From: John Schindler
Sent: Thursday, September 21, 2000 4 54 PM
To: Peter Fox (MIDWEST), Daniel Brewster, Gordon Mangione
Cc: David Roberts (EPG); Glenn Edwards; Stephen Schneider; Kevin Hammond; Suneel Mathur
Subject: RE Motorola at Risk

First, I suspect the answer to the second question is that Motorola is part of the MECF and Art frequently gathers info from its members. The enclosed xls was sent to me by Art back during the first Exchange outage. Interesting info.

MECF Member
Profile 9912.xls (...

The first question is worth a thorough discussion. (Steve, Glenn please take steps to help set up this meeting. Gordon please identify/provide your key contacts for these issues and we'll get the process rolling.)

Dan did you update Orlando yet?

-----Original Message-----
From: Peter Fox (MIDWEST)
Sent: Thursday, September 21, 2000 5:54 PM
To: Daniel Brewster; Gordon Mangione; John Schindler
Cc: David Roberts (EPG); Glenn Edwards; Stephen Schneider; Kevin Hammond; Suneel Mathur
Subject: RE: Motorola at Risk

Dan, thanks for sending this message. I think the focused discussion we need to have as a team is around two main issues:
1) what should we be telling Motorola now about status of diagnosing the problem and our plan going forward and
2) how is it that the customer knows about other customers having this same type of problem when we don't know about it.

I think we can make headway if we get focused, communicate better, and execute on a coordinated plan. I've seen Premier and the Business Groups work together on tough problems and resolve them to restore customer confidence. I'm sure we can repeat that performance in this case as well

John/Stephen, does it make sense for your team to coordinate a call with the right folks from Gordon's team and the Moto account team ASAP?

-----Original Message-----
From: Daniel Brewster
Sent: Thursday, September 21, 2000 5:44 PM
To: Gordon Mangione, John Schindler
Cc: Peter Fox (MIDWEST); David Roberts (EPG); Glenn Edwards; Stephen Schneider; Kevin Hammond; Suneel Mathur
Subject: Motorola at Risk
Importance: High

Gordon & John, I need to ask for your help regarding problems that we are having in the messaging environment at Motorola As you know, Motorola, and Art in particular, can be very demanding, however we're having problems that need to be solved immediately. We've had our share of frustrations out at Motorola: from the outage in June that was escalated to senior management at both Motorola and Microsoft, to recent products with Exchange 5.5 at their Libertyville facility, to even more recent problems with Exchange 2000. There are currently two outstanding issues that are seriously impacting our ability to secure Exchange as the standard for Motorola.

The first issue involved Outlook Since late July we have been experiencing problems with Outlook clients at a large site in Illinois (Libertyville). The Outlook clients are experiencing intermittent "hangs". The problem may not occur for several days, or it may occur several times throughout the day. When the "hang" occurs, the user is unable to perform email functions for several minutes off and on for about an hour. This problem is impacting a relatively small, but vocal, portion of the user community - including executive management.

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Our Premier organization has done a thorough job of analyzing the situation, however we have been unable to determine the root cause of the problems - despite having placed RREs on site for at least three of the previous eight weeks. The team compiled by the Premier organization includes Alliance engineers in Redmond and the DTAM (Glenn Edwards) on the account. The technical team has attempted a number of remedial steps with both Exchange and Windows NT Server, however it's fair to say that we're at a loss in diagnosing the problem.

The question that I have for both of you is this - at what point do we simply throw up our hands and say, "We don't know what the problem is", or "We can't (or won't) fix it", or "We're going to recreate your environment in the lab and isolate this until we find a solution" (or something somewhere in the middle). I have attached a one page summary that was compiled by an Alliance engineer below. Eight weeks is simply too long for us to be unable to identify the problem.

The second issue involves Exchange 2000 and, amazingly enough, has somewhat related issues at stake An SR has been opened by Joe Schaeffer (a Motorola employee) - the SR number is· SRZ000803000212. It is my understanding that this issue has been raised through the JDP support process and is, potentially, something that we (Microsoft) may already be aware of. There are a number of Exchange 2000 users that are experiencing hangs and the inability to sync with 2000 mailboxes.

As the account manager, I need a better understanding of the relationship between our support organization and the development teams in the product groups. I was being somewhat facetious in my statement above about throwing my hands up, but I do sense that the time to involve the product group in a more meaningful way in this critical problem has quickly come upon us One area that I am extremely concerned about is the apparent lack of communication between the various entities in the support organization and the product groups. I included a mail from Art Cipolla below that essentially calls us a bunch of lairs - he assumes that we (Microsoft) know all about the problems other customers are having with Exchange and that we're hiding things. My perspective on this is pretty simple - the local team, along with Glenn and his team, has spent the last two months trying to resolve the Libertyville issue and now we hear that Microsoft may have been aware of similar problems in other accounts? I recognize details have a way of changing the greater the distance they travel, however it looks very bad from a customer perspective.

I'm trying very hard to stay out of the decision making process as it relates to support as that's not my role in the organization. I don't profess to be an expert in this area and am sure we have better talent when it comes to making decisions on when and how to escalate customer issues. We have a great team in place, and I have full confidence in them, but the time to solve this problem is NOW.

I'm very concerned that we will lose Motorola as an Exchange customer if we do not proactively pull out all the stops to solve their current problems. What advice can each of you offer? As Orlando is the executive sponsor for Motorola, it's important that I update him on this in the next day or two as Art has clearly indicated he has no problem calling Orlando to discuss.

