

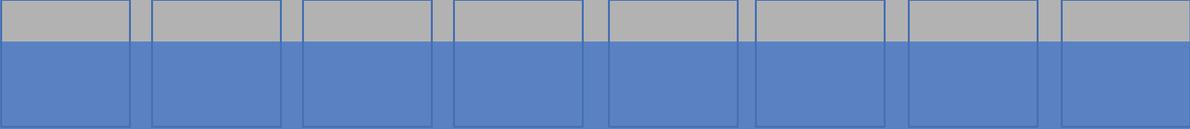
# Process Control Systems Forum 2005 Spring Meeting

May 17 - 19, 2005

Bill Cotter  
MS MUG Chair

**3** Engineering



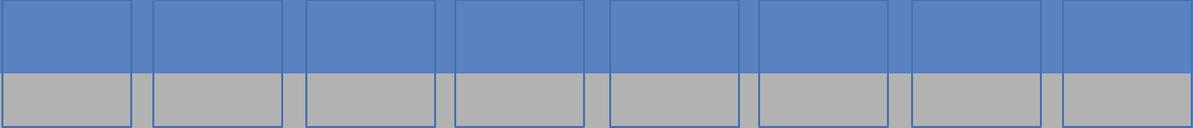


# Microsoft Manufacturing User Group (MS MUG)

Bill Cotter  
MS MUG Chair

**3** Engineering

4/28/05



# Agenda



- **What is MS Mug?**
- **3M use of Microsoft Tech in Mfg**
- **MS MUG accomplishments**
- **2004 Events**
  - Address Mgmt of Microsoft Patches
  - Longevity of Microsoft Operating System
- **Current Events**
- **Conclusion**

# 3 Facts

## Year End 2004



### Sales

Worldwide..... \$20.01 billion  
International  
(61% of total) ..... \$12.13 billion

### Earnings

Net income – reported ....\$2.99 billion

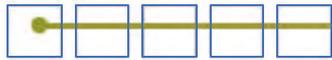
### R&D Expenditures

For 2004 ..... \$1.14 billion  
Total last 5 years ..... \$5.50 billion

### Employees

Worldwide..... 67,071  
United States ..... 32,648

# Today's Structure



**Consumer and Office Business**



**Display and Graphics Business**



**Electro and Communications Business**



**Health Care Business**



**Industrial Business**



**Safety, Security and Protection Services Business**



**Transportation Business**

# What is MS MUG?



- **Microsoft Manufacturing User Group**
  - **User group devoted to addressing opportunities when applying Microsoft technology to industrial applications**
  - **Formed in February 1999**
  - **120 + members**
    - **Users**
    - **Software suppliers**
    - **Microsoft**



## How MS MUG benefits 3



- **Leverage user community, key suppliers & Microsoft to address:**
  - **Reliable system:** Better ROI
  - **Security:** Supporting & e-Productivity efforts
  - **Longevity of OS:** Deferred capital spending
  - **Best Practices:** Easy to support systems
  - **Training:** Better leverage of current staff

# MS MUG Past Accomplishments



- **Microsoft Designed for Windows XP recommendation**
- **Best Practices**
- **Recommendations for software licensing**
- **Training skill levels**

# Designed for Windows XP Endorsement



- **MS MUG endorsed “Designed for Windows XP” cert 10/2001**
  - Self Certification
  - Windows 2000 certification subset
- **Improving reliability of Microsoft based application**

