



Teamwork launches Web renewal service

by Kathy Kowalenko

Member renewal time. Just a few years ago, those three words caused rising stress levels among IEEE staff members involved in the process. Visions of working 70-hour weeks, training temporary personnel, correcting data-entry errors and fixing massive backlogs danced in their heads.

Those days are now a fading memory since the IEEE began working as a team to improve its processes and launch its Web renewal service.

In 1996, processing a renewal application took over a month from the date it was received — and there were many errors. According to Mario Ripatranzone, Member Services, in 1999 processing took less than 14 days on average with a 98 percent accuracy rate. “Our goal is to update records within 10 days and no errors,” he says.

The Web renewal pilot was launched in 1998 for the 1999 renewal season in IEEE Regions 3 and 8. After two months, the pilot was opened to all active members except life members, and more than 35,000 Web renewals came in. Based on this success, the service was expanded to all members for the year 2000 renewal cycle, and it is projected that 100,000 members will renew via the Web.

Information Technology developed the infrastructure and programming for the 2000 renewal service. “We had to build this application from scratch,” says Nimish Shah, IT project manager for Web renewal. “A lot of testing has gone in to making sure

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“Who, me?” Judy Brady: 1999 Joyce E. Farrell Staff Award Recipient

by Lyle Smith, Jr.

When members of the Management Council and Farrell Award Committee walked into Sales & Marketing’s weekly production meeting, Judy Brady assumed they were there to see her sister, Terry Burns. “She was sitting right next to me,” Judy remembers. “And I thought, How nice! Terry won the Farrell Award.”

So, she was stunned to hear Dan Senese announce that she had been named the 1999 IEEE Joyce E. Farrell Staff Award recipient.

“All these people were jammed into this little conference room,” Judy recalls. “It was just a very big surprise.”

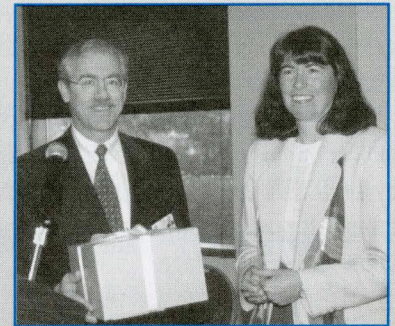
Judy has spent her nearly nine years at the IEEE in Sales & Marketing as a marketing manager for Educational Activities, Press, and, most recently, Technical Activities.

Upon hearing the announcement, Judy teared up as her thoughts drifted to the award’s namesake, Joyce Farrell. When asked how she felt about winning the award, Judy repeatedly said, “honored.”

“It’s an honor to think I could aspire to be like her,” she says, then quickly qualifies her statement. “But no one could be like Joyce.”

According to Judy, the great thing about the Farrell Award is that it is less about putting in hours and bringing in revenue than about relationships with people and the importance of having positive rapport with co-workers. “It’s great that the IEEE values that,” Judy says. “I’ve never worked anywhere that values kindness like the IEEE.”

Judy is quick to point out that the IEEE Enabling Staff Culture Principles encourage IEEE staffers to work better with each other and move forward in business and professional



Dan Senese presents Judy Brady with a silver engraved bowl, one of several awards given to the Farrell Award recipient.

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Teamwork

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that the image members see on the screen is identical to their invoice."

In addition, an elaborate system has been established to monitor the twenty-four-hour-a-day, seven-day-a-week service.

Assigned IT staffers can access the service from home and monitor email messages alerting them of problems. "This is a total team effort," says Nimish.

Once the infrastructure was in place, the look of the Web renewal site was redesigned by the IEEE's Creative and Member Services groups. It now conforms to the look and feel of the IEEE Home Page.

"Last year, the site was very plain because it was a pilot project," says Maureen Curran, Sales & Marketing. "This year, the look of it ties into the IEEE top page and reflects the design of the regular renewal materials. We tried to integrate it with the whole renewal campaign and make it more interactive and user-friendly."

