PSR Reviews

Contents

2000 is Closer to 1984 Follow Up

The National Personal ID Card Is A Reality!!

Starting October 1, 2000 you will no longer be able to interact with the federal government unless you have an identification card that is issued by the state government. The identification card in most cases is a state issued driver's license.

That's fine, but lets look at the requirements to get a driver's license. First, you must provide a social security number. At the same time all businesses are mandated by federal law to provide social security numbers to governmnet agencies at their request.

In several of the larger states, California included, when you apply for your driver's license, a fingerprint is taken.

The real kicker is that the FBI has just implemented NCIC (National Crime Information Center 2000) that will allow the average cop on the beat to have instant access to all of the information stored in various government and some private systems.

Now Where Is That Y2K Bug? Are You Sure This Is Where The Vendor's Web Site Told Us To Look?

There are currently funds in the federal budget dedicated to placing terminals in every police vehicle that will access the system. This is budgeted to be completed by the year 2002.

There is so much information that can be misapplied and result in disastrous events. There are many examples of this including one that I have personal knowledge of.

A few years ago in Florida a police officer used the "older" NCIC system to do a trace on a

New Age Support Via The Internet www.supporthelp.com

Users Can Now Get Free On-Line Tutorial Videos

As the Internet continues to invade every facet of our lives, new ways to learn and keep those PCs humming continue to evolve. SupportHelp.com is now linked to a new site, service 911. Service 911 will provide many unique and first of its kind services that will mark the wave of the future.

The site provides free tutorial videos on a series of "how to's", allows the ability to "chat" with a technician in real time mode; post questions to a monitor bulletin board, or send questions via e-mail. The site uses the SupportHelp.com search engine to find web sites and phone numbers for those elusive vendors.
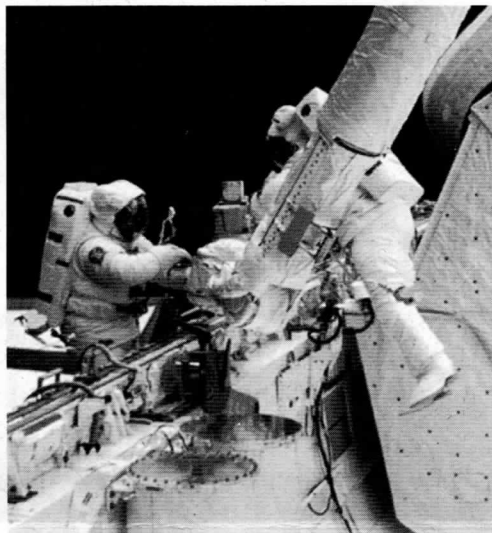
Schedule a Technician to Come to You

One of several exclusive features of the site is the option to have a certified technician come to your office or home. When there is a problem with your PC, you no longer have to disassemble all of the wires and take it into the shop, the shop will come to you. The process is reasonably simple, all it takes is a few minutes and a credit card. There is a scheduled set of charges for services ranging from replacing a hard drive to installing internal modems. Of course hardware is extra but the pain of opening the covers, putting in a card and loading the drivers is something that many of us wish to avoid.

How many of us are really afraid that when we take it all apart, we will not be able to get it back together or, that we will not know how to get the new device to work. At the same time we are not about to take our PC and hand it over to someone at the XYZ Computer store who may or

vehicle. It was marked in the system as having been reported stolen. In the pursuit that followed, the father of two children was killed.

It was the victims car, it had been stolen, but was recovered over two months prior but the system was never updated. Everyone was sorry and no one was to blame.

We have all dealt with computer systems. Bad or wrong information will be like a never-ending virus. Today people are stealing "People Paper" (Social Security based identity) and the only solution for those who have been impersonated is to change their names and Social Security numbers.

With all of this massive information, who is going to be responsible for maintaining its accuracy? How are we going to correct information in all of the different systems that are out there.

Right now most of us have to review our personal information kept in various credit approval systems. If we find the information is incorrect, we can consider ourselves lucky to have the proper corrections made within twelve months.

