

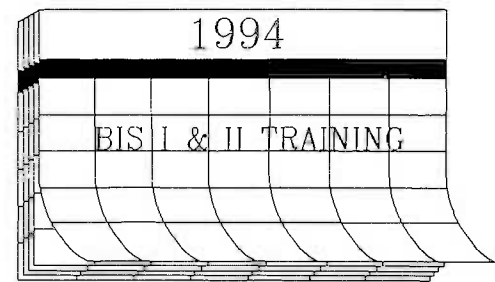
## SETTING OUR SIGHTS ON SYNCHRONIZATION

Setting our sights on synchronization means good news to J&H INSIGHT users. In the near future, our method of maintaining and developing J&H INSIGHT will change dramatically thanks to what is known as synchronization.

Currently, J&H INSIGHT is a customized version of Delphi McCracken's off-the-shelf insurance brokerage product known as INSIGHT. Since J&H INSIGHT is exclusively ours, it differs from the current product that Delphi McCracken offers to other insurance brokerage houses. For instance, unlike the current Delphi McCracken INSIGHT, J&H INSIGHT has expanded fields for locations and limits as well as the ability to print standard wording for certain minor coverages. While having our own version of INSIGHT has had its benefits, it has also had disadvantages; some enhancements exist in "plain" INSIGHT and not in J&H INSIGHT and the cost of separate systems is high. This is where synchronization comes in.

(...see p. 3, *Setting Our Sights*)

## BIS I & II - RESERVE YOUR DATES NOW



In our last issue of BIS-Link, we informed you that BIS I & II training is available to all J&H offices. The response has been tremendous. Many offices have already called to schedule training dates.

To reserve training for 1994 please call Penny Kilburn at (212) 574-7884 or Lori Rubinrott at (212) 574-8688. If you have a particular time frame in mind, please let us know as soon as possible because time slots are filling up. We look forward to seeing you soon!

## AS/400 E-MAIL TRAINING OFFERED

BIS and J&H INSIGHT trainers now offer AS/400 electronic mail training covering all facets of E-mail. AS/400 E-mail allows you to communicate within your office, between offices, with clients and with underwriters (including faxing) all at NO incremental cost.

If you are planning to connect to companies outside J&H (carriers or clients), the timing of the connection and training should be coordinated. In addition, you should plan far in advance. Trainers are already booking February and March training sessions.

As with all BIS and J&H INSIGHT training, there is no charge to the office for E-mail training. To be efficient, we try to combine E-mail training with other training and request that people be available to be trained in groups of five or so. For more information call Penny Kilburn at (212) 574-7884.

## Inside BIS-Link. . . .

HOW TO HANDLE AN AS/400 ERROR MESSAGE .....	2
CHANGES TO HELP DESK.....	3
GRAND RAPIDS OFFICE .....	3
BIS-LINK NOTES.....	4

## HOW TO HANDLE AN AS/400 ERROR MESSAGE

Don't do a thing! At least not until you've read the following.

Have you ever pressed a key and found a strange message followed by letters in parentheses on your screen?

```

Display Program Messages
Job 489643/SCW4999/S0017083S3 started on 10/27/93 at 12:05:00 in subsystem
Message queue SCW4999 is allocated to another job.
APPREM 417 decimal-data error in field (C G S B F).

Type reply, press Enter.
Reply . . .

F3=Exit F12=Cancel
20-10  ST  MW  KS  IM  II S3 JHNYMTST KB
  
```

This is an error message and could be caused by many different things. The important thing to remember is NOT to reply to the error message. This means not pressing <Enter>, <Esc>, or any other key on your keyboard until you've gone through the steps below and called the help desk.

