

MICRON NEWS

J U N E 1 6 1 9 9 5 • V O L U M E 1 4 • I S S U E 2 3



All Boxed In: Jenny Viland, TechNet marketing manager, found her office stuffed with more than 1,700 CD boxes when she returned from a recent business trip. The TechNet CDs that came in the boxes were lined up as wallpaper in the office of Harry Miller, group manager, who also returned from the same trip. Recycling got the boxes next.

Microsoft: MSN is Pro-Competitive

Microsoft's Online Service Expands Consumer Choice, Lowers Prices

Microsoft argued last week that The Microsoft Network (MSN), the soon-to-be-released online service, is entirely pro-competitive—offering a new, highly innovative product, increasing competition in online services, and lowering prices.

Microsoft's comments came in response to the Justice Department's requests for information about plans for MSN.

The company noted that it is cooperating fully with the Justice Department, and remains confident its plans are both legal and in the best interest of

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6 Where to go for Microsoft info.

8 Choice spots awarded for sharing.

10 Turn to a new page.

10 Enrollment month hits half-way mark.

10 Fingers need travel no further.

11 That's entertainment!

12 Another sticky wicket for Microsoft?

Product Support For the Future

PSS Builds Tools to Streamline Support

The time is two years from now, and your system runs into a snag the first time it tries to print to a color printer down the hall. You're a little miffed when you don't find your document in the tray where you expect it. You go have lunch and then return to your computer to try it again.

This time it works fine.

A month or so later, you find out by scanning your computer log that your system had detected the problem, sought the solution by polling Microsoft support information available on the Internet, and applied a fix that conformed to the peculiarities of your specific system.

A couple weeks later, you find a problem that actually requires you to interact with somebody.

You call Microsoft Product Support Services (PSS), fully expecting to go through the arduous process of explaining your problem to an engineer, who must then visualize the problem from your description, try to replicate it on his or her machine, and then find a solution and explain it to you. Instead, the engineer asks if it's okay if she monitors your computer operations while you are describing the problem.

After you give your consent, she watches as you perform the operation that's giving you fits. In this case, the solution involves a couple of mouse techniques you weren't aware of, which the engineer demonstrates on the screen in front of you.

A problem that in early 1995 would have taken 20 minutes to solve is over and done with in three minutes.

The scenarios above sound like heaven for users, but they're perhaps even more exciting for Microsoft, which is on the verge of reaping the benefits of a two-year effort to develop technology that will significantly

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Microsoft Does Too Play Cricket!

Game Brings Commonwealth Flavor to Microsoft Fields



Microsoft employees practice their cricket skills on campus Tuesday and Thursday evenings.

The pitcher—"bowler" in this case—begins his windup with a few quick steps, similar to a javelin tosser's approach. Toward the end, he adds to his momentum a windmill delivery, flinging the ball to the turf in front of the batter, where it bounces up sharply.

The batter reacts in an instant. A hollow, wooden crack resounds when the broad bat meets the hard ball. Bare-handed fielders race to gingerly catch the ball or stop it—without bruising a bone.

The game is cricket, and the players are Microsoft employees, most of whom came to the U.S. from Commonwealth countries around the world. Every Tuesday and Thursday they gather after work to practice on the

field across from Building 24. Every other week this summer they'll be playing teams from throughout the Pacific Northwest.

"Earlier this month we won our first match in Microsoft cricket history," said Jay Pathy, strategic account engineer, of the Microsoft team now in its second year. "We went up to Vancouver and beat the Brockton Point Cricket Club team in a match that was a thriller—a real nail-biter."

The match—which lasted about six hours—resulted in the Microsoft team scoring 162 runs in 37.2 overs, while the competition could only amass 159 runs in 40 overs.

What's an "over," and why did it take six hours

to win?

Most rules and other intricacies of the game—described as slow-paced by some West-erners—can be picked up in an hour or two of watching, said Krishnan Parameshwaran, infrastructure engineer.

"It's like a picnic atmosphere for spectators a lot of the time," Parameshwaran said. "One enthusiast who follows our games says cricket is the only sport that he can enjoy with a gin and tonic."

The experience takes players back to their earlier years, when most played the game

growing up and going to college in Commonwealth countries such as India and Sri Lanka.

"It gives us a sense of being back at home,"

Parameshwaran said. "And it gives something for our families, too. My wife is from India, and she's always interested in hearing how we did in cricket. Baseball is a different story."

