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1947 - 1997

Year	Description of ACC Events	Description of RCC Events	Year
1947	Al Cardno was hired by Bill Donaldson to establish the first punched card installation at The Upjohn Company. This organization was part of Pharmaceutical Manufacturing Division and was located in the basement of Building 25.	*Files Toss* 3/18/04

Roger — didn't know if you had this, or want it, but made a copy for you. Found it in some files at home.

Mike H. | |
| 1948 | Walt Bishop was hired. His first assignment was to assist in the conversion of Capital Equipment Records from a manual to a punched card system. | | |
| 1950 | The Data Processing Unit moved to Portage and was located on the Mezzanine of Building 41.

Data Process became part of the Treasurer's responsibility reporting to D. Gordon Knapp. | | |
| 1953 | Bob Johnson was hired. His first assignment was to convert Pharmaceutical Sales Analysis Reporting from comptometers to punched cards. | | |
| 1956 | First computer programming staff was established and consisted of Dick Knapp, Dick Shupe and Dick Weakley.

The Distribution Center's billing and sales reporting function was automated using punched cards with an IBM 407 Printer in each DC to print invoices. The punched cards were mailed daily to Kalamazoo for input to the Pharmaceutical Sales Analysis System. | | |
| 1959 | Upjohn's first computer facility was built in the basement of Building 41. This later became known as the Administrative Computer Center (ACC).

A Burroughs 220 Electronic Data Processing System was installed in September. It was The Upjohn Company's first major computer.

The Pharmaceutical Sales Analysis System was converted from punched cards to become the first major computerized application. | | |
| 1960 | A Burroughs E 102 Computer was installed by Research Statistical Methods to assist with drug study calculations. | | |
| 1962 | IBM 1401 Computer System was installed as the first step towards the replacement of the Burroughs 220.

Corporate Payroll automated on the IBM 1401. | IBM 1620 with 20k main storage was installed in PR&D. A card reader/punch and one 2311 disk drive make up the entire system. | 1962 |
| 1965 | IBM 1410 Computer System was installed completing the replacement of the Burroughs 220.

IBM 1620 installed by Quality Control for use with biological and chemical assays. | | |
| 1965 | Cyrus Highlander transferred from the Chemical Division to become the first Director of Information Systems and Computer Services (IS&CS) with corporate-wide responsibility for data processing. Cy reported to Ted Parfet, Chairman of the Board. | The main storage on the IBM 1620 computer is upgraded to 40k. | 1965 |

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	Dana Squires was hired as the first Management Science/Operations Research analyst for IS&CS.		
1966	International Information Systems was formed under Ted Grainger. The initial areas supported were England and Belgium using the Unit Record Equipment application. The first IS&CS Annual Meeting was held at Brook Lodge. The IBM 360/30 installed in ACC.	The construction of the main machine room in Building 25-8 is completed. This machine room has a nine inch raised floor and covers an area of about 1810 square feet. An IBM 360/30 with 64k main storage is installed running a DOS operating system with .044 MIPs.	April, 1966 May, 1966
1967	The IBM 360/40 installed in ACC.		
		The Research Computer Center (RCC) is now under Pharmaceutical Research and Development (PR&D) management with a staff of seven people. Included are a unit head, secretary, system engineer, computer operator, and three key punch operators. Prior to this time IS&CS provided operations support, technical support, and management of the RCC. A DEC PDP8 was installed to automate laboratory equipment and production equipment. The Control Division installed an IBM 1800 computer to handle analog data.	June, 1968
1969	The Computer Automation Unit was established to provide assistance for the implementation of automated process control. IS&CS became part of the Treasurer's responsibility again, reporting to C.H. Ludlow after reporting to the Office of the President since 1965. The IBM 360/50 installed in ACC. A centralized Order Entry System (replacing the punched card system) was installed linking the ACC and all the Distribution Centers via telecommunication lines. Invoices processed in Kalamazoo were printed in the DCs. The Service Management function was established by IS&CS to provide a liaison between IS&CS and customers.		
1969 - 1970	Office Landscape in 41-0 implemented.		
1970	Corporate Computer Council (CCC) was established by R.M. Boudeman, Upjohn President, "to provide corporate overview for all major decisions involving computers and integrated information systems."	The IBM 360/50 with 512k of main storage, .20 MIPs, running DOS and OS/MFT installed. The configuration includes six 2314 disk drives with a capacity of 155 mb and six 2401 tape drives.	March, 1970
1971	A Corporate Timesharing function was formed to coordinate the service from various timesharing companies being used throughout the company. The 1287 Optical Scanner was installed as the first on-line scanner to support Detail Call System.		

