



Adia Personnel Services
84 Willow Place
Menlo Park, California 94025

Samantha Darling
Vice President
Office Automation

Date: 6/324-0696 November 29, 1990

To: Ulrich von Friedberg
From: Sam Darling
Re: Joint Development of a Help Desk Tracking System

The following is in response to your fax of 23 November. I am glad to hear that the rest of your trip was successful and your return to Switzerland was safe. Both Chris and I enjoyed having you work with us and appreciate your contribution. I have asked Chris to send you a letter for your personal file. I thought it more appropriate that she write it since you spent the majority of the time working with her.

Chris and I have been working together to develop our requirements for the new Help Desk tracking system. She has hired a Help Desk Analyst that will start next week and his first assignment will be to program the system. It will be programmed in a relational database program called Paradox. We chose Paradox because it is our Corporate standard and installed on our Lan and therefore there are several people within Corporate that are familiar with the program and can help support it. I do not expect the programming to take more than a month or so. It depends on whether full time is dedicated to it or not.

I have two concerns about developing a tracking system for the group. First, it is very important to us that it be developed in Paradox since this is a program we can support and maintain. Secondly, is timing. We must have a system in place by the first quarter if we are to be ready for rollout in March. Given the short time period, I'm not comfortable we would be able to develop a comprehensive set of International requirements and complete programming in time. Therefore, Chris and I will be proceeding with our own development. I would however, be very happy to share our program and any related documentation with any of the other group companies, once it is completed.

If you have any other questions, please let me know.

cc: Walt Macauley
Carlo Munari
Chris Holdeman



DATE: November 27, 1990

Ulrich von Friedberg
Protectas S.A.
Societe de Surveillance
Rue Centrale 15 - C.P. 3595
1003 Lausanne Switzerland

Dear Ulrich:

Ulrich visited the MAX systems development department during the month of October 1990. During this visit, he administered the help desk problem reports that were referred to this department. Ulrich improved the organization of these documents and set up log sheets to aid in the tracking of these problems. He also researched various problems that were received during this time period.

During this time we had various conversations about a new Help desk problem report database that is needed by both the Office Automation department and myself. Ulrich compiled an initial design document for this system.

I very much appreciated your help during those few weeks in October. Your support allowed me to speed up the process of hiring a much needed help desk analyst to take over these functions from me and to prepare for the rollout of the MAX system which will take place during 1991.

Thank you again

Christine Holdeman

ADIA

The Employment People

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