Families back in the home countries also get a kick out of hearing how their relatives at Microsoft are faring wicket-wise, Pathy said.

In its travels from Portland to Vancouver and Spokane, the team also serves as ambassadors from Microsoft, answering questions and confirming that the company doesn't just do Windows—it does

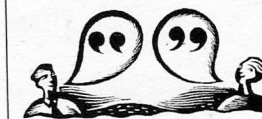
cricket, too, he said.

Microsoft employees in England provide a source of equipment and moral support for the team, Parameshwaran said, and the team reciprocates by helping ease the culture shock of people who transfer to Redmond. Leaving England isn't half bad if you know you can still play cricket, he said.

All participation is designed to be fun, Pathy and Parameshwaran emphasized, but when you ask them whether it matters if they win their games, the Microsoft ethic is there in an instant.

"It's just like anything we do here; you've got to give 110 percent to the game," Pathy said. "Some of

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Why do I do this every Sunday? Even the book reviews seem to be the same as last week's. Different books—same reviews.

—John Osborne (b. 1929), British playwright.

Jimmy, in opening words of Look Back in Anger, act 1.

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Brian (Distribution) and **Lynn Barker** (Traffic) are pleased to announce that Sierra Lynn was born on May 17 at 6:50 P.M. She weighed 7 lbs, 13 oz, and was 20 inches long.

Terri Bly (Excel Charting Product Unit) and **Darin Desmond** were married on May 20 at The Crystal Rose Inn, in Arroyo Grande, Calif.

Patrick Alexander was greeted by parents **Dean** (PSS NC Fox) and **Sonya Suzanne Christopher** on December 20 at 4:29 P.M. He was 22 inches, and weighed 9 lbs, 14 oz.

Best wishes to **Roderick A. Chavez** (DBO Alchemy) and **Shannon R. Darland**, who were married on May 6 in Pasadena, Calif.

Carl (OEM) and **Melody Guldge** welcomed son **Carlson Ray** on May 15 at

1:30 P.M. He weighed 8 lbs and was 19 inches long.

Alison (MSUS) and **Alex Koludrovic** are the proud parents of Nicholas Alexander, born June 6 at 12:56 A.M. Nicholas weighed 7 lbs, 8 oz, and was 20 inches long.

Cyndee Kraiger (DAD Marketing) and **Randy Olson** welcomed Nathan Randal Kraiger Olson on March 25 at 8:03 A.M. He weighed 8 lbs, 3 oz, and was 19 inches long.

Ram Kuppawamy (PSS IAP) and **Valarmathi Ram** welcomed son Arjun Ram on May 30, at 9:30 A.M. He weighed 7 lbs, 10 oz, and was 20 inches long.

Proud parents **Greg** (SYS Sys Business Operations) and **Donna Mansfield** welcomed daughter Amanda Christine at 10:38 P.M. on May 19. Amanda weighed 7 lbs, 6 oz, and was 20 inches long.

Kyle James was born on June 8 at 2:47 P.M. He was greeted by parents **Kathy** (Outsourcing Directs) and **Duane Marker**; weighed 8 lbs, 3 oz; and was 19 1/2 inches long.

On May 23 proud parents **John** (MSNA) and **Emmy Neilson** welcomed

twins. Son John Fullerton Neilson III was 6 lbs, 9 oz and 20 inches long; and daughter Elliott Ward Neilson weighed in at 7 lbs, 10 oz, and was 19 inches long.

Doug (Senior SE, Orange County District Office) and **Peggy Ota** and big sister Taylor are happy to announce the arrival of Kendall Ota. She was born on May 26, weighed in at 6 lbs, 14 oz, and was 19 3/4 inches long.

Congratulations to **Douglas Strauss** (Exchange Testing) and **Alicia Falsetto** who were married on May 21 in Woodside, Calif.

Achievements

Congratulations to MS Walkers! For the second year in a row, **Team MS Walks for MS 2.0** has won Top Fund-raising Team honors for all of Western Washington. This year's contributions totaled \$11,118. The top three fund raisers for Western Washington were: first, **Linda Chan** (Microsoft); second, Brad Johnson (from Nalley's; last year's first place winner); third, **Dorothy Veith** (Microsoft).

Cricket continued from back page

the people we've played said they've never seen such intensity on the field as when we play."

