization Ballots; view final results of ballots; and review Compaq's response to those final results.


Advocacy Calendar


**Register  
(optional)**


### User Profile


 Indicates a Required Field


First Name:  

Last Name:  


User Name:  

Email:  

Verify Email:  


[Would you like to remain anonymous?](#)  YES  NO 

Are you an Employee of Compaq?  YES  NO

Address Line 1:  


Address Line 2:

City:

State/Province (USA/Canada):  


Other State/Region:


Postal Code:

Country:  


Phone:


Fax:


Which best describes your current level?  

Which best describes your current function?  

Company Name:

Please indicate your purchasing authority:  


What vertical market does your company serve?  


Integrity  Linux  NSK Himalaya 

Which OS do you currently use? (Choose all that apply)

NT/Windows 2000  OpenVMS  Tru64 UNIX

Other UNIX  Other

Please select your primary User Group affiliation:  

Years using Compaq:  



# Local Voices... Global Reach

A Compaq User Group Online Advocacy Program

[Submit Issues](#) [Issue Voting](#) [View Results](#) [Compaq's Response](#)

### User Tools

manage your user account

User: **Bill Highleyman**

[User Homepage](#)  
[Edit My Profile](#)  
[Change My Password](#)  
[Log Out](#)

### Submit an Issue **Now!** [Info](#)

Feel free to [submit any issue](#). Your input is always welcome!

Remember: A good issue is a challenge to Compaq to improve its business practices, its services, or its products. On-line advocacy is not meant to be a channel to resolve individual complaints, nor to seek answers to technical questions that can be found in Compaq's documentation. Issues should be enterprise-oriented as opposed to issues concerning desk-tops or hand-helds.

### Advocacy Calendar

what to watch for

**Now**  
Compaq's response now available for review:  
December 2001 response to August - October Issues

**Now**  
Submit issues now. Advocacy is an on-going, never ending process

### Compaq's Response to the Voting Results **Now!** [Info](#)

[December 2001 Response](#)

  
OAPCycle2.htm

Submit Issue

**User Tools**

**Bill Highleyman**

[Homepage](#)

[Edit My Profile](#)

[Edit Password](#)

[Log Out](#)

**About**

[Advocacy](#)

[Working Group](#)

[Privacy Policy](#)

**Calendar**

**Now**

Compaq's response now available for review:  
December 2001 response to August - October Issues

**Now**

Submit issues now. Advocacy is an on-going, never ending process

## Submit Issue

### General Issues

▶ Please select a category that best fits your issue:

- [Integrity](#)
- [NSK/Himalaya](#)
- [StorageWorks](#)
- [Multi-platform Issues](#)
- [Other](#)
- [Alpha/VAX](#)
- [Proliant](#)

▶ View and agree on 6 other [popular issues](#).

▶ Submit a new issue below

**Issue Title:**

#### Issue Summary/Issue Detail:

Compaq no longer publishes TPC-C benchmark results for Himalaya systems. We have used these extensively to size new applications. Himalaya systems are the only ones not shown on the TPC web site. Are you ashamed of the results?

<b>Category</b>	General Issues
<b>Issue Title</b>	CISC COMPILER SUPPORT
<b>Date Submitted</b>	13 December 2001
<b>Issue Detail</b>	We tried to convert all of our programs to Native Mode, but there are a number of incompatibilities. Until these incompatibilities are addressed, Compaq MUST continue to support the CISC compilers. Phil Kriley Systems Manager Allegheny Ludlum Corp.

**View Previous Issues**

[Close Window](#)



**User Tools**

**Bill Highleyman**

[Homepage](#)  
[Edit My Profile](#)  
[Edit Password](#)  
[Log Out](#)

**About**

[Advocacy](#)  
[Working Group](#)  
[Privacy Policy](#)

**Calendar**

**Now**  
 Compaq's response now available for review:  
 December 2001 response to August - October Issues

**Now**  
 Submit issues now. Advocacy is an on-going, never ending process

## "Me Too!" Issue Submission Shortcut

To make the issue submission process even faster and easier for you, we have listed a short selection of some of the most popular Compaq user issues below.

If you see an issue below that is also of concern to you, you may "agree" with it by simply checking the box to the left of each issue and clicking on the "I Agree" button. You will then be able to add your own comments.

You have already agreed with 0 issue(s) and have 6 left.  
(! - denotes issues that you have already agreed with.)

Agree?	Issue Title	Number
<input type="radio"/>	<a href="#">OpenVMS and Internet</a>	5
<input type="radio"/>	<a href="#">Next generation 128 bit computing</a>	4
<input type="radio"/>	<a href="#">Universal SYSLOG Capabilities</a>	0
<input type="radio"/>	<a href="#">OpenVMS network security</a>	1
<input type="radio"/>	<a href="#">Consolidate patches</a>	0
<input checked="" type="radio"/>	<a href="#">CISC COMPILER SUPPORT</a>	0

I Agree!

