

Network News



The Newsletter of the Information Industry in Hawaii

Volume 1, Number 3

Letter from the Executive Director

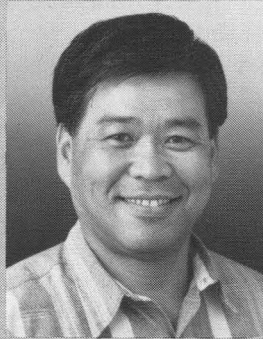
The word is spreading about user services available through Hawaii FYI, and that means the number of users is increasing as well. Since the gateway service was announced in June, and through December 1991, usage has increased 970%, from 127,000 to 1,232,000 minutes of use per month.

The gateway is also stimulating people to think about using the information in new ways. For instance, Lloyd Yonemura, the registrar at Molokai High, sees YORAPS as a means to generate interest among his students in the possibilities of telecommunications. Working with project director Rose Yamada and coordinator Moke Kim, he's started teaching a core of students to use YORAPS as well as other services on Hawaii FYI. The students in turn are teaching other students as well as their parents what they have learned. On Oahu, Ronald Kishimoto and his students at McKinley High were recently featured on KGMB News discussing their uses of Hawaii FYI.

Craig Yonamine, who taught decision sciences at UH, made use of Hawaii FYI as a reference tool for his students. There's an accounting instructor at Hawaii Pacific University doing the same thing. Legal offices around the state are beginning to access the gateway for on-line communication and FYI services. A Science-Technology Society BBS is acting as a communications link for educators, scientists, and other interested members of society. The Kokua Council for Senior Citizens Education Fund has been spreading the word among seniors. And on an informal basis, growing numbers of people with a variety of interests are looking at the gateway as a new way to share information and interact with others.

Automated data retrieval and chatlines can not replace the need for person-to-person communication, but they can serve as powerful stimuli to the interchange of information and opinions, and that is a healthy activity for a democratic society.

Arthur F. Koga, Executive Director



Now You Can Reach Action Line via Hawaii FYI

Suppose you've been overcharged by contractors you hired to make repairs on your home. Or you purchase a new car and the salesman makes promises he can't keep. In Hawaii, one of your options is to call Channel 2 News Action Line to voice your questions and concerns. And now you can access this service through Hawaii FYI.

Action Line, now available to consumers 24 hours a day, is an information and referral service operated by Channel 2 News and offered free to all consumers. When you access Action Line through Hawaii FYI, you can review stories that



Ann Botticelli, Channel 2 News Action Line reporter

have appeared on the program over the past 12 months or check into a reference library of even older stories. All you need is a personal computer and a modem.

To submit a question to Action Line, users type in their information and ques-

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Legislature's Online Connection May Be the Easy Answer This Year

It's the Legislative season, and with the move of state offices out of the Capitol, ACCESS may play a vital role in getting your message about pending bills through this year.

ACCESS is the electronic pathway for information for and about legislative activity, and for citizens to give their input on bills pending before the state house and senate.

Officials say there will be a public room on the second floor of the State Office Tower, 235 S. Beretania, where citizens may use computer terminals to obtain legislative information and copiers and fax machines to relay written testimony or other materials to legislators. For directions to the room (the building is reputed to be a "maze"), stop by the information desk in the tower lobby. Personnel will be on hand in the room to

help orient people to use of the equipment.

In addition, the Governor's Office of Information is now operating six satellite information offices statewide. (List follows.) Each is equipped with FYI terminals as well as fax machines and copiers to reproduce and send "reasonable amounts of material" free of charge

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Lum Will Chair HAWAII INC; Haruki Steps Down

The board of directors of Hawaii Information Network Corporation in December elected Honolulu attorney Bettina W.J. Lum to chair the board of directors of the Corporation. She replaces Warren H. Haruki, who had served as chairman since the formal inception of HAWAII INC in 1989. Haruki submitted his resignation from the board this past fall after he was named vice-president of sales and service, GTE Hawaiian Tel. Since that appointment, Haruki has moved on to become president (see story below).

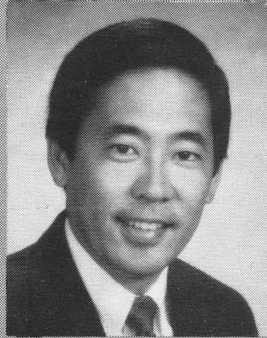
Lum, an attorney with the firm of Okamoto, Himeno & Lum, has also served on the board since 1989, and she

is a graduate of Punahou School and Stanford University.

Speaking of his service on the board over the past three years, Haruki told Governor Waihee, "I have personally observed the creation of HAWAII INC and the successful efforts to create and develop an information industry in the State of Hawaii. Like any new organization, we did have our share of growing pains. However, I am confident that the foundation is solid, the personnel are enthusiastic and well-qualified, and HAWAII INC is well on its way to meeting the objectives mandated by Act 1 of the 1988 Special Legislative Session." ❀

Warren H. Haruki, first chairman of the board of HAWAII INC, this January assumed the presidency of GTE Hawaiian Tel, a role in which he will continue to provide telecommunications leadership for the 50th state.

