

## **Annex 1**

### **Microsoft Resources Committed to Producing Technical Documentation to the EU**

---

1. My name is Gene Chellis. I am a Senior Director, and manager of the Competitive & Regulatory Affairs team in the Microsoft Platforms Business Management group. I have been involved in the production of the technical documentation that Microsoft was ordered to submit pursuant to Article 5 of the 2004 Decision (the “WSPP Documentation”) and the technical documentation Microsoft was ordered to submit in the U.S. (the “MCPD Documentation”) since the very beginning of the project in 2001. Since 2003, I have managed the team responsible for coordinating the work required to meet these obligations. The following summary of Microsoft’s compliance efforts is based on my own knowledge as a result of my involvement in the production of the WSPP and the MCPD Documentation and on information I received from members of my team and others who were also involved in this effort.

2. Microsoft’s employees generally do not bill time like lawyers to various tasks and projects and also do not keep specific records on how much time they spend on various tasks. Therefore, the total amount of time spent on preparing the WSPP Documentation necessarily had to be estimated. In this respect, we started by identifying the Microsoft employees and outside contractors involved in preparing the WSPP Documentation and estimated, based on knowledge of the individual, their supervisors and the project managers, (i) the time periods during which these persons worked on the Documentation and (ii) the percentage of the time they spent on the Documentation during those periods. The hours worked were calculated on the basis of 4.3 weeks per month and 40 hours per week. Generally, we made conservative estimates (for example, many Microsoft employees frequently work more than an average of 40 hours per week).

3. In significant part, the WSPP Documentation and the MCPD Documentation overlap. The project to create the MCPD Documentation began in late 2001. As described in more detail in the Annex on MCPD, a number of the protocols in the WSPP Documentation were also included in the MCPD Documentation and the work to produce the documentation for these began in early 2002. Many of the Microsoft employees and outside contractors involved in preparing and reviewing the Documentation have worked on both the WSPP and the MCPD

Documentation. To estimate the resources devoted to creating the WSPP Documentation, a percentage of the time spent creating those parts of the MCPP Documentation that were also used for the WSPP Documentation was allocated to the WSPP Documentation effort. The percentage figures for each person or group of persons were estimated on the basis of information received from those individuals, their supervisors and the project managers. In addition, the time that technical reviewers spent reviewing the Documentation was estimated based on knowledge of the approximate number of reviewers involved and historical knowledge of typical reviewing times.

## **I. SUMMARY OF MICROSOFT'S COMPLIANCE EFFORTS**

4. Over 200 Microsoft employees, including senior executives have been involved in the production of the WSPP and MCPP Documentation. In addition, Microsoft engaged over 20 outside contractors to work on specific tasks of the production of the Documentation as well as a team of computer scientists from Microsoft's research facility in China and a team of consultants in India. Microsoft estimates that its employees and contractors collectively have spent between 35,000 and 40,000 working hours on the production of the WSPP Documentation.

## **II. THE MICROSOFT EMPLOYEES AND CONTRACTORS THAT WORKED ON THE WSPP DOCUMENTATION AND THE TIME SPENT**

### **A. The Core Team**

5. The core team provides management support and leadership for the documentation process. During the timeframe while the documentation included in WSPP was produced, the core team consisted of between eight and fifteen experienced Microsoft employees. Some members have worked on the core team since the start of the documentation process in 2002 and are still on the team while others joined more recently or have moved on to other teams. Key members of the team include:

- Gene Chellis, Senior Director, Competitive & Regulatory Affairs: I have been involved in the documentation process since its beginning. I manage the core team described here and now manage the protocol documentation writing team as well. My experience over nearly nine years at Microsoft includes server product group program management and Windows business development management. Prior to joining Microsoft, I had more than twenty years experience in areas relating to software programming, technology consulting, technology startup management, and legal affairs.

- Greg Gilkeson, Director, Regulatory Engagement: Mr Gilkeson has been involved in the documentation process since 2002. Mr. Gilkeson has managed the operational side of numerous compliance projects, including the WSPP and the MCPP Documentation. He currently oversees technical support and business issue resolution for the entities and experts involved in the oversight of the WSPP and the MCPP and compliance efforts, managing the day-to-day interaction and communication with the documentation writing team.
- Thomas Pfenning, Software Architect: Mr. Pfenning joined Microsoft in 1995 after having obtained a MsC. in Physics and a Ph.D. in Computer science from the University of Cologne (Germany) and holds several patents on networking technologies. His experience at Microsoft includes various technical management positions in networking related product groups. Mr. Pfenning provides senior technical expertise and analysis on protocol and documentation issues.
- Mark Phillips, Application Development Consultant: Mr. Phillips is dedicated full-time to technical account management work on protocol documentation issues. Mr. Phillips has more than 20 years of experience in software development, including architectural guidance and developer training and a focus on distributed systems, databases, and .NET-related technologies.
- Lisa Supinski, Senior Business Program Manager: Ms. Supinski is experienced in numerous areas, including hands-on technical writing and programming. She also has more than five years of experience managing technical documentation projects and teams at Microsoft. Ms. Supinski manages the protocol documentation systems and processes area.
- Aric Weiker, Director, Protocol Licensing Programs: Mr. Weiker has been involved in the protocol documentation process since 2002, when he managed the initial work to identify the protocols required to be documented and coordinate the product team experts needed to assist in the documentation effort. Mr. Weiker now manages the licensing programs associated with the protocol documentation.
- Karla Thomas, Documentation Manager: Ms. Thomas has several years of experience managing documentation writing projects at Microsoft. She managed a team of contract employees working on the MCPP and WSPP Documentation project.

