From the Desk of Paul Higginbottom

Hi there! Yes, a new name writing for this space. While I know many of you, I'd like to use this space to introduce myself anyway. I am the Manager of Developer Support here at Commodore in the CATS group, and I am responsible for providing Developer Support programs and services. I have worked for Commodore in three countries (U.K., Canada, and the U.S.) for over a decade in various divisions and roles from engineering to marketing, and support. I have been in CATS for a year now, and felt it might be helpful to provide a little background about my goals and how things are progressing.

The main goal I had coming into CATS was to make sure that the developer support programs primarily support companies that are serious about bringing products for Commodore computers to the market. That has meant for some tough decisions as developers came up for renewal, but it allows CATS to provide the best support to those companies that most need it--the ones creating products that make Commodore computers shine in the marketplace.

The second thing I wanted to do was to make sure that quality documentation and defined standards were available. Many inside Commodore recognized that a *User Interface Style Guide* was long overdue, and so that was a hot priority last year, and that book is now available through CATS and in book stores. It was developed with valuable feedback from many developers and, if adhered to, will make future Amiga applications more consistent, more useful, more interoperable, and easier to support. The current push in CATS Developer Support is to complete the 2.0 versions of the large ROM Kernel Reference manuals including *Libraries*, *Devices*, *Includes and Autodocs*, and *Hardware*. These books and others will all become available throughout the year, and possibly on CD-ROM in the future. In the area of standards, we are also working on a hard disk installation utility, a standard application skeleton called AppShell, and an interactive help system.

The third goal I wanted to accomplish was to make sure that we are assisting you to be a strong, viable business. Over the past year we've seen some developers get bigger, others smaller, and some mergers and take-overs. I see these activities as signs that the Amiga industry is healthy. Our Amiga Mail Market newsletter provides non-technical information to help you decide what kind of business you would like to be, how you can market your products, how the various markets differ around the globe, and events and changes in and around Commodore. We also recently held a business seminar for developers, that offered directly applicable guidance on how to run your business.

One additional way we can help you is by distributing information to developers for you. Some of you may have noticed we have distributed materials from developers in recent mailings, and we would be happy to do this for you. Also, we welcome any contributions you wish to make to Amiga Mail Market or Amiga Mail for publication. Contact Mark Green for Amiga Mail Market, and John Orr for Amiga Mail if you are interested.

I really like talking to developers, so if you have any questions, suggestions, or criticisms about Developer Support, feel free to give me a call. My number is (215)431-9228. You can send e-mail to me care of someone in CATS on BIX if you wish, or through uucp mail to ‘‘higgin@cbmvax.commodore.com’’ or ‘‘{rutgers| uunet}!cbmvax!higgin’’.

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