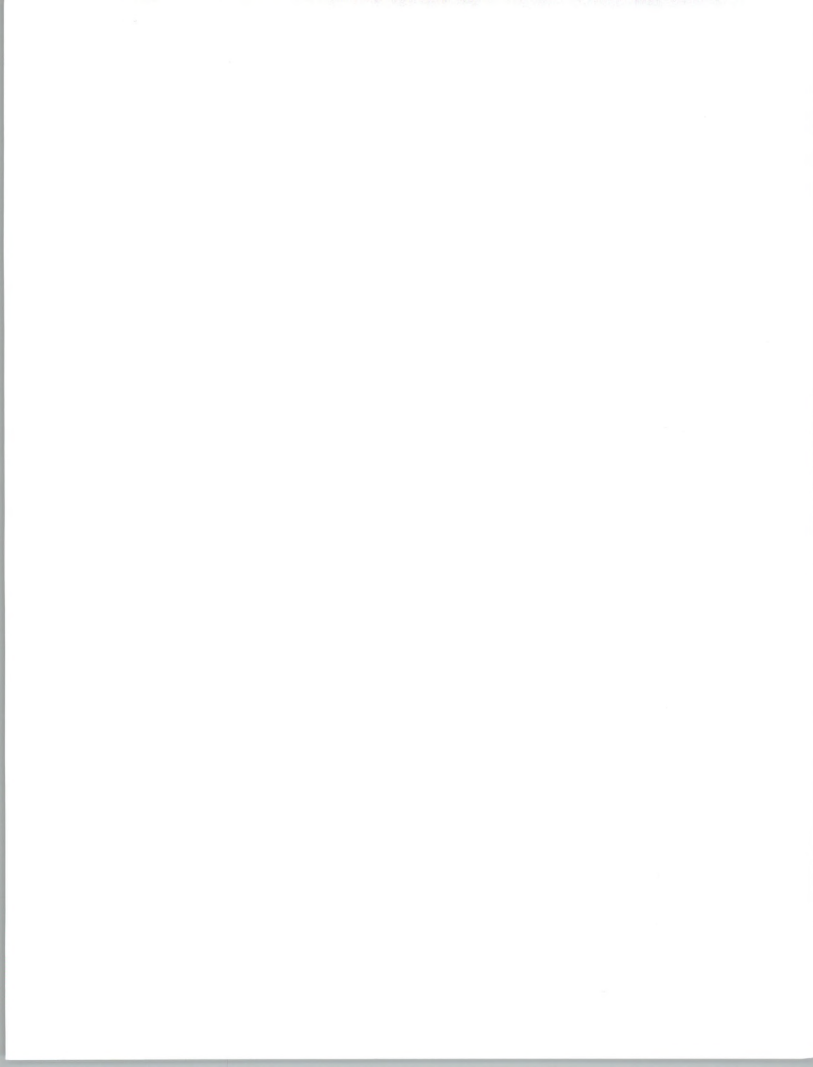


Mainframe to Client/Server Shifts in Systems Operations

Larry Bissinger
Director
Client/Server Integration
Electronic Data Systems





EDS

TAKE ADVANTAGE OF CHANGESM



Overwhelming Technology Choices

Inconsistent Delivery Process

TCP/IP

X-TERMINAL

AIX

SNA

PATHWORKS

APPLETALK

NETBUI

TAD

BANYAN

LANMAN

TIS

WINDOWS

ACCOUNT TEAM

CSI

IPX

SYSTEM 7

COE

OPEN SYSTEMS

ULTRIX

LAN PRODUCT LINE

SCO

OSI

NETWARE

DOS

TPD

MACINTOSH

XWINDOWS

UNIX

POSIX

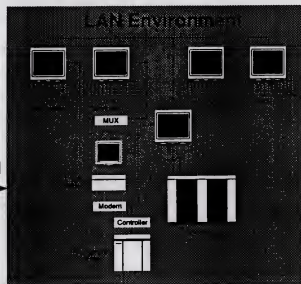


Technology Transition to Distributed Processing



IPC User Guide

Retraining



Standards = Undefined today

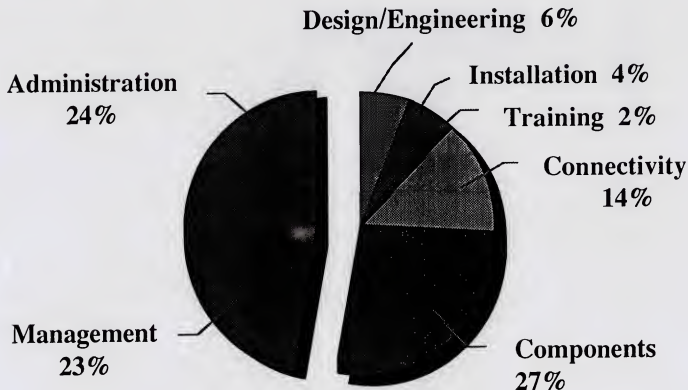