Thanks - dan

(the attached email below is a very interesting perspective on the frustration at Motorola around Exchange)

 << File: Motorola case notes.doc >>   << Message. RE: w2k >>

Daniel Brewster
Global Account Manager - Motorola
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630-430-1191 mobile

- Microsoft Enterprise Customer Forum -

Company	Number of Subscribers Planned Dom/Int'l	Number of Subscribers Current	Charge back Method	Total Installed Domestic Subscribers	Total Installed International Subscribers	Number of Windows NT accounts	SMS Accounts managed
AT&T	99,000	88,000	Per mail box	83,000	5,000		
Boeing	200,000	156,000	Allocated via headcount	155,000	1,000		
BP	39,000	36,600	none	12,300	24,300		
Chevron	36, 000	32, 095	per mailbox, plus storage charge over initial space allocation	27,134	4,961		
Columbia Health Care	30,000	10,500	None	10,500	0		
Compaq	65,000	88,000		49,000	39,000	90000	
Exxon	65,000	37,000	per user account/ per month	25,000	40,000		
Fidelity Investments	39,000	35,000	per user account/ per month	32,000	3,000	25,000	25,000
Ford	190,000	54,170	per user account/ per month	48,270	5,900		
General Electric	200,000	200,000	None	Unknown	Unknown	We use MSX #s	We use MSX #s
GlaxoWellcome	35,000	12,000	Allocation	6,000	6 000		
Intel	90,000	80,000	None	55,000	20,000		
Lockheed Martin	125,000	115,000	Per sales and Population/ per company	115,000	0		
Lucent Technologies	125,000	105,000	Per headcount	82,000	23,000		
Merck	54,000	52,000	none	36,000	18,000	54000	20000
Microsoft	45,000	45,000	none	31,000	14,000		
Motorola	75,000	50,000	Varies by LAN (new global rates for 2000)	30,000	20,000		
Nortel Networks	85,000	75,000	Per Mailbox	62,000	23,000	75,000	14,000
Northrop	35,000	34,000	permailbox per month	34,000	0		
Texaco	22,000	20,626	Per pc	16,433	4,193	20,000 - 30,000	
0							
Total	1,618,000	1,293,896		909,637	251,354		

Company	Committed Service Levels	System Availability (with or without network)	What is considered an outage?	Time to recover a server	Message delivery time End-to-End	Measurement/ Metrics Tools	Maintenace Windows? Do there count against your Availability?
AT&T	99% within 5 minutes 7x24 server availability	99.986 with network	The Post Office is not able to communicate with the network backbone	~ 6hours	Average 3 minutes	MailCheck, Crystal Reports NetIQ	Yes No
Boeing	Yes					CIM, ITO NetIQ, Perfmon	
BP	Yes					Crystal Reports Baranof Home grown	
Chevron	Yes 24x7 w/ 3 hour maint window on 3rd Thursday	99.98	Exchange server unavailably to Client due to Exchange server fault	Varies	87.72% < 5Min	Crystal Reports NTSMF LDAP Baranof, ManageX SAS HP's IT/O	
Columbia Health Care	Yes Delivery within 10 minutes					NetIQ (AppManager)	
Compaq	yes					Local (MSK), Crystal Reports	
Exxon	24x7 95% availability	99.9% w/o network	Any problem w/ service or server that prevents mail delivery or mailbox access	~12 hours	N/A	NetIQ (AppManager)	No Maintenance windows
Fidelity Investments	99% in < 15 min	99.7 Server 99.95 Customer Impact	Any outage where end user is affected	~ 10 hours	Average in minutes	MailCheck, Crystal Reports, Perfmon	Yes/No
Ford	SLO 7x24,99.6% up time, 2 minutes delivery to managed server		Inability to send/rec mail or access calendar	Target 2 hrs for service 24-28 to recover data betw backup and point of failure	2 minutes to any managed server	ManageX	
General Electric	24x7	Different per business unit (usually 99.9% w/o network)	Different per business (usually any problem with a service or server that prevents user to get to their mail)	Varies (but goal is usually ~ 8 hours)	No way to measure in GE's environemtn	Different by each business (tends to be BMC Patrol, NetIQ Crystal Reports PERFMON)	Varies by business unit
GlaxoWellcome	Working on					Crystal Reports SAS processing tracking logs	
Intel	24x7			No more than 3hrs	6 Min domestic 1 Hour world-wide	Crystal Reports BMC Patrol, VB app to process tracking logs	No
Lockheed Martin	7x24		Clients cannot communicate with the Server	Varies, up to 20hrs	99% of 10KB w/in 10 mins 2MB w/in 30mins	BMC Patrol Baranoff, InLook, in house	
Lucent Technologies	Yes	SLO/97.5%	End User cannot send or receive email or connect to Public Folders	Varies depending on store size and original problem <10 hrs Trying to meet 4hrs	10 minutes/95%	Crystal Reports, Perfmon, Topper Evaluating others	

Service level

Merck	Unpublished 99 995 uptime		Clients cannot communicate with the server	4 hours Domestically best effort internationally	Developing Delivery time metric, 5 minutes within site 10 Between Sites and 20 on multiple hop sites	Crystal Reports/NetIQ	No availability is calculated within 6am to 10pm
Microsoft	yes					NT Exchange and ITG developed others under eval	
Motorola	24x7 within 2 minutes	99 9 (servers only)	(1) server/key components down, (2) cannot send mail (3) cannot receive mail	~ 4 hours	Global less than 48 seconds (average)	BMC Patrol Spectrum Baranof Home Grown	
Nortel Networks	90% Messages Delivered < 15 Minutes	99 9	Anytime a user cannot access their mailbox due to server related problems (Not network)	Typically anywhere between 4-8 hrs	Average Message time = 2-3 minutes 99% of messages delivered < 15 min	Exchange MessageWise 2MA NT Robomon & Vantage Metrics Crystal Info and Crystal Reports internally developed process	There is no predetermined maintenance window Outage is not counted if users have been forewarned
Northrop	delivery of exchange email 95% within 5 mins 95% avail of all x-servers based on 7x24					mailcheck for delivery performance asp web page of NT service call program for availability, soon volume with crystal reports	
Texaco	24x7	99 9	Anytime a user cannot access their mailbox due to server related problems (Not network)	Typically, anywhere between 4-8 hrs	Variable due to network topology/domestic less than 1 min	Topper, Tivoli PerfMon, Spectrum, NetHealth	no

