

Winter 2001



News

Volume 7 Number 4

Taking a sporting chance at Bisham Abbey

It must be over a decade ago that AXiS, or AMSU as we would have been known then, held a conference south of the Wash. This year because Bisham Abbey was well received for the Spring event and because we had difficulty finding traditional University accommodation for October, it was decided to take a sporting chance by using the same venue for our autumn conference. Unfortunately a combination of intelligence source and available dates led us to choose a half-term week which prevented quite a few regular visitors from joining us. Audiences were smaller than our traditional autumn event expectations and the quality of the sessions deserved wider support but feedback has nonetheless been encouraging.



The event opened with a good plenary session given by John Davies, Marketing Manager, ICL Infrastructure Solutions, under the title “.but I thought all computers did that...”. This session, augmented by some vintage film clips from Catch 22 and a few choice words from Billy Connolly, considered how we may have responded to our Managing Directors when services may not have matched their expectation in the past. The computer industry is now beginning to grow up and a few companies, with their partners, have the depth and breadth to actually deliver what end-users want. People know where they want to go, but with dramatic changes happening throughout the industry, the problem is getting there quickly and safely. In this opening plenary we heard how ICL continues to promote OpenVME and HostTalk with Solution Integration to offer an effective way ahead. John cited some case studies drawn from Tanker Services in

South Africa who are enthusiastic about HostTalk, Defence Logistics Organisation, Cheltenham and Gloucester who have used Meridio to share knowledge with Lloyds TSB and Scottish, and Southern Energy using Meridio for electronic billing.

The Conference then moved into two streams which are reported separately in this issue.

Who is still using VME?

Delegates returned to plenary session at 4 pm to hear a report from Bill Bentley, AG Solutions, produced from a survey of small to medium VME users which AGS conducted earlier in the summer. AGS wanted to assess how the smaller end of the VME market was meeting the challenge of :

- cost reduction
- the ‘e’ effect
- speed of change

Some 144 organisations were targeted but only 24% were actually surveyed since the rest had either moved off VME or no contact could be established with them. The distribution of surveyed sites was 20% Banking and Finance, 37% public sector, with the balance covering a wide variety of other business.

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Dates for the Diary 2002

12 February Deadline for copy for AXiS News Vol 8 No 1

At the time of going to press dates for main events in 2002 are not confirmed
Watch the Events page on the AXiS web site: <http://www.axis.org.uk>

Editorial

Various circumstances having prevented an autumn conference in 2000 we have now this year compensated by holding two 2-day events. Both events were small but thanks to Harold Cloutt I understand that we have balanced the books each time. It is disappointing that there were not more delegates attending to benefit from some excellent presentations at both events. I would encourage those who were not able to get there to view some of the material on our web site. If you've forgotten or mislaid the password give me a call or send me an e-mail. Remember that the password changes each year in conjunction with subscription renewal!

This recent conference was the first organised without the traditional support of ICL. It was a significant challenge but I think those who attended would agree that it was worth it. We have learned not to include a Friday in a two-day event in future - at least not to hold sessions beyond lunchtime on a Friday. And I'm sure we will double check diaries to make all effort to avoid half-term holidays in future. I must say that I was astonished by the amount of conference organisation conducted by e-mail this time. My desk handled well over 500 messages (in and out).

For the first time in many years we included a General Meeting and held an election. It was good to see so many members participating, to confirm Harold Cloutt and Ian Myatt as Chairman and Vice-Chairman respectively, and also to participate in discussion about future activity. I am pleased to report that two members came forward during the Conference to offer assistance to the Executive Committee. This will be really valuable.

All I need now is for one or two keen volunteers to write the occasional article for the Newsletter or our web site. One suggestion has been received - that we establish a Frequently Asked Question (FAQ) page. Would you like to co-ordinate this? I welcome any ideas and suggestions.

Don Folland

Chairman's Column

Could I first of all thank all of you who either attended our recent Autumn conference at Bisham Abbey or sent messages of support. Bisham has certainly proved to be a popular venue. Delegates appreciated the ability to chat to each other during the breaks which was possible this time because we had the use of our own lounge.

One of the comments which we received was concerned with the choice of Thursday and Friday for the conference. On reflection, this was not a good choice of days and we will take this into account when planning future events.

A full report of the conference appears elsewhere in this newsletter. There were some fascinating sessions presented - you can view the presentations online at the AXiS Web site.