Features were added such as new publication offerings and the ability to search for IEEE society membership information and publications based on 15 technical interests. To encourage Web renewal, Marketing teamed up with *IEEE Spectrum* to run a special promotion attached to the cover of the October issue. This is the first time *IEEE Spectrum* ran such a promotion for its entire circulation.

New enhancements

Although the Web renewal site has already been improved, more enhancements are on the way.

Because the Oracle system does not allow members' changes to go directly to the member database, IEEE staffers must manually re-enter the information — a process that can lead to errors.

"Since our members think they're talking directly to the system when they renew over the Web, Member Services staffers need to do 100 percent verification to ensure that no errors are made in the Oracle records," says Mario. "This is a massive workload. We have to add temporary personnel during the

renewal period so that in-house staff can handle the more complicated tasks."

According to Nimish, IT staffers are working to correct this problem through the "Web to Primary" project.

By allowing member information submitted via the Web to reach the IEEE Oracle database, this project will eliminate data-entry problems and lessen the waiting time for members to access their services. The change-of-address phase was completed in October. Phase two, Web renewal, will be completed by mid-January, and the new membership system will be available by the end of the first quarter 2000. ♦

Farrell Award

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relationships. After trying to explain the award to her husband and her mother, Judy realized that the impact of it cannot be fully understood by those who have not witnessed the Principles in action.

Looking back on her tenure at the IEEE, Judy says it's the smaller things that are prominent in her memory. She points to her surprise baby shower in 1992, and working on the new book-approval process for IEEE Press in 1996.

Judy also has enjoyed opportunities to work on cross-departmental projects that did not necessarily mesh with her job description. The first project she ever worked on at the IEEE, the functional telephone directory, she describes as less than harmonious at first. But, she says it turned out to be a very positive experience. "Bringing different departments together for projects is very important," she states, pointing out that she can't remember any of these relationships that didn't end up with a fruitful outcome.

When asked how life at work has been since winning the award, Judy says she is surprised at how many well-wishers have gone out of their way to offer congratulations.

"It's made me realize how valued I am by the company, and that is a tremendous feeling," she says. "It's amazing how deep the kindness goes. It's permeated the company."

Quick to recognize her predecessors, Judy



With Judy at the awards ceremony are husband Greg and sons Hunter and Jed.

describes previous Farrell Award recipients Mahrukh Cama, Jose Saravia and Bill Van Der Vort as exemplary individuals who think of others. "I am honored to be among them," she says. ♦

Getting the home it deserves

by Michelle Meeh

What's located in a small, crowded, equipment-filled room in Building One of the Operations Center, but will soon be moving to a facility in the Warehouse?

Four hints: (1) It contains all the computers that run the IEEE's primary business systems, such as Oracle and Lotus Notes. (2) It houses the computer servers that allow us to send and receive email, process Web renewal and membership applications and host entity Web sites. (3) It's crucial to the IEEE realizing its goal to conduct business electronically. (4) It helps you do your work every day.

That's right, it's the IEEE Data Center.

In late 1999, the IEEE Board of Directors approved funding for a new Center because the expanding IEEE Web-based services need more physical space and a more properly-conditioned environment for the various servers.

Why a new home?

Though there are more than 80 servers in the Operations Center, only 40 of them can fit into the 20-year-old Data Center, a room that is packed tightly with hardware from floor to ceiling. The remainder are in other areas.

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Home it deserves

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"The Data Center houses the technology, core information and applications we use to manage the business for our members and customers," says Rob Jones, IT. Rob points to the 1,500 renewals per day submitted via the Web during the 1999 renewal cycle as an example of the expanding Web-based services.