Listed below are the steps you should follow in order to provide the help desk personnel with the information needed to help you recover from the error message:

1. Use the UP Directional Arrow key to move the cursor onto the error message line (the line where the message text is being displayed) and press the Help key. An Additional Message Information screen will display. Take a print screen of the message by pressing the Print Screen key. Then press the Reset key to reset the screen and the information will print at your default printer.

```

Additional Message Information
Message ID . . . . . : RPG0907 Severity . . . . . : 99
Message type . . . . . : Inquiry
Date sent . . . . . : 10/27/93 Time sent . . . . . : 12:27:17
From program . . . . . : QRCXMSG Instruction . . . . . : 0000
To program . . . . . : *EXT Instruction . . . . . : 0000

Message . . . . . : APPREM 417 decimal-data error in field (C G S B F).
Cause . . . . . : The RPG program APPREM in library BISRK found a
decimal-data error at statement 417. One field did not contain valid numeric
data. The digit and/or sign is not valid.
Recovery . . . . . : Enter C to cancel, G to continue processing at *GETIN, S
to obtain a system dump, or B to obtain an RPG formatted dump.
Possible choices for replying to message . . . . . :
B -- Obtain RPG formatted dump.
S -- Obtain system dump.
G -- Continue processing at *GETIN.

Press Enter to continue.

F3=Exit F6=Print F10=Display messages in job log F12=Cancel
F21=Select assistance level
01-01  ST  MW  KS  IM  II S3 JHNYMTST KB
  
```

2. Press <F10>, Display messages in job log, to view the job log. Then press the Print Screen key to take another print screen and press the Reset key. This will reset and print the screen at your default printer.

```

Display All Messages
Job . . . : S0017083S3 User . . . : SCW4999 Number . . . : 489643
System: JHNYMTST
0>> /* */
/* */
1600 - CALL PGM(CLRISOFF) /* The CALL command contains
parameters */
1700 - RTU0TAARA BTARA(=LDA (1 3)) RTU0AR(=OFF)
2100 - CALL PGM(CLRISOFF) /* The CALL command contains parameters
*/
2200 - RETURN
3100 - CNGJOB JOBTYP(9) STMSG(=NONE)
3300 - CNG0TAARA BTARA(=LDA (600 100)) VALUE(' ')
3500 - RTU0JOB USER(=RWK01)
3600 - CNG0TAARA BTARA(=LDA (600 10)) VALUE('SCW4999')
3700 - RTU0JOB PRTDEV(=PRTIO)
3800 - CNG0TAARA BTARA(=LDA (612 2)) VALUE('PS')

Press Enter to continue.
F3=Exit F5=Refresh F12=Cancel F17=Top F18=Bottom
05-01  ST  MW  KS  IM  II S3 JHNYMTST KB
  
```

3. Press <F18>, Bottom, to display the bottom of the error message. Then press the Print Screen key and the Reset key.

```

Display All Messages
Job . . . : S0017083S3 User . . . : SCW4999 Number . . . : 489643
System: JHNYMTST
3700 - RTU0JOB PRTDEV(=PRTIO)
3800 - CNG0TAARA BTARA(=LDA (612 2)) VALUE('PS')
3900 - RTU0JOB WSID(=WSID1)
5000 - RTU0JOB JOB(=JOB) USER(=USER) TYPE(=JOBTYP) STMSG(=STMSG)
8700 - RTU0TAARA BTARA(S0017083S3 (1 2)) RTU0AR(=WSID1)
19200 - RETURN
4000 - CNG0TAARA BTARA(=LDA (610 2)) VALUE('NY')
5400 - CALL PGM(CLRAPPD1) /* The CALL command contains
parameters */
900 - CALL PGM(CLRAPPD1) /* The CALL command contains parameters
*/
Open of member RPGERR was changed to SEQONLY(=NO).
APPREM 417 decimal-data error in field (C G S B F).
APPREM 417 decimal-data error in field (C G S B F).

Press Enter to continue.
F3=Exit F5=Refresh F12=Cancel F17=Top F18=Bottom
05-01  ST  MW  KS  IM  II S3 JHNYMTST KB
  
```

4. Press <F3> and then press the Tab key. This will bring you back to the original error message and your cursor will be back on the Reply line.

After you complete all four steps, please fax the print screens to the help desk at (212) 574-7618 or call (212) 574-8880 for further instructions. The help desk is open from 8:00 AM until 7:00 PM Eastern Standard Time, and you have the option of leaving voice mail anytime.



## Setting Our Sights on Synchronization

(cont'd from p. 1)

All enhancements currently in "plain" INSIGHT will be added to J&H INSIGHT and all users will synchronize on this one system. J&H will get the best of both worlds; everything currently in J&H INSIGHT and plain INSIGHT. Once there is a single system, J&H will be part of a group of users who will lease INSIGHT from Delphi McCracken.

