Michael Herrera <herrera@mha-it.com>   Fri, Jan 20, 2017 at 11:07 AM
To: Colin Garrison <colin.garrison@mha-it.com>

Colin,

We can't thank you enough for your efforts, timeliness and getting quality work done for MHA. We would like to use you again wherever the opportunity presents itself.

We appreciate your true professionalism and we keep in touch.

Best Regards,

Michael Herrera
Chief Executive Officer, MHA Consulting Inc.

A 3820 W. Happy Valley Road Suite 141-501, Glendale AZ 85310
P 888-689-2290   **M** 602-708-1718
W http://www.mha-it.com/

When Success Matters

FW: OAR Overview

1 message

Garrison, Colin <Colin.Garrison@cvshealth.com>   Tue, Jan 17, 2017 at 2:08 PM
To: "colin.garrison@mha-it.com" <colin.garrison@mha-it.com>

From: ████████Katherine
Sent: Monday, December 19, 2016 3:12 PM
To: Garrison, Colin
Subject: OAR Overview

Hi Colin,

I just got off the phone with Ryan and Emmy – they were impressed with our grasp on their process! I want to congratulate you on capturing it well enough for me to get near-approval on the first draft! Awesome.

Katherine ████████████████

Consultant & Senior Technical Writer

MHA Consulting

████████████████

████████████████████████████

From: ▮▮▮▮▮ Liz (Contractor)
Sent: Tuesday, November 22, 2016 3:43 PM
To: ▮▮▮▮ Katherine; Garrison, Colin
Cc: Michael ▮▮▮▮▮; ▮▮▮▮ Celeste
Subject: Thanks!

Colin and Katherine - Thanks for helping with the flurry of activity to get Beth what she needs for Monday. It really shows how much progress has been made and how much hard work both of you are putting into this effort. Hope you get to enjoy a few days of relaxation and to recharge your batteries. I will be in the CVS office tomorrow and then off through the weekend.

Happy Thanksgiving!

Liz

FW: Review of Preparing a Full-Plano Shop

1 message

Garrison, Colin <Colin.Garrison@cvshealth.com>   Mon, Jan 16, 2017 at 4:31 PM
To: "colin.garrison@mha-it.com" <colin.garrison@mha-it.com>

From: ▮▮▮▮ Darlene A.
Sent: We▮▮▮▮day, June 08, 2016 12:33 PM
To: Garrison, Colin
Subject: RE: Review of Preparing a Full-Plano Shop

Thanks Colin …..you did a great job!

Have a great day!

Darlene

Darlene Wood | ♥CVSHealth | Analyst II, Pricing | 401.770.3786 | fax 401.770.4921 | One CVS Drive, Woonsocket, RI 02895
| Mail Code # 1088| Darlene.Wood@CVSHealth.com

From: ▮▮▮▮▮▮▮ Sudhakar
Sent: Tuesday, November 29, 2016 9:49 AM
To: Garrison, Colin
Cc: ▮▮▮▮▮▮ Liz (Contractor); ▮▮▮▮▮▮ Katherine
Subject: RE: Draft of SOP "Providing Business-Intelligence Dashboards" for your review by 12/2

Hi Colin,

SOP looks great, thank you for compiling it.

Thanks,

Sudhakar

From: Garrison, Colin
Sent: Tuesday, November 29, 2016 8:32 AM
To: ▮▮▮▮▮▮ Sudhakar
Cc: ▮▮▮▮▮▮ Liz (Contractor); ▮▮▮▮▮▮ Katherine
Subject: Draft of SOP "Providing Business-Intelligence Dashboards" for your review by 12/2

Hi Sudhakar –

Here's the draft of our SOP. Can you please look it over and either approve it or let me know of any changes we should make? A good way is by going to the Review tab in Word and selecting Track Changes, then I'll be able to see what you add and take out. You can also put in comments. Or we could talk on the phone. We're getting toward the end of our time so your prompt response would be greatly appreciated.

A couple of points: We heard from Michele that we should make it be about your work in providing data-visualization tools generally, rather than only Tableau. I came up with a name to reflect 1) your role in providing this resource to the department 2) the fact the SOP is about business dashboards generally, rather than Tableau alone.