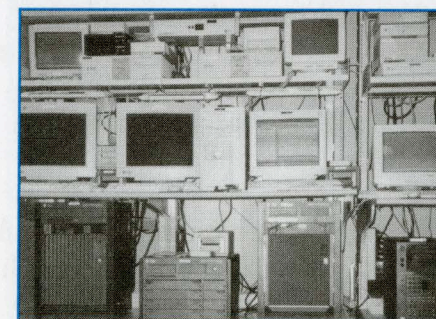
"The IEEE vision to conduct business electronically needs highly-integrated modern technology," says John Witsken, IT. "It requires that all computing infrastructure be in one location and managed in a properly-conditioned and secure environment."

The new space also must be comfortable for the staff members who keep the Center operating around the clock, Monday through Friday, and eight hours each on Saturday and Sunday.

The plans

In late 1999, a Data Center consolidation team reviewed all the requirements and, with the help of designers, concluded that the IEEE Data Center should be a 15,000-square-foot room with appropriate networking, air conditioning, elevated platforms, power conditioning with backup generators, and secure access, among other features. There also will be a command center where IT staff can monitor and administer the system without having to actually enter the equipment room itself.

A staff team from Facilities, IT, Standards, Publications, Regional Activities and Technical Activities is developing the implementation plan. Preliminary design work will



These are only a few of the 40 servers housed in the current Data Center.

Some Data Center statistics for 1999:

- ◆ Number of incoming/outgoing emails handled by IEEE servers - 3 million
- ◆ Average number of Oracle system processes run - 1,476
- ◆ Number of server backups on daily off-site storage schedule - 21
- ◆ Number of backups sent offsite each week - 169

be complete in January, and the new Data Center should be ready by the second quarter of 2000. ♦

The many facets of IEEE conferences

by Jayne F. Cerone

One of the IEEE's main revenue sources comes from its conference business. Conference revenue accounts for almost \$50 million each year.

IEEE societies, technical councils, society committees, boards, sections and chapters sponsor conferences. More than 300 IEEE conferences, symposia and workshops are held each year. Nearly 90 percent of these are sponsored or co-sponsored by an IEEE society. In the past 10 years, IEEE-sponsored and co-sponsored conference activity has increased 60 percent, and conferences on specific topics have increased 32 percent.

Meetings are held throughout the world, with more than 30 percent taking place outside the U.S.

To provide more synergy between the two groups that handle conferences — Conference Services/Product Group and Conference Management Services — a recent reorganization brought both groups together. They now report to Mary Ward-Callan, Technical Activities.

"The IEEE conference business is really one single product line that has two aspects," says Mary. "One covers compli-

ance issues with IEEE rules, insurance, tax laws and announcements of when the conference will take place. All IEEE entities are expected to comply with and use the services of the Conference Services — Product Group."

The second aspect is the organization and running of a conference. "The Conference Management Services group performs this function for a fee," explains Mary. "This service is voluntary and allows conference volunteers to delegate some or all of the administrative details of organizing a conference."

Conference Services — Product Group

"Conference Services is the first stop for anyone with questions about an IEEE conference," says Mary Ann DeWald, who manages this area. The group of six staff members answers more than 400 questions a month ranging from conference dates and locations to how to obtain conference proceedings.

The group also assists volunteers and other conference sponsors on compliance issues with the *IEEE Policy and Procedures Manual*, finances, tax and compliance, publicity, and arranging for IEEE sponsorship. The group maintains a conference database that includes general information on conferences such as titles, dates, locations, sponsorships, financial parameters, exhibits, attendees, Web addresses and contact information. This database is used for both the online IEEE Conference Database at <http://www.ieee.org/conferences/tag/tag.html> and the published *IEEE Technical Activities Guide*.

Conference Management Services

"We can help you manage a conference from start to finish or simply provide assistance in select areas," explains Michael Ellis, who manages this area.

The 22 staff members provide such services as online conference registration, exhibit management, budgeting and financial coordination, tax assistance, grant procurement assistance, technical program coordination, project management and

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PROFILE

IEEE Copy Center

by Greg Kohn

There are two methods for duplicating documents at the IEEE Operations Center. One method is wait in line to duplicate the document using one of the many copiers located throughout the facility. The other — which can save considerable time, money, and wear and tear on those duplicating machines — is to visit the IEEE Copy Center.

