Presenting the
System/36 Family

IBM System/36

If you have been waiting for a data processing system capable of meeting the demands of today's business operations, IBM's powerful System/36 family is the system for you. These systems are easy to install, easy to use, have high reliability, and are totally compatible with each other. So pick the one that is right for you or "mix and match" to meet the various requirements of your departments, locations or users.

Powerful, Productive, Affordable—
That's IBM's System/36.
This data processing system features:

A FAMILY OF SYSTEM UNITS—Start small and let your data processing system expand with your needs, with full software compatibility as you grow.

PRODUCTIVITY—Integrate your business, office, graphics, and communication applications on one system.

SIMPLICITY—A System/36 is easy to install and use. Menu-driven operation and system-wide HELP make the system usable by everyone in your organization.

IBM 5362 System Unit

The 5362 System Unit is about the size of a two-drawer filing cabinet. This quiet, compact system conveniently fits into your office environment. It plugs into a standard grounded 110 volt wall outlet. You can easily add optional features without the need for IBM service personnel. Four models are available.

IBM 5360 System Unit

It is important that your computer can grow as your business grows. You should plan for your future as well as present needs when choosing your system unit. The 5360 System Unit starts small but can be expanded extensively to handle your future growth requirements. The 5360 System Unit has greater maximum capacities and supports more devices than the 5362 System Unit. Twelve models are available.
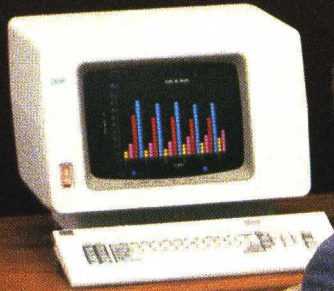
IBM 5362 System Unit

IBM 5360 System Unit
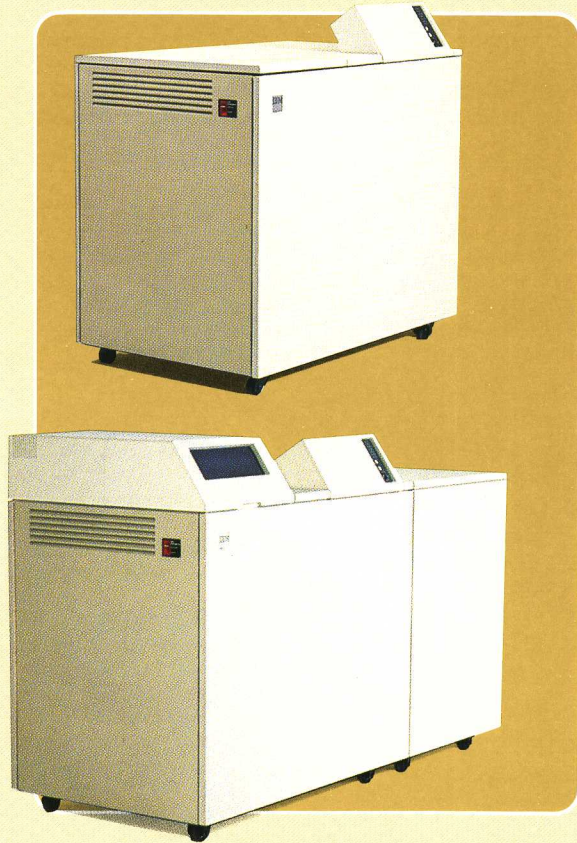
It Offers You a Choice of Applications

It's the computer programs that help you get the results you need. And there are several ways to get the programs you want. You can:

- Use IBM-written and IBM-supported application programs
- Purchase non-IBM developed programs
- Train or hire employees to write programs
- Purchase outside programming services to write custom application programs for you

Licensed Application Programs

If you do not want to write your programs, IBM has developed a variety of licensed application programs.

IBM application programs can help you get results from your computer. They are written, documented, and supported by IBM. Education is provided so you can learn how to install and use application programs. IBM also provides a telephone service to answer questions and help you solve problems.

IBM application programs have been developed for many industries, for example, manufacturing, distribution, and construction. These programs provide industry-specific applications such as purchasing, forecasting, product data management, job costing, and revenue accounting. There are also basic business accounting applications such as general ledger, accounts receivable, accounts payable, and payroll. One or more of these application programs may meet your needs. Call your IBM Branch Office for more information.

Retrieval/36

Retrieval/36 is a flexible and easy-to-use method of creating and producing customized reports. Using Retrieval/36 you can:

- Choose information to be included on reports
- Print reports or view them on a display station
- Request summary or detail reports, user-defined calculations, totals and subtotals
- Sort information, and rerun or change reports

The Office Support Services programs are IBM-written multipurpose programs that are designed to help you operate your office more efficiently.

Office Management System

You can use the System/36 Office Management System to file and find documents, process documents, and send documents to users on the same system. You can review the contents of your in-basket, schedule appointments, print address labels, check the status of your outgoing mail, and maintain telephone directories. The online tutorial and extensive help text make the Office Management System easy to learn and use.

Text Management System

The System/36 Text Management System lets you create documents or write letters, store them in a library, and print them on any printer on the system, including the 5219 printwheel printer. Information from your data files can be included in the documents you write. Spelling and synonym aids help you proofread your work. The online tutorial and extensive Help text make the Text Management System easy to learn and use.

Business Graphics Utility

System/36 Business Graphics Utility brings the development of graphs to every display station, 5224 Printer, and 5225 Printer. Color graphs can be displayed on the 5292 Model 2 Color Graphics Display Station. Included in the 5292 Model 2 are output ports that allow the direct attachment of color printers, electronic film cameras or monitors, and various color plotters.

It's a Versatile System

From a Single System

A System/36 is a versatile, helpful addition to most any business. Whether you have a single department, multiple departments, or multiple locations, a System/36 may be just what you are looking for.

Serving a Single Department

A System/36 for a single department may consist of:

- A **system unit:** The heart of the system. It contains the disk, the diskette drive, main storage, and the processing unit.
- A **display station:** Used to run your applications, to start certain system actions and to control and observe system operation.
- A **printer:** Used to produce printed output.

This may be all you need to get your job done.