Your committee will be meeting in early December to discuss future events. The feedback forms which delegates completed at Bisham will be taken into account in planning the content of future meetings. If you have any comments and suggestions to make please give me a call or send me an e-mail. We have had offers of help from a number of you and will be taking these up.

When more information is available on future events this will be posted on the Web site.

Harold Cloutt

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OBITUARY: PETER ILES

It is with much sadness that we learned of the death of Peter Iles who died at his home on 24 September 2001 after a long illness.

Peter joined ICL in September 1967 and worked both in VME Development and Marketing before joining High Performance Systems Professional Services, where he was involved in Y2K and Euro Consultancy. He had a long association with AXiS and prior to that the George 3 User Group.

Peter will be missed by his many colleagues who worked with him on various projects over the years both in Manchester and London. Condolences were sent to his family on behalf of AXiS.

(continued from page 1)

80% of the respondents sought to improve integration with customers, 70% needed to improve integration with suppliers and 60% considered that technology was available to support integration. Of the 35 organisations only 1 has no plans to migrate from VME. The others intend to migrate over the next few years to UNIX or NT in the main.

The survey identified the most pressing issues for IT managers as:

- E-Commerce
- Infrastructure development
- Value for money/cost
- Responsiveness

So the conclusions were that 97% of those surveyed do not wish to remain on the VME platform. You might also conclude from the report that unless you are a large user you probably will not be on VME in 3 to 4 years time. However there are some options to consider such as talking to companies like AG Solutions who can help by web or voice-enabling your present environment and integrating with your back-end applications. Are you convinced that you need to migrate? If you are sure about this these same companies can manage your migration programme for you. Or, they could maintain your legacy applications to allow you to concentrate on the new world.

During the session Bill Bentley referred to impending changes within the Fujitsu family. The ICL, AG Solutions and DMR Consulting brands are expected to disappear. ICL will take the lead on Infrastructure and related issues whilst DMR Consulting will lead on Consulting and related issues. The changes are expected to take effect from April 2002. There is no news yet on new brand names.

AXiS General Meeting

This plenary led rather neatly into a brief AXiS General Meeting which had been arranged specifically to formalise the appointment of Chairman and Vice-Chairman. As there had been no further nominations Harold Cloutt was duly elected as Chairman and Ian Myatt as Vice-Chairman.

Mention was made of the wish to increase membership of the Executive Committee which has relied on the participation of Chairmen of current active Focus groups. Edwin Woodcock had been invited to remain on the Committee following the cessation of the Year 2000 Focus Group. The Committee was grateful for his continued support but he has had to step aside recently. Alan Frost, Miracle AG, volunteered to join

the Committee at this meeting. Harold Cloutt invited other volunteers to contact him outside of the meeting.

There was a brief discussion about the choice of location for this conference. It was accepted that the timing had not been good because of half-term. Bisham Abbey was considered a good venue for a conference of up to 70 delegates but AXiS should not forsake northern venues.

The meeting concluded with some discussion about future topics for meetings. Migration to non-ICL systems, service management, and web-enabled services were suggested.

Delegates staying overnight gathered for a pleasant dinner preceded by a welcoming free bar. This was a chance to catch up with old friends, meet new ones, and swap experiences.

Exciting times at Inland Revenue

Day two commenced with a fine plenary session from Dave Dally, Business Design Director, Inland Revenue. Dave is an excellent speaker giving us a fascinating insight into current and future thinking about the delivery of Inland Revenue's services and in particular their deployment via the evolving Government Gateway. At present we only see self-assessment but other services are in the pipeline. It is still difficult to see Inland Revenue as anything but a revenue collector but its role is extending to include tax credits and loans. This is a significant cultural change for the department. At the same time the potential service outlets are expanding based on the Government Gateway which may be accessed by the citizen direct, via Post Offices or proposed supermarket services. Dave refers to the present design as the 'Tesco' model. These are clearly exciting times for Inland Revenue and Dave's enthusiasm for the future was evident. Just one or two in the audience had used the online self-assessment service this year.