Service level

Company	NT Domain Structure	# of Exchange Sites (US vs International)	Phyical Server locations	Number of Pos/BH s	Number of Subscribers Per PO	Dedicated PF Severs (Y/N)	Dedicated DL/List Servers	Corp Dir Relation (META or MSE)
AT&T	Multi-Master 5 Account Domains and 6 Resource Domains, one resource domain dedicated to Exchange Mail service	5 US - 4 Intl		90 PO / 7BH	1 800	Yes	Exchange-No Relay Host-Yes	META/SCOR
Boeing	MMAD	20		408	1,000			Batch Feed From In-House Service Registration Database
BP	Multi-Master user domains with single global Email resource domain	126		311	500/server max			MSE
Chevron	11 Account Domains w/1-way trusts Most Exchange sites reside is in its own Resource Domain More recent deployments Exchange servers are BDC's in an existing resource domain	1 covering the USA 16 sites geographically determined by WAN		75	target 1000 Range 20 to1200	Yes	Yes	META
Columbia Health Care	Multi-Master (6 domains) with all Exchange Servers in a resource domain	4		24	700 Avg			MSE w/SoftSwitch dir sync to other platforms
Compaq	2TMM	11-US/NA, 12 International	Major hubs in Reading Munich Singapore Sydney, Tokyo Houston Littleton MA Cupertino, Colorado Springs, Alpharetta GA, other Countries as well as required by network design	301=PO,60=BH/PF/ETC, 361=Total Serv	S = 500, M = 1000, L = 1500	Y - some, but not always	N	META
Exxon	multiple master domain model 1 Exchange only resource domain	6 major / 2 satellite		58 Email, 18 BH/GW, 3 PF, 2 Utility, 1 KM, some email servers also perform BH/GW functions Included are 4 Lotus Notes connectors (including a calendar connector)	1000	Yes	N	IBM Callup, MSE Zoomit
Fidelity Investments	Multi Master with a single Domestic Resource Domain	3 US / 2 International	22	106 PO, 140 Total	300	Yes	No	Batch Feed
Ford	MultiMaster 6 account domains, 400 resource domains, 2 global res domains for Exchange	2US 8 Intl today		65 PO 35 others planned	3000/server	PF not used	DL Not used	IBM Callup Masters Corporate Directory Service (CDS)
General Electric	Multi Master within businesses no GE-wide cross-business trusts	175	Unknown	610 (unkown mix of PO/BH)	varies typically 1000 1500	Sometimes	Sometimes	MSE
GlaxoWellcome	multiple master domain model - Exchange only resource domain each Exchange site	23		75	600			Dec DDS and MSE
Intel	Multi MAD with one Exch Resource Domain	1 US 2 Intl	16	200	560	Y	Y	MSE
Lockheed Martin	Multi Master Accounts /Single Resource for Exchange	11		128	small=500 med=1000, large=2000	Yes	No	Both
Lucent Technologies	Multiple master domain / all Exchange servers in a dedicated resource domain 7 Account domains, 300+ resource domains	69		213 Total servers 153 User servers 53 PF Servers 7 hub Servers	Old equipment 500-700 New equipment 1000 - 1500	Yes	No	Batch feed from in house proprietary corporate directory
Merck	Multi-Master Accounts /Single Resource for Exchange	3 US / 50 international	90	Varied	300-1200, 5000 Sales representatives on a single server	Yes at Major sites, at small sites shared with mailbox	No	MSE
Microsoft	Multiple Master and 1 resource domain for Exchange servers only	12			old=300 New=1050			
Motorola	Multi Master Domain Model, many Exchange Resource Domains	141		281	20 900	Y	No, planned	Both
Nortel Networks	Multi-Master NT Domain (6 Domains), 2 Separate Resource Domain for the Exchange one for Production and one for the Test environment	4 NA / 12 Intl		172	800 max (under review)	Yes	Not decided yet	Batch Feed From In-House Service Registration Database
Northrop	3 Masters - 1 Exchange only resource domain	26		85	200-1000			mse
Texaco	Modified Multi-Master Domain	10	50	81	small=100 med=300, large=1000	Yes	No	

Infrastructure

Company	Hardware Make	Hardware Model	CPU Type / Quantity	PRIV IS HD space	RAM	(NT 4 0) SP?	(EX) 5 5 SP?	Legacy Connectors	Site Connectors	3rd Party Add-Ons Y/N
AT&T	NCR	4300	dual Pentium Pro 200mHz	90GB	512MB	4	SP4	None	RPC	Omtool Fax Sr
Boeing	Compaq	6500	Infra = 4 Mail/PF = 1		256			No	X 400	X to-PC Fax (in pilot)
BP	Compaq	6000/7000	hubs single proc user/PF dual proc		128 256			MSmail SNADS	RPC and X 400 depending on bandwidth	Remoteware, Rightfax, Topcall
Chevron	Compaq	Large Private Store=P5000 / Small Private Store of Bridgehead=P2500	Private/Public & Bridgeheads 2xP200	104 Gb	320MB on Bridgeheads 256~512MB on Private stores	SP3	SP2	1 MSMail connector for 5 P/O's	Converted all to X400 (SMTP being tested)	USA AT&T Fax connector Baranof mailcheck International RightMaxiFaxsys
Columbia Health Care	Compaq	4500/5000/5500/3000 - DG 3600/3650	dual pentium pro 200		512			No	X 400 to 3 Sites	ScanMail by TrendMicro
Compaq								PMDF (SMTP/MIME)	RPC & X 40	FAXXINATION, SAP
Exxon	Compaq & Dell	5500/6500 / Dell are 6000	dual pentiums PRO 200	126 GB	1 GB	SP3 moving to SP4	SP2 some SP3 as needed/recom mended	Notes OV/PROFS and SNADS	Site connectors and X 400 connectors	N
Fidelity Investments	HP & Compaq	I X Pro & 1600 (Connectors) 7000	Single & Dual	45 GB	256 & 512	4	2	None	X 400	Y
Ford	DELL	6300/4300	4 way/ 2 way PII	60GB	1GB	SP4	SP2	None	RPC	None
General Electric	Compaq, HP, Digital	Varies CPQ 5000 typical	Dual Pent Pro	Varies	512	4	2	PROFS Notes X400	X400	ScanMail and Various Fax
GlaxoWellcome								DEC MB400 IMS HP Openmail X 400 to ISOgate, X 400 to AT&T	X 400 between all sites	
Intel	NCR	S-26	2x200Ppro	8-12Gbyte PRIV 24Gbyte space	256MB	SP5	SP3	cc Mail, X 400 SMTP Notes PMDF	RPC Site Connectors	Y
Lockheed Martin	Compaq (Alphas&Proliants)	A61x00 AS4x00 Proliant 1600 5500	(1-4 processors) Alpha 5/4xx PII 450 XEONS	8-24GB	256MB-1GB	4	2	SMTP/MIME	X 400	Y
Lucent Technologies	Old- NCR New-Compaq & HP	NCR S40 Compaq 6000, HP LXR	NCR-4xPentium186 Compaq/HP 2x450 Xeon	>33GB	NCR 196MB RAM Compaq 512 MB	4	1	No	RPC and X 400 depending on bandwidth	Omtool Fax
Merck	Compaq	5000/2500	4xPP200 1xPII300	100GB at large sites 25-50 at smaller sites	1GB/256MB	3	1	MS Mail	Y	TopCall Fax Connector
Microsoft	Compaq	5500	4x200		512			none	Y	N
Motorola	Compaq	Proliant 6500	OLD 200 MHz Dual CPU, NEW 500 MHz quad CPU	24 - 96 GB	OLD- 512 MB, NEW up to 3 GB	4	2	MS-Mail cc Mail, IMS	Y	RightFAX, BMC Patrol, Norton Antivirus
Nortel Networks	Digital Alpha/Intel and Compaq Proliant	Alpha 2100/4100 Digital Phons 7100 Compaq Proliant 5500/6500	1 or 4	Old config 24GB New config 54-90GB	Alpha 256/512MB, Intel 512MB	4	2	SMTP and ICR gateways	Mostly RPC, some X 400	N
Northrop	Compaq	Proliant 5000 3000,2500,5500	200 MHz Dual Proc		256 MB			Profs cc Mail	Site connectors and X 400 connectors	Scanmail by Trendmicro
Texaco	Compaq & IBM Netfinity	4500, 5000, 2500, 3000, 1600, 1850/ IBM s 5500/7000	Variable up to Dual 500 MHz	38-72gb	Up to 1 Gig	5	2	MsMail, Notes, Linkage to OVVM and MVS	RPC Site Connectors	KeyFlow FaxSr Faxination Blackberry, Teamspace, Antigen, Fulcrum Reddfish List Server