Serving Multiple Departments

As your data processing needs change and grow, the System/36 can change and grow with you. You can add local display stations and printers to handle the additional work. Local display stations and printers are directly attached to the system unit without using a data communications line. You can have a combination of up to 22 local display stations and printers attached to the 5362 System Unit and up to 36 local display stations and printers on the 5360 System Unit.

You can place a display station where you enter orders and verify customer information; in accounting to handle payroll; on the plant floor to control production. Maybe you need a display station in the warehouse for up-to-the-minute information on inventory. The choice is yours. You can place the equipment where you need it.

Printers? You can put a printer in the business office to generate memos. Or, install one in the warehouse for printing picking-slips. System/36 makes it easy because it's designed for you—whatever you do!
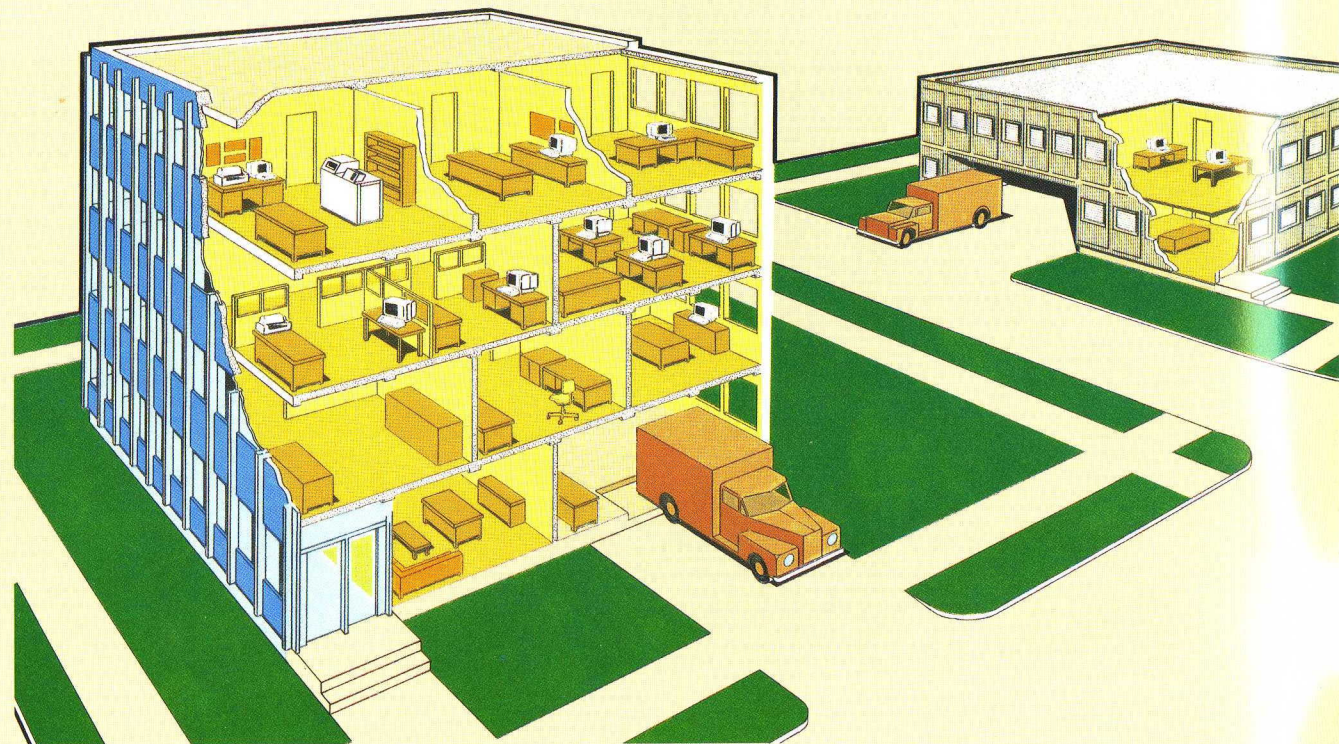
Serving Multiple Locations

If your business expands to more than one location, that's alright. You can add remote display stations and printers where the work is—across town or across the country. Remote display stations and printers are attached to the system unit by a communications line. You can have a combination of up to 64 remote display stations and printers attached to a System/36.
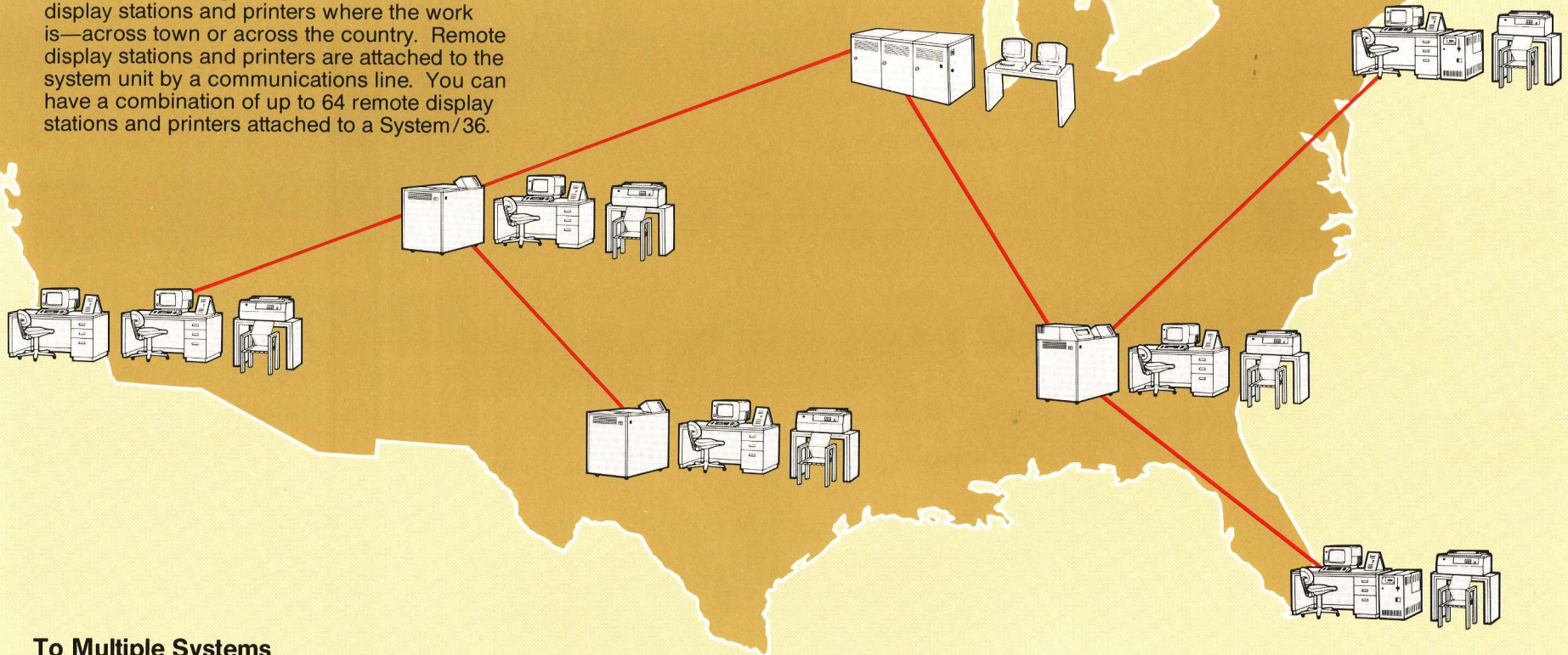
To Multiple Systems