Transitioned Roles/Responsibilities

- △ Problem resolution
- △ LAN/WAN communications
- △ Performance issues
- △ Standards
- △ Upgrades and conventions
- △ Network peripherals
- △ Training
- △ Disaster recovery
- △ System security
- △ Data backup and archival
- △ Inventory
- △ System documentation
- △ Vendor interface



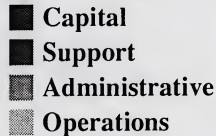
EDS Business Opportunity

Estimated 1995 LAN Service
Market - \$14 Billion





Hidden Life Cycle Costs for a Large Scale LAN



Support

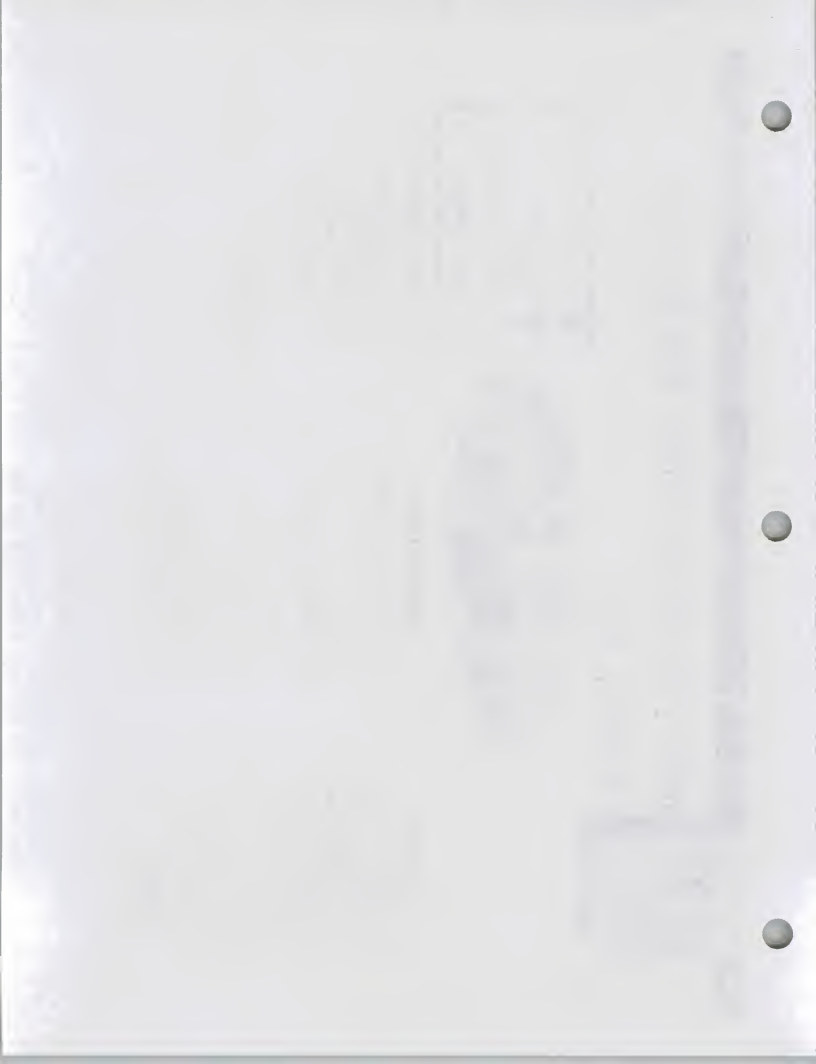
Helpdesk
Documentation
Config. Review
Vendor Liaison
Standards Dev.
Training
Product Review
Service/PM
User Group
Planning
Util. Review