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	The Computer Advisory Board (CAB) was established by W.A. Struck and C.C. Highlander, "to assist the Corporate Computer Council in evaluating technical alternatives and making recommendations in the area of computer technology."		
1972	The System Development Methodology (SDM) was finalized and introduced in IS&CS. The Control Division assumed responsibility for the Control Statistical Service Unit and operation of the Control Computer Center (CCC). The development and support functions were separated with their own organizational units.	An IBM 370/145 with 512k memory, .36 MIPs, running OS/MFT. The configuration includes four 3330 disk drives with a capacity of 400 mb. Six 3420-5 tape drives replaced the old 2401 tape drives. A Beta test of IBM's new AOS operating system begins. This becomes VS1 and is IBM's first virtual system of the OS/MFT operating system. (The virtual version of OS/MVT operating system announced later is MVS.) The RCC is one of only six U.S. sites in the Beta test. Production use of AOC (VS1) begins. General availability to IBM customers of VS1 occurs.	January, 1972 June, 1972 July, 1972 August, 1972
1973	Formal Service Levels were first established and published by the ACC. The IBM 360/158 Model 1 installed in ACC.	Remote Job Entry (RJE) is introduced. An interface between the RCC's 370/145 and PAC's IBM 1800 computer is placed into production. This computer-to-computer interface was designed and built in the PR&D instrument shop. (This interface receives heavy use for about 12 years with approximately six problems during that time period.) An IBM 370/155 is installed with 512k memory, VS1 OS, and .63 MIPs.	July, 1973 Dec., 1973
1974	The first VS operating system installed in ACC. The first Information System Symposium was held at Brook Lodge. Dale Griffith was appointed to the position of Corporate Systems Evaluation and Development – the first attempt at a corporate function.	Non-IBM storage is added to the 370/155. An additional 256k from EM&M is added as an additional frame.	October, 1974
1975	Agricultural Information Systems was formed under direction of Mike Goodrich. At this time IS functions were already active in Asgrow Florida and Asgrow Italy. Computer Output Microfilm (COM) was first established in ACC.	The first version of ROSCOE Time Sharing System (RTS), developed within the RCC, goes into production. Dial-in access is provided for the first time. A communication link to the BSO's structure activity computer is established and a communication link to the CRL computer is also established. RJE stations are installed in Buildings 190 and 32.	June, 1975
1976	TSO was first introduced in the ACC.	RTS version 2, which removed all processing restrictions, is placed in production.	Jan., 1976

Year	Description of ACC Events	Description of RCC Events	Year
		Two key-to-floppy machines, an IBM 3740 and 3741, replaced three IBM 129 key-punch machines.	Feb., 1976
		An additional 256k of memory is installed in the 370/155 bringing the total to 1 mb.	July, 1976
		Four IBM 3350 disk units replace four 3330 disk drives. DASD capacity increases to 1.4 gb.	Nov., 1976
		Twenty-six terminals are attached to the system. Eleven are 3270 workstations.	
		IBM's VM/370 operating system begins running in production on third shift on the 370/155. During this shift, The Upjohn Company full screen "E" editor is developed.	August, 1977
		Six people begin development of CDS under CMS during third shift. The "E" editor is required to improve development productivity since no full screen editor is available elsewhere for CMS.	Sept., 1977
		Version 1 of the Upjohn editor "E" is in production.	October, 1977
		An IBM 370/148 is installed with 1 mb of memory and .46 MIPs. Release 3 of VM/370 operating system with CMS. The 370/155 continues running VS1. The RCC is now operating two mainframe computers for the first time.	Dec., 1977
		A joint study between IBM Research in San Jose, CA, and Upjohn Research on System/R begins. System/R is IBM's experimental relational data base management system. The study is to last two years with three U.S. sites jointly involved in the study. Upjohn and one other site will complete the two year study.	
		An IBM 3705 replaces the IBM 3704 communication control unit.	
1978	Laser printing technology was first introduced in the ACC with the installation of the IBM 3800 printer. The IBM 360/158 Model 3 AP was installed in ACC.		
1979	The Security Administration function was created under direction of H. Spence Wilcox. *Apple IIE computer w/VIS reale w+5, introduced to Ag. Div. by MJ Goodrud. Linda Lynch first Fin. Anal. in Co. to use spreadsheet application.*	The IBM 370/158 is installed with 4 mb memory and 1 MIP. Replaces the 370/155.	June, 1979
		The RCC responsibilities have been divided between two newly formed groups: Computer User Support (five people) and System Engineering & Operations (eight people).	Nov., 1979
1980	The Information Security function was established as a full-time function in the ACC. The Office Automation Task Force was established	The IBM 370/158 processor is upgraded from a uniprocessor (UP) system to an attached processor (AP) system adding an additional frame to the machine. MIP rate for each processor is 1 with a	June, 1980

