

# Re: Hey Mow

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2006-09/msg00670.html>

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- *From:* "ChrisRM" <[nepas.de@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:nepas.de@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Sat, 16 Sep 2006 12:03:11 +0100
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Mow,

Well how do "we the people", to use an American vernacular, get those in power to provide and maintain the MVP's with such links.

Who can we write to, don't suppose you have Rich Kaplan or Sean O'Driscoll's email address do you. Maybe we could mount a email campaign to define and maintain such links. I am sure many here would join in.

After all we are just attempting to live the MVP program goals here

Excerpt from the MVP Overview page:

The Most Valuable Professional Program is the way that MICROSOFT formally acknowledges the accomplishments of these individuals for their contributions to community. It is FOCUSED ON FOSTERING a vibrant GLOBAL COMMUNITY where MICROSOFT AND CUSTOMERS LEARN ABOUT EACH OTHER through VALUED ONGOING RELATIONSHIPS. The key strategies the program employs are:

- a.. Recognize and ENGAGE with MVPs worldwide—Identify, enable and empower community influencers through a consistent quality CONSISTENT CUSTOMER RELATIONSHIP WITH MICROSOFT that spans product groups, services, and field organizations.
- b.. IMPROVE CUSTOMER CONNECTION and satisfaction—Recognize more customers for their efforts and improve the quality of the experience on their turf and in their language.
- c.. DRIVE PROGRAM EXCELLENCE—Professionalize services, customer offerings and worldwide roles and responsibilities to become more predictable and ACCOUNTABLE to both internal and EXTERNAL Microsoft community CUSTOMERS.

Vice President, Customer Service, Partners and Automation  
Rich Kaplan

Senior Director, Customer Service and Support  
Community and MVP  
Sean O'Driscoll

Lead Program Manager  
Worldwide MVP Program

Re: Hey Mow

Candice Pedersen

Regional Manager  
Europe, Middle East and Africa  
Karen Young

IMPRESSIVE TITLES BUT – ARE YOU LISTENING. This is your marketing literature, now you need to live it.

Mow, please don't feel I am getting at you personally or MVP's in general. I just think it would be a nice idea if MS would give the people they are so pleased to let do much of there support work for them would in turn "TALK TO THOSE COMMUNITY INFLUENCERS" and give then a little help.

"MowGreen [MVP]" <mowgreen@xxxxxxxxxxxx> wrote in message  
news:OzixqIR2GHA.4116@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

Do you really have no contacts inside the castle that you can funnel information into in order to let a real microsofty know there is a specific problem with their new version of update that is effecting millions of people.

That's correct. The only contacts I have currently are with Security and PSS. One would think that the Update Team would contact the Update Services MVPs, wouldn't one ?

We \*use\* to have a contact but when she left, Pat Walters briefly filled her spot and then disappeared, too.

So basically, I'm on my own as are the folks who post to this NG.

Where's your Profile, Chris ? Hidden from public view ? ;)

BTW, gmail's spam filtering works \*very well\*.

MowGreen [MVP 2003–2006]

=====  
\*-343-\* FDNY  
Never Forgotten  
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ChrisRM wrote:

Mow,

Re: Hey Mow

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Or should I say Steve.

If I go to the microsoft support site

There you and a few others are in all your glory.

My question is, if MS are going as far as giving your name and email on THEIR Support site for WU self help, as a MVP who can and most importantly WILL help people (for which I thank you). Do you really have no contacts inside the castle that you can funnel information into in order to let a real microsofity know there is a specific problem with their new version of update that is effecting millions of people. They are singing the praises of auto update and the fact that millions of people use it every month. Do they not need to be told that many of us are getting info from this site to TURN IT OFF.

Its not that I am after an instant fix or anything instant at all. I would however like to know that this specific problem is know about inside the castle and a message as to the likelihood of it being fixed would also be useful. I could then get on with normal life again and patiently await a resolution. The way things are going currently its more likely that I will buy a new PC, it happens every 4/5 years, than feel that this problem will ever move any closer to a solution.