Administration

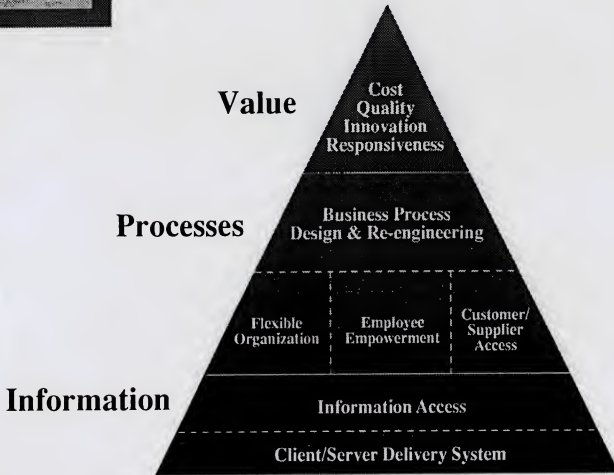
Asset Management
Security
Legal
P&P Enforcement
Formal Audit
Informal Audit
Purchasing
Installation(s)
Moves & Changes
Quality Measurements

Operations

Data Management
Ad Hoc Query
Formal Learning
Informal Learning
"Futz" Factor
Peer Support
Supplies

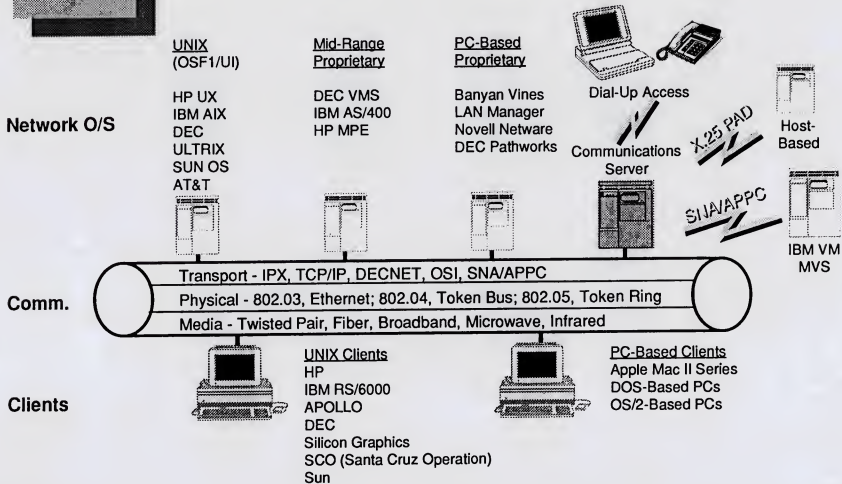


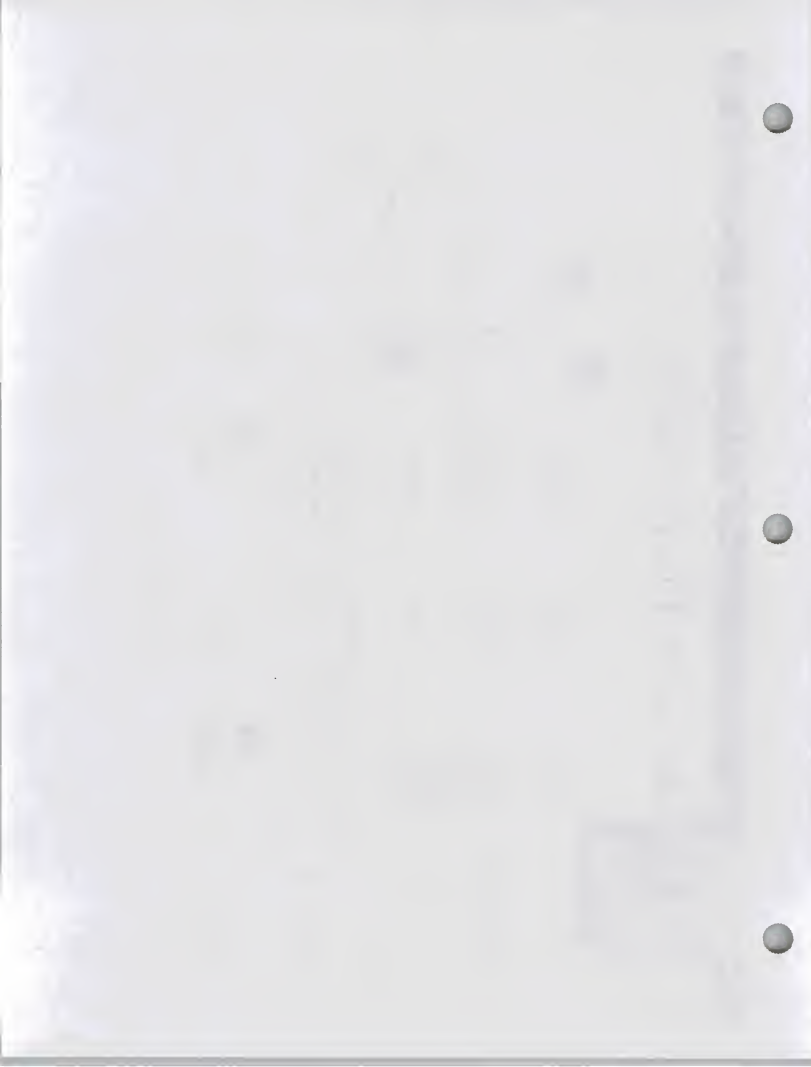
Business-Driven Approach





Client/Server Environment

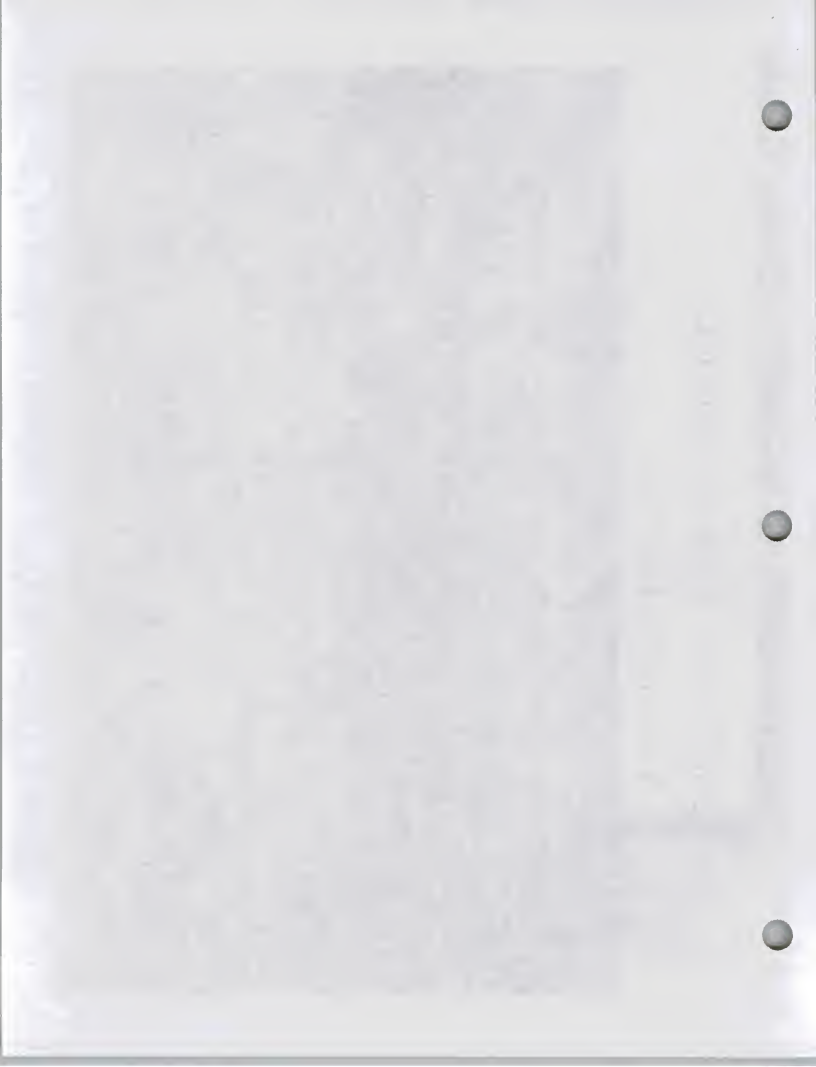




Client/Server Line of Service

A Complete Offering

- △ **Client/Server Consulting**
- △ **Project Management**
- △ **Transition Management**
- △ **Business Process Re-engineering**
- △ **Applications Development**