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	to provide control over the office automation environment and set guidelines for growth. The Telecommunications & Office Automation functions became the responsibility of IS&CS. The IBM 3033 was installed in the ACC.	combined 1.7 MIP rating. The Remote Spooling Communication Subsystem Networking (RSCSN) for driving remote printers, the Pass-Through Facility (PVM), and a CMS Batch facility are installed.	
1981	The name of IS&CS is changed to Information Management Services (IMS). Five IBM PCs were installed in IMS for use in developing microcomputer systems applications. (Personal computers had been used earlier by several other divisions for small independent applications.)	The IBM 4341-L01, serial number 12294, is installed with 4 mb memory and .80 MIPs. Replaces the 370/148.	April, 1981
		Installed special electrical power for a 415Hz, 75KVA, 208v 3 phase motor-generator to be installed in Building 25-14.	May, 1981
		The IBM 3033N computer with 8 mb memory is installed with 4.6 MIPs. The 3033N replaces the 370/158 AP and represents the RCC's first water cooled machine. A water chiller was installed in Building 126-9 with the condenser on the roof above the south half of building 25-8.	June, 1981
		Automatic chilled water control valves and a Johnson control panel have been installed in Building 25-8 machine room. Chilled water will automatically switch to city water if the water temperature rises above 55 degree F or if flow is reduced below 3 gallons/minute.	August, 1981
		Halon (fire retardant) system installation is completed in Buildings 25-8 and 25-9. Concentration discharge tests were satisfactorily performed.	October, 1981
1982	The IBM 3081 D was installed in the ACC. The responsibility for the Computer Automation Unit was transferred to the Engineering & Maintenance Division. Cy Highlander published "A Corporate Strategy for Information Resource Management." This document called BASIC (B-Business Information Planning; A-Automation of Office Functions; S-Subject Data Bases; I-Information Systems Development by Users; C-Communication Networks; and S-Security) represented a major turning point in the approach to Data Processing at The Upjohn Company.	The IBM 4341 is upgraded from a model L01 to M02 and increases memory to 8 mb and MIPs to 1.33. The memory on the IBM 3033N is upgraded to 12 mb.	January, 1982 Feb., 1982
1983	The punched card era ended in the ACC.	PROFS is installed on the 3033. At this time PROFS is not a standard program product and IBM requires local IBM office approval for acquisition.	May, 1983
		The RCC is participating in the Early Support Program (ESP) for the new relational database program product, SQL/DS. The development of this product from System/R was influenced by Upjohn's participation in the joint study with IBM.	July, 1983

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		The IBM 3033N memory was upgraded to 16 mb.	
		The IBM 4341 was upgraded from a model M02 to P12 increasing memory to 16 mb and 1.5 MIPs.	August, 1983
		The Early Support Program (ESP) for IBM's QMF program product begins. ESP lasts three months.	October, 1983
		A communication link to BRS is established.	Nov., 1983
		The VM/HPO operating system is installed on the 3033 in preparation for the installation of the 3083J.	Dec., 1983
1984	The IMS development, support and service management functions were reorganized into eight Customer Information Teams.

Jim Lucus became the Executive Director of IMS when Cy Highlander was appointed Corporate Productivity Administrator.

The IBM 3081 K was installed in the ACC. | Computer facilities in Building 25-8 are remodeled. The offices on the west and south sides of the main machine room are remodeled into raised floor areas. The west side contains a 280 square foot walk-in tape vault and a 1070 square foot Operations area. The south side contains a 600 square foot output area. The raised floor in the main machine room is replaced with a 16 inch raised floor. Badge readers are located at key facility entrances. The RCC facility becomes a "close shop" for the first time. The total RCC machine room space is now 4800 square feet. | January, 1984 |
| | | The IBM 3083J, serial number 22675, with 24 mb of memory and 7.48 MIPs is installed as the new N1 node. | March, 1984 |
| | | The IBM 4341-P12 is moved to the JCIC computer room in Building 258. | |
| | | The DEC 11/780 (VAX 780) with 4 mb memory and 1 MIP is installed in Building 25-8. Two RA81 disk drives provide 900 mb disk storage. This machine serves Computational Chemistry applications.