Parameshwaran's eyes flash as he summarizes his approach to the game:

"You've got to be desperate, and throw everything you have at the game," he said. "It's important not to fail; everybody has to come together as a team."

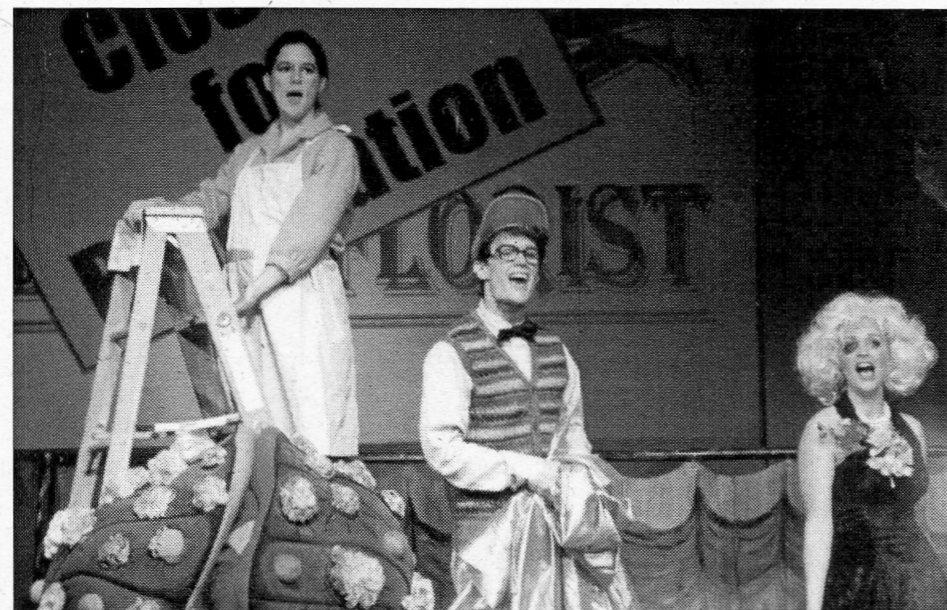
Pathy laughed.

"This guy can't take losing," he chided Parameshwaran.

If you'd like to find out more about the game—second only to soccer in worldwide popularity—or the team's schedule, a couple of avenues are available. The team maintains the *msct* alias, and also has information at `\\WAY5\PUBLIC\CRICKET\README`.

Tomorrow the team will compete in its first-ever Northwest Cricket League game, to be played in Portland.

Sold Out! One More Show Added



The Show Must Go On: The Microsoft Theater Troupe has added an 11:00 showing tonight to its schedule of performances of *Little Shop of Horrors*, the group's first production. The show, which finishes up this weekend after a rousing success last weekend, is being performed in Building 15's Cascade Room. Contact Erin Stidd (*erins*, x64851) for tickets. A \$10 contribution is suggested, with proceeds going to the Seattle Youth at Risk's "Steps Ahead" program for kids having a hard time making it through school. In the photo above, Andria Wallace, Aaron Malver, and Mary Bacon belt out a musical number.



The Trouble With Transit

I would like to share an insight I had regarding bus service for the Microsoft community.

While on jury duty recently, I used Metro Bus service to downtown Seattle. The bus took 18 minutes to travel from Bothell to the Courthouse. It was incredible!

In Seattle, buses travel underground. (Underground!) They go where you want them to, and they are ubiquitous. They don't even burn gasoline. Driving downtown, on the other hand, is a disaster equaled in magnitude only by parking downtown (eight bucks a day!).

Net: Only an idiot would drive downtown.

So why does hardly anyone take the bus to Microsoft? Because there isn't one. You can't even get to Microsoft without traveling to the Bellevue Transit Center first. That adds about 30 percent more distance and 50

percent more time to any trip from the Eastside.

Furthermore, the last buses leave too early to be suitable, and depart only infrequently. Finally, there is no advantage to taking a bus—it doesn't travel underground or around traffic snarls.

Net: From just about anywhere, the bus is a last resort.

For the bus to be an alternative, it must go where people live, and not take them away out of their way. I think riding the bus is a good thing, and every year I check out bus service to Microsoft. The last time I tried it, I spent 85 minutes on a 20-minute trip. I can bike it in 70 minutes. If it is the will of the community that people should take the bus, there has to be a bus to take.