Regardless of your business structure or requirements, you can design a data processing network to suit your needs. You can put the power where the need is.

A multiple-system environment involves more than one processor and several input/output devices at different locations. The processing can be done at each location or it can be distributed among your locations. In many cases, productivity can be increased by using a multiple-system environment.

For example, a business started in Atlanta installs a 5360 System Unit. The business develops rapidly and expands to Miami and New York. These locations install 5362 System Units. The Miami and New York locations do order entry, order processing, and send the orders out. They also send the order files to the host System/36 at Atlanta. The host System/36 processes the order files and handles inventory control and billing for Miami and New York.

Another business, started in Denver, installs a 5360 System Unit. This business expands also

and opens offices in Dallas and Los Angeles. The Dallas office installs a 5360 System Unit, while the Los Angeles office uses remote displays attached to the host System/36, which is at Denver.

A large corporation in Chicago acquires both of these business organizations and links the System/36 at Atlanta and the System/36 at Denver with their IBM 4300 system. With this arrangement, the inventory information at each location is made available to every other location throughout this multiple-system network.

System/36 Offers Many Choices
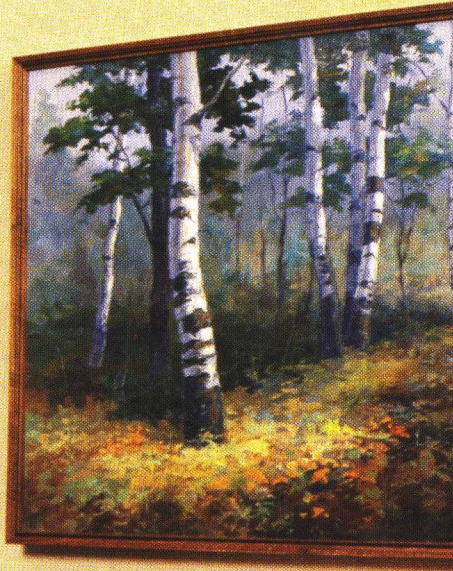
The system unit controls the system. It contains main storage, disk storage, and a diskette drive. The System/36 family of computers offers system units with a variety of capacities.

Main Storage

Main storage is the area where all of your programs are run. The following sizes are available:

5362 System Unit	5360 System Unit
128K bytes	128K bytes
256K bytes	256K bytes
384K bytes	384K bytes
512K bytes	512K bytes
	768K bytes
	1024K bytes

The amount of main storage available for your use depends on the amount of storage required by the system functions you select.

Disk Storage

Disk storage is the area where your programs and data are stored. The disk capacities available are:

5362 System Unit Number of Characters	5360 System Unit Number of Characters
30 million	30 million
60 million	60 million
90 million	200 million
120 million	400 million
	600 million
	800 million

Diskette Save/Restore

The single diskette drive is used to save and restore information on diskettes. A diskette magazine drive allows you to use several diskettes without operator intervention. It can hold 23 diskettes (three individual diskettes plus two magazine containers that can hold up to 10 diskettes each). It can process up to 20 diskettes without operator intervention.

5362 System Unit	5360 System Unit
Single diskette	Single diskette
	Diskette magazine

Tape Save/Restore

The 8809 Magnetic Tape Unit can be attached to a System/36 with a 5360 System Unit. It can save data from disk for offline storage and it can restore data to the disk for online processing.

5362 System Unit	5360 System Unit
	8809 Tape

Display Stations

The System/36 computer family supports many display stations to suit your requirements.

5362 System Unit	5360 System Unit
3180	3180
5251	5251
5291	5291
5292	5292
5150/5160 XT Personal Computer	5150/5160 XT Personal Computer
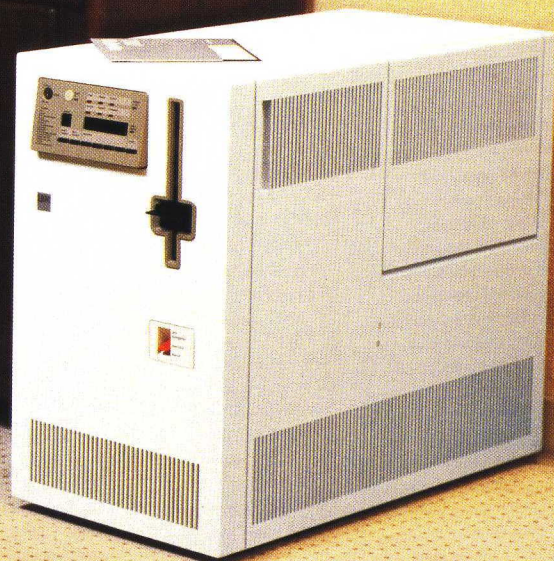
Printers

The System/36 computer family supports several printers to suit your requirements.

5362 System Unit	5360 System Unit
5219	5219
5224	5224
5225	5225
5256	5256
	3262

Communications

Communications is an important part of System/36. The System/36 family supports BSC, SDLC, and X.25 protocols.