He is the 19th person to hold the Hawaiian Tel presidency and the first locally reared president since GTE Corporation acquired the company in 1967. He joined the company in 1977 and was named vice



president of revenue requirements in 1986 and vice president of sales and service last July. He says the biggest challenge in his new post will be continuing to provide local residents with "a level of telephone service that exceeds their expectations." One of his first major assignments will be to put the conversion of the Hawaiian Tel switching system to digital technology back on track; another will be to complete an interisland undersea fiber optic linkage by 1993. ❀

HAWAII INC Uses Advisory Council to Stay in Touch with Experts

To insure interaction with the community of existing and potential information service users and suppliers in Hawaii, the board of directors of HAWAII INC relies on the input of an advisory council.

The council is comprised of experts from the community with particular expertise in the areas of network services and marketing/advertising. In network services, its concerns include information about data networks, online information services, telecommunications, and information processing; and in marketing/advertising, concerns include such topics as market research, marketing management, public relations, and advertising.

Members of the council are as follows:

- Raleigh Awaya
East-West Center
- Rafael Boritzer
International Infotrade, Inc.
- Desmond Byrne
Information Industry Assn. of Hawaii
- Larry Cross
Japan-America Institute of Management Science
- Sam Hall
Hall & Associates, Inc.
- Charles Hill
Fujitsu America, Inc.
- Beverly Kever
University of Hawaii
- Ron Komata
Bank of Hawaii
- Sumiye Konoshima
East-West Center
- Paul Lawler
Hawaii Visitors Bureau
- Mel Nakahara
SUGAH - Sysops and User Groups Assn. of Hawaii
- Virendra Nath
Honolulu Data Entry Project
- Jim Thompson
VeriFone, Inc.
- Gordon Young
Systems Group
- Garret Yoshimi
Judiciary, State of Hawaii

The council meets on the third Wednesday of every month at HAWAII INC. ❀

Legislature

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to government officials. Besides legislative ACCESS, citizens can use the FYI terminals to get information online about a variety of other state services and operations.

Locations and contacts for the satellite information offices are as follows:

Kaneohe, Oahu
Windward City Shopping Center
45-480 Kaneohe Bay Drive
Telephone 236-3426
Contact: Nancy Pinkosh

Waipahu, Oahu
GEM Building
94-144 Farrington Highway
Telephone 677-4752
Contact: Laureen Schubert

Kailua-Kona, Hawaii
Hanama Place
75-5706 Kuakini Highway
Telephone 329-9066
Contact: Megan Mitchell

Hilo, Hawaii
State Office Building
75 Aupuni Street
Telephone 933-4299
Contact: Lynn Kawakami

Kahului, Maui
Kahului Shopping Center
48 Kaahumanu Avenue
Telephone 871-2424
Contact: Kathy Kageyama

Lihue, Kauai
State Office Building
3060 Eiwa Street
Telephone 241-3645
Contact: Rena Alao ❀

Hawaii INC to Sponsor HINTS-4

HINTS



The fourth annual Hawaii Information Network and Technology Symposium, better known as HINTS-4, will take place May 15-16, 1992, at the Ilikai Hotel. HAWAII INC this year assumes the sponsorship of this important information industry event. Past symposia were sponsored by the High Technology Development Corporation (HTDC) or co-sponsored by HAWAII INC and HTDC. Watch for conference details in forthcoming issues of this newsletter. ❄

Videotex Emulation: What and Where?

Hawaii FYI is a videotex gateway. And what exactly does that mean?

Let's start with the gateway. Telecom professionals will tell you that a gateway is an aggregate of telephone, packet-switching, computer, and transport technologies. But as far as you as a user are concerned, the gateway is a telephone number through which you dial-in to gain access to a wide variety of information services.

Videotex incorporates text and graphics to create video display so that you can see the information rather than hear it, as you would with audiotex.

A videotex gateway combines these concepts and serves up a "menu" or directory from which you gain access to services. The information that appears on a terminal screen is controlled by what is called emulation software, one of the vital elements that a user must have (the others are a computer and a modem) in order to access a videotex gateway like Hawaii FYI.

The software uses one of three standard presentation protocols: ASCII, Teletel, and NAPLPS. ASCII is the oldest of the three and is standard for transmitting text between computers. Teletel, devel-

oped in France for the Minitel system, provides a variety of text styles, color and simple graphics. NAPLPS, pronounced "nap-lips," stands for North American Presentation Level Protocol Syntax, and it provides a wide range of text styles, colors, and more sophisticated graphics.