Mark Langley
Word Program Manager

In Reply:

Transit service to Microsoft isn't the greatest, and it will never be as good as it is in downtown Seattle. There are several reasons: Most of our worksites are situated in low-density suburban areas; Microsoft work hours are flexible and ever-changing; and most of us (60 percent) live within five to seven miles of where we work—all of which work against the effectiveness of transit.

In addition, there are also some very noticeable "holes" in service to our biggest worksite from high-density Microsoft areas—Kirkland being the most obvious.

That being said, bus service to where you work may not be as bad as you think, and there are plans in place to make it better. Aside from the Kirkland area, there is actually good "all-day" transit service to the Corporate Campus from Bellevue, Redmond, and other areas where a lot of Microsoft people live.

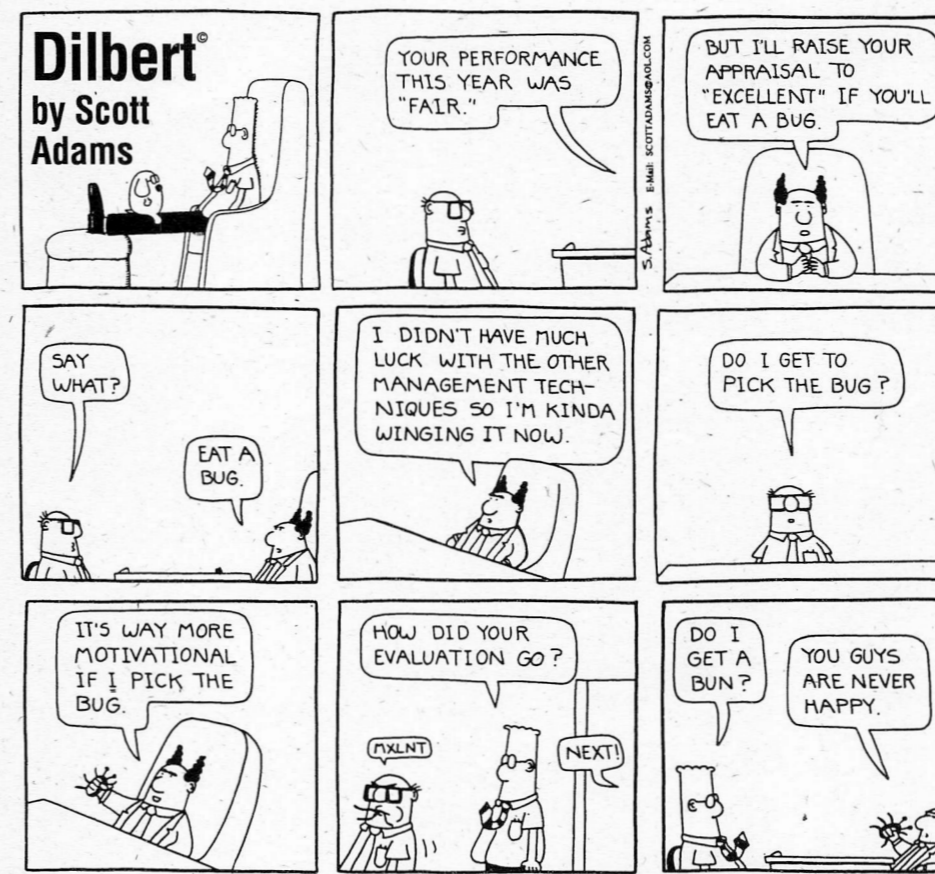
There are also two buses that provide passable service to Seattle. Bellevue Place employees have 22 routes that travel within walking distance of their site. Ridgewood and Lincoln Plaza employees have access to a circulator bus that provides frequent service to and from the main transit hub on the Eastside (the Bellevue Transit Center). The Northup and Press sites are located two to three blocks from a Park & Ride that has good service to and from Seattle and Kirkland.

Only Sammamish and Canyon Park have extremely poor service.

(Note: extensive information about bus routes to Microsoft can be found in the Commuter Help file. Run SETUP.EXE on `\\RHINO\COMMUTE\HELPFILE`.)

Microsoft is actively working with Metro and other employers in the area to improve service offerings in Overlake, especially to Campus and Redmond West. Metro has also recently published a six-year plan to dramatically change service to the region, emphasizing greater trip frequency and operating hours (see the "Commuter News" in the Commuter Help file). These efforts and others will improve transit as a commuting option for Microsoft employees, but it has been and will continue to be a slow process.

Steve Albertson, Commuter Program



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