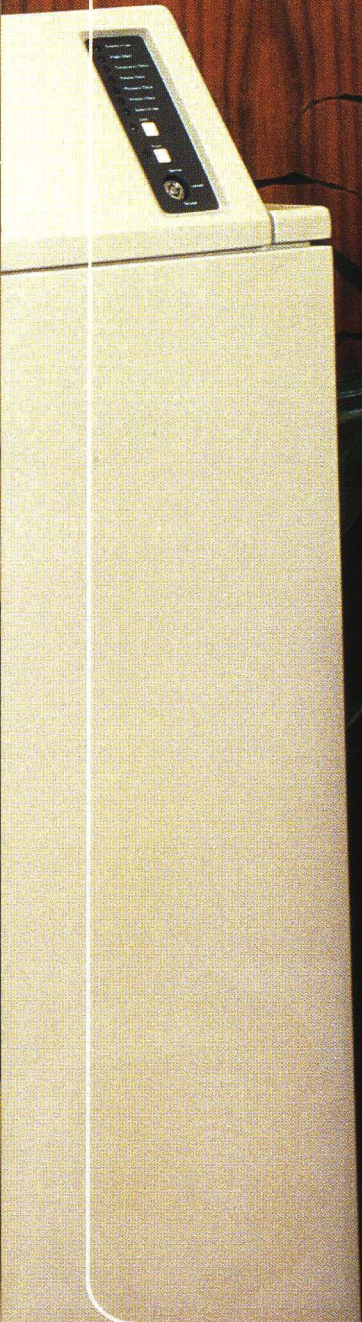| 5362 System Unit Number of Communications Lines	5360 System Unit Number of Communications Lines
1 to 4	1 to 4

Magnetic Character Reader

The 1255 Magnetic Character Reader can be attached to a System/36 with a 5360 System Unit. It can read and sort documents that are inscribed with ink.
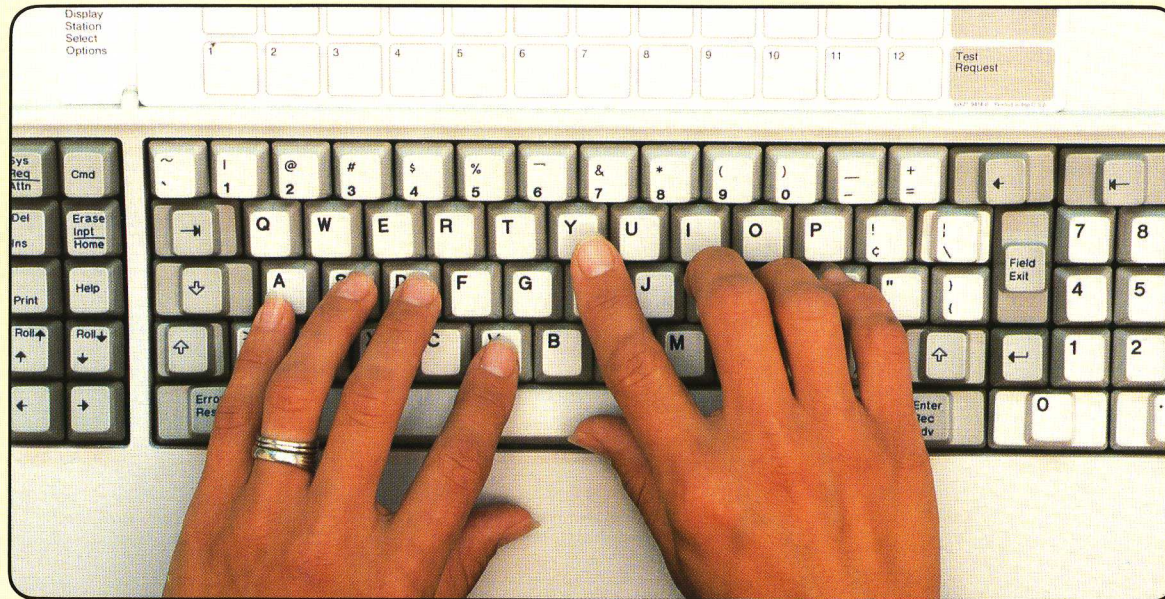
5362 System Unit	5360 System Unit
	1255

In today's business world, time is important. You need a quick and easy way to store records and get up-to-the-minute information from your system. It's efficient to enter information at the source and receive data where you need it. And IBM display stations can be located where you need them.

IBM offers a variety of display stations. They have several things in common. For example, they all:

- Consist of a display unit and a keyboard
- Display up to 24 lines of information with a maximum of 80 characters on each line
- Display uppercase and lowercase high-resolution letters

- Provide display control and highlighting characteristics
- Have Cable Thru capability, which gives you the economy and convenience of connecting multiple devices to a single twinaxial cable
- Can be local display stations (connected directly to the System/36 without using a communications line)
- Can be remote display stations (connected to the System/36 through a controller and a communications line)

But there are differences. Select the display stations that suit your needs.

The 3180 Model 2 Display Station has an adjustable display unit that can be raised, lowered, and tilted for viewing comfort. The angle of the low profile keyboard can be adjusted for comfort. The keyboard has two rows of command keys. The 3180 Model 2 Display Station can be used as a local display station. It can also be used as a remote display station through attachment to the 5294 Control Unit.

Display Stations

IBM 5150/5160 XT Personal Computer

IBM 5251 Display Station

IBM 5291 Display Station
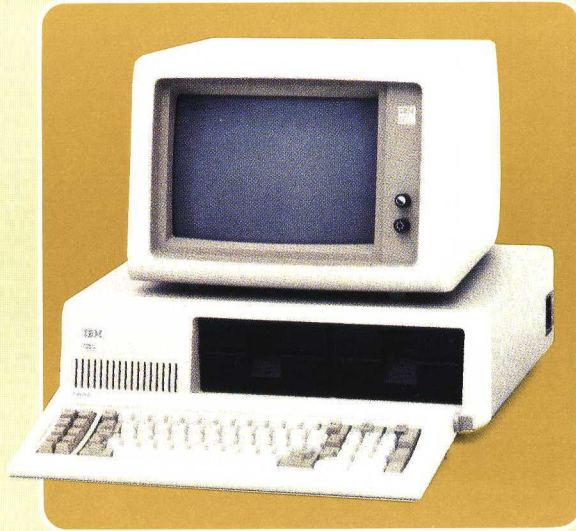
The personal computer is a stand-alone computer that can be attached to System/36. It can switch back and forth from being a System/36 display station to being a stand-alone computer. Information stored in the personal computer can be printed on an attached printer.

