

**Colin Garrett (S&T Onsite)**

**From:** Colin Garrett (S&T Onsite)  
**Sent:** Monday, September 22, 1997 5:51 PM  
**To:** Peg [REDACTED]; Shirley [REDACTED]; Colin Garrett (S&T Onsite)  
**Subject:** What's New on the ECSC Web Site

**What's New on the ECSC Web Site****September 1997**

**The Enterprise Customer Supportability Center Web site is now two months old.** Judging by your responses (as well as feedback from editors who have worked on reviews using the new content), the site seems to be succeeding in its goal of **helping you produce supportability reviews faster while also improving their quality.** Naturally there are things to work out; we invite all who have suggestions for improving the site to send them to the center at alias ECSC. **And a special thanks to those who have already sent in suggestions** (many of which have already been incorporated in the site).

**Note:** The ECSC site was designed for a global user community and its features may not be appropriate for all review writers. If you are unsure whether you should use the site, **check with your manager or Regional Supportability Center.**

**The list below highlights some recent changes, current offerings, and coming attractions on the ECSC Web site:**

- **Content is now posted for the following reviews:**
  - Windows NT Domain Architecture
  - Exchange Site Design
  - Exchange Server Planning
  - Exchange Client Configuration
  - Exchange Migration
  - SQL Configuration
  - SMS Configuration
  - SNA Configuration
  - Windows 95 Rollout
- **Coming soon:** Content for the **WINS** review
- **Microsoft Word templates customized for each review** are now available for most reviews, including all Windows and Exchange reviews. The templates include:
  - Suggested text for the Executive Summary and Conclusion
  - A feature that rolls up your recommendations
  - Style and formatting updates

Links to the templates are provided on the **Getting Started** tab as well as on the **Review Content** screen for each review. **An earlier problem with the page breaks has been resolved;** if you encounter other problems with these, please let us know. **Note:** Due to differences in business procedures from team to team, **writers should check with their manager or Regional Supportability Center** before using these templates.

**Colin Garrett (S&T Onsite)**

**From:** Colin Garrett (S&T Onsite)  
**Sent:** Friday, November 07, 1997 10:55 AM  
**To:** Shirley [REDACTED]  
**Subject:** What's New on the ECSC Web Site

## **What's New on the ECSC Web Site**

**November 7, 1997**

A quick update on recent changes to the Enterprise Customer Supportability Web Site.

- The Office Migration review was posted October 31.
- Zip files for the Exchange Migration Review were posted October 31. (The content and data forms for this review were posted earlier in October but without Zip files.)

The following list shows all the reviews currently posted to the Web site.

<b>Windows NT</b>	Domain Architecture
	DHCP
	WINS
<b>Exchange</b>	Site Design
	Server Planning
	Client Configuration
	Migration
<b>Other BackOffice</b>	SNA Server Configuration
	SMS Configuration
	SQL Server Configuration
<b>Desktop</b>	Windows 95 Deployment
	Office 97 Migration

**Minor Changes:** Over the past week, minor changes were made to the following documents:

### **Content Documents**

<b>Review</b>	<b>Module</b>	<b>Document</b>	<b>Date</b>
NT-DOM	Topology	Domain Trusts CS.doc	11/5
NT-DOM	Topology	Replication CS.doc	11/5

### **Getting Started and Sales Info documents**

<b>Document</b>	<b>Tab</b>	<b>Date</b>
Scopes Document.doc	SI	10/31
Supportability Reviews.doc	GS	10/31

That's it. Thanks for your time. As always, we welcome your suggestions for improving the ECSC Web site.

**The Enterprise Customer Supportability Center**

Please FORWARD to your TAMs!