I do not know where you stand on gun control, but let me give you a real life example of how the government uses information as it deems fit.

Four years ago, the state of California passed a law requiring the registration of all clipped rifles. Most in the state believed it was a good law that would keep rifles out of the hands of criminals.

This past year the state passed a new law outlawing the ownerhip of any such weapons. The first thing the state attorney general did was to send all of the registration records to various police agencies. As of January 1, 2000 if you do not turn in those weapons to your local police agency you are subject to arrest.

The issue is not whether gun control is wrong, rather, what is the government going to do with information once it has it.

Remember, this is the same government that confined people of Japanese decent in World War II, told our drafted soldiers it was okay to march into the atomic cloud when they were testing atomic weapons, and said in the initial Social Security law that the number could not be used as a form of identification.

Not to be too worried we do have a caring and warm government, if you can believe that. Some of this is necessary, but who controls the process?

may not know how to do the install or fix the problem.

The cost of the service is really not all that much when you consider the alternatives. Some smart CIO's will see this as an inexpensive way of providing service to all of those remote users who are critical to their enterprises.

One of my clients recently had to install a PC in the home of the CEO. The cost of doing this was magnified by the fact that the CEO lived in a remote location and the set up had to be done in the middle of the night when he was home. The CIO told me he estimated the cost of installing the PC at well over $3,000. The same service from Service911.com would have been less than $200.

Tutorial Videos

When we first looked at the site we found that there were over 50 unique topics to choose from. One of the nice features is that the video ranks the complexity of the task, like adding a disk drive, on a scale of one to ten. Then the video walks the user through the processes to complete the task. If the viewer is confident they can complete the task they can proceed with some assurance that they know what all of the steps will be.

If it looks too complicated or risky you can just click to schedule a technician to come out to do the job for you. It should be reasonably cost effective to have them do it and you should have all of the parts you need in house to complete the task. That sure beats having to beg your brother-in-law to come over and do it for you.

The tutorials that were listed on the site when we reviewed it were:

- Preparing Your PC for Upgrades and Installations.
- Creating a System Diskette-Boot Disk
- How to Install CPUs (Processor)
- Types of Mother Boards and compatibility
- How to Install RAM
- What Are the Types of Memory?
- Installing a SIMM
- Installing a DIMM
- How to Install A Hard Drive
- How to Prepare a Hard Drive for Use
- How to Install a 2nd Hard Drive
- How to Install Diskette Drives
- How to Install CD-ROM Drives
- How to Install CD-ROMs in a Non-Pentium PC
- How to Install DVD-ROM's
- How to Install High Capacity Storage Drives
- How to Install an Internal Tape Drive
- How to Install Sound Cards
- How to Install Monitor and Graphics Cards
- How to Upgrade Video Card RAM
- How to Install a Modem

- How to Install a Motherboard
- How to Install Keyboards
- How to Install Mice and Other Input Devices
- How to Install a Joystick
- How to Install a Scanner
- How to Install Ports and Expansion Cards
- How to Install a Power Supply
- How to Install a Printer
- How to Install Ink Jet Cartridges
- How to Install Toner Cartridge
- How to Install a Cable Modem
- How to Upgrade the O/S
- What is Windows Explorer?
- What is the Control Panel?
- What is the Device Manager?
- What is the Active Desktop?
- What is the Internet Connection Wizard?
- What is the Compression Agent?
- What are USB Devices?
- What is DirectX?
- What are the Different File Systems?
- How to Install Windows 98
- What are Common Windows 98 Setup Issues?
- How to Obtain Assistance with Windows 98
- How to Enable/Disable built in BIOS Virus Protection
- How to Fix VPN Connection Problems
- How to Fix WinModem Errors
- How to Fix TAPI Program Errors
- Why the Modem Attempts to Dial When Windows Starts
- What is the FAT32 File System?
- How to Configure Systems to Dual Boot
- How to Fix a PC Hanging After Windows Logo Screen is Displayed
- How to Install New Hardware in Windows
- How to Troubleshoot Printing Problems in Windows
- How do I Remove a PC's Case?
- What are the Types of PC's?
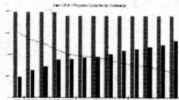- When should I Upgrade my PC?
- How do I Know What my Computer Has in It?