The Copy Center offers all the services of an off-site printer. The facility's Docutech™ machine can print 135 pages per minute and can handle jobs ranging from small-quantity black and white duplications to high-volume, full-color printing. The machine averages more than 1.2 million pages per month.

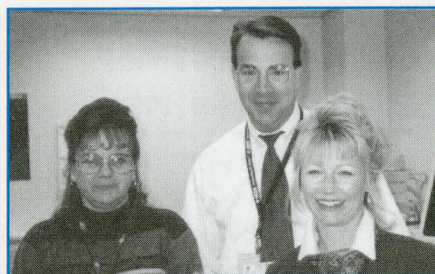
If the Copy Center's capabilities sound like those of a commercial printer, that's because it's an extension of one. Ty Jones and Denise Bigg, the Copy Center's staff, are employees of the Copy Network, a South Plainfield, N.J.-based, printer. As vendors to the IEEE, they take direction from Nancy Blair, Reprints.

"The Copy Center really is a one-stop shop for all printing needs," says Nancy. "Since we're onsite, nobody can compete with us in terms of cost, convenience or customer service. And, as our metrics prove, virtually none of our print jobs are returned late."

While it isn't cheap to keep a full-service printer on premises, Nancy says the more it's used, the more cost-effective the Copy Center becomes.

"The IEEE has two types of printing and copying contracts," says Nancy. "With the Copy Center, the more impressions per month we make, the more money we save."

Conversely, for the Canon copiers throughout the Institute, the more wear and tear employees put on them, the more money the contract costs us. "So it makes sense for people to take advantage of the Copy Center rather than overtax the copy machines," Nancy says, pointing out that sending a job



Copy Center staff members, from left, Denise Bigg and Ty Jones with Nancy Blair, Reprints.

to the Center is much easier than many employees anticipate. About 95 percent of Copy Center customers provide hard-copy source materials, but the Center can accept any job electronically by email or diskette.

The New York office regularly uses the Copy Center and the turn-around time is no longer than a job originating in Piscataway. "If the job is put on the van in the morning, we get it that day, and the job could be done and delivered as early as the next day," Nancy explains.

No matter how the work is submitted, it is important to submit a hard-copy work order form with the job.

"One of our Year 2000 goals is an electronic work order," Nancy says. "But we're working to make sure that its ease-of-use doesn't sacrifice quality on our end. By reviewing work orders with our customers, it gives us an opportunity to provide alternate printing options as well as to educate them on the services we offer."

The IEEE Copy Center also offers economical print-on-demand services.

"In print-on-demand, we store the electronic files of a document," explains Ty. "Then when there is a demand for that document, we call up the file and print out however many copies of the document are needed. That reduces the need to do a big print run up front and then to store all the hard copies."

Although operating the Docutech machine presents a steady challenge for Ty and Denise—the machine's controls feature over 3,000 screens and menus—it's a far cry from the first incarnation of the Copy Center.

"Seven years ago when I first came to the IEEE as a vendor," says Ty, "I started in the mailroom with one Kodak™ 250 copier

averaging 3,000 pages per month."

"The technology is constantly changing," Nancy says. "And the entire staff works very hard at keeping pace." ♦

BENEFITS AT WORK

Daycare options

by Joann Kilyk

Like many new mothers returning to work, I have had to explore the options of daycare. Although I am lucky enough to have a family member care for my son, Joseph, while I work, a time will come when I have to put him in daycare. Since there are so many choices, I spoke with a few other IEEE staffers in New Jersey to find out how and why they chose their children's daycare centers.

Kelly Cox, IT, sends her son, Collin, to Harmony School in Piscataway. Kelly chose Harmony because of the low student-to-teacher ratio and its security systems. Originally, Harmony was an in-house daycare center for the Anthem Health Company. But when the center didn't reach full



Kelly Cox

capacity with Anthem's own employees' children, it offered the facility to IEEE and AT&T employees as well. The Anthem Health facility has TV monitors mounted by each elevator so employees can view the children in the center throughout the day.