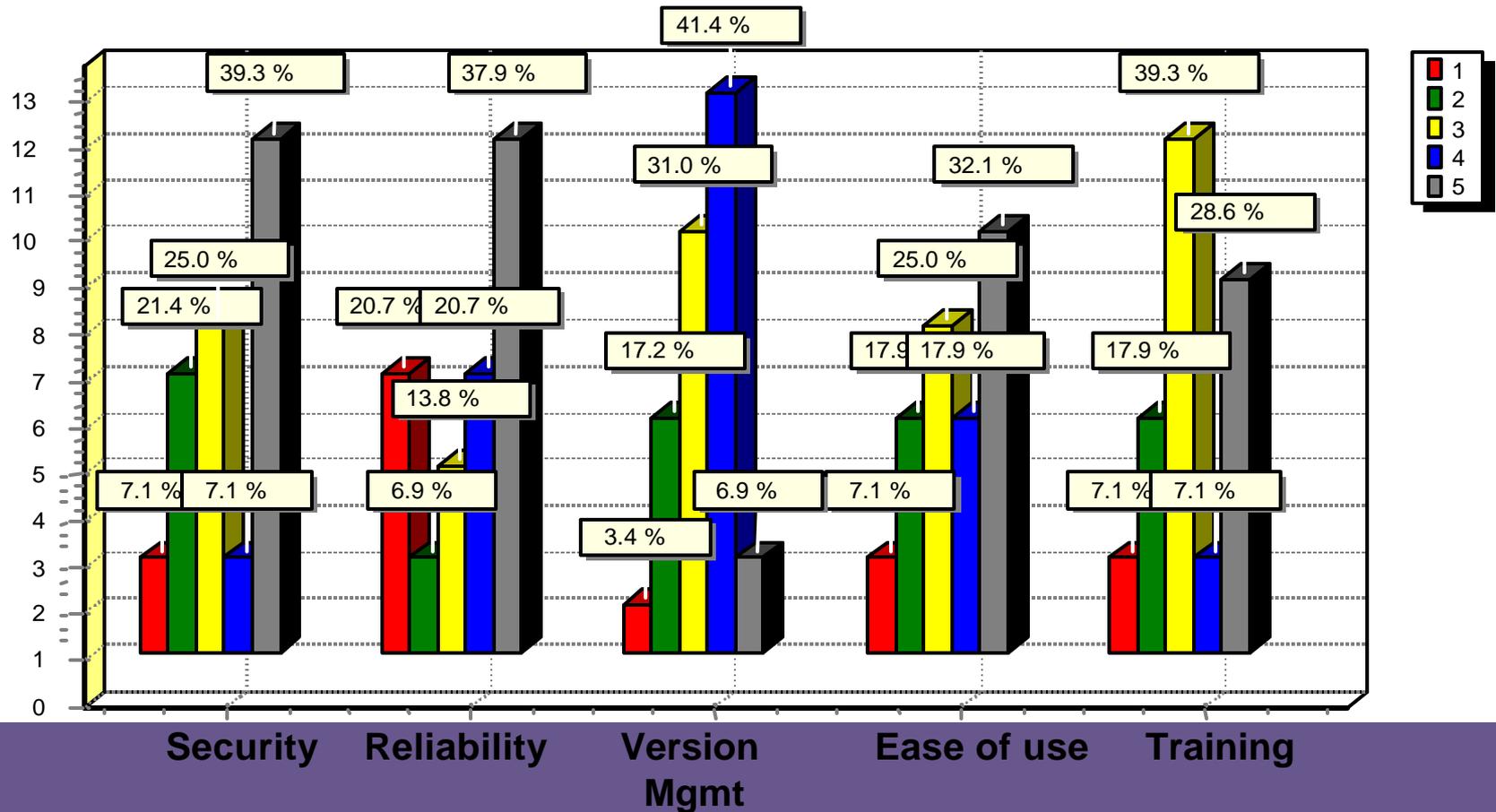
# Results of the Recommendation



- **Few have “Designed for Windows XP” certification**
- **ARC survey certification revealed reasons**
  - **Lack of customer demand**
  - **Cost**

# MS MUG Survey Results

Rank These Issues ( 1-Low to 5-High)



Survey conducted by ARC for the MS MUG

## MS MUG Past Accomplishments



- Designed for Windows XP recommendation
- **Best Practices**
- Recommendations for software licensing
- Training skill levels

# Best Practices Document



- **Users Info to help implement systems**
  - More reliable
  - Cost effective
  - Easier to support
- **Target audience is non-IT people**
- **Address issues specific to manufacturing**

# Topics in Best Practices



- **Architecture**
- **Security**
- **Redundancy & Reliability**
- **System Monitoring**
- **Change Management**
- **Support**
- **Backup & Recovery**

# Agenda



- What is MS MUG
- 3M use of Microsoft Tech in MFG
- MS MUG accomplishments
- **Recent Events**
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# MS MUG Meeting – Jan. 2004 Orlando



- **40+ MS MUG members**
  
- **Brainstormed the opportunities**
  - That relate to applying Microsoft technology to industrial applications.
  
- **Results**
  - Longevity of Microsoft Operating Systems
  - Address Mgmt of Microsoft Patches

# Microsoft / MS MUG Security Summit

## 7/7 & 7/8/2004 - Redmond WA



**120+ Attendance**

### **Goal:**

- **Commitment to industry**
- **Security concerns**
- **Brainstorm with vendors & manufacturers.**
- **Influence how industry responds**

# Microsoft / MS MUG Security Summit

## 7/7 & 7/8/2004 - Redmond WA



### Agenda included

#### Presentations

- End user security concerns
- Vendor security concerns
- Microsoft's security strategy & tools
- Windows lifecycle, patches, & service packs
- Designed for Windows Logo Program
- Role of standards: CIDX, ISA, NIST, OPC

# Microsoft / MS MUG Security Summit 7/7 & 7/8/2004 - Redmond WA



## ■ Agenda cont.

### Breakout Roundtable Discussions

- Patch management from a vendor & customer perspective
- Best Practices to minimize security risks
- Key to achieving reliability
- Networked plant of the future
- The role of standards
- Lifecycle of the Operating System

# Summary - Top issues from Security Summit



## Patch Management

- No reboot – (MS)
- Timely communication – (ISV)
- Mfg specific admin tools for patch status – (ISV)
- Patches are reversible - (MS/ ISV)
- Define responsibilities of Microsoft/ISVs & Users (MUG)
- Resolve legal issues if early release to ISVs - (MS)
- Reduce need for patches: Secure by Design (MS/MS-MUG/ARC)