The leasing arrangement provides for a user committee which will determine what enhancement requests will be approved based on the agreement of the majority of users. Those requests that are not approved by the committee can still be purchased by individual members at their own cost. Once any enhancements are built into the system, they will be available to all parties to the licensing contract. This arrangement promises to help contain expenses because the licensing fee and monthly maintenance fee we pay to Delphi McCracken will cover the cost of most enhancements. As Jim Oakley, Division Manager, MIS Department notes, "we are reducing the cost of ownership and the effective implementation of this arrangement will allow us to redirect our efforts and funds towards those areas that would differentiate us as brokers."



In short, there is little or no competitive advantage in maintaining the system on a proprietary basis, whereas sharing expenses with the group members will allow us to focus our attention on arenas of greater strategic value.

Along the lines of retaining our competitive edge and maintaining our individuality, certain features of J&H INSIGHT will remain exclusively ours even though we are participating in the leasing arrangement with other users. For instance, once the leasing contract commences the standard wording feature will be available to all users. However, the actual J&H words remain exclusively ours; if other users want standard wording, they will have to devise their own.

In addition, the property portion of the system will undergo modification and the non-ACORD output will be redesigned. These were judged to be "Show Stoppers" and their inclusion was negotiated as part of the synchronization project. It is clear that synchronization promises to be mutually beneficial for J&H, for Delphi McCracken and of course, for the daily users of INSIGHT.

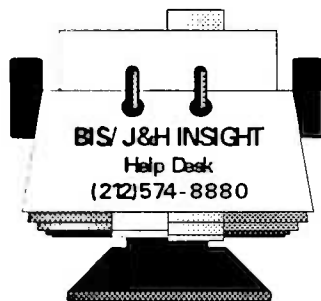
## CHANGES TO HELP DESK

A change is coming to provide even more coverage at the BIS/INSIGHT help desk.

Up until now we have had one person at a time handling calls. These people have been various MIS staff members on a rotating basis. We will soon start having two, full-time, dedicated help desk staffers during peak hours. This will give us twice the coverage and should speed call resolution.

In addition, we plan to phase out using a receptionist to answer, log and transfer calls. Calls will come directly to one of the people providing help. This should reduce the amount of time you spend on the phone initially explaining your problem.

Look for these improvements early in 1994, and if you have any other suggestions, please let us know.



## GRAND RAPIDS TO BE PENULTIMATE J&H OFFICE -- ROCHESTER IS THE ULTIMATE

People not as savvy as J&Hers might think penultimate means "the most ultimate", and probably everyone in the Grand Rapids office would agree with them. As it is, Grand Rapids is the next to the last (the real meaning of penultimate) office to start J&H INSIGHT training and will do so January 17. Rochester will follow closely on January 24 -- making them truly the ultimate!

Our thanks to everyone who worked so hard to make this rollout a success.



## ***BIS-Link Submissions***

If you'd like to write or forward something you think should appear in BIS-Link, send your submissions to:

Johnson & Higgins  
MIS, 11th Floor  
125 Broad Street

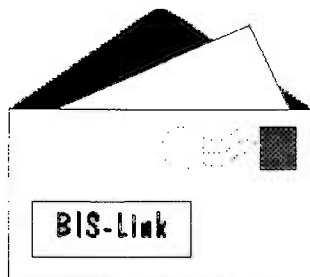
New York, NY

10004-2424

Attn: Andy Schwartz

-or-

send E-mail to User ID  
SCHWA999 JHNYMTST  
or to Lotus Notes.



For production reasons, we must have all submissions no later than two weeks before distribution dates.

Spring 1994 Issue - 2/17/94

Thanks.

## ***BIS-Link Notes . . .***

### **DID YOU KNOW?**

Faxing from the AS/400 is as easy as sending e-mail. And just to ensure ease of use, faxing is covered in all e-mail training.



### **DID YOU KNOW?**

When you send a fax from the AS/400 you get automatic confirmation of completion (or, in cases where perhaps a phone number is incorrect, you are notified that the fax cannot be sent). Now if we could just figure out a way to guarantee people read each fax ...



# **J&HBIS-LINK**

**Linking Brokers & Systems**

*Johnson & Higgins*

*125 Broad Street*

*New York, NY*

*10004-2424*

*MIS/11th Floor*