"Knowing other parents are observing the facility gives me peace of mind," says Kelly.

Patrice Ventura, Human Resources, had the choice of home care or daycare for her daughter, Marisa.

"I chose daycare because I was interested in Marisa getting the social interaction with other children," explains Patrice. Marisa attends KinderCare in Freehold, N.J.

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Benefits at Work

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Patrice Ventura and daughter Marisa.

When Patrice was visiting daycare centers, she looked for small class sizes, good development activities, low staff turnover and well-maintained, clean facilities.

Carrie Briggs, IEEE Power Engineering Society, takes her son, Cory, to the new Kaleidoscope Learning Center in South Plainfield, N.J. The center has video cameras that allow parents to view their children over the Internet after entering a protected password. It is one of only two schools in New Jersey to offer this service.

"I can watch my son eating lunch, napping and using the computer at his school," Carrie says.

Paying for daycare

Kelly and Patrice both take advantage

What to look for in daycare:

- ◆ Student-to-teacher ratio
- ◆ Teachers' backgrounds, education and qualifications
- ◆ Rate of employee turnover
- ◆ CPR and first-aid certification for teachers
- ◆ Security procedures and systems such as cameras
- ◆ Separate facilities for infants and toddlers
- ◆ Meal arrangements
- ◆ Educational activities
- ◆ Cleanliness

of the IEEE Flexible Spending Account to pay for daycare. The Flexible Spending Account allows employees to set aside a maximum of \$5,000 pre-tax each year through bi-weekly payroll deductions. Every month employees submit the invoice from the daycare facility to Beneflex, Inc., for reimbursement. Employees must enroll or re-enroll in this program in December during the open-enrollment period.

For more information on the IEEE Flexible Spending Account, call Victor Siuzdak, Human Resources, ext. 5317.

A listing of daycare centers in the Piscataway area is on the Human Resources Web site at <http://staff-web.ieee.org/human-resources/childcr.htm>. ♦

IEEE Conferences

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coordination, site selection, and contract negotiation.

Conference Management Services also offers its services to non-IEEE conferences.

Management via the Web

"Information on IEEE conferences is migrating more and more to the Web," notes Mary. "Today, a conference attendee can search the IEEE conference database, click to a conference Web site, register online, and use the online travel service to make travel arrangements."

Using the online registration form, meeting attendees can register for a conference in about six minutes. According to Michael, the effectiveness of the online registration system has enabled Conference Services to more than double the number of meetings it manages for next year.

There also are benefits to the conference organizers who can check the number of people attending the meeting and its various social events, meals, tours and tutorial sessions.

In addition, conference volunteers can find "how to" information and "rules" on the Web. ♦

IEEE Conference Information Web sites

- ◆ The Conference site <http://www.ieee.org/conferences/> includes all of the IEEE's conference-related activities.
- ◆ The Information for Conference Organizers site at <http://www.ieee.org/organizations/tab/conflink.html> has links to the IEEE Meetings Organization Manual, forms and resources.
- ◆ The Conference Management and Travel site is at <http://www.ieeeconferences.org/>.

Finding out 'what's new' through email updates

by Maureen Curran

Marthastewart.com does it. Amazon.com does it. Now ieee.org does it, too!

Web surfers are familiar with the email updates retailers send their online customers to promote new products and special offerings. At IEEE Sections Congress '99 in October, the IEEE introduced its own email alerting service called "What's New @ IEEE." Initially, the service is being offered to students and libraries.

"What's New" is an opt-in email service, which means that subscribing to it is voluntary. Each month subscribers receive a brief monthly update on IEEE news of interest. This tool is an excellent way for the IEEE to target promotional messages to its technology-savvy, global membership and its customers.

"From IEEE merchandise to fiber optics, email updates can be crafted for any category around which you can create a unique and targeted message," says Natalie Thigpen, Sales & Marketing. "The way people want to get information is changing. This service is really a recognition of the need to communicate with members and customers in a new way. It's also part of our strategy to do business electronically."