Company	Mailbox Size/Limit	Mass Mail Delivery Limits	Support for PST (including recovery)	Prohibit PST use (?)	% Exchange 40	% Exchange 50	% Outlook 97	% Outlook 98	% Outlook 2000	Plan to deploy with Office 2000	Support POP3 (Separate PO's?)	Support IMAP4 (Separate PO's?)	Support OWA (separate PO's?)	3rd Party Add-Ons (MaxCompress, etc)
AT&T	35MB	600	Yes No	No	5	5	15	65	10	Yes	No	Yes, Separate	No	
Boeing	15Mb	1,000 per DL (Recom.)												
BP	30MB	Large DLs are protected 500 addressees per message DL's to 3000 members												
Chevron	500MB						98	2		Yes	Yes	Yes	Yes	
Columbia Health Care	50MB	Restricted use of large dist lists - Cross platform limited to 200 recipients for tech reasons												
Compaq	20MB, more quota for fee	100+ Global DLs require restrictions		N	0					Yes pilot now deploy early 2000	No	yes/no	limited YES separate server	
Exxon	25MB	no limit			1%		98%	1%		NO	NO	NO		
Fidelity Investments	500MB	no limit	No	No	0	0	80	20	0	Yes	No	n	y	None
Ford	20MB	Dist List separate from Exchange (Netscape/Oblix) plus dist from PROFS DL service - no limit						98	2	Y	N	N	Y	None
General Electric	varies 20MB typical	Restricted use of large DLs	No	No	Unknown	Unknown	Unknown	Should be 100% (corelaod standard)	Unknown	No	Varies	Varies	Y N	None
GlaxoWellcome	50mb	no limit												
Intel	30MB warning/40MB Prohibit send	None today	N	N	0	0	10	88	2	Y	Supported	Supported	No	C2C
Lockheed Martin	8MB avg/30MB max					Y	Y		Y	Y	Yes(No)	Yes(No)	Yes (dedicated IIS)	
Lucent Technologies	Nominally 50 MB (on stressed systems 30MB)	2000 Recipients			10	45	25	20	1	Deploying OL98 this year 1Q2000	Minimal/No	Yes/No	No/No	Considering maxcompression, but issue with virus scanning Not
Merck	None	None	Yes/Best Effort	No	40	60				N	Yes(no)	Yes(No)	Not Yet	
Microsoft	45 warning, 50 stop send, 75 stop receiving	approx 1000												
Motorola	Typical 50 MB, Special 100 MB	Default			0	0	19	80	1	Yes	Yes	Yes	Yes	No
Nortel Networks	10MB	None on the internally developed system, 300 on Exchange DL's (enforced through regular audits of the directory)	Recovery of PST's is up to the Desktop Backup and Recovery group, not messaging	No	0	0	~80	~10	~10	Yes, very soon	Yes, ~25% of PO's	Not officially	Pilot	No
Northrop	30MB	1,000 per DL (Recom.)												
Texaco	20MB Soft/ 250MB hard	No	Yes/Best Effort	No	0	0	10	85	5	Yes	Yes/No	Yes/No	Yes/No	No