The remaining sessions of the second day were managed through two streams which are reported elsewhere in this issue. The event was considered a success and many thanks are due to the speakers and their companies for supporting AXiS. Significantly we had two US speakers this year which brought a good international flavour to the proceedings. Above all thanks to Harold Cloutt for leading the organisation of the event, and to Ian Myatt and Dave Hewetson for co-ordinating the speaker programme. Significantly much of the organisational work this year was conducted by e-mail. The Secretary handled over 550 e-mail messages since the beginning of July to deal with conference administration, speaker notes and presentation material. This volume of activity would not have been sustainable by phone and Royal Mail!

Conference Stream: VME Exploitation

Legacy Systems in the Internet Age

The VME Exploitation stream opened with a presentation by Mike Anderson, UK and Overseas Sales Manager for Network Designers Ltd assisted by Pat Kirby. He talked about the impact of the Internet and how it is changing the way organisations do business. He discussed the role that tried and trusted host applications can play in providing

reliable, e-enabled service delivery. NDL have the "Active" family of facilities, ie Terminal Server, Host Publisher, Communications Server, API Server, and Print Server which together or separately can help a company to exploit their existing host system in order to bring rapid delivery of e-Business solutions and maximise investment in systems without need to amend them.

OpenVME 4 & NOVA Workshop

The second session was the OpenVME 4 & NOVA Workshop led by Harold Clouett. Contributions from those with early experience of OpenVME and NOVA included

1. Phil Read from Fox IT, who commented that OVME4 had been

- Easy to install, with only one minor hitch installing a SAM product which is thought to have been documented now.
- Did not have a lot of new useful features, except for TCP/IP in the base.
- TCP/IP in the base was tricky to set up if you already run streams.
- Phil Read can provide some notes on how Fox did this (contact AXiS Secretary in first instance)
- Free from subsequent problem, Fox haven't hit any faults directly attributable to OVME4 since installation some 3 months ago.

On the NOVA, after an initial problem with the firmware, all is now well. Fox have migrated all filestore to the Clariion discs and have noticed significant improvements in many jobs.

2. Ian Myatt, Logica, said that

Open VME 4 was

- difficult to obtain - why not force feed to sites and ship to those who currently pay maintenance
- slow to install - this may be a network issue at Logica but installing software from a PC to the mainframe took 5 hours for 35 products. Installing VMEX was particularly slow.
- easy to install, follow the prompts with no hidden surprises as in previous releases.
- Offered new facilities, many of which Logica had not tried yet. Patrol was carried forward. Logica are waiting to go native IP.
- Has been reliable in approx. 1.55×10^{14} instructions
- User testing had shown that the Copyright ICL had changed to 2000, the only user observation during testing.

- Works with all Logica third party software - Gresham's toolset, Gandlake, Ultracomp etc.

Logica have had two crashes since moving to Open VME 4. The first is unrelated and was due to a hardware fail, the second was traced to a CATHAN problem with the system hanging and sessions no longer able to progress and new sessions unable to start, 6 reps have been supplied.

Logica are quite happy with the state of the software and do not plan to regress.

NOVA Performance

The final stream session was from a favourite AXiS presenter, John Popplewell, ICL Distinguished Engineer. He provided a short overview of the latest VME processor range - NOVA, and then went on to discuss the performance of the system. He focused particularly on CPU processing power, I/O performance, Store and Interworking (FTF & FTP). A multi-node Nova featuring Carion or Symmetrix discs will deliver High Availability. A split site (up to 2 kilometre distance) multi-node system offers a Disaster Resistant solution.

In terms of CPU at 64 Mips this is the fastest single stream processor that ICL has ever released. For I/O VME disc controllers are now emulated in software. On a single NOVA there is a CPU for running code and at least one other CPU for running the I/O subsystem driving various PCI cards, e.g. Fibre channel, Cafs, Smartfibre, Macrolan, SCSI, Ethernet, etc. In its first release NOVA is slightly worse than SX or SY in terms of Cafs processing but Release 3 has an improved Cafs processing rate.

In the initial release 512 Mb of store per node is usable by VME. This will increase to 1 Gb at Release 3. In terms of Interworking NOVA can deliver 1600 Kbs (OSI) or 1500 (tcp/ip) as measured with large (23 Kb) block sizes. This compares in OSI operation with 570 Kbs for SY and 678 Kbs for DL.

John summarised by saying that single stream performance will be good, elapsed time of jobs will drop due to faster I/O. I/O throughput and Cafs performance will improve at Release 3 and it is a great machine for interworking.

