Thx, Jo
>From   davidcol Wed Mar 20 09:37:52 1991
To: bradsi
Cc: cameronm jodys richab
Subject: Supporting the mission

Date: Wed Mar 20 09:34:28 1991

One of the big reasons the ISVs complain is because we don't
give them early code. By the time they get code, it usually
too late to change things. We don't give them early code
bacause there is nobody to support them. The product teams
are currently not staffed to do this and SSBU is always
pimped for resources. We do a great job on evanglizing
new APIs and technologies, but we are very bad at getting
code to the ISVs and supporting them. (just take the OLE
case as an example) Getting the ISVs code can be solved by
simply sending letters and mailing code.

Supporting pre-release software is the REAL problem here.
Clearly SSBU needs to get staffed up to handle this, but
they can't do it without money. If we want this to happen,
then we need to figure out how to get them money like
we do for DSBU. In the Win 3.1 time-frame, we need to
get them to the point where they can support 750-1000
ISVs. However, I don't think we should blindly give them
money because I think SSBU is operating with some gross
inefficiencies. For example: they allocate 45mins
to answer an SR they already know the answer to! That's
crazy.

Finally, here's my proposal on how to go about solving this
mess.
1) The importance of this needs to get escalated over to
   scott okie, over to jonl, and up to steve and bill.
2) Each dept involved needs to appoint a hot dog that is
   capable of understanding the requirements and can come
   up with solutions.
3) The focus of the hot dog team should be to
   a) weed through the ssbu inefficiencies and come up
      with some reasonable cost estimates of supporting
      an ISV in a pre-release.
   b) figure out how many ISVs need to be supported in
      each program; OLE, Win 3.1 components, Win 3.1 beta,
      and future stuff.
   c) figure out how much money each dept kicks over to
      SSBU. Some will come from DOS/WIN, some may come
      sys marketing, I don't really care.
4) It's important that the hot dog team be sanctioned from
   the top since we don't want this effort to get stuck

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in the political mud.
5) force the hot dogs to get a proposal in place in 2-3 weeks,
   and the plan taking place in a month.

What think?

David

232
From brade-Mon Mar 25 10:36:41 1991
To: steveb
Cc: billp bradc bradsi
Subject: RE: RUP and DR DOS
Date: Sat Mar 23 14:33:15 PDT 1991

yes it does install and seems to work fine though I believe we only
have done basic testing.

When you Upgrade, the install program summarizes your configuration
before proceeding. So if you are on a Compaq it tells you it reads
Compaq dos, Zenith zenith dos etc. With Dr. Dos is says "other"

I'll double check and get back to you if there is anything important
to add

>From   steveb Mon Mar 25 07:48:46 1991
To: bradc
Cc: billp bradsi
Subject: RUP and DR DOS

Date: Mon Mar 25 07:45:44 1991

does it install if so how do we put up a notice that
it is not real dos it is installing on

233
From annema Mon Mar 25 10:36:48 1991
To: davebe doswar
Cc: chuckst
Subject: RE: NLSFUNC bug
Date: Mon Mar 25 10:33:08 PDT 1991

I ran a quick check on this and you can now switch between
code page 850 and 852 with Hungary, 036, as your country.
If you decide to go with the fix please let me know and I
will test this more thoroughly.

Thanks,
Anne-Marie