

## **Börfink Bunker**

While with the 615<sup>th</sup> in Germany (1963-4), I was stationed in a science fiction movie called the **Börfink Bunker**. This was the NATO command center (“War Room”). It was under a mountain and supposed to be able to withstand a direct nuclear hit. Not one day did I ever descend into its labyrinths without being a little spooked by it all. When it worked, you could see just about anything moving on the planet e.g. a flock of geese in Siberia. But, most of the time, it didn’t work. The computer was an old mainframe that occupied several stories of the **bunker**. I was trained as an AC&W “**Scope Dope**”. This is different than **air traffic control** which is to keep airplanes from bumping into each other at airports. **AC&W** is to catch airplanes that aren't where they're supposed to be (in NATO airspace-mostly Russians back then) and chase them out with our fighter airplanes. I knew about aircraft control but nothing about computers, and after all these years since 1963, I still don't. Back then there was no such thing as **tech support**. It was called **Maintenance**. I was constantly calling Maintenance and moving from **console to console**.



These were the consoles.  
What has changed since then:

The Berlin wall came down and the Cold War passed and we were glad to see it gone. Now we worry about the Islamic crazies.....and so do the Russians. The multistory mainframe computer can fit into the palm of your hand and we don't call it Maintenance.....we call it tech support.

Among the fastest growing fields/jobs on earth (maybe the fastest) is tech support.

That's because of this.

What has not changed:

We are still constantly calling Maintenance (Tech Support) because if Captain Picard didn't get his Earl Grey Tea, everybody on the bridge would get their butts chewed. But like the BÖrfink Bunker, that's science fiction. Bill Gates predicts that, eventually, there will be no interface between

computer and user. No settings monkey business, the computer will just know what to do.....but that's still a long way off.

So we are constantly calling tech support because all this new technology that we are so obsessed with (Stone Age compared to Star Trek), constantly has something wrong with it. I pay my bills online and not one of the credit card, bank, Social Security, Tax office etc. websites always function smoothly and I have to constantly contact them to fix/understand some mess. The same for my cell phone, computers, car, [ipoot \(i in iphone is for idiot\)](#), peripherals and all the other junk I have a closet and attic full of. Well, Börfink was a grand adventure and I'm still in the science fiction movie called life and, if all goes well (no [Supernova](#)) I'll be in Berlin this coming April (2015).