6. We estimate that the members of the core team collectively spent a total of 8,000-9,000 hours on the WSPP Documentation. Most members of the core team spent an estimated 50-100% of their time on the protocol documentation process (MCPP and WSPP).

### **B. Documentation Specialists and Product Engineering Experts**

7. The actual writing of the WSPP Documentation involved a team which included over 25 documentation and product engineering personnel. This team included, for instance, programming writers, technical advisors, documentation production specialists, software tools

and document build specialists, and software design engineers and program managers from relevant Microsoft product teams. Many of the documentation writers are themselves programmers and were required to be able to review and understand the Windows source code in order to determine the information needed for the protocol documentation. The effort required expertise and participation of many people from many different parts of the company (as well as outside the company), so the team was not all a single organization and the participation changed and evolved over time as we involved particular people to help with specific issues. Some of the key members of the documentation team include:

- Roy Hirst, Documentation Architect: Mr. Hirst has been involved in the MCPP and WSPP Documentation effort for most of the time since 2002 as a technical lead. Mr. Hirst holds a B.Sc in Mathematics. He has 17 years experience in network and embedded systems programming. He worked for ten years as developer documentation specialist and holds a U.S. patent for server design and has patents pending for technical documentation innovation.
- William Lees, Lead Software Development Engineer: Mr. Lees was a member of the Active Directory product engineering team and devoted many months working nearly full time in collaboration with the protocol documentation team on identifying and documenting the protocol interactions and implemented server behavior of Active Directory and its replication, topology and other technologies.
- Helen O'Boyle, Lead Programming Writer. Ms. O'Boyle has been a managing developer, architect and implementer of operating system features and applications and has worked as a professional developer on a variety of platforms. She also has been a technical writer in the publishing industry, serving as content architect and co-author of 12 books, and has contributed chapters or technical editing to numerous others. Moreover, she is a certified technical trainer who has designed and delivered courses on UNIX and Windows system administration, networking and security. Ms. Boyle has been working on the protocol documentation since March 2004
- Brian Burns, Lead Programming Writer. Mr. Burns has worked at IBM as an embedded systems programmer and spent 6 months in Berlin (Germany) conducting research into the IEEE 802.11 protocol (wireless Ethernet). He also worked for almost two years as a network engineer at Sprint focusing mainly on WAN protocols and infrastructure system design. He then returned to school for a Master's degree in Electrical Engineering at Cambridge University. After completing his Master degree, he joined Microsoft in late 2004, and at this time began working on the protocol Documentation.

8. The members of the documentation and production team spent an estimated total of more than 12,000 hours on the WSPP Documentation since the beginning of 2002.<sup>1</sup>

9. Microsoft also has engaged outside contractors to work on the MCPP Documentation since 2002. Over 20 temporary employees helped write and edit the Documentation in this timeframe. In addition, a team of computer scientists from Microsoft's research facility in China and a team of consultants in India have also worked on aspects of the MCPP and WSPP Documentation. Since an estimated 30% of the MCPP Documentation was also included in the WSPP Documentation, 30% of the total time spent by these outside contractors (or a total of approximately 12,000 hours), was also allocated to the time spent on the WSPP Documentation.

10. The Documentation was reviewed for quality assurance by Microsoft employees in each of the product engineering teams responsible for the development of the specific features of the code that were documented. These reviewers (we identified over 150) included software developers, testers, and program managers. They used their subject matter expertise to provide important feedback to the writers. The time each reviewer spent reviewing and commenting on the Documentation likely differed significantly from reviewer to reviewer. The total time spent on reviewing the Documentation was conservatively estimated based on typical review times and an approximate count of reviewers. This conservative estimate results in a total of about 800 hours.

11. Thus, the total time spent on the actual writing of the WSPP Documentation by Microsoft's employees and outside contractors amounted to approximately 25,000 to 30,000 hours.

---

<sup>1</sup> As mentioned, the writing of the MCPP Documentation started in early 2002 and part of that Documentation is incorporated in the WSPP Documentation.