- △ **Data Base Administration**
- △ **Engineering & Design**
- △ **Platform Integration**
- △ **Platform Installation**
- △ **Systems Administration**
- △ **Network Management**
- △ **Help Desk**
- △ **Business Continuity Planning**
- △ **Hardware/Network Maintenance**
- △ **Plan for Technology Refreshment**



EDS Client/Server Strategies

- △ Outsourcing of a customer's total client/server environment**
- △ Migration of processing from mainframes to the desktop**
- △ Integration of heterogeneous computing environments**
- △ Implementation and support of standalone client/server platforms**
- △ Local and remote system administration**



EDS Client/Server Service Delivery Model

Business Development

Project Management

Application Support

**Office
Systems**

**UNIX
Workstation**

Mid-Range

Mainframe

**Support
Services**

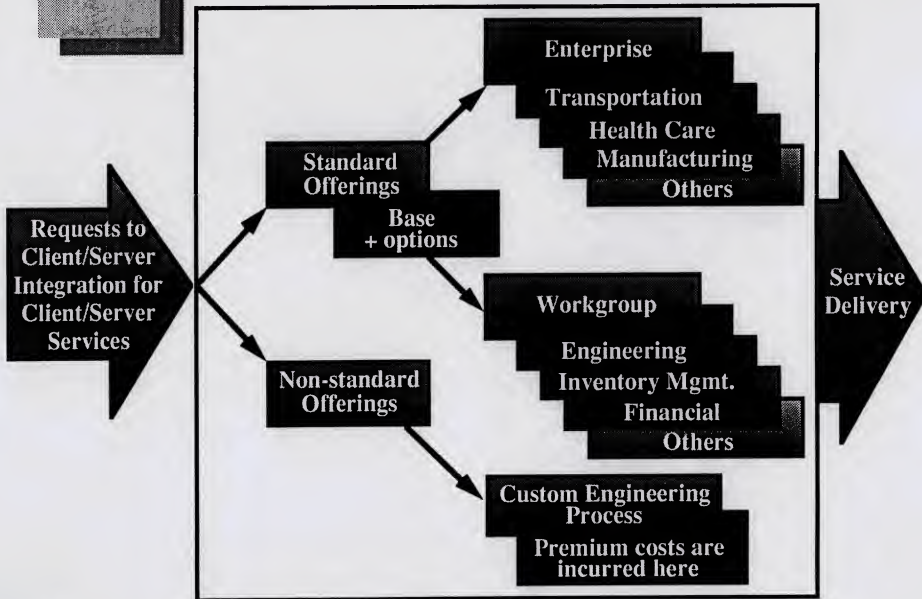
Networking



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Line of Service – "Total Flexibility"





EDS Desktop Services

Classes of Environments

1

Initial

- △ No standards and procedures
- △ Unstable environment (less than 50% uptime and poor usability)
- △ No central help desk

Costs

2

Stable

- △ More stable/usable
- △ Central phone help desk established
- △ Still costly to maintain

Savings

Costs

3

Consistent

- △ Standards and procedures
- △ Stable/usable environment
- △ Effective central help desk
- △ Consistency