Conference Stream: E-Business Performance

Understanding your User's web application experience

The first session of this stream was introduced by Scott Dainty, Mercury Interactive, under the title "Understanding your User's web application experience". Scott provided an insight into the challenges of providing a positive user experience for the application's end-users. It is vital to take an end to end perspective.

The end-user experience affects users of both web and traditional systems, and the boundaries between new technologies and legacy systems are becoming increasingly blurred as organisations maximise existing investments in technology.

This session discussed the customer's requirements for performant applications, the implications of poor performance and availability, and the different approaches that can be taken to substantially improve the service provided to users of transactional IT systems, considering both web and enterprise applications and infrastructure. IT staff must effectively manage end-to-end service levels with the business and third party suppliers, thus quantifying the benefits of investments in Application Performance Management. Mention was made of the value of guidance in the IT Infrastructure Library (ITIL) which was originally developed as a best practice guide by CCTA in the 80s and which has been recently extended to take an enterprise focus. Businesses need to consider extending from Service Level Agreements to Service Level Management to bring in measures of quality of service.

E-Business Application Performance Assurance

The first session after lunch was a first class two-hour tutorial under the title "E-Business Application Performance Assurance", presented by Chris Loosley, Director of Professional Services at Keynote Systems. AXiS had the fortune to hit the right window in Chris's European travel schedule which enabled him to spend a few hours in the UK. In fact he went straight to Heathrow at the conclusion of his session.

How do you deploy reliable, responsive e-commerce applications in the uncontrolled and relatively slow environment of the Internet? Using many good examples and studies drawn from his experience measuring and improving the performance of leading e-commerce sites, Chris Loosley explained the fundamentals of web application performance

management. It is important to design and implement a web site with the users' expectations in view. The eight second rule is significant. Quite often unless the user receives a satisfactory response within 8 seconds of invoking a web page they will move on. In his short web tutorial Chris reviewed several aspects which could improve performance, e.g. page size, content, number of graphical components, use of advertising banners. The latter are typically serviced from a separate server and diagnostics show how much longer they take to deliver to the browser. Avoid complex and deeply nested tables. Use mostly text at the top of a page rather than a fancy graphic. Java scripts can cause memory leaks after much use and cause the system to lock-up.

The material that Chris had to offer would have filled a whole day tutorial but he ably trimmed it to fit the time available. Delegates were very pleased with the session and it has inspired the thought that this might be a subject for AXiS to pursue in a one day event in the new year.

Conference Stream: Business Continuity and Data Exploitation

Business Continuity Options

The opening session of this stream was presented by Phil Burgum, Global Recovery Service, SchlumbergerSema, a global IT and business services company. The Global Recovery Services business unit (formerly SGRS) is a leading provider of bespoke business continuity solutions and contingency planning. In this session Phil highlighted the causes of unplanned downtime (i.e. interruptions to the business). Some research showed that the greatest cause was software failure at 27%, followed by hardware failure at 23%, human error 18%, network transmission failure 17%, and environmental factors 8%.

He identified a range of options for Business Continuity offerings covering mainframe (ICL & IBM), Mid-Range, Network, and Server. His company has quite a spread of recovery centres in the UK with 8 in London. During 2000 there were 26 invocations of recovery service which were supported by a 100% success rate. Of these 50% had been required because of hardware failure, 15.5% through power failure and the rest equally divided between user error, environmental factors and other causes. The average length of each invocation was 9 days.

Data Base to Decision Base

"Data Base to Decision Base" was the title of the second session which was delivered jointly by John Edwards, Derbyshire Building Society & Mark Prime, Xitec. It is always valuable to have a user presentation to give first hand experience of a product or service. This session described how Xitec products and service helped the Derbyshire to replicate their IDMS data on a Microsoft SQL Server. John Edwards explained how beneficial was the end result to both the IT department and more particularly the business and its customers.

Service Level Management in Complex IT environments

After lunch Paul Arthur, Field Marketing Manager, BMC Software Service spoke on the subject of Service Level Management in Complex IT Environments. This was about assuring business availability and focused on Service Level

Management, a topic which had been presented to the e-Business stream audience the previous day.

What can SLM do for you?

- align your business objectives with IT objectives
- improve end-customer service experience
- manage all the technology supporting critical business services
- improve communication within IT and between IT and the Business
- deliver continuous service level improvement

Paul described how PATROL from BMC can assist with the introduction of Service Level Management.