Several dealers on Oahu and Maui carry the emulation software you need to connect with the gateway. Emulation software brands, the names and addresses of companies that carry them, and a company contact are listed below:

CTLink for Mac and IBM
ComputerLand (Josh Feller)
1020 Auahi Street, Bldg. 8
Honolulu
Telephone: 531-8786

871 Kolu Street, Suite 101
Wailuku, Maui
Telephone: 244-8922

CTLink for IBM
High Tech Computer Solutions
(Phil Dwyer)
33 South King Street, Suite 114
Honolulu
Telephone: 523-1641

Quorum for IBM, Tam-Tam for Mac
Software Library (Jim Uyeda)
2065 South King, Suites 306-307
Honolulu
Telephone: 949-2070 ❄

New Assistant Director Appointed

Craig S. Yonamine, an expert in programming and software, has joined the staff of HAWAII INC as assistant director. Yonamine replaces Charles Hill, who resigned late last year to accept a position with Fujitsu America, Inc.

Yonamine was formerly the lead systems programmer at the East-West Center, where his responsibilities included working on system design, software configuration and support, to users, applications programmers, and operations. He previously was employed by the Honolulu office of Digital Equipment Corporation as a software specialist. Other experience has included work with Hughes Aircraft Corporation, the University of Hawaii Institute of Geophysics, Transaction Technology of Santa Monica, California, and Burroughs Corporation. ❄

Practice Safe Chat

YO! FYI RAPS is the number one success story on the State's information network—users are keeping this youth-oriented chat line busy all day long, with an average of 500 hours of usage a day.

The good news is that this online communication program is being discovered by many new, first-time users. But the chat line is open to anyone, and not every user abides by the expected standards of chat line behavior. Knowing this to be the case, officials at the Department of Education, working with members of "Modemers Hawaii," have come up with some advice for young people dialing into YO!

- The best response to rude and offensive mail and chat messages is no response. Do not answer—just hit the RETURN key in chat mode. You could also tell other users who the offensive message came from so they can avoid that user.
- Remember that it is easy to misunderstand the message when you don't see/hear the other person. Ask questions to clarify before answering.
- Asking questions is also a good way to keep a good conversation alive.
- If you are a new user, don't be afraid to start a conversation - saying "hi" or "hello" is a start.
- Read the "Read Me First" section. Also use the online help function ("?" or "/h"). Ask other users for help or advice on how to use a chatline, BBS, or email.
- Don't take things seriously. People can be anyone they want to be, assume any image they want; this is part of the attraction of online communication. Do not believe everything that is said.
- Users come in all ages. They may be elementary, high school, or college students, or adults. Do not assume the person with whom you are chatting is your age. It's okay to ask for the person's age.
- Never give out personal information about yourself (name, address, phone number) to strangers.
- If someone does not answer immediately, don't take it personally. They may be talking with others, taking a break, or may just be a slow typist.
- Be creative in conveying your

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Safe Chat

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message; abbreviations are okay.

- To let people know when they are joking, users often end a message with "hehehe."
- Check the bulletin board section of YORAPS - there are good discussions there about the chatline.
- Serious questions and concerns can be sent to the SYSOP (system operator) - check the BBS section.
- Social gatherings are often organized online by users. Be sure you know who the organizers are; if you decide to go, go with friends.
- The pseudonyms or "handles" people use may or may not reflect their true personalities. It does communicate something to other users, so think about what yours may be saying and attracting. ❄

Action Line

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tions and a telephone number. Then, a Junior League of Hawaii volunteer responds with a telephone call, researches the problem, and advises the consumer how to resolve it. Channel 2 News reporter Ann Botticelli frequently reports on stories triggered by questions, problems, or tips received by Action Line.

To access Hawaii FYI services on your computer or terminal, the telephone numbers for each island are:

| | |
|---------------|----------------|
| Oahu | 536-7133 |
| Hawaii | 935-7133 |
| Maui | 242-7133 |
| Kauai | 245-7133 |
| Molokai | 1-800-243-7133 |
| Lanai | 1-800-243-7133 |

For customer assistance, call:

| | |
|-----------------------|----------------|
| Oahu | 586-1919 |
| Neighbor Island | 1-800-252-1132 |

To get more information on Hawaii FYI services or HAWAII INC, call 586-4636.

HAWAII INC was instrumental in arranging the Action Line connection. "Because our mission is to provide the consumer with a wealth of information, it seemed only logical to team up with Action Line," Koga says. "When two organizations can come together in this way, positive results are paramount." ❄

HAWAII INC Staff

Arthur F. Koga, *Executive Director*
 Craig S. Yonamine, *Assistant Director*
 Dorianne L. Thompson, *Business Development Specialist*
 Sheila M. Sanders, *Business Manager*
 Tim L. Chun, *Information Services Technical Specialist*
 Annette L. Kahalewai, *Executive Secretary*

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 Sandra Ohara, *Principal, Systems Group*
 Meheroo Jussawalla, *Research Associate, East-West Center*
 Susan Shepherd, *Senior Consultant, Robin & Dackerman*

Ex-Officio

Yukio Takemoto, *Director of Finance, Department of Budget and Finance*
 Murray Towill, *Director, Department of Business, Economic Development and Tourism*
 Dr. Albert Simone, *President, University of Hawaii*

Representatives

Thomas Yamashiro, *Deputy Director, Department of Budget and Finance*
 Ann Miller, *Special Assistant to the Director, Department of Business, Economic Development and Tourism*
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