FW: 2 more revised SOPs for your review and approval Inbox x

Garrison, Colin <Colin.Garrison@cvshealth.com>
to me

From: ████ Liz (Contractor)
Sent: Tuesday, December 20, 2016 2:45 PM
To: Garrison, Colin; ████ Katherine
Subject: RE: 2 more revised SOPs for your review and approval

Nice and well deserved praise!

From: Garrison, Colin
Sent: Tuesday, December 20, 2016 2:34 PM
To: ████ Liz (Contractor); ████ Katherine
Subject: FW: 2 more revised SOPs for your review and approval

Hello –

Got a nice note from Lisa saying it's valuable having these SOPs . . . .

Colin

From: ████ Lisa
Sent: Tuesday, December 20, 2016 9:44 AM
To: Garrison, Colin

Colin Garrett (ST Onsite)

From:	Shirley ███████████
Sent:	Wednesday, February 18, 1998 1:17 PM
To:	Colin Garrett (S&T Onsite)
Cc:	Peg ██████
Subject:	RE: Finished Removing Duplicate Headings from SCOUT Docs

==Thanks Colin. I really appreciate your good work here.==

Peg - when Colin finishes this process we will print out the reviews again for all the NT & Exchange content and assess where we are.

We will also make sure there are data collection ready for the NT reviews. I am leaving the Exchange stuff to Jed. He has expressed the preference to own the maintenance of all the content within the tool. Thanks OK by me.

Thanks!

Shirley
Program Manager
Business Analysis & Metrics - Project Management
Enterprise Customer Supportability Center

████████████████
microsoft.com

Colin Garrett (ST Onsite)

From: Norm ███████
Sent: Friday, April 10, 1998 10:12 PM
To: Colin Garrett (S&T Onsite); Shirley ████████
Cc: Peg ██████
Subject: RE: SCOUT Problem with SQL Config

Thanks for keeping on top of this Colin.

Norm the SPIL
SQL Product Information Lead
SMS Product Information Lead
SNA Product Information Lead
"Its about infrastructure"

From:	Shirley Duncan
Sent:	Wednesday, September 24, 1997 6:18 PM
To:	Colin Garrett (S&T Onsite)
Subject:	RE: I fixed WinZip text...

==Yes - it's lovely. Clear, concise, and explains to the user why they should do it our way and what the benefit is to them!==

Thanks!

Shirley
Program Manager
Business Analysis & Metrics - Project Management
Enterprise Customer Supportability Center
(WWSRC & Product Information Leads)

-----Original Message-----
From: Colin Garrett (S&T Onsite)
Sent: Wednesday, September 24, 1997 6:03 PM
To: Shirley ▆▆▆▆
Subject: I fixed WinZip text...

This what you had in mind?

cg

From:	Shirley ▆▆▆▆
Sent:	Thursday, September 25, 1997 11:18 AM
To:	Colin Garrett (S&T Onsite)
Cc:	Peg ▆▆▆▆
Subject:	FW: Kudos on the NT Content

Colin, Colin, Colin!   See Greg ▆▆▆▆ email below - specifically:
*"**In addition the NT templates worked flawlessly.** This is the first time I haven't had to spend more than an hour fixing the headers and footers."*
Looks like the idea to keep it simple is effective. Certainly all your hard work and perseverence is paying off! Thanks for being so diligent in resolving the issue of page breaks, etc. Success is sweet revenge..... *(Did I say that? Oops.)*

Thanks!

Shirley
Program Manager
Business Analysis & Metrics - Project Management
Enterprise Customer Supportability Center
(WWSRC & Product Information Leads)

-----Original Message-----
From: Peg ▆▆▆▆
Sent: Thursday, September 25, 1997 7:43 AM
To: Joe ▆▆▆▆
Cc: Shirley ▆▆▆▆
Subject: RE: Kudos on the NT Content

will do, we are going to hit the customer & internal feedback hard this next month with the intention of presenting at Q1 review:))))
Peg ▆▆▆▆

Thanks for fixing this so promptly, Colin ☺

Jed ███████
Enterprise Customer Supportability Center

Colin Garrett (ST Onsite)

From:	Jed ████████
Sent:	Wednesday, June 10, 1998 12:57 PM
To:	Suzanne ████s Direct Reports
Cc:	Colin Garrett (S&T Onsite)
Subject:	RE: Exchange information from this mornings meeting.