# Summary - Top issues from Security Summit



## Achieving Reliability

- **Define mfg environment requirement (MS-MUG/ISV)**
  - Safety is critical
  - Lifecycle beyond 10 years (Hold)
    - **Note: Microsoft recently extended Lifecycle from 7 to 10 years**
  - Mfg version of OS
  - Minimize downtime

# Summary - Top issues from Security Summit



## Life Cycle of Operating System

- **Process to capture industry requirements (MUG)**
- **Sunset planning focus when system created (MUG)**

# MS MUG Meeting at ISA – Oct 6, 2004



## **52 + MS MUG members in Attendance**

### **Microsoft Response – On Issues from Security Conference**

- **Beyond 10 years life OS**
- **Reduce patch reboots required**
  - Hot patching
  - Cold patching

## MS MUG Meeting at ISA – Oct 6, 2004



- **All patches reversible to “roll back” patch (unanticipated issue)**
  
- **Security strategy - SD3+C that it applies to all of its products:**
  - **Secure By Design**
  - **Secure by Default**
  - **Secure in Deployment**
  - **Establish formal communication**

## MS MUG Meeting at ISA – Oct 6, 2004



### Key Recommendations:

- Engage vendors
  
- Vendors to have Patch Management Strategy
  - Certify / Validate their Products
  - Test Operating Systems updates
  - Make information available
  - Respond faster to end-user needs
  
- Publish Best Practices

# MS MUG Meeting at ISA – Oct 6, 2004



## Key Recommendations:

- **MUG and OPC Foundation Collaboration**
  - **OPC takes initiative to solve security problems through collaboration with existing security standards & Best Practices with vendor adoption insured by OPC compliance & OPC interoperability**

# Conclusions - 2004 Key Events



- **MS MUG Meeting – January 2004 Orlando**
  - Address Management of Microsoft patches
  - Longevity of Microsoft Operating System
    - Microsoft: Extended enterprise products lifecycle to 10 yr minimum
  
- **Microsoft / MS MUG Security Summit**
  - July, 2004 – Redmond Washington
  
- **MS MUG Meeting – ISA – Oct 6, 2004**
  - Engage vendors in MS MUG discussion
  - MS MUG & OPC Foundation Collaboration

# Agenda



- **What is MS Mug?**
- **3M use of Microsoft Tech in Manufacturing**
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## Activities for 2005



### **Phone meetings every Even month**

- first Tuesday – 10:00 Central

### **Face to Face**

- ARC Winter meeting
- ISA Fall Convention

### **Subteams meet more often**

- Check team info

## Activities for 2005



### Three main focus areas:

- **MUGPatch - Jim Bauhs - Cargill**
  - Improve patch process
- **MUGSecure - Bob MacDonald - P&CS**
  - better OS for the Factory
- **MUGOPC - Bill Cotter - 3M**
  - Improve patch process

# MMUGPatch



## **Team Leader- Jim Bauhs - Cargill**

- Improve patch process

## ■ **No Reboot - Erick Goode - Cargill**

- Find ways to eliminate or minimize reboots

## ■ **Patch Awareness -Evan Hand - Kraft**

- Improve communication about patches

## ■ **Better Tools - Bob Mick - ARC**

- Find better tools & methods of patch mgmt

# MMUGSecure



**Team Leader - Bob MacDonald - P&G**

– Improve security of mfg operating sys

■ **Policies & Rights - Kevin Staggs – Honeywell**

– Standard configurations of OS

■ **System Services - Kevin Staggs – Honeywell**

– Standard services used in the OS

■ **Admin & Devices -TBD**

– Standard connections, tools and devices

# MMUGSecure - cont



**Team Leader - Bob MacDonald - P&G**

– Improve security of mfg operating sys

■ **Domain & Regedit - Rory James – Chevron Phillips**

– Harding procedures

■ **OS Image - TBD**

– Standard image & application management

■ **People Issues - Ernest Rakaczky - Invensys**

– Roles, skills and admin tools

## How MSMUG directly impacts the bottom line?



- **Security reduces shutdowns due to virus/worms**
  - \$5M to \$20M/year for large corporations
  - \$1M to \$5M/year for smaller corporations
- **Reliable system: Better ROI & reduced unit cost**
- **Longevity of operating system – was 7 now minimum 10 yrs**
  - Save millions of dollars/year for large corporations



**MS MUG is the organization  
where users, suppliers &  
Microsoft can work together  
to resolve issues.**

# To Join the MS MUG



- We are changing our information sites but these will be good for the rest of the year 2005 to contact us
- Group website  
<http://groups.yahoo.com/group/MMUG>
- MS MUG website  
[www.omac.org/wgs/MfgInfsrct/MSMUG/msmug\\_default.htm](http://www.omac.org/wgs/MfgInfsrct/MSMUG/msmug_default.htm)
- ISA website  
<http://www.isa.org>



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