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Email updates

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Building relationships

With about 2,000 subscribers as of December 1999, "What's New @ IEEE for Students" is building a strong readership. Scholarship deadlines, career-building activities and student branch updates are among the topics covered.

"Students are on the Web getting email, and they want something they don't have to search for," says Adrienne White-Hahn, Sales & Marketing. "The email updates serve as a 'teaser' to draw them in. We can then direct



The What's New@IEEE team. From left: Karen Hawkins, Matthew Persons, Natalie Thigpen, Adrienne White-Hahn and Rob Jones. Not Pictured: Gil Santiago.

them to a specific link for more information."

"The emails can also serve as an effective retention tool," explains Adrienne, who offers subscribers a wipe-off message board gift when they sign up.

"What's New @ IEEE for Libraries" — geared to the world's top science and technology libraries — has 2,080 subscribers who receive information on the IEEE electronic publishing program, journal-pricing studies, and demos and discount offerings.

"This is a great service because it allows us to establish a closer relationship with our customers and helps keep the IEEE brand, identity and mission before them," says Paul Canning, Sales & Marketing.

Karen Hawkins and Phyllis Buchta of Sales & Marketing also work on the library email service. Their responsibilities include writing the content and maintaining the list of subscribers.

The technology side

Sales & Marketing worked closely with IT to develop and launch the service. "What we have is a user-friendly, Web-based interface to email listserve technology," says Rob Jones, IT. "The technology is generic, robust and capable of supporting varied uses."

Rob and Gilbert Santiago, IT, handled the technology side of the project. Matthew Persons provides IT support for all IEEE email services, including "What's New."

Enhancements planned for the service for 2000 include members-only lists that will only be accessible with an IEEE Web Account. For more information, visit

www.ieee.org/whatsnew or contact Natalie Thigpen at n.thigpen@ieee.org. ♦

Staff tackles record number of new member applications

by Laura Durrett

Just a few years ago, doing business via the Internet was rare. But today many organizations, including the IEEE, are offering electronic products and services over the Web. One of the first services offered by the IEEE was the online membership application, begun in 1997.

Despite the manual procedure of taking the information from the online application and re-entering it into the Oracle member database, the staff of Admission and Advancement (A&A) and application pro-

cessing associates from Regional Activities are processing new membership applications at a record rate. In the 1999 membership year, they processed more than 60,000 applications and, for more than two years, have beat the processing metric every month.

From January to October 1999, 19,824 higher-grade new membership applications were processed — 30 percent more than the 1998 total—and 45.8 percent of those applications were submitted online. A total of 22,353 student applications were processed, or 18.3 percent more than in the same period in 1998. Online student applications increased more than 120 percent compared to October 1998. The number of student branches registered for the program — 168 as of November — is driving the increase in student Web applications. Society affiliate applications also are showing a substantial increase of 41.7 percent compared to 1998.

To keep up with the pace of technology, associates have become adept at using the Internet, including different email and Web browsers. Since entering data in the IEEE Oracle database is key to A&A's work processes, all associates are expert Oracle users, navigating the system daily to enter, review and maintain membership application information. They enter names, addresses, educational and professional information, phone and fax numbers, and the all-important email addresses.

The Web-based application form, easier to read than the hand-written forms, helps associates be more efficient and accurate. To insure that staff members are able to handle all phases of application processing, cross training of processing staff began in 1997 and is ongoing.

The A&A staff and application processing associates will continue to be very busy if membership growth continues. The IEEE Membership Development Committee revised the year-end 1999 forecast to 350,800 members up from 349,000. IEEE has exceeded its goal with 1999 year-end membership at 352,259*, over 17,000 more members than year-end 1998. This indicates a 5.2 percent growth rate. ♦

*As of 5 Jan. 2000, this was the unofficial total.