Client config

Company	Virus Protection (Server/Client)	Content Scanning?	Process to create/delete mailboxes	How do you know when People join and leave the company	How do you handle Name changes (ie Marriage/Divorce)	What do you do with an employee's mail that has left company?
AT&T	Currently McAfee on client adding Virus Software to our (UNIX) Relay Hosts	No	Paid MCS to write a tool called AMC (automated mailbox creation tool) that deletes custome recp s and creates a new mailbox	Wrote a script that checks the Corporate Directory to see when an employee record is added or deleted Creating a web based application that allows employees request an NT ID and mailbox on one web request with 48 hour turn around	Currently manual working on a web based tool to do allow employee to do this automatically	Just delete their mailbox and mail
Boeing						
BP						
Chevron	Piloting WorldSecure with McAfee		Manual inconjunction with X 500 dir	Service Order processing	Request to Directory Management	Delete
Columbia Health Care						
Compaq	Client, should have serverbased tool by end of 1999					
Exxon	McAfee on client and at firewall Moving to same architecture with Norton	No, but looking at alternatives	Batch creation	Rely on HR Dept to initiate changes Have distributed group of administrators who can make these types of changes	Manual Distributed group of administrators are responsible for making these types of changes	Manually delete after 90 days
Fidelity Investments	Exchange Server - None Client - Norton SMTP - currently being implemented	No	Implemented web based automated service	LAN Admin - deletion requests and HR database feeds	Both automated and manual requests	Disable accounts, followed by deletion
Ford	McAfee on client, none on servers today - Considering adding software to firewalls and Exchange		SILAS(Ford process)/CDS MCS custom developed apps for NT/Exchange account & mailbox administration	Corporate Directory Adm tools and process feeds from personnel systems	Corporate Directory Adm tools and process feeds from personnel systems	Delete it
General Electric	Varies (but tends to be Symantec)	No	Varies (web, mainframe apps ADMIN)	Varies (HR look at last signed on supervisors billing data etc)	New request	Varies (usually delete it)
GlaxoWellcome						
Intel	Still evaulating	Y	Web based tool	Automated dump from HR server	Web based tool	Delete after 7 days
Lockheed Martin	NAI on the Client/Server, Sophos on SMTP relays		In-house developed tool Registration Database (RDB) that works in conjunction with GAL X 500 and HR dBs	HR dB feed to X 500	Thru RDB	Archive and delete
Lucent Technologies	McAfee on clients and Exchange servers Adding TrendMicro to firewalls and Unix Relay Hosts		In house written process that does batch creates each night based on feed Deletes handled by flagging users missing from Corporate directory 14 days NT account disabled 60 days accounts deleted	Feed from Corporate directory which is fed from PeopleSoft	Manual Process	Delete it, unless manager requests it
Merck	Internet Gateways and Norton Anti Virus	Not Yet	Manual Looking at a tool called ExDS from Discus Data	No	Manual Distributed group of administrators are responsible for making these types of changes	No Policy
Microsoft						
Motorola	Norton Anti-virus		Have automation tools			Delete
Nortel Networks	Norton on the client adding software on gateways	Yes scanning for common spam text strings	Internally developed scripts using SQL to manipulate data that is feed from the corporate meta database (automated nightly)	Batch feed from In-House Service Registration Database, Autmated nightly	Batch feed from In-House Service Registration Database Autmated nightly	Automated nightly (hide restrict delivery and change Primary NT Account to mailbox) delete 45 days later
Northrop						
Texaco	Server-Sybari Antigen Client McAfee	Coming soon	Inhouse developed process (Web app)	Notification from Human Resource Dept	Webform request	Backed up and archived Mailbox hidden and then deleted after 30 days

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Company	Message Retention Policy (wks/mos/yrs)	Days In Dumpster	Restore users Mailbox? Charge?	Storage time for Tape backup	Backup software and strategy	Recovery Strategy	Who sets the retension policy?	How is it enforced?
AT&T	unlimited	0	Only if we delete it, No charge	2 Weeks	Seagate Enterprise/STK9730 DLT Tape libraries and WINNT Backup for Bridgeheads Full backups daily	We have on-site technicians and parts available 7x24 We offer 24 hour turn around for a downed server	N/A	N/A
Boeing	14 days				Netbackup - Puget sound - Outside Backupexec	7x24 4 hour restore commitmentHotspare on site at every major site		
BP	unlimited				Site based decision Ntbackup, Cheyenne, Legato and Seagate are all used	Hot standby hardware and support staff on 7x24 callout for major sites		
Chevron	unlimited, restrictions Planned	7	changed for man power ~ $1000	3 Mnths	Domestic US=Legato Unix-based Networker, perform full backups every other night incremental in-between Have trouble managing DB agents (reseting and reinstalling) Central servers have dedicated 100mb/s LAN for use by all centralized servers Internat	Complete spare server at major locations w/ 24x7 vendor contract Database recoveries where a restore is involved, rename priv edb, restore backup to separate server, then exmerge mail back into production No major disaster-recovery plans in place		
Columbia Health Care	Current year + 1 year				Seagate's Backup Exec	Seagate's IDR module and Sunguard		
Compaq	None	14 days US	Yes, no charge		NT Backup, Legato	Spare HW servers in critical locations Restore server offline to the spare, then swap into production and ExMerge data back	Corporate Records	
Exxon	None	14 Days	Yes/$1000	8 Days	Seagate BackupExec with Exchange addon / daily full backups		Local affiliate organizations	User enforced
Fidelity Investments	under review	0	Yes with Charge	1 year	ARCserve, moving to Legato	Hot Spare servers	Cross Functional Team	Under review
Ford	14 days	7	case by case	14 days	ADSM	Hot Spare hardware, EMC/BCV, Exchange (hot spare per array is identical), 2 ports are used for new model and new model hot spare		
General Electric	30 days for Inbox, Sent Items - 365 for all others	< 4	Yes, Yes ($2500)	2 weeks	Seagate, Cheyenne, NTBackup / nightly full	Hot Spare servers typically	Legal	HR and Legal Audits
GlaxoWellcome	none					Repair or replace hardware, restore		
Intel	28 days/7 days sent items	1	Not supported	7 Days	NT Backup to Local DLT	Restore/ Repair or Replace	Legal	
Lockheed Martin	65 days	n/a	Yes/Yes	28 days	NT Backup to Local DLT	R/R/R		
Lucent Technologies	6 months	4	None	30 Days	Seagate backup with Exchange addon / daily full	Vendor specific HW repair SW is tape restore and/or reinstall-rebuild		
Merck	60days inbox/sent items/deleted items	7	No	30days moving to 14	Seagate BE 7 0 /Daily Full	Standby Restore server	Records Management Group	Not Currently enforced
Microsoft	none				NT w/ Seagate (Exabyte & DLT) daily	Reinstall, Restore * EDB		
Motorola	No enforced policy as yet	~2	Yes Not usually	Minimum 30 days	ARCserveIT, BackupExec, Legato	Reinstall, Restore * EDB		
Nortel Networks	None	None	Not Officially supported	21 consecutive days	Seagate Backup Exec, Nightly Full, Linear Logging Looking at NetBackup	Not spare in major locations 2 Hours response from hardware support		
Northrop	7 day retention on tape, 1 tape sent offsite				segate backup-exec	Exchange site spare Compaq processors for hardware failures, 3 servers in USA for recovery/restore of mail store/mailbox	N/A	N/A
Texaco	unlimited	5	Yes/Yes	8 weeks	NT Backup to Local DLT	Spare hardware onsite, Repair/Replace	Legal	No currently enforced

