

### **Frederick J. Bethke**

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Dr. Bethke is currently a staff information developer at the Santa Teresa Laboratory. He has been with IBM since 1969, most of that time involved in publications work. He holds a B.A. degree in comparative literature from the University of Wisconsin, an M.A. degree in comparative literature from Indiana University, and a Ph.D. degree in English from Columbia University. Dr. Bethke is the author of several articles on technical writing, as well as various studies of nineteenth-century literature (including the book *Three Victorian Travel Writers*).

### **Ian A. Clark**

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Dr. Clark joined the IBM United Kingdom Scientific Centre in 1973 to work on usable interfaces to relational data base software. Prior to joining IBM, he had been a Senior Scientific Officer in the British Home Office Police Research and Development Branch. He was later seconded to the Police National Computer Unit, where he worked on operational research matters connected with the running of a large on-line enquiry system, and developed and installed a literature retrieval system for toxicology and forensic science in the Home Office Central Research Establishment, Aldermaston. Since 1977 he has been the project leader of a series of joint studies with the Medical Research Council Applied Psychology Unit, Cambridge, England, on aspects of the man-computer interface, with special stress on new users. In 1979 he was transferred, together with the project, to the Hursley Development Laboratory, where he is currently responsible for Human Factors Laboratory support for all software development projects. Dr. Clark is an Associate Fellow of the Institute of Mathematics and its Applications, and a Member of the British Computer Society.

### **W. Morris Dean**

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Mr. Dean is a staff information developer at the Santa Teresa Laboratory. He joined IBM in 1967 as a systems engineer and became a technical writer in 1971. He has written and edited programming publications and published several articles on psychological aspects of technical writing. Mr. Dean received a B.A. degree in philosophy from Yale University in 1964.

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Mr. Gardner is manager of Information Systems Application Development at the Poughkeepsie laboratory. He joined IBM in 1964. Since 1970 he has held various I/S management positions such as computer center manager and VM/CMS Services Manager. He has been active in the use of automated office tools and VM/370 network communications for the past ten years. His current responsibilities focus on the implementation of engineering development tracking tools, network communications, and office automation services.

### **Garry A. Helander**

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Mr. Helander is a development manager in the IBM Canada Limited Laboratory. Since joining the laboratory in September 1974, he has worked on advanced communication software, system software installability, and system usability. He received a M.Sc. in Computing Science from the University of Alberta in 1974.

## **Authors**

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Ms. Kaiser is an information planner in the System Information Department at the Santa Teresa Laboratory. Since 1977, she has worked on special projects exploring ways to improve the usability of IBM publications and programming products. Two such projects were the System Information Ease-of-Use Study Group and the DPPG Architecture Review Committee (both of which she chaired). Ms. Kaiser joined IBM as a programming writer at the Poughkeepsie Programming Laboratory in 1966. She received a B.A.S. degree in English literature from the University of Illinois in 1966.

**Pratap N. Misra**

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Dr. Misra joined IBM in Houston in 1974 and is currently an advisory systems analyst in the Ground Based Space Systems project. From 1974 to 1979 he worked on NASA-sponsored studies related to development of pattern recognition techniques to identify crops in Landsat images for the Large Area Crop Inventory Experiment. Since 1979 he has been involved in modeling and analysis of computer systems to support the operations of the Shuttle Data Processing Complex at the Johnson Space Center. Dr. Misra received the B.S. degree from Indian Institute of Technology, Kanpur, India, in 1965, the M.S. degree from Lehigh University in 1967, both in mechanical engineering, and the Ph.D. degree in engineering sciences from the University of California, San Diego, in 1973.

**Edward Ort**

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Mr. Ort is a staff information developer at the Santa Teresa Laboratory. Since joining IBM in 1969, he has developed information for many language, data base/data communication, and interactive system programs. His current interest is in programming product usability. He received a B.S. degree in physics from New York University in 1968.

**Florence H. Pessin**

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Ms. Pessin is System Information manager at the Santa Teresa Laboratory. Her department is responsible for documentation that supports programming products produced at the Laboratory. She joined IBM in 1957 as a programmer and was associated with programming language design, compiler design and development, and the management of various language development activities before assuming her present duties. Ms. Pessin received a B.S. degree in mathematics from Queens College.