Savings

Costs

3

Leveraged

- △ Packaged, integrated/tested environment
- △ Enterprise orientation
- △ Environment control

Savings

Costs

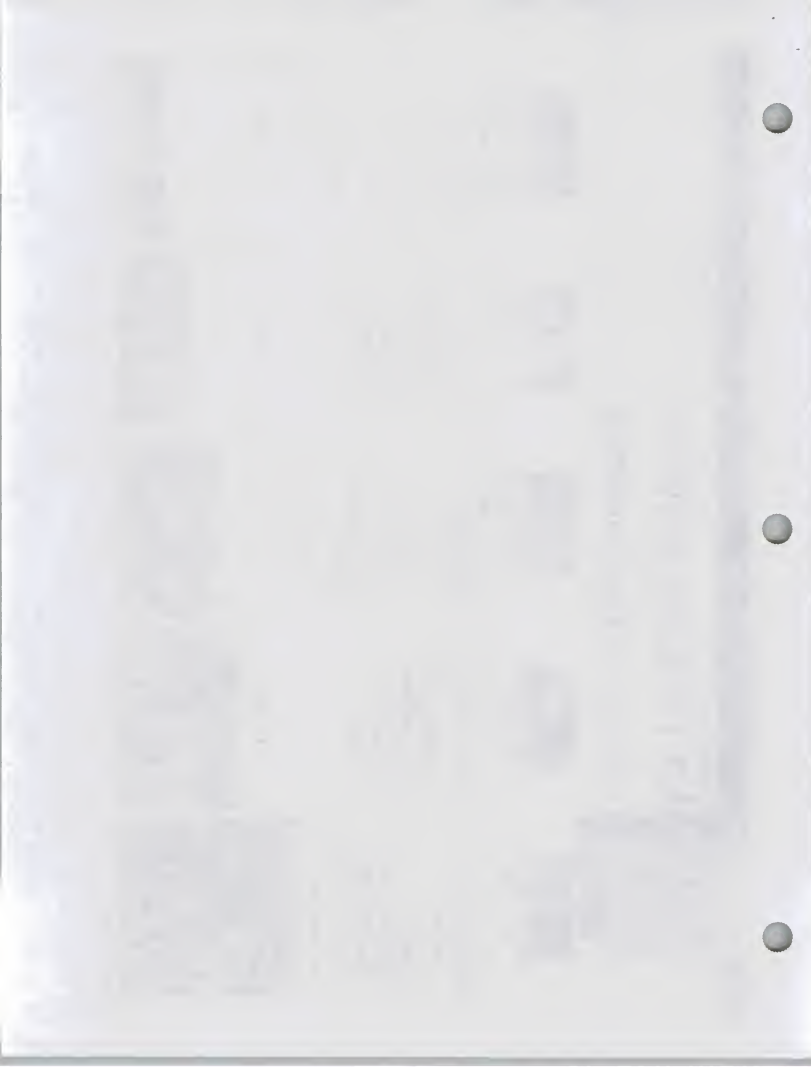
5

Optimized

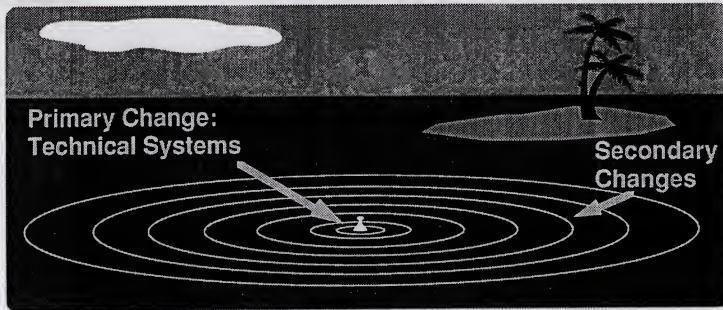
- △ Continuous Process Improvement
- △ Quantitative feedback
- △ Innovative technologies