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Company	S/MIME	Encryption	V.509 V3	PGP	Key Mgmt (Y/N)	No. of Users Internal/External
AT&T	No	No	No	No	No	N/A
Boeing					Y	
BP					Y	
Chevron	Yes	Pilot Entrust	Pilot	no	Pilot	50 Pilot
Columbia Health Care					N	
Compaq					No	
Exxon	No	Yes	No - but hopefully part of Zoomit implementation	No	Y	N/A
Fidelity Investments	No	No	No	No	No	N/A
Ford	Y - pilot	Y - pilot	Y - pilot	No	Versign KMS	N/A
General Electric	Soon	Soon	Soon	No	Y	Unknown
GlaxoWellcome					N	
Intel	Y			Y	N	
Lockheed Martin						
Lucent Technologies	Yes, Supported inbound In progress for Outbound	In Progress	Yes	No	In progress in conjunction with Corporate Security	All
Merck	No - World Secure Pilot	N	N	No	N	Pilot
Microsoft					y	
Motorola	No	Coming soon	Coming soon	No	Yes, coming soon	Very few, in test
Nortel Networks	Not yet	Entrust limited deployment	Entrust limited deployment	No	Entrust	3000/0
Northrop	N	N	N	Y	N	
Texaco	Y	Verisign	Y	No	N	500
Total	0					

Security

Company	Distribution of Exchange servers (Domestic and International)	Remote Administration of Exchange servers	Sys Mgmt (Centralized or Local)	Alert management techniques and tools	Is client support handled by same group as server support?	Level of Support from Microsoft	Change management strategy	# Planning/ HQ Staff for Exchange	# Operations Support Staff perfunction for Exchange	Directory Services head count
AT&T	95% Domestic 5% International	All servers at all locations accessable centrally via Remotely Possible, Exchange Admin NT admin	Centralized	NetIQ send alerts to HP OpenView	No	MS Premier support contract Conducted NT and Exchange Supportability reviews Microsoft Enterprise Program manager on site (supporting all MS products)	Tickets are entered into a Central Change Mgmt system fully accessible by Helpdesk Maintenance is done Monthly or on a as needed basis No work done unless it is entered in system	4	42	3
Boeing	Primarily domestic InterntI (global) hubs being deployed in 98 (5-7 hubs) Completed 5 Global hubs	Compaq insight mgr and NetIQ	Centralized	CIM, NetIQ	Enterprise operations has both server and client specialists avail for 3rd / 4th level spt	MS Premier support contract includes TAM Conducted NT and Exchange Supportability review 1Q98 One addt'l MCS consultant	2Q98 beginning implementation of formal change process Server change mgt "pushed" centrally and spt with periodic audits	10	Srvr = 18 Client - 7	
BP	with 311 servers in 42 countries too many to list Approximatly 30% US and 70% International	All servers at all locations accessable centrally via PC Anywhere32 Exchange Admin NT admin Compaq insight manager, SMS client	Centralized design processes and procedures managed by 7 regional support teams	Baranof Notify Service and Link Monitors Perfkat and Perfmon	No Client support via desktop and help desk teams	MS Global Premier account 3 TAMs Conducted NT and Exchange supportability reviews	Global Email team sets upgrade timing and determines versions/ hotfixes Sites are required to update servers within 60 days of go-ahead Peer reviews audits and compliance checks performed to ensure consistant implementation	2	72	
Chevron	8 domestic server cluster locations - (4 N California 1 S California, 2 Texas, 2 Louisiana All locations in one US site)=39 Private Store, 7 Bridgehead in one site 15 international sites 1 to 5 servers each	All servers at all locations accessable centrally via PC Anywhere and/or SMS Exchange Admin, NT admin Compaq Insight manager Central Staff has full Admin rights to the server Remote staff has local rights but responsibility for mailbox admin tasks	Centralized with local SME s in 21 regions	Operations center runs Admin Server & Link monitor Baranof and Perfmon monitors HP's IT/O threashold alerts send as E-mail to PF & Paging system Out of the box tools Health reports posted on WEB (Performance counter hits traffic volume etc)	Outsourced central 1st level client support but in house regional support exists for 1st level with 2nd level SME s (expert email team members) on-site 3rd Level support offered by the desktop design team as well as via Premier support Server suppor	MS premier support contract includes TAM	Rolling release testing and change mgmt into the enterprise file/print/web processes averaging on customer communication methods and lab space/tools Have trouble to do volume testing in lab Have monthly 3 hour change window	1	7	
Columbia Health Care	All domestic	PC AnyWhere	Centralized	NetIQ	No	PSS	Keep software on current level after testing unless a requirement exists to support other versions (I e SoftSwitch)	3	3	
Compaq	30% Europe 19% PacRim/Japan, 51 NorthAmerica	All servers at all locations accessable centrally via PC Duo, Exchange Admin NT admin Compaq insight manager Central Staff has full Admin rights to the server Remote staff also has rights but responsibility for backups, mailbox admin tasks	Semi-Central	BMC Patrol	1rst level handled by Helpdesk, 2nd level by local operations or desktop teams Client escalations may be handled by Corporate or Geography 3rd level server support	PSS Premier	Standard builds	7		2
Exxon	47 U S (most in Houston) / 14 Canada / 2 UK / 5 Japan/ 3 Beligum/ 3 South America / 4 Singapore/ 1 France/ 3 Australia	SMS / Exchange admin / NT admin / Compaq Insight mgr	centralized	Exchange link and server monitor / paging software / Softswitch Mail Monitor/ NetIQ AppManager	No	Premier support / 1 Exxon TAM / additional consulting from Microsoft Consulting Services	Global Email team sets Exchange/NT/HW upgrade/maintenance timing and acts as implementor for Exchange Separate skill center is responsible for NT/hardware changes	4	Centralized system management by 10 Exchange/2 NT analysts Local operations are limited to changing tapes and hardware Installation (when directed) Total operations headcount unknown	4
Fidelity Investments	120 US / 14 Europe / 6 FarEast	Exchange admin / NT admin / Vendor specfic tools / PC Anywhere	Centralized	CA's TNG / Baranoff / HP Openview	No	Premier support / 1 Exxon TAM / additional consulting from Microsoft Consulting Services	Keep software on current level after testing unless a requirement exists to support other versions	4	14	2
Ford	30 US 10 UK, Planned - 10 Sweden, 2 Aus, 5 Japan	PC AnyWhere	Centralized	ManageX	No	Premier/TAM/MCS	Trouble tickets business requirements version control, test and release	5	15+	