The personal computer can be used as a local display station. It can also be used as a remote display station by attaching it to a 5251 Model 12 or a 5294 Control Unit.

The personal computer can use the System/36 to read and write data. The data is stored in the System/36, but can be addressed, formatted, read from, and written to by the personal computer. Information can be exchanged between the personal computer data stored on the System/36 and other files on the System/36. The personal computer data stored on the System/36 can be easily accessed by one or more personal computers attached to the System/36.

The 5251 Display Station is offered in two models:

- Model 11 can be used as a local display station or as a remote display station.

- Model 12 is a display station with a remote controller. A Model 12 display station is connected to System/36 by a communications line. Other display stations and printers are connected to the Model 12 and communicate with System/36 through the controller, within the Model 12.

The 5291 Display Station has an adjustable display unit that can be tilted for viewing comfort. The angle of the low profile keyboard can be adjusted for comfort. The 5291 can be used as a local display station or as a remote display station.
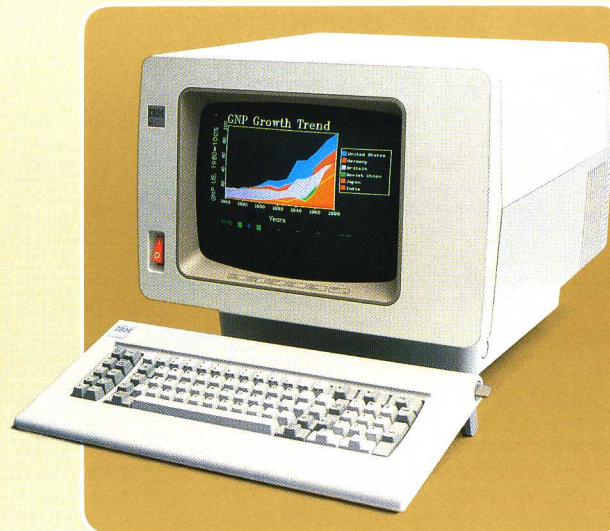
IBM 5292 Model 1 Display Station

IBM 5292 Model 2 Color Display Station

IBM 5294 Control Unit

The 5292 Model 1 Display Station provides color displays. It can display characters in seven colors (red, green, white, turquoise, blue, pink, and yellow). It has an adjustable display unit that can be tilted for viewing comfort. The angle of the keyboard can be adjusted for comfort. The Model 1 can be used as a local display station or as a remote display station.

The 5292 Model 2 Color Display Station provides all of the functions of the Model 1 plus full graphic function. The Model 2 allows attachment of:

- The IBM XY/749 8-Pen Plotter
- Commercial electronic cameras, television monitors, and television projectors
- The IBM 5152 Model 2 Personal Computer printer to make mono color screen copies with 2 shades of gray
- The IBM 5182 Model 1 Color Printer to make color screen copies

The 5294 Control Unit is a remote work station controller. It is connected to System/36 by a communications line. Up to 8 display stations and work station printers, to be used remotely, can be connected to the 5294 to communicate with System/36.

In today's data processing environments, you need printers that can perform a variety of printing tasks, at different speeds, in both local and remote locations. You want printers with the flexibility to satisfy a wide range of hard copy requirements. And that's exactly what IBM printers are designed to do.

IBM printers provide an assortment of speeds, character sets, and convenience options for you. Select the ones that satisfy your requirements.

That's why IBM offers printers in logical speed increments with corresponding functional capabilities. You can select the speed that will do your printing jobs best and still get the additional flexibility and performance you need.

System/36 has band, impact matrix, and printwheel printers that give you high quality output to suit your needs best. These printers come in a range of speeds, so you can have quality without sacrificing productivity. And they're reliable, attractive, quiet, and easy to use.

IBM 3262 Printer

The 3262 Printer is a locally attached engraved band printer. It is available in a wide range of character sets to meet your specific requirements. Its high speed, convenience, and flexibility make it a good choice for a system printer. The 3262 Printer is available with the 5360 System Unit only.

The 3262 offers:

- High speed, high quality printing
- A choice of character sets
  - 48 characters
  - 64 characters
  - 96 characters (uppercase and lowercase)
  - 188 characters (uppercase and lowercase multinational)
- Simplified handling of forms

The 3262 can print up to 132 characters per line at 6 or 8 lines per inch. It is available in the following two models, which have the same printer speed.

Model	Lines per Minute at 10 Characters per Inch
B1, C1	650

IBM 5219 Printer

The 5219 Printer is a tabletop engraved-printwheel printer that prints reports and letters on cut-sheet forms or continuous forms. It uses a 96-character printwheel, which provides both correspondence quality originals and carbons. It offers a range of interchangeable type styles to match your printing needs. The 5219 Printer can be used in either a local or remote location.

The 5219 offers:

- Typewriter quality, high speed printing with 10, 12, and 15 pitch options
- Easy-to-use printwheels in a range of type styles
- Manual or optional automatic cut-sheet forms handling
- Optional drawers for letterhead and second page insertion
- Optional envelope feeder
- Cable Thru, which allows you the economy and convenience of connecting multiple devices to a single twinaxial cable

The 5219 is available in the following two models:

Model	Characters per Second at 10 Pitch
D01	40
D02	60

Printers

IBM 5224 Printer
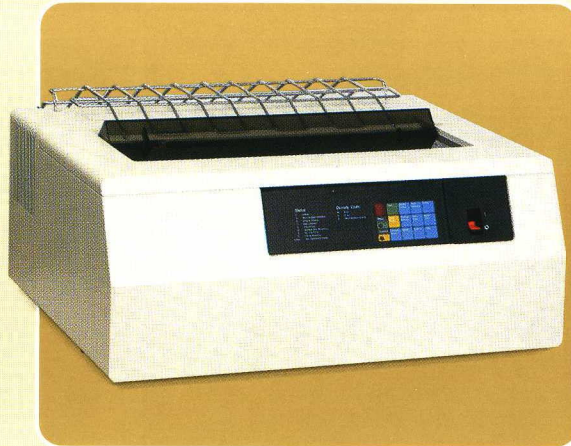
The 5224 Printer is a tabletop matrix impact printer that provides printed output where you need it. You can use this printer in a local or remote location, and it can be used as the system printer.