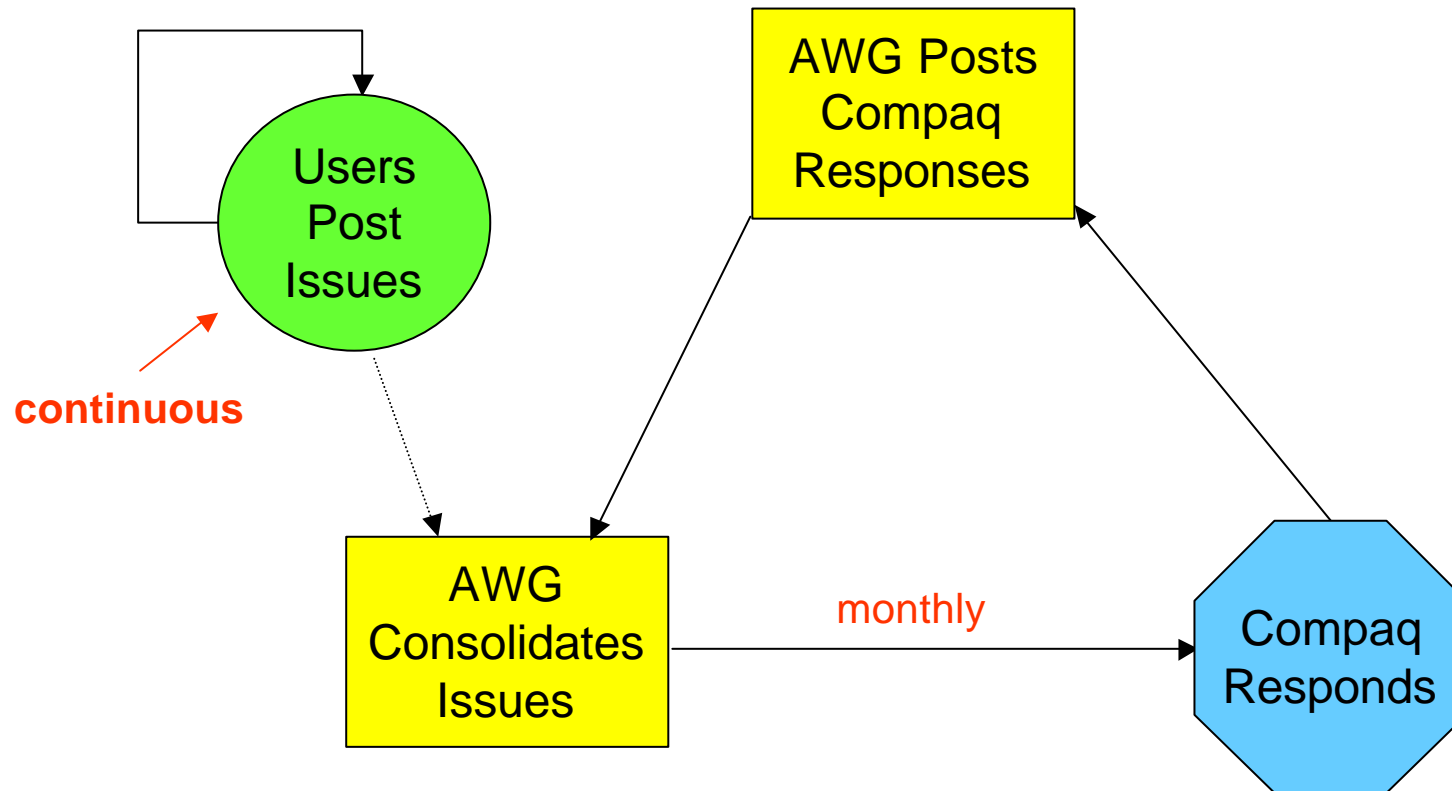
Return to Issue Submission



**Compaq *NonStop™ Himalaya™* issues > Local sales support****View  
Compaq  
Responses****Local sales support for *NonStop Himalaya* servers**

- Compaq acknowledges a need for improvement
- Plans
  - Hire more *NonStop Himalaya* sales specialists
    - Some in 2001 Q4, more expected in 2002 Q1
  - Deliver more *NonStop Himalaya* training for sales generalists
  - Tighter planning and execution with key solution partners
  - Initial focus on North America and EMEA
  
- Compaq acknowledges the need for better local sales support for *NonStop Himalaya* servers. Compaq senior management understands that improving local sales support is a requirement for customer satisfaction. We are taking the following improvement actions.
  
- Hire more *NonStop Himalaya* sales specialists.
  - We are actively recruiting experienced sales specialists with extensive previous *NonStop Himalaya* knowledge and skills. Some have already rejoined Compaq during the fourth quarter of 2001. We expect many more will be added during the first quarter of 2002.
  
- Deliver more *NonStop Himalaya* training for sales generalists.
  - We will maintain emphasis on focused *NonStop* Kernel and *NonStop Himalaya* training for existing sales generalists and sales generalist managers. This training will
    - Create better understanding and excitement about *NonStop Himalaya* servers.
    - Enable generalists to participate actively and effectively in ongoing sales support of existing *NonStop Himalaya* customers.
    - Help them recognize good fits for the unique capabilities of *NonStop Himalaya* systems.

# The Issue Cycle



## Issue Selection

- **Issues submitted by several users, or with several me-too votes, are sent to Compaq for a response.**
- **Issues that can be answered by the user groups are answered directly.**
- **Inappropriate issues are deleted.**
- **Otherwise, the issue remains on the site for a period of time to see if it gets additional support.**

# Surveys

**- - - NEW - - -**

**Simple surveys are now happening, designed in conjunction with Compaq.**

**Current surveys:**

- Compaq Web Site Improvements**
- Why is OSS not overwhelmingly popular?**

Online Advocacy Program

via

[www.itug.org](http://www.itug.org)



**Please enter this advocacy issue for me**

(Give this form to your AWG representative, fax it to ITUG Advocacy at 312-321-5142, or enter your issue on the AWG web site at [www.compaqworkinggroup.com](http://www.compaqworkinggroup.com))

Brief Title of Issue:	
Describe your issue:	
<p><b>You do not have to fill in this information. It is used to:</b> - contact you if we have any questions. - provide summary demographic data to Compaq.</p>	
Name:	Compaq employee (Y,N):
e-mail address:	User Group:
Company:	Years using Compaq:
Address:	Your company position:
	Your company function:
	Do you influence purchases (Y,N)?
Country:	Company's vertical market:
Phone:	Operating systems used:
FAX:	
Do you wish to remain anonymous (Y,N)?	