Management

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Company	Geography	Admin Tools	Centralized	Monitoring	Help Desk	Support	Change Management			
General Electric	Unknown	Exchange admin / NT admin / Compaq insight mgr / PC Anywhere	centralized by business but varies	NetIQ, BMC Patrol, HP Openview	Varies typically yes	Multiple dedicated TAMs	Varies by business typically use one business as lead	8 Planning (not HQ)		100 Unknown
GlaxoWellcome	24 US/ 32 UK/ 32 Rest of world	Exchange admin / NT admin / Compaq insight mgr	Centralized US/UK	Exchange link and server monitor / paging software / NETIQ appmanager	No		PSS/ TAM	Shared change management system in public folder	6		4
Intel	100 US/50 Pacific/50 Europe	Exchange admin / NT admin / Landesk Manager	Centralized	BMC Patrol/ Perfmon alerts/ Tivoli Console	No		PSS/TAM	Involves three committees for approval	4		3
Lockheed Martin	Currently US Only		Both	BMC Patrol/ Perfmon alerts/ In-house tools	No		PSS/TAM	Technical and Operations Review Boards	8		20
Lucent Technologies	70% US and 40% international (~30 countries)	Yes All servers worldwide administered from Princeton NJ	Centralized	Perfmon Monitoring of queues Collection of Event logs back to central admin location for extended troubleshooting Moving Towards NetIQ	Tiered help desk support Client support may not get all the way back to SMEs who regularly handle server	DTAM Premier Support EPM on site MCS on site	Lucent & IBM GS change management process	3		50
Merck			Centralized		No	PSS/Dedicated TAM	Varies	1		11
Microsoft	50% US and 50% intl	Limited to monitoring backups and first tier support	Centralized	Perf and link monitors	Yes	PSS	Process in place to notify all leads prior to any alteration	8		15
Motorola	66% US and 33% Int'l	Std MS tools PCAnywhere Compaq Remote Insight Bd	Both	Compaq Insight Manager BMC Patrol	Yes same organization different department	MS Premier Support Services	Moving to better Change management Control	8		42
Nortel Networks	125 Canada US, 4 South Am, 11 Asia Pac, 32 Europe	Yes Remotely Possible Remore command Exchange Admin	Centralized follow the Sun model	Exchange MessageWise 2MA NT Robomon & Vantage	Not Initially but problems can be escalated to the messaging group	DTAM Premier Support Global Master Services Agreement MCS continuous contract	Formal change management process with an internally developed web based tool	9 ping 5 developers		59 Very difficult to evaluate
Northrop	93 servers	Exchange admin / NT admin / Compaq insight mgr	Both	Exchange link and server monitor / paging software / soon NETIQ appmanager	no, always follow standards and call enterprise email group for support	PSS/ TAM	today routeable word chg control doc Future moving to Shared change management system in public folder using forms (Outlook)	4	35-50	
Texaco	32 Domestic/49 International	Exchange admin / NT admin / Compaq insight mgr/Timbuktu	Centralized	Topper soon NetIQ or Patrol	At a second level support structure	PSS/ TAM	Problem and Change Control Team and System with set procedures and customer notification mechanisms	4		6

Company	Client Distribution method and clients served by method	Server Distribution Method	Virus Update files (ie DAT files)
AT&T Boeing BP	Local Support for intial client install Service Packs via Tivoli	Local Support and RCMD from control center	Via Tivoli to clients only
Chevron	SMS	From Central Site	SMS to Clients, Direct Web access for WorldSecure/MacAfee
Columbia Health Care			
Compaq	Inhouse mechanism	Builds developed centrally, deployed locally	
Exxon	Separate skill center (desktop) using local operations and SMS	Centrally supported remote, semi-automated install process	N/A
Fidelity Investments	SMS	SMS	Client download from install points
Ford	Tivoli, SDS	Tivoli	Tivoli, SDS
General Electric GlaxoWellcome	Varies, but mostly SMS	Varies, but mostly Local Support and RCMD	Varies, but mostly SMS
Intel	Home grown tool 80K	DTW OS load Remote Console for Exchange install	
Lockheed Martin	Varies with local support	SMS and Local Support	NAI DAT files
Lucent Technologies	Client image used for intial installs Local support has access to approved packages SMS for upgrades and SP's SMS also used to monitor servers and deliver server SP's	Server either shipped pre-configured from Princeton (for domestic sites) Servers bought in country and disks shipped to Princeton for loading and returned (International)	Via SMS to clients and servers
Merck			
Microsoft			
Motorola	Mostly SMS, some by CD, new ones by vendor	Via CD-ROM, Local Support,	NAV "SARC" updater
Nortel Networks	Desktops are cloned using SRP (Software release packs)	Remote control tools and local support	Corporate distribution center, user triggered
Northrop	local support / SMS	SMS	y
Texaco	Tivoli	Pre-configured servers shipped internationally, domestic built locally	Clients via logon scripts, Servers automatic via FTP site