Using an IBM licensed program, you can design and print your own:

- Character fonts and symbols
- Oversize characters
- Bar codes
- Forms
- Business graphics
- Logos

Standard reports (14-7/8 x 11) can be printed quickly and easily in 11 x 8-1/2 correspondence size. Your reports will be smaller, more convenient, easier to handle, and easier to store.

The 5224 can print up to 132 characters per line at 6 or 8 lines per inch. With condensed printing, you can have up to 198 characters per line.

The 5224 also offers:

- A choice of character sets
  - 95 characters (uppercase and lowercase)
  - 184 characters (uppercase and lowercase multinational)
- An audible alarm feature, which tells you when manual intervention is required
- Cable Thru, which allows you the economy and convenience of connecting multiple devices to a single twinaxial cable
- The Model 12, available in the Far East, for printing ideograms

The 5224 is available in the following two models:

Model	Lines per Minute at 15 Characters per Inch*	Lines per Minute at 10 Characters per Inch*
1	95	140
2	175	240

*For a 7.4 inch print line.

IBM 5225 Printer

The 5225 Printer is a matrix impact printer that provides high speed printing where you need it. You can use this printer in a local or remote location, and it can be used as the system printer.

Using an IBM licensed program, you can design and print your own:

- Character fonts and symbols
- Oversize characters
- Bar codes
- Forms
- Business graphics
- Logos

Standard reports (14-7/8 x 11) can be printed quickly and easily in 11 x 8-1/2 correspondence size. Your reports will be smaller, more convenient, easier to handle, and easier to store.

The 5225 can print up to 132 characters per line at 6 or 8 lines per inch. With condensed printing, you can have up to 198 print positions on a print line for use in financial, statistical, and industrial reports.
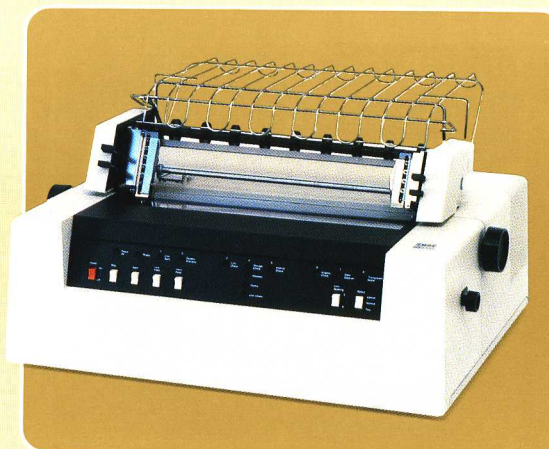
The 5225 also offers:

- A choice of character sets
  — 95 characters (uppercase and lowercase)
  — 184 characters (uppercase and lowercase multinational)
- An optional audible alarm feature, which tells you when manual intervention is required
- An optional Cable Thru feature, which allows you the economy and convenience of connecting multiple devices to a single twinaxial cable
- Models 11 and 12, available in the Far East, for printing ideograms

The 5225 is available in the following four models, which are similar except for the printing speeds.

Model	Lines per Minute at 15 Characters per Inch*	Lines per Minute at 10 Characters per Inch*
1	195	280
2	290	400
3	355	490
4	420	560

*For a 13.2 inch print line.

IBM 5256 Printer

The 5256 is a tabletop matrix impact printer that provides economical printing. The 5256 can be easily moved for use in a local or remote setting. The 5256 offers:

- Bidirectional character printing for increased throughput
- A choice of character sets
  — 95 characters (uppercase and lowercase)
  — 184 characters (uppercase and lowercase multinational)
- An optional audible alarm feature, which tells you when manual intervention is required
- An optional Cable Thru feature, which allows you to connect multiple devices to a single twinaxial cable

The 5256 can print up to 132 characters per line at 6 or 8 lines per inch. It is available in the following three models:

Model	Characters per Second at 10 Characters per Inch
1	40
2	80
3	120

IBM Instruments XY/749 Digital Plotter

The XY/749 Digital Plotter is an 8-pen plotting device that produces graphs, charts, and plots of data and text. It is a high quality, hard copy output device that can plot on 8-1/2 x 11 inch paper or transparencies. Multi-color plots can be generated with minimal operator intervention.

The XY/749 Digital Plotter is ideal for the office environment because of its quiet operation.

Magnetic Character Reader

The 1255 is designed for banking and finance applications. It reads and sorts documents that are inscribed with magnetic ink (for example, checks, money orders, bank drafts, and deposit tickets). The 1255:

- Reads and validates the inscribed magnetic ink characters (MICR E13B type font) under the control of programs running in the System/36

- Sorts documents under control of a System/36 program or in stand-alone mode

- Is available only with a System/36 using a 5360 System Unit

The 1255 reads and/or sorts 6-inch documents at the following rates:

Model	Documents per Minute
1	500 (into 6 stackers)
2	750 (into 6 stackers)
3	750 (into 12 stackers)

IBM 8809 Magnetic Tape Unit

The 8809 Magnetic Tape Unit is available only with a System/36 using a 5360 System Unit. It attaches to the System/36 through the Magnetic Tape Unit Adapter (a special feature). The 8809 can save data from disk as permanent, offline storage for archiving or backup. It can also restore data to the disk for online processing.

Model	Bytes per Second
1C, 2C	20,000 in start-stop mode/ 160,000 in streaming mode

The 8809 operates in the following two modes:

- In start-stop mode, the 8809 runs at 0.32 meters/second (12.5 inches/second) to achieve a 20,000 bytes/second rate for data transfer.

- In streaming mode, the 8809 runs at 2.54 meters/second (100 inches/second) to achieve a 160,000 bytes/second rate for backing up or restoring data from disk.

Tapes are written in 1600 bytes/inch density and can be interchanged between systems that operate with tape units of the same record format and density. The 8809 is available in two models, which have the same processing speeds.

The System Support Program (SSP) is an IBM-written, licensed program that you use to operate your system. It allows you to run applications that process your data. The SSP contains control and System/36 functions. These functions support your application programs, other IBM program products, and IBM diagnostic and service aid programs.

The SSP contains the following functions to help you do your job.