The REACCS application is installed on the VAX 780. | Nov., 1984 |
| 1985 | IMS organization changes its name to Management Information Services (MIS).

Information Resource Management (IRM) was established as a separate support group from MIS with corporate-wide responsibilities for information planning, data administration, information security and information technology research & evaluation.

MIS assumed responsibility for the operation of Division of Medical Affairs' (DMA) IBM 4381. | The VTAM program product is installed that drives workstations and printers. | June, 1985 |
		The VAX 780 is upgraded to 16 mb memory and disk capacity is doubled to 1.8 gb.	October, 1985
		The MVS operating system is installed under VM/HPO on the 3083J.	Nov., 1985
		The computer room in Building 267-1 is finished and the VAX 780 has been relocated to this location. The room is a raised floor machine room with an area of approximately 750 square feet. Total RCC machine room capacity approximates 5410 square feet.	Dec., 1985
1986	The IBM 3084 was installed in the ACC as the	The IBM 3081K, serial number 20459, with 32 mb	January, 1986

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	company's first pre-owned (used) mainframe computer. Established the first "End User Computer" on an experimental basis in a VM environment. TUCONET, Upjohn's privately owned communication network, was installed replacing Bell Centrex telephones with ROLM equipment and linking all Upjohn buildings and facilities in the Kalamazoo area for both voice and data transmission. Positive TUCONET Post Evaluation showing 28.4% return on investment. Jack Longman named Executive Director of MIS and Jim Lucus' retirement.	memory and 13.80 MIPs was installed on node N1. This machine came from the ACC. The 3033N continues on node N2. The 3083J is de-installed and stored in Building 25-13. The 3033N is retained to permit the continued running of the VS1 operating system. VS1 will not run on 308x or higher. The conversion of ROSCOE and VS1 applications to MVS or CMS begins. The first VS1 application migrations to MVS occur. The migration away from ROSCOE and VS1 is complete. The 3033N is de-installed and the 3083J is re-installed as the new N2 node.	Feb., 1986 Nov., 1986
1987	MIS & IRM Local Area Network (LAN) established. Major Technology Strategy developed for the Application System Development/Support environment. First DEC/VAX computer installed in ACC to support Pharmaceutical Manufacturing Shop Floor Management Pilot. Formal adoption of company-wide Information Security Policy.	A Dec Vax 8800 with 64 Mb memory is clustered with the VAX 780. Disk capacity is increased to 3.6 gb. The 8800 has two processors rated at 6 MIPs. The Directory maintenance program product DIRMAINT is installed. The IBM 3090/200E, serial number 72063, with 128 mb main storage is installed as Node 1. Two vector processors are included in the configuration. Total MIPs at 32.3 with each vector processor at 75 Mflops. The IBM 3083J is retained as Node 2. The 3081K is sold to a third party vendor and Upjohn Belgium buys a 3081 from the same vendor. Because power supplies are different, this is the only viable method of an "asset transfer" to the Puur's computer center. IBM's Extended Architecture (XA) version of VM, VM/XA SF, is installed on the 3090. This is in preparation for the VM/XA SP versions of the operating system. The VM/HPO, supporting the user community, runs as a guest operating system under VM/XA SF. Several Directory maintenance functions, through DIRMAINT, are now performed by the Help Desk personnel.	Feb., 1987 Sept., 1987 Nov., 1987
1988	The first CASE tools were introduced for use in planning, analysis, design, and code generation. Hot-Site Disaster Recovery Program put into place using an outside vendor service. DMA VM workload moved from ACC to the RCC. Second IBM 3084 installed in the ACC to replace the IBM 3081.	The Medical Computer Center (MCC) user community is merged with the RCC's N1 user community adding about 500 new users to N1. The task of merging the user communities required resolving about 300 issues and involved about 60 people from the RCC and MCC. Preparations began in January, 1984. IBM's VM/XA SP1 operating system is installed on the 3090 N1 system. The VM/HPO system runs as a guest under SP1.	April, 1988 August, 1988