OK Folks - You asked for **Last Modified on** dates to be made available on the ECSC website. Well, you got it! Check out the **Server Optimization** review under the Review Content tab for an example.
As Colin continues to update material on the website, he will add this new information.

Thank you Colin for such a speedy response to our TAMs' request!

PS: Note the new super-dooper links in my signature below ☺

Jed ████████
Enterprise Customer Supportability Center
████████████████████

Colin Garrett (ST Onsite)

From: Shirley ██████████████████
Sent: Friday, June 12, 1998 5:49 PM
To: Colin Garrett (S&T Onsite); Norm ██████
Subject: RE: SMS SCOUT Stuffers.

Yes - well - this is why ALL reviews and content must go through editing...... sum of us
cant rite nor spel much gud english ;-)
Thanks Colin, as always - good work.
Thanks!
Shirley
Sr. Manager
M Enterprise Customer Supportability Center
██████microsoft.com
██████████

Be sure to visit the ECSC web sites as a source of valuable pointers to technical
information:
http://ecuweb/suprev/
(Supportability Review Information)
http://flashback/
(Current issues and archives from 1997 of all NewsFlash issues)
http://prempush/
Archives of consulting and information on prempush

Colin Garrett (ST Onsite)

From:	Jed ███████
Sent:	Friday, June 26, 1998 11:52 AM
To:	Colin Garrett (S&T Onsite)
Cc:	John ██████ David ████████
Subject:	RE: Sup.Rev. EXCHANGE content chart error!!!

Thanks Colin - I appreciate the speedy turnaround!

Jed ████████
Enterprise Customer Supportability Center
████████ @Microsoft.com 425-████████

-----Original Message-----
From: Colin Garrett (S&T Onsite)
Sent: Friday, June 26, 1998 11:50 AM
To: Jed ████████
Subject: RE: Sup.Rev. EXCHANGE content chart error!!!

Hi Jed. Your updated file has replaced the old one, and the change has been incorporated into the Site Design Content ZIP file and the Last Modified dates for both.

Colin

Colin Garrett (ST Onsite)

From:	Susi ████████
Sent:	Thursday, December 03, 1998 9:30 AM
To:	Colin Garrett (S&T Onsite)
Cc:	Shirley ████████
Subject:	RE: Publishing to InfoWeb

Thanks so much, Colin - you've done an absolutely beautiful job. Everything looks really good out there!

-Susi

Colin Garrett (S&T Onsite)

From: Jayne ███████
Sent: Tuesday, October 29, 1996 9:57 AM
To: Colin Garrett (S&T Onsite)
Cc: Marianne ███████; Robin ███████
Subject: Pacificare's Supportability Review

Colin,

I just read through the edits you made to my (attempt at a) supportability review for Pacificare Health Systems, and I want to thank you for making sense of my first attempt. This is one of my more visible customers and I certainly needed your expertise to help turn my thoughts into something a bit more coherent...
Thanks for doing just that!

Jayne

Colin Garrett (S&T Onsite)

From: Robin ███████████
Sent: Monday, October 28, 1996 1:27 PM
To: Colin Garrett (S&T Onsite)
Cc: Kevin ████████
Subject: RE: Pemco is done

Thanks.

By the way...you did a great job catching the URL in the Pacificare document.. You're right that it doesn't work and you saved us on that report.

Thanks

Robin

Colin Garrett (S&T Onsite)

From: Mark ████
Sent: Tuesday, July 16, 1996 5:10 PM
To: Colin Garrett (S&T Onsite)
Cc: Marianne ███████; Kurt ███████
Subject: RE: NT Flash done

By the way..

I reviewed your edits and formatting and it was ALL OUTSTANDING!!!! Thanks Colin for taking the time to be as complete and concise as you are. The formatting looks great as well...Great work!!!

Mark ████

Colin Garrett (ST Onsite)

From: Susi ████████
Sent: Wednesday, December 16, 1998 6:06 AM
To: Colin Garrett (S&T Onsite); Shirley ████████
Subject: RE: Finished with InfoWeb Posting

Thanks, Collin, for your flexibility and hard work! It's much appreciated.

-Susi

Colin Garrett (S&T Onsite)

From: John █████████
Sent: Tuesday, January 28, 1997 10:25 AM
To: Colin Garrett (S&T Onsite)
Subject: Thanks...