System Guided Operation

System/36 automatically displays a menu that provides system-guided operations. All system functions can be performed from a series of task-oriented menus or (for more experienced users) by commands and control statements.

Explanatory text about what you see on your display can be viewed by pressing the Help key. This type of assistance is available any time you request action or input. Application programmers can add this same kind of facility to your applications without changing your programs.

Online Problem Determination

System/36 includes self-diagnostic online problem determination features that allow you to troubleshoot and diagnose problems.

Job Queue

The job queue allows you to submit a job to the system for processing and go on immediately to your next job. The job queue consists of a list of jobs that have been submitted for processing. You submit a job to the job queue and the system takes care of processing the jobs one at a time.

System Support Program

Print Spooling

Your processing doesn't have to depend on the speed of your printers. With print spooling you can process data at full speed. Print spooling intercepts data that is bound for the printer, stores it on disk, and allows you to control when it is printed. Programs that print large reports don't have to wait for the printer, and programs that print infrequently don't slow down the printer. Print spooling works for all printers—system, local, and remote. You can share the printers with many other users, and print spooling keeps your information separate.

Data Communications

There are many ways that data communications can be used with System/36. These protocols are supported: BSC, SDLC, and X.25. They may be used for the following:

- Remote work stations
- Multiple session remote job entry (SNA or BSC)
  - To systems such as System/370, 30XX, and 43XX
    a. OS/VS1 RES
    b. OS/MVS JES2
    c. OS/MVS JES3
    d. VM/370 RSCS (BSC only)
    e. DOS/VSE POWER/VSE (SNA only)
- 3270 device emulation (SNA or BSC)
  - System/3 CCP
  - CICS/VS
  - IMS/VS
  - VM/370
  - TSO
- System/370, 30XX, and 43XX interactive communications
  - CICS/VS
  - IMS/VS
  - CICS/DOS/VSE

- Peer SNA subsystems
  - System/34
  - System/36
- Finance SNA Subsystem
  - 3600
  - 4700
  - 3694
- Communications and system management (SNA)
  - Distributed systems executive (DSX)
- BSC systems (batch and interactive)
  - System/38
  - System/36
  - System/34
  - System/32
  - System/3
  - Series 1
  - OS/6
  - 6670
  - 5260
  - 5280
  - Datamaster

Security

An extensive, integrated security capability is available to help prevent unauthorized access to the system as well as to your data files and programs.

SSP Utility Programs

The SSP utility programs perform many necessary functions. Some utilities manage data files and programs on disk. Other utilities initialize, copy, and manage files on diskettes (or tape available on a System/36 with the 5360 System Unit); control the security features; format displays; and specify system information (such as the number of lines printed per page and the date).

Disk Data File Support

Disk data file support handles disk files with sequential, direct, or indexed organization. It also handles multiple indexes for indexed files, allows you to specify levels of file sharing, and accesses files both consecutively and randomly.

Multiprogramming

You can run more than one job at a time. Multiple users share the system yet each user feels he has the system to himself. While one program waits for input or output operations to complete, the system automatically allows other programs to process data.

Sort

Using sort you can arrange records in your files according to your needs. You can arrange your records in ascending order, in descending order, or in a special order.

Inquiry

You can suspend a current application to process a high priority request for information and then resume the suspended application.

Ideographic Character Generator Utility

The ideographic character generator utility allows you to graphically design, change, delete, and list user defined characters. It is available in the Far East only.

Ideographic Sort

Using ideographic sort, you can sort records in ideographic collating sequences. Ideographic sort is available in the Far East only.

Programming Languages

IBM offers several licensed programming languages to help you meet your processing requirements. There are System/36 manuals and education to support the language you choose.

RPG II

RPG II is a symbolic programming language that is commercially oriented. It is specifically designed for writing application programs that meet common business data processing requirements.

COBOL

COBOL (COmmon Business Oriented Language) is a high-level programming language for those who need to solve business problems efficiently.

BASIC

BASIC (Beginner's All-purpose Symbolic Instruction Code) is a high-level interactive language. It is designed for those who need to solve business, technical, and scientific problems. BASIC is easy to learn, easy to use, and easy to remember.

FORTRAN IV

FORTRAN IV (FORmula TRANslation) is a high-level programming language for those who have scientific, engineering, mathematical, or commercial problem-solving requirements.

Assembler

The assembler language uses symbolic names or absolute addresses to refer to instructions and related data. There are predefined mnemonic codes for all machine instructions and for auxiliary assembler instructions.

Programmer and Operator Productivity Aid

The programmer and operator productivity aid is a set of utilities designed to simplify everyday programming tasks performed on files, libraries, and diskettes. Some of the many functions available are: browse, edit, copy, delete, print, backup/save, and restore.

Utilities

The Utilities Program Product is a set of IBM-written multipurpose programs that help you create and maintain your disk data files and application programs. The utility programs are designed to make using your System/36 easier and more productive.

Data File Utility (DFU)

With DFU you can create, maintain, inquire into, and print your files without using a programming language or writing a program. Through prompts and responses, DFU interacts with you to create a program that can accomplish your tasks. DFU is easy to use and supports simple data entry, report listing, file inquiry, and file update.

Screen Design Aid (SDA)

With SDA you can create, change, and delete displays and menus. You can also define your own Help text for menus and application programs as well as generate RPG and WSU programs for file maintenance or data entry. At your request, the SDA utility displays information to guide you through each part of each SDA job.

Source Entry Utility (SEU)

With SEU you can enter and maintain source programs and procedures on disk. You can enter operation control language statements in a free form format, enter statements using one of the formats supplied, or you can define your own formats for entering your own special control statements.

Work Station Utility (WSU)

With WSU you can easily create customized programs to enter and edit data interactively. WSU simplifies the creation of interactive data entry and processing applications.

WSU can also be used to produce disk file inquiry and file maintenance programs.

It's Backed by Education and Publications

IBM has the right education, Customer Centers, publications, and personnel to help you use your System/36 efficiently.

Education

A variety of education offerings are available to help you prepare to use your new IBM System/36. These offerings cover areas such as planning, system operation, and programming.

While some of the education is presented in a conventional classroom/seminar setting or through conventional self-study (study at your own pace at your office or in your home), most of the education for the IBM System/36 is presented in a Guided Learning Center environment.