High energy for mind and body

by Silyn Sanders

For many IEEE employees, the end of the workday signals the beginning of yet more activity. From martial artists to boat-rowers, the IEEE community brims with vibrant, enthusiastic people whose brush with high-energy at the end of the day benefits both their minds and bodies.

David Dedrick, IT, is a third-degree black belt who has practiced the martial art Kokoro-Ryu — meaning "spirit" — for 13 years. "The best thing about practicing karate is that it's a complete escape from the real world," David explains. "No matter how awful a day you've had, you forget about everything the moment you bow in."

David is also quick to point out the physical rewards of practicing karate. "It's a complete cardiovascular workout that increases endurance, flexibility and breathing ability," he says.

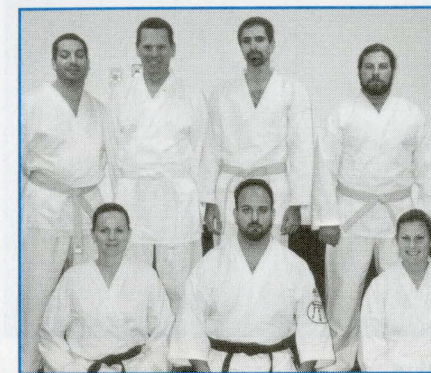
David has strived to bring his love and enjoyment of karate to other people. A former owner of a karate school, David now gives private lessons and teaches a karate class at the Operations Center after work each Wednesday.

Karate is a way of thinking and living, according to David. He says that many of the concepts in karate regarding dedication and theory can be applied to real life. He also points out that practicing karate can benefit a person's work ethic and attitude, making him or her more confident and aggressive in conquering obstacles. "It helps me because I set no limits to what I can do," he says.

Stress relief and more

Between working full time and being the mother of two young children, Karen McCabe, Standards, has very little time for herself. Surprisingly, when she can grab some "me" time, she chooses to spend it in the gym, working out for an hour-and-a-

PEOPLE PAGE



Members of David Dedrick's Operations Center karate class include: (Back row, from left) Paul Canning, guest Felix Reid, Luigi Napoli, Robert Labelle; (Front, from left) Jennifer Reid, David Dedrick and Barbara Della Sala

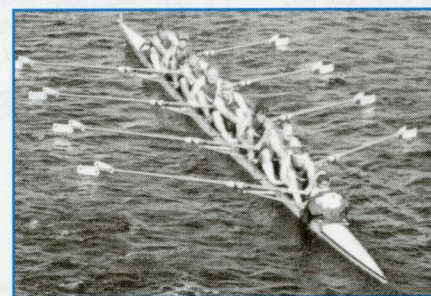
half, four times a week — religiously.

"Exercise is the best stress-reliever for me," Karen explains. "As hard as it is to go to the gym after a long day at work, I always feel stronger and more energetic after having gone. It keeps me from feeling sluggish, and also permits me to go ahead and have that occasional cookie!"

Perhaps the greatest motivating factor for Karen is her fear of heart disease, which runs in her family. "Both my parents have had triple-bypass surgery," she explains. "Exercise is something I need to do to keep my heart healthy and strong."

Learning the value of teamwork

After a day's work, Robert Colburn, History Center, looks forward to assuming his role as a masters coxswain with the Carnegie Lake Rowing Association in Princeton, N.J. The coxswain sits in the stern of the eight-oared shell and is in charge of controlling the timing, setting the



Robert Colburn sits at the stern of the shell and coxes the eight-man team at a Regatta on the Charles River in Boston.

cadence of the rowers, and calling the strategy for the race. The coxswain is also responsible for the safety of the boat and the individuals it carries. "A collision at speeds of up to 15 knots can be very dangerous," Robert explains.

As a child in England, Robert went to some of the world's most famous crew races, including the Henley Royal Regatta and the Oxford Cambridge Boat Race. At age 10, Robert decided that rowing was something he wanted to pursue. Upon moving to the U.S., he began filling in as practice coxswain for the local high-school crew, eventually making the varsity when he was old enough, and continuing in college for Columbia University. Last summer, one of Robert's boats won a gold medal at the prestigious Diamond State Masters Regatta in Delaware.