Company	Who wrote (Shareware/Internal)	Utility Name	Function
AT&T	MCS	AMC - Automated Mailbox creation Tool	Create's new mailboxs, deletes custom recipient mailbox and adds DLs from custom mailbox to new Exchange mailbox
	Internal	DL Change notification	A utility that informs the DL owner of Add/Change/Deletes to their DL
Boeing			
BP			
Chevron			
Columbia Health Care			
Compaq			
Exxon			
Fidelity Investments	Internal	IMCSync & Account Automation	Directory Sync & account creation
Ford	MCS/Ford	WebCal, Dirsync, Ntusermgr, MigrateMail ImportPROFS AutoAcceptWizard	WebCal - Provides Web view of Exchange and PROFS calendars Dirsync - Synchronizes Exchange GAL to CDS - hourly NTUserManager - NT Domain user account management MigrateMail - Imports mail, notelogs, nicknames, pers Dist list to Exchange ImportPROFS - Imports PROFS calendar to Exchange AutoAccept Wizard - simplifies script install to multiple conf rms
General Electric			
GlaxoWellcome			
Intel	Internal	Xtools	Most Enterprise Exchange administrative functions
Lockheed Martin			
Lucent Technologies	Internal	LUUM Lucent User Manager	Web based interface for NT account manager Allows more granular control for things like password resets, etc Add on being worked for Exchange Admin needs
Merck			
Microsoft			
Motorola	Internal	Automated NT & Mailbox Creation	Add/Move/Delete Maiboxes NT accounts globaly from web page
Nortel Networks	internally developed	Directory build process	Manages most directory interaction, currently being rewritten using ADSI in view of Platinum
		DL management process	track DL trough meta directory, enforces DL maximum and provides backup for DL membership
		Metrics generation tool Volume based billing	Very comprehensive metrics tool, based on all tracking logs, custom reports Billing on a per message basis, was never implemented
Northrop	MCS	Server Monitor	Sees if server 'services' are available, Web page to show status (red, yellow, green)
Texaco	Internal	EntSync, NT/Mailbox Creation	Directory sync, Add/Delete Mailboxes, Mailbox Properties

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Company	# of Exchange 5 5 Sites planned	Number of Planned POS	Number of Planned Subscribers Per PO	Mailbox Size/Limit	Message Size/Limit	Message Retention wks/mos/yrs	Mass Mail Delivery Limits
AT&T	4	80	2500	35MB	10MB	none planned	650 recp
Boeing				5MB			1000 (recom)
BP	126	326	some server consolidation in major sites to go beyond 500/server. New target 1000/1500 per server	30mb	1mb	none planned	large D/L's are protected
Chevron	~2	~12	2000	something less than 500mb	10mb	Variable, eg Inbox 30-180 days/Deleted Items 7 days/Sent Items 30 days/Journal 30 days. Autoarchiving to other folders.	retain at 500 addresses,We try to protect DL's
Columbia Health Care	0	37 mailbox, 8 public folder, 3 other (IMS, OWA, SoftSwitch gateway)	800	50MB	2.5MB	Other retention del by records mgmt policy (non-record) messages current year + 1 yr for deleted	Large lists restricted to few users
Compaq							
Exxon	6 major / 3 satellite	90	planned / 1000	Planning new strategy (currently soft 25 MB)	5 MB, IMC, 2 MB OVM/SNADS, 10MB, Exchange	None — Under Review with Legal & Security	no limit
Fidelity Investments	5	115	300	500MB	5MB	Security	None
Ford	12+	65	3000	20MB	15MB w/attach	14 days	None - separate dist list solution
General Electric	150	200	2500	20MB	5MB (already)	30 Days	> 200 recp DLs are locked down
GlaxoWellcome							
Intel	3	100	2000	40 MB	None	28 days	None
Lockheed Martin	12+	125+	1000-2000	8/30MB	16MB	65 Days	
Lucent Technologies	All sites currently 5 5	~20	1000	50 MB	10 MB	6 Months	Yes (Already limit to 2000 recipients - but looking for optional "Moderator" function)
Merck	40	150	upto 1200	50mb	5mb	60 days/inbox/sent/delete	None
Microsoft		N/C	N/C	N/C	N/C	N/C	None
Motorola	>100	250	>900	50MB Standard	8MB	Working on standard now	None
Nortel Networks / Northrop	35 currently 5 5 All sites	100 / N/A 800	200-1000	10MB (default) moving to 20MB, 50MB (premium) service	5MB / 30MB	n/a / 6 months	Not with a home grown SMTP based system. Exchange DL 1000 max / 1000 recp
Texaco	10	90	50-1000	20M warning/ 256M Prohibit Send	25M Domestic/5M 20M warning/256M for Telecom challenged	Under Review	Large DL's locked down

Company	Currently Performing BETA testing	Dedicated Architect/Engineers (Y/N)	DNS product	Plans on merging Exchange/NT groups (Y/N)	Deploying Windows 2000 at release (Y/N)	Deploying Exchange Platinum at release (Y/N)	Draft Architecture completed (Y/N)
AT&T	Yes	Yes	MS DDNS for Exchange/QIP for corporate	Yes	No	No	No
Boeing							
BP							
Chevron	Yes	No	MS DDNS	Yes?	No	No	No
Columbia Health Care							
Compaq							
Exxon	No	Yes		Yes	No	No	No
Fidelity Investments	No	No	TBD	No	No	No	No
Ford	No	No	Unix Bind		Yes	No	No
General Electric	No	No	Unix Bind	No	No	No	No
GlaxoWellcome							
Intel	Y	Y		Y	Y	Y	N
Lockheed Martin	No	None		Undecided	No	No	No
Lucent Technologies	JDP	Yes	MS DDNS for Exchange/QIP for corporate	Same groups already	JDP	Per JDP agreement	Yes
Merck	No	Yes (1)	Quadratec	N	N	N	N
Microsoft							
Motorola	Yes	Yes (2)		No	No	Yes	Yes
Nortel Networks	Yes	Yes + MCS	Nortel Networks Netid	No	Yes, but not on Exchange servers	No	Nothing official
Northrop	Yes	Yes	MS DNS	Yes	Yes	Yes	No
Texaco	Yes	Yes	MS DNS	Yes	Yes	Yes	Nothing official

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Company				
AT&T				
Boeing				
BP				
Chevron				
Columbia Health Care				
Compaq				
Exxon				
Fidelity Investments		**PLEASE DO NOT CHANGE THIS PAGE**		
Ford				
General Electric				
GlaxoWellcome				
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Texaco				
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