Savings

Costs

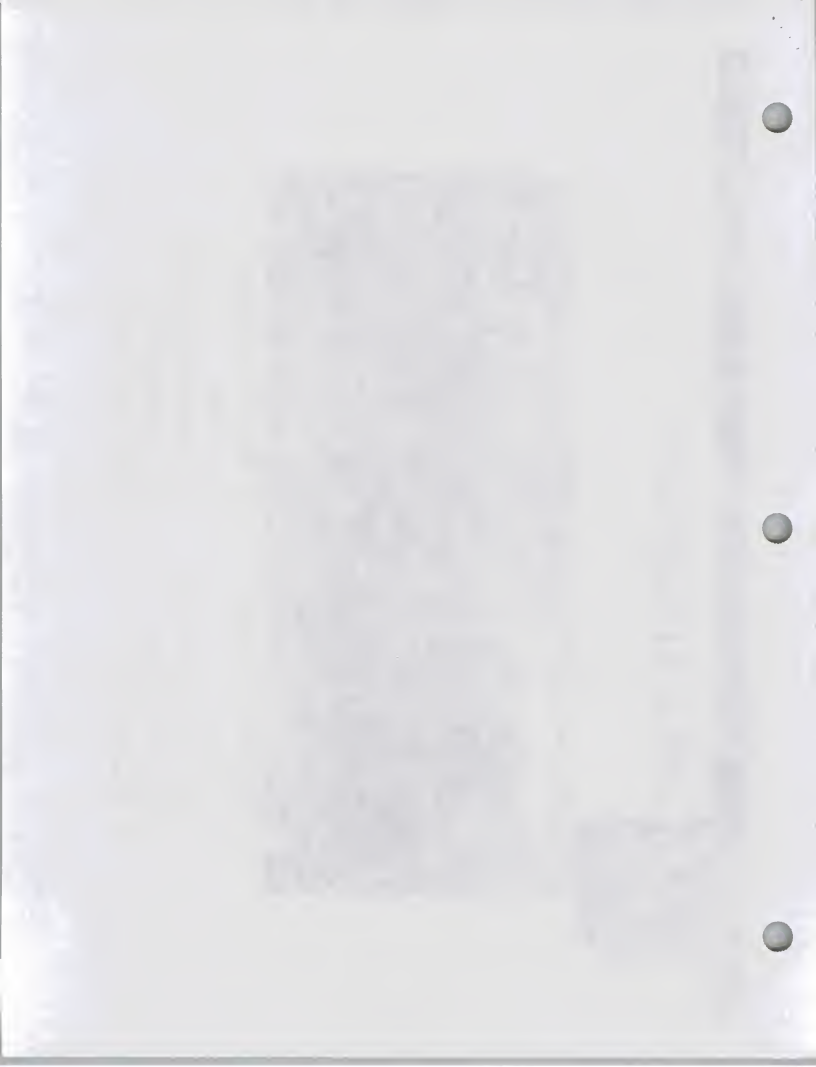


Transition Management



- △ Training processes
- △ Job tasks
- △ Performance support
- △ Social structure
- △ Management

- △ Ergonomic design
- △ Quality
- △ Corporate directions
- △ Administrative
- △ Financial health



Laurence W. Bissinger

The logo for EDS (Electronic Data Systems) is located in the top right corner. It consists of the letters "EDS" in a bold, white, sans-serif font, centered within a solid black square.

Laurence W. (Larry) Bissinger is the Assistant Director of EDS' Client Server Integration organization. He manages the Systems Integration Management Division which delivers the following services to EDS customers:

- Client Server technology deployment
- Enterprise platform integration
- Client Server application development
- Transition Management
- Business Continuity Planning

Larry joined EDS in 1980 and has held a variety of technical and leadership roles throughout his career including:

- Graduated from EDS' Systems Engineer Development Program
- Account assignments in the Commercial Insurance, Communications, Manufacturing and Federal Government business units
- Participated in the development of EDS' Systems Life Cycle (SLC) methodology
- Led the development of a system to track repeatable maintenance tasks for NASA's space shuttle

Larry graduated summa cum laude with degrees in Business Administration and Marketing from the University of North Dakota. He lives with his wife, Karen, and two children in West Bloomfield, Michigan.