Guarding against cost of Application Downtime

David French, Application Availability Specialist at Legato, presented the last session in this stream. Guarding against cost of Application Downtime was the title and the presentation topically picked up on lessons learned from the tragic US incidents of 11th September. The main messages from this event have been that catastrophic disaster is unlikely but possible; disaster recovery is more complicated than restoring data; and many organisations now recognise that their contingency planning is limited and ineffective. Data is not your only business critical resource. It may be necessary to rebuild your servers, departmental servers, even desktop systems.

David identified several key lessons for contingency planning including avoiding systems with a single point of failure, avoiding big city concentrations where collateral damage can be significant, document system configuration and fully test all back-up sites taking nothing for granted.

The loss of critical business applications can impact the business to the extent of lost revenue, through serious business interruption, impact of litigation, to bankruptcy. David identified some of the solutions that Legato utilises to protect enterprise applications, such as Automated Availability Manager. See the article 'No sleepless nights for IT managers' in the previous issue of AXiS News (Volume 7 No 3).

Conference Stream: Network Latency Management

End to End Response Times

The opening session in this stream was a double session which went through to lunch. It was entitled: "End to End Response Times – Measuring your business applications", and was delivered jointly by Matt Dredge, Lucent Technologies & James Callaghan, EDS Inland Revenue. It was another valuable session bringing in first hand user experience, focusing on the application performance issues faced within a diverse environment and the processes used to evaluate the situation and select an appropriate solution.

Matt Dredge provided the Lucent views of network and application performance issues and identified key components of their product VitalSuite which will support effective network management. It enables a proactive rather than reactive stance to be taken. VitalAgent, for instance, will run at the desktop to provide a good end-user perspective. The pilot embraced 8 corporate services (on mainframe, Unix and NT environments) involving 3 infrastructure components (Exchange, Intranet and File and Print server), and covered some 1500 - 2000 workstations across 30 offices.

James Callaghan succinctly described how a pilot project to evaluate VitalSuite within Inland Revenue was successfully completed. The intention was to be able to justify procurement of the product including software licences and necessary consultancy support.

There were few technology issues. Only TCP applications could be monitored; there were difficulties in emulation because of restrictions on windows events; and it may be difficult to monitor all transactions in an application.

Headline observations were that there was a high level of file and print activity, a high level of client time for certain transactions, and it was possible to observe and confirm service improvements.

A significant number of benefits were noted including obtaining performance data not previously available, providing a record of end-user experience through measurement of availability and response times. The latter can be broken down by client, network and server. It proved possible to highlight hot spots, to identify rogue performers, office or application. It was possible to monitor the impact of application or infrastructure changes and the growth of new business.

The pilot was declared successful with no 'show stoppers' to

impede deployment. There are future aims to expand the range of applications monitored, introduce VitalHelp to provide realtime alarms and tracing, integrate with capacity planning and into network monitoring, use data to improve current service levels, and investigate use of multi-tier agents.

Optimising Network Performance

The first session of the afternoon was entitled "Optimising Network Performance". It was presented by Sanjit Ganguli, Technical Director, OPNET Technology Ltd. He was our second US speaker though currently based in Oxford. The rapid growth of e-business and e-commerce has accelerated IT project timetables and introduced new challenges for the development and deployment of networked applications. Because there is too much at stake, trial-and-error approaches to network and application deployments are no longer acceptable. Sanjit described how IT managers might use OPNET's Intelligent performance management software to diagnose, model, and simulate their complex networks and applications. He explained how to diagnose application-performance problems and validate proposed resolutions in a virtual scenario, how to establish foresight to avoid performance and availability SLA violations well in advance of a costly crisis, and how to gain the ability to evaluate an unlimited number of "what if" scenarios to ensure that your e-business infrastructure delivers optimum performance at minimum cost.

Automated Service Assurance Solutions

The final session of the day was presented by Darren Prince, Technical Director of SMARTS, under the title "Automated Service Assurance Solutions - Network Problem Analysis made easy". Critical business operations rely heavily on the ability to provide uninterrupted services to customers, partners, vendors, and employees. IT organisations and service providers everywhere are challenged by the need to guarantee availability and performance of every application, system, and network in the service delivery infrastructure. Additional challenges emerge as organisations introduce new services to support business expansion and to defend against competitive threats.

Darren introduced a solution to automate service assurance - the ability to sustain service and improve the user experience in real time. He covered the steps involved - Auto-Discovery, Monitoring, Intelligent Analysis, Adaptability, and Presentation/Control.