For Robert, rowing is the ultimate team sport because a boat wins or loses based on everyone's collective performance. "Being part of a boat means being part of something larger than yourself," he says. "And it's a great feeling when everyone is working together and the shell is flying along." ♦

You must have been a beautiful baby!

Who did this cuddly tot grow up to be? (Clue: This Washington, D.C. employee makes news in his job every day.)

Email your best answer to Christy Bouziotis (c.bouziotis@ieee.org) and win a prize if you're the first to guess correctly. Prior contest winners are ineligible. The employee's identity and the winner will be announced in the next *Network News*.

The baby in the third quarter 1999 issue was Judith Babeu, Human Resources. The first person to identify her was Christine Eldridge, Regional Activities. Thanks to all who participated. ♦



In memoriam: William R. Anderson

by Bernice Evans

William R. "Bill" Anderson, an IEEE-USA staff member for 17 years, died 11 Sept. 1999 of cancer at age 54.

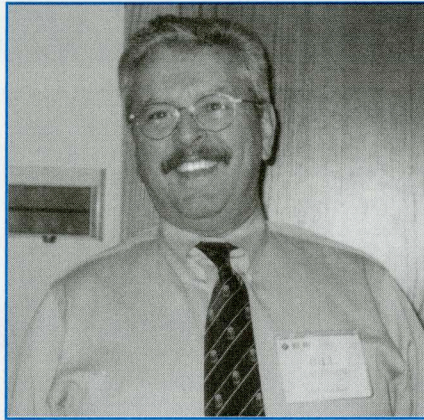
Bill joined the IEEE-USA staff in 1982 as an administrator, and most recently had been manager of Member and Career Activities. His primary responsibilities included salary and fringe benefit surveys, awards and recognition, the alliance of consultants' networks, and employment assistance. Bill held other key positions involving professional programs and served on many staff teams during his IEEE career.

"Bill's unique sense of wit and wisdom made him an integral part of the IEEE-USA team," says Tom Suttle, IEEE-USA. "He was a valued employee as well as a personal friend for more than 25 years."

"Bill was a very considerate person to work with, and I enjoyed working under his supervision," says Bessy Burch. "We became good friends."

"An outstanding IEEE-USA staff member, a valuable staff manager and dear friend," says Jean Eason, IEEE-USA Vice President, Member Activities, when she described Bill at the conclusion of the recent IEEE-USA Awards Ceremony.

"Bill was good at selecting pictures and graphics for the Awards Ceremony to recognize the IEEE-USA volunteers," says former



IEEE-USA Awards Committee Chair Daniel Jackson. "His support of this event will be missed greatly."

According to Jean, Bill helped many members find jobs and advance their careers.

"Bill did so much for the IEEE, especially in the area of employment and for the Alliance of IEEE Consultants' Network (AICN)," says former AICN Chair Bob Gauger. "Many of the AICN networks accomplishments were a result of his efforts."

"Bill was instrumental in the conception of the Consultants' Networks and a hero to hundreds of members of the networks," says Dr. Gary Blank, AICN Chair.

Bill had a passion for art, music and gardening. His art collection grew extensively over the years. From time to time, he would rotate in his office prints, statues, vases and other prized pieces that he couldn't pass up while on his treasure hunts. But one print that adorned his office and had not changed was of Ted Kennedy.

"Bill loved Andy Warhol art and owned

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several prints," Marnie Poole recalls. "He looked forward to Thursdays when he shopped for art at lunch time."

Bill also embraced music; he loved all types and had a huge collection.

Gardening at his home in Lusby, Md., was a weekend hobby for Bill. There he maintained the grounds of his home—aiming for the perfect shrubbery and flowers. Bill always had a story to tell about his plantings.

We will miss his stories. We will miss Bill. ♦

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