- Configuring COM Ports
- How to resolve IRQ Conflicts
- Basic Tips for Keeping your PC Fit
- Hard Drive Housecleaning
- Monitor Maintenance
- Mouse Bytes
- Keyboard Keys
- Maintaining Printers
- Internet Basics
- Uninstalling Software
- E-mail Tips
- Web Browser Basics
- Customizing your Desktop
- Maintaining your File System
- Password Protection
- Operating Systems and Versions
- Shortcuts
- Fonts
- Adding New Hardware
- Compressing Files
- Find Files and Folders
- Multimedia Basics
- Sounds
- Y2K

Buy a Product

If you need to purchase hardware, all you have to do is put in the type of device and click on an electronic store and you are whisked away to a page that provides you with 'comparative' products and prices. You can order online with a credit card and avoid standing in a long checkout line at your local computer store.

The site is clean and presents itself well. We give this site a five star rating. More sites will start to look like supporthelp.com as developers start to fill the void created by the rapid evolution of technolgy. Try it and send me your comments.

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Forecast for the National Information Technology Market

After the hype of Y2K what is going to be the excuse for not getting things done?

by M. Victor Janulaitis
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The clock is ticking closer to January 1, 2000 and it's now less than two quarters away. Congress has gotten into the act by creating laws that will not allow you to sue software companies. They do not have to fix the problem until it is a problem. I bet all of the other consumer product companies would like to have that exemption.

What is it that makes computer software and hardware companies so unique that they have to be treated differently.

Just wait until the first "tragedy" occurs that can be blamed on the Y2K bug. There will be 60 Minutes segments on how some person or entity was "hurt" and the company that caused it walked away with no accountability or punishment.

Changes are Coming

We all know that things are changing. In the next few years we will go through the same level of change the world went through during the industrial revolution. We have already witnessed the first state to have a candidate from a third party take a governorship. The next shoe to fall will be a Senator or even President who is driven into office by the Internet community. Question, what good does $40MM dollars do a candidate to advertise on TV when no one is watching it anymore?

Just as politics are going to change, most industries will have the business paradigm they operate turned on its head.

Looking at a few industries you can see ways they have changed to compete in this new world. This can be a preview of what you need to focus on if you are to succeed in the next few years.

Entertainment Industry "Blair Witch Project"

For the first time a picture was marketed completely on the Internet and a ground swell created a financial succes out of a low budget picture that rivaled and exceeded the revenue generation of big budget pictures from major studios.

The film was released in less than 20 theaters accross the nation and it exploded to over 1,000 after everyone on the net said it was great. On the day of mass release of this picture two major studios delayed the release date of their films so as to not compete with this project.

Automotive Industry "Buy It As A Commodity"

What started as a way to find out what the best price base on dealer invoice was has led to a process where the customer can now post a price and see which dealer will bite. At the same time across the street from one auto park in Southern California, Ford has constructed a service center – no dealer – to service the cars that people buy that way.

Buy.com "Auction"

In less than five years we have moved from retail stores, to shopping channels on cable, to retail stores on the net to auction sites that will sell anything. There are still some companies out there that think they are immune, but "FAIR TRADED" or manufacturer controlled prices and margins have gone the way of the buggy whip.

These are only a few of the changes that have taken place, just wait and see how differnet it will be. One Hundred years ago man was stuck on the ground and women were locked in the kitchen. Today, women are piloting air and space crafts. If that is what has chaged up till now, think of what lies ahead..◄🔊►

Vic

Location	Prospects Short Term	Prospects Long Term
Northeast	Excellent	Good
Mid Atlantic	Good	Good
Southeast	Good	Good
South	Good	Good
Midwest	Good	Good
Southwest	Excellent	Good
West	Good	Good
Pacific Northwest	Excellent	Excellent
Best Location	Pacific Northwest	Pacific Northwest