ICL News

Yorkshire Electricity places outsourcing contract with ICL

AXiS member Yorkshire Electricity has extended an outsourcing contract with ICL to supply billing service systems. This contract will be worth £4 million over the next two years and will deliver all billing and processing via ICL's Salford datacentre. ICL will manage key business functions such as customer information, billing systems, financial

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systems and a 24x7 helpdesk for Yorkshire Electricity IT staff.

The award comes about as a result of Yorkshire Electricity's experience with ICL's services over the last two years helping to improve the reliability and cost of operation of the systems involved. The billing service systems are fundamental to the operation of Yorkshire Electricity's domestic electricity supply business.

Lancashire County Council acquires ICL e-procurement system

Lancashire Purchasing Agency is taking delivery of an online procurement system from ICL to deliver its services to Lancashire County Council electronically. The project will enable more than 1,000 employees to order from a range of 17,000 products, from stationery to furniture. The e-procurement system will be delivered to Lancashire County Council employees over the next three years. It uses a secure online purchasing system based on Conecx, ICL's browser-based e-purchasing system. It will replace the paper catalogue and purchase order system currently used by council employees, cutting costs and saving time. The aim is to help the Council to meet UK targets set by the government for online service provision in the Modernising Government white paper.

The Conecx system allows selected users to buy items using a purchase card, with 'spending limits' varying according to responsibility and privilege of user.

Through the system, purchase orders do not need to be raised for each transaction, saving both time and money. Users can check the status of their orders online at any time and set up order profiles for items they purchase regularly, in a fully password protected and secure system.

New e-commerce platform for beeb.com

In an extended partnership with beeb.com ICL will be helping to plan, build and operate a new personalisation and e-commerce platform for beeb.com (www.beeb.com), the Internet shopping portal from BBC Worldwide.

ICL has been chosen as the systems integration partner implementing ATG and Documentum's personalisation and content management software systems. This will provide a relevant view of beeb.com for each user, ultimately personalising content and advertising, in order to deliver a shopping experience that provides content and opportunities to buy according to each user's interests and preferences.

Tailpiece

Bisham Tales (with apologies to Geoffrey Chaucer)

In autumn when the rougher winds do shake
The golden leaves from lofty trees to make
Thick carpets on the lawns for us to kick
Or prod for chestnuts with a sturdy stick,
Then AXiS folk have oft-times gone to York
For conference and sometimes just to talk
With gurus, salesmen, and especially with a friend.
But this year the plans did buck the trend
And at Bisham Abbey we gathered one fine day
To hold our regular conference as we may.
To be south of the Wash is quite a deal
Since many years at York and two at Keele.
T'was good to see old friends and meet some new
I'll take a pen and tell you of a few.

And in that place and on that day
There came by miracle one worthy for to say
He would be keen to give some time to assist
The AXiS team from which we've sorely missed
Some stalwart players in the last two years.
So this will help assuage our fears.
This Alan is a bold and friendly man
Whose many tales of clever sheep can
Bring a smile and wonder to us all
Who listen as he has us in his thrall.
He tells of sheep who've learned to roll
O'er cattle grids to reach their greener goal
Of newer pasture, and more a miracle foreby
Can from a standing jump fences five feet high!

T'is good to tell of ladies I have met
At AXiS conference but still and yet
They're in minority among the men.
One indeed is regular at our meetings when
We choose a good location for the while
With easy access for flights from Guernsey isle.
This makes a meeting venue in southern parts
A better option than York or Keele, dear hearts.
We spoke of life and work in Guernsey fair
And wondered if we should hold our conference there.
Christine, for that's this lady's name I wean,
To save a flight would really be quite keen.
She now would like for AXiS to hold a meeting
To talk of web design and mastering.

And then I met an eager gent right here
Who's been leading Trimetra group a couple o' year.
It seems he has fine dwellings, north south and west
He's always busy; does he take no rest?
When earlier in the year the call did come
He took the role of Vice-chair, nor did he hum
Nor har at extra duty and even then
Found time to plan a Bisham stream, I ken.
He is enthusiastic for the role
And is a handy chap to have when in a hole.
When not at AXiS or in Cornish retreat
He with Logica has now his working seat
And if his name to you I've not yet told
Then it is Ian, which fits a man so bold.