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	Cross-divisional Telecommunications Utility Commission established. Jack Longman named Vice President, Management Information and Office Services (MI&OS). Worldwide networking installed for Europe (EUROCOM) and Canada.	A 16 mb DEC VAX 8250 is installed in building 257-1 to replace the VAX 780. Disk capacity is increased to 8.5 gb. The VAX 780 is relocated to the ACC in support of manufacturing applications.	Sept., 1988
		A new Output room has been completed on the south half of building 25-8. The area of this rom is approximately 600 sq. feet bringing the total square footage of the RCC to 6010 sq. ft.	October, 1988
		The IBM 3090/200E is upgraded to a 3090/300E with the addition of a third processor. MIPs increase to 44.3.	Dec., 1988
1989	Several thousand Upjohn knowledge workers now use Electronic Mail and/or Phonemail. Both Europe and Japan high-speed shared communication links are installed and enabling worldwide communication is support of globalization. Jack Longman is appointed Chief Information Officer (CIO) for The Upjohn Company. Dave Rutten is appointed Executive Director, MIS Information Services, and Don Zuidweg, Executive Director, MIS Telecommunications and Computer Services. New Direction Office Integration Project began with implementation in DMA the new building 298, the most electronically-sophisticated building constructed by Upjohn. The International Division Information Services employees are integrated into MIS. The Office Automation Support (OAS) function is formed to provide building-wide support across organizations for workstations and local area networks, initially in buildings 298, 88, and Portage West Complex. The first broad implementation of sales force automation occurred when laptops were rolled out to the sales representatives in both Canada and the eastern region of the U.S.	Remodeling of building 25-8 facilities began. A new operations and telecommunications facilities are being constructed on the south half of 25-8. This will add 1400 sq. ft. of raised floor bringing the total to 7410 sq. ft. The VM/XA SP2 operating system is installed on the 3090. VM/HPO runs as a guest operating system. The Operations are moved to the new Operations room on the south half of building 25-8. Telecommunication equipment is relocated from the main machine room and old output room to the new Telecommunications equipment room. The old Operations area will be remodeled into part of the main machine room. The user community is moved from the "N1" HPO system to the "RCC1" VM/XA SP2 system. The workload on the JCIC 4341-P12 computer has been merged with the N2 3083J workload. The 4341 is now out of service. The building 25-8 main machine room remodeling is completed. The VM/HPO system, N1, is removed from service. The 3090/300E is upgraded to 3090/400E. Memory increased from 128 mg to 256 mg and storage expanded from 256 mg to 512 mg. The number of vector processors increased to three. The combined MIPs of the four scalar processors is 56.8. This is the first of a two part upgrade to the 3090/400J.	January, 1989
1990	The IBM 3090/300E installed in the ACC. The Corporate Computer Council (CCC) and the CCC Alternates Committee were dissolved and the Corporate Information Management Group (CIMG) was created to advise the CIO on information strategy.	The N2 VM/HPO is moved from the 3083J to run as a guest system under VM/XA SP2 on the 3090. The 3083J is taken out of service. The 3090/400E is upgraded to 3090/400J by changing all the TCMs, gates, and many cards, cables, and power supplies. MIPs of the four scalar	Feb., 1990
			March, 1990

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	A common, Company-wide Executive Information System (EIS) was selected and implemented in pilot applications. A Company-wide Information Classification program was implemented. MIS reduced staffing levels to meet company headcount targets established under the "right-sizing" program. The first major purchase of non-IBM hardware (Hitachi Data Systems DASD) was made. Removed VM from the ACC and moved much of the VM workload to the RCC taking one of the first steps toward joint resource sharing. Corporate Data Management (CDM) was formed by bringing together the Data Administrators and Database Administrators for the first time, with responsibilities centered around creating a Company shared database environment.	processors increases to 86 MIPs – a 52% increase. Following the formation of Upjohn Laboratories from PR&D and DMA, the RCC function is now called Computing Services (CS). CS has three units – Computer Systems Engineering (14 people); Computer Operations and Network Management (10 people); and the Information Center (19 people). CS installs a 3390-A28 disk unit on the RCC1 with a capacity of 15.14 gb. A 3390-B24 disk unit is added onto the previous A28 increasing DASD capacity to 22.7 gb. Total disk capacity approximates 128 gb.	April, 1990 May, 1990 Dec., 1990
1991	The ACC initiates 24x7 service. The Distribution Centers introduced online order capture which incorporates computer identification of the customer and account from the incoming phone call via Automatic Number Identification. PC and Information Access Services was formed including a new unit responsible for setting PC hardware and software strategy. An Application Builder team of five analysts was created to focus on rapid development of high quality applications in less than 90 days.	The high water mark for concurrent users of RCC1 is about 1100. The 3390-B2C disk unit is added to the existing two disk units to complete the disk "string". The capacity of the string is 45.4 gb while total installed disk capacity is 151 gb. Two Stardent 3040 quad-processors were installed for use as compute servers for Computational Chemistry tasks initiated from the VAX 8800. A reorganization occurred within the UL division that separated the Data Administration portion of the Information Systems became a unit within Computing Services. An STK 4400 automated tape library was installed. The unit will house about 5500 cartridge tapes. Eight cartridge drives are configured on the "silo". Tape mounts can be requested by either the VM or MVS system and the cartridge will be mounted within 11 seconds. Within a few months, eight of the ten reel tape drives will be phased out. The high water mark for concurrent RCC1 users exceeds 1300.	January, 1991 April, 1991 July, 1991 August, 1991 Sept., 1991
1992	The IBM 3090/600E installed in ACC. The ACC/RCC computer equipment maintenance contract transferred from IBM to Bell Atlantic.	The high water mark for concurrent RCC1 users exceeds 1500. The IBM VM operating system is converted from	June, 1992