I am the KB Lead for the individual who wrote this article. The original title he had for this article didn't sound clear to me, but I couldn't think of a more effective way to clarify the wording of the text. The original text was "FPNW, Incomplete display when execute from Win95"

thank you for rewriting this.

```
ARTICLE-ID:Q162566
TITLE     :FPNW Causes Incomplete Display When Executed from Win95
PRODUCT   :winnt
SECURITY  :PUBLIC
AUTHOR    :█████
AUTHORDATE:23-Jan-1997
EDITOR    :a-coling
EDITDATE  :27-Jan-1997
```

Colin Garrett (S&T Onsite)

From:	Michelle ▮▮▮
Sent:	Wednesday, December 18, 1996 1:15 PM
To:	Colin Garrett (S&T Onsite)
Subject:	RE: Possible prob w/ Q160143

You're wonderful! Thanks!

-----Original Message-----

From:	**Colin Garrett (S&T Onsite)**
Sent:	Wednesday, December 18, 1996 1:03 PM
To:	Michelle ▮▮
Subject:	RE: Possible prob w/ Q160143

Hi Michelle. Many thanks for your note. I removed the kbbug mentions from the article, so it looks like we're all set. Bye. Colin

----

From: Michelle ▮▮▮
Sent: Wednesday, December 18, 1996 12:52 PM
To: Colin Garrett (S&T Onsite)
Subject: RE: Possible prob w/ Q160143

Hi Colin.
Thanks for noticing this ... good point. It was labeled a bug when it came in, but it was determined that it is correct behavior. So you're right, it should be labeled "KBUSAGE" as opposed to "KBBUG". Thanks for the sharp eye!!!

(Sorry for the delay. I've been OOF for a week. Would you like me to comment the KB?)

Colin Garrett (S&T Onsite)

From: Michael ███ (ECU)
Sent: Monday, July 29, 1996 9:47 PM
To: Colin Garrett (S&T Onsite)
Cc: Marianne ███████; Diana ████████████
Subject: RE:

Many thanks to you and Diana for doing this on such short notice. Both of you are great!

Thanks,
Mike

From: Colin Garrett (S&T Onsite)
Sent: Monday, July 29, 1996 9:56 AM
To: Michael ████████

Hi Mike.

Just so you know: Diana and I have finished all the SQL SP1 articles we can find.

See you.
Colin

Colin Garrett (S&T Onsite)

From: Dave ███████
Sent: Wednesday, July 10, 1996 4:15 PM
To: Gert ███████
Cc: Colin Garrett (S&T Onsite); Marianne ███████
Subject: RE: Done with Rush KBA Q150824

Thanks alot for getting this done!!

From: Gert ███████
Sent: Wednesday, July 10, 1996 5:11 PM
To: Dave ███████
Cc: Colin Garrett (S&T Onsite); Marianne ███████
Subject: FW: Done with Rush KBA Q150824

the article should be visible within 48 hours.

Thanks, Colin and Marianne.

From: Colin Garrett (S&T Onsite)
Sent: Wednesday, July 10, 1996 2:41 PM
To: Marianne ███████; Gert ███████
Subject: Done with Rush KBA 150824

Hi guys. Finished this one you special-assigned yesterday.

Gert, I had a fruitful e-mail correspondence with David ███████ and we resolved those problems you and I discussed.

See yous.

Colin Garrett (S&T Onsite)

From: Dave ███████████
Sent: Thursday, June 27, 1996 4:13 PM
To: Colin Garrett (S&T Onsite)
Subject: RE: Question on KBA 150282

Thanks for catching this. It applies to NT 4.0. Using Print and Video driver from 3.51 and earlier (NT 3.x) are not compatible. We should probably remove all versions other than 4.0 from the boilerplate.

From: Colin Garrett (S&T Onsite)
Sent: Thursday, June 27, 1996 2:23 PM
To: Dave ███████████
Subject: Question on KBA 150282

Hi Dave.

I'm editing the above-refed KBA. Can you take a second to answer a question?

What versions of NT 3.x does the article refer to? The question arises because, while the applies to boilerplate lists numerous versions of 3.x, the article itself refers only to 3.51.