The Guided Learning Center is a carefully structured approach to education. It combines the best of the self-study method with other forms of education, such as exercises at the computer terminal or videodisc presentations.

The Guided Learning Center offers a unique blend of materials, settings, and assistance as you learn about the IBM System/36 at your own pace. Guided Learning Centers are located throughout the country for your convenience.

Complete information about all education available for the IBM System/36 can be obtained from the IBM Education Planning Guide. Contact your IBM marketing representative for your personal copy of the guide and together plan an education program to meet your needs.

Publications

In addition to the education available for System/36, a full range of publications backs this new system. These publications can help you learn, plan, set up, install, program, and operate the System/36.

Customer Assistance Center

The Customer Assistance Center provides phone coverage to help you implement your System/36. The center's staff is trained to answer questions about:

- System/36 hardware
- System/36 SSP and SSP special features
- System/36 utilities, programming languages
- System/36 office systems support
- System/34 to System/36 Migration Aid

This service is in effect for the first six months that you have your System/36. You can begin using it as soon as you set up your system.

Customer Center

Most IBM branch offices provide a Customer Center, staffed by a team of systems engineers, to answer your questions about System/36.

The team holds seminars on topics such as installation, applications, and programming examples.

Along with the Customer Center and education offerings, other branch office personnel are on hand to serve you. They are:

- Marketing representatives
- Systems engineers
- Customer service representatives
- Program support representatives

Marketing Representative

The marketing representative is your primary contact with IBM. The marketing representative:

- Recommends and markets IBM solutions to achieve your data processing and business objectives
- Keeps in close contact with your plans and progress
- Assists in planning educational goals for your personnel

Systems Engineer

The systems engineer provides guidance in technical matters of computer installation and operation. The systems engineer:

- Helps you identify your business objectives and helps you solve problems
- Describes proposed solutions and the reasons for taking a specific approach
- Conducts demonstrations and provides guidance for evaluation of computer performance
- Works closely with you as a technical consultant on your computer installation, operating activities, and IBM products
- Provides support of certain IBM programs

Customer Service Representative

The customer service representative is your direct link to a nationwide IBM technical support network. The customer service representative:

- Provides both preventative and maintenance services
- Installs engineering improvements and maintains the engineering change level of your system
- Monitors your system maintenance needs to ensure maximum productivity

Program Support Representative

The program support representative provides support of certain system-supplied programs. The support includes determining the sources of program-related problems and resolving them.

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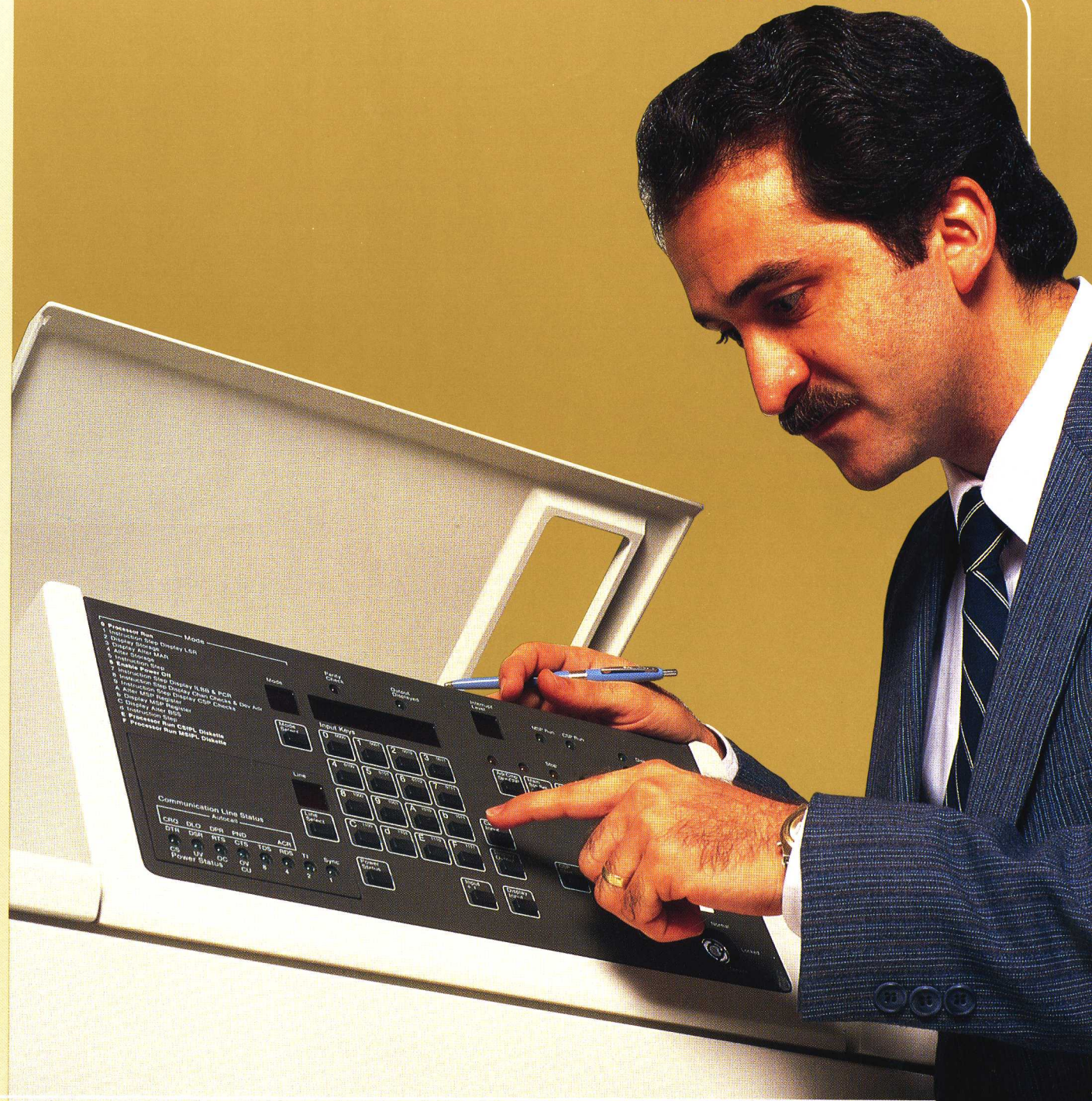
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