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	The Data Warehouse, which stores data to facilitate timely access to information for decision support of EIS, was initiated with the implementation of Worldwide Sales and Profitability Data. An Information Engineering methodology was implemented including facilitated Joint Application Development (JAD) sessions with customers to discover business area requirements. Data and process requirements were documented with CASE tools as reusable models. Delivered the first MIS developed optical imaging system to Pharmaceutical Regulatory Affairs. MIS cooperated closely with Upjohn Labs to ensure hardware and software compatibility with CANDAR. Migrated MIS support LANS from 3COM to LAN Manager. The new operating system, standardized PC client configuration, new server hardware, and controlled environment resulted in a much more reliable, supportable LAN.	CM/XA to the VM/ESA 1.1 version.	
1993	The Upjohn Business Information System Strategy (UBISS) was formulated and implemented to support worldwide integrated business process applications for Control, Distribution, Finance, and Manufacturing. One of the key application tools for UBISS is the Business Planning and Control System (BPCS). Audit Tracking (MIS), Ticket Reservation (Travel Services) and CARS (USOG) were the first client/server business applications developed on the LAN. The LAN achieved a high level of reliability providing greater than 99 percent up-time for a full suite of DOS and Windows applications. Microsoft Windows became the de facto graphical user interface for all end users in Kalamazoo. The framework necessary for deployment of client/server applications was implemented. Procedures for testing/production, reusability of objects and assessing data across multiple platforms and LANS were developed. The United States Operating Group (USOG) senior management aligned their information strategies to their business strategies through Joint Application Development sessions facilitated by MIS Information Engineering Planning Services.		
1994	Consolidation of the ACC operations and Center for		

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	Network Operations (CNO) console areas. ACC and RCC come under same MIS management.		
1995	IBM 3090/400J installed in the ACC. The IBM S/390 9672-R53 Enterprise Server with new CMOS architecture installed in the ACC. This new architecture requires a much smaller footprint (about the size of an upright freezer) and eliminates the need for chilled water. Birgitta Klassan becomes new Chief Information Officer of IT. The Upjohn Company merges with Pharmacia AB to form Pharmacia & Upjohn as IT becomes global.		
Oct., 1996 Dec., 1996	IT signs Letter of Intent with ISSC (IBM) to provision global mainframe operations in Kalamazoo and Uppsala. Operations include all MVS, VM, and AS/400. (10/22/96) IT signs Master Agreement with IBM/ISSC for global support of all mainframe operational services. (12/13/96) IT Kalamazoo signs Site Agreement #1 of Global Master Agreement with IBM/ISSC. This agreement is site specific to Kalamazoo and combines, the ACC and RCC operational functions. (12/20/96)		
1997	IBM/ISSC contractually takes control of all Kalamazoo ACC and RCC mainframe operational functions, including AS/400. (1/1/97) IBM S/390 9672-RC4 installed in ACC. Completes major milestone of transition to IBM Global Services (previously ISSC). (3/29/97)		

This information was compiled from activities and events provided by Dick Weakley (July, 1987), Dave Rutten, Rosemary Dilworth (May, 1984), and Tom Whiting (January, 2003).