The relevant text appears below. Thanks for your help. Colin

From:	Peg ████████
Sent:	Tuesday, September 23, 1997 8:34 AM
To:	Shirley ████████; Colin Garrett (S&T Onsite)
Subject:	RE: What's New on the ECSC Web Site

this is a great piece of mail!!
Peg ████████
Group Manager
Enterprise Customer Supportability Center
(WWSRC & Product Information Leads)
████████████████

From:	Colin Garrett (S&T Onsite)
Sent:	Monday, September 22, 1997 6:08 PM
To:	Peg ████████ Shirley ████████ Colin Garrett (S&T Onsite)
Subject:	What's New on the ECSC Web Site
Importance:	High

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 Review 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

3

Colin Garrett (ST Onsite)

From:	David ██████ (WINNT PIL)
Sent:	Tuesday, October 07, 1997 1:54 PM
To:	Colin Garrett (S&T Onsite)
Cc:	Shirley ██████; David ██████
Subject:	RE: DHCP Data Forms Take 2

Colin,

<mark>I think it looks good (great actually....)</mark> and I will use this type of "question" for future questions that I generate. I also reviewed this with Shirley and collectively decided to revisit the WINS questions later in favor of completing the DHCP content and questions.

thanks again...
dave

-----Original Message-----

From:	Colin Garrett (S&T Onsite)
Sent:	Monday, October 06, 1997 5:53 PM
To:	David ██████
Cc:	Shirley ██████
Subject:	DHCP Data Forms Take 2

Hi David.

Re-revised data forms are in To Be Reviewed on Folio2. As we discussed, these have been reworked to meet your concern about prodding customers to develop policies, while still meeting my concern about not having the wording of the question make assumptions that will be untrue for many customers.

How do they strike you? I think they work. They are still succinct (especially compared to other data forms), and they press the customer on the policies issue without ejecting those customers who don't have them.

Two suggestions:

- That you use same idea with the WINS forms
- That you include blank lines where appropriate (a la the NT domain data forms) to give the customer a ready-made place to put their answers.

See you Wednesday--
Colin

From: Shirley ███████
Sent: Tuesday, October 28, 1997 10:06 AM
To: Colin Garrett (S&T Onsite)
Subject: Though you might like

To see the responses to ==your nicely crafted bit of e-mail:==

From: Yoshio ████████
Sent: Tuesday, October 28, 1997 1:28 AM
To: Shirley ██████
Cc: Peg ██████
Subject: RE: What's New on http://ecuweb/suprev/ - Please FORWARD to your TAMs!

Thank you very much. ==This newsletter is very helpful for us to keep up with you.==

Yoshio ██████████████*@Microsoft.com)*
Supportability Review Center
Enterprise Technical Support
Corporate Support, Microsoft KK(JAPAN)
Phone: ████████████████████

From: Chris ██████
Sent: Monday, October 27, 1997 5:11 PM
To: Shirley ██████
Subject: RE: What's New on http://ecuweb/suprev/ - Please FORWARD to your TAMs!

==This is very cool==

Chris ██████
Exchange Product Information Lead
Enterprise Customer Supportability Center

From: Peg ██████
Sent: Monday, October 27, 1997 2:00 PM
To: Shirley ██████; Colin Garrett (S&T Onsite)
Cc: Joe ██████
Subject: RE: What's New on http://ecuweb/suprev/ - Please FORWARD to your TAMs!

==Nice update!!! Thanks==
Peg ██████
Group Manager
Enterprise Customer Supportability Center
(WWSRC & Product Information Leads)
████████████████████

Colin Garrett (ST Onsite)

From: Shirley ███████
Sent: Friday, December 12, 1997 4:59 PM
To: Colin Garrett (S&T Onsite)
Subject: And while I'm thinking about this

Where did you post your lovely User's Guide? Is it out on \\premw2\folio or \\ptarmigan perhaps?

Thanks!

Shirley
Program Manager
Business Analysis & Metrics - Project Management
Enterprise Customer Supportability Center
(WWSRC & Product Information Leads)
███████microsoft.com
████████

Colin Garrett (ST Onsite)

From: Norm ████████

Sent: Friday, February 13, 1998 2:54 PM

To: Colin Garrett (S&T Onsite)

Cc: Shirley ████████; Diana ████████████████████████████

Subject: RE: SMS Planning Docs Are Edited and Ready for Review

not a problem. <mark>Thanks for the quick response on this.</mark> I'll have more over the weekend!

Norm ████████
SQL Server Product Information Lead
Systems Management Server Product Information Lead
SNA Server Product Information Lead
"Results are physical manifestations of the intent level"