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Microsoft Manufacturing User Group (MS MUG) Survey

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Survey Results

The purpose of this survey is to gather input on the use of Microsoft technology in manufacturing applications. The results of this survey will be used as input to the Manufacturing Forum hosted by Microsoft and the MS MUG to be held on January 24th to 26th in Redmond, WA. If you are involved in the application of Microsoft technology in manufacturing applications you are encouraged to fill out this survey.

The results of the survey will be posted on the MS MUG website at www.omac.org/msmug in late January.

1. Are you a(n)

Vendor		25	14%
End user		109	63%
System integrator		40	23%
Total		174	100%

2. What is your primary business category?

Beverage		4	2%
Chemicals/Household		13	8%
Cosmetic/Personal Care		0	0%
Food & related products		20	12%
Pharmaceutical/Medical		18	11%
Other (specify) View Responses		114	67%
Total		169	100%

3. How many servers are installed in your company in manufacturing applications?

1-50		89	53%
51-250		34	20%
250-1000		27	16%
1001-2500		8	5%
> 2500		11	7%
Total		169	100%

4. How many clients are installed in your company in manufacturing applications?

1-100		65	40%
101-500		37	23%
501-2000		25	15%
2001-5000		12	7%
> 5000		25	15%
Total		164	100%

5. What % of your client applications are thin clients?

< 10%		90	56%
10% - 25%		40	25%
25% - 50%		11	7%

> 75%		9	6%
Total		160	100%

6. What % of applications are Windows XP/2003?

< 10%		30	18%
10% - 25%		18	11%
25% - 50%		32	19%
50% - 75%		31	19%
> 75%		56	34%
Total		167	100%

7. What % of applications are Windows 2000?

< 10%		65	39%
10% - 25%		40	24%
25% - 50%		32	19%
50% - 75%		16	10%
> 75%		12	7%
Total		165	100%

8. What % of applications are Unsupported operating systems (DOS, 3/? , 95, 98, ME, NT)

< 10%		129	78%
10% - 25%		21	13%
25% - 50%		8	5%
50% - 75%		5	3%
> 75%		2	1%
Total		165	100%

9. What % of PC-based systems are:

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	< 10%	10% - 25%	25% - 50%	50% - 75%	> 75%
	DCS	53 37%	30 21%	28 20%	12 8%
SCADA	42 30%	24 17%	30 21%	19 14%	25 18%
Other	37 29%	34 27%	24 19%	13 10%	20 16%

10. What % of PC-based systems are Microsoft based?





< 10%		5	3%
10% - 25%		3	2%
25% - 50%		11	7%
50% - 75%		17	10%
> 75%		132	79%
Total		168	100%

11. When do you plan to begin using the Vista operating system in manufacturing applications?

< 6 months		11	7%
6-12 months		23	14%

> 12 months		130	79%
Total		164	100%



12. What % of manufacturing applications utilize auto logon?

< 10%		65	39%
10% - 25%		34	20%
25% - 50%		23	14%
50% - 75%		19	11%
> 75%		25	15%
Total		166	100%

13. Do you do your own testing of patches before installing in manufacturing applications?

Yes		115	68%
No		55	32%
Total		170	100%


14. What level of patches do you test?

Only critical		97	63%
All		58	37%
Total		155	100%




15. How quickly are critical operating system patches typically implemented?

< 48 hours		29	17%
2-7 days		52	31%
7-30 days		49	29%
> 30 days		37	22%
Total		167	100%






16. How quickly are critical vendor patches typically implemented?

< 48 hours		34	20%
2-7 days		43	26%
7-30 days		59	35%
> 30 days		32	19%
Total		168	100%

17. What is the typical lifecycle of PC hardware in manufacturing applications?

< 3years		19	11%
3-5 years		89	53%
> 5 years		59	35%
Total		167	100%

18. For patch management what % of manufacturing applications use the same tool/utility as admin/office/IT environment?

< 10%		62	37%
10% - 25%		28	17%
25% - 50%		26	15%
50% - 75%		15	9%
> 75%		38	22%
Total		169	100%

19. For patch management what % of manufacturing applications use the same process as admin/office/IT environment?			
< 10%		70	42%
10% - 25%		24	14%
25% - 50%		26	16%
50% - 75%		16	10%
> 75%		31	19%
Total		167	100%

20. If your vendor certified the patch, would you stop your testing?			
Yes		76	46%
No		88	54%
Total		164	100%




21. How long should you wait for a statement from the vendors to give an idea if you should install a patch after Microsoft's release of a patch?			
< 1 day		16	10%
1-3 days		44	27%
4-7 days		62	38%
> 7 days		41	25%
Total		163	100%

22. How often do you install Microsoft Office on your manufacturing systems?			
Never		44	26%
< 25%		67	40%
25-50%		25	15%
50-75%		15	9%
> 75%		18	11%
Total		169	100%






23. How satisfied are you with the Microsoft environment in your manufacturing environment?			
Very satisfied		19	11%
Satisfied		63	37%
Somewhat Satisfied		51	30%
Somewhat dissatisfied		24	14%
Very dissatisfied		12	7%
Total		169	100%

24. Of reboots of manufacturing systems what % are due to patch issues?			
< 10%		44	27%
10% - 25%		42	25%
25% - 50%		28	17%
50% - 75%		23	14%
> 75%		28	17%
Total		165	100%

25. What % of manufacturing applications are protected by anti-virus software?			
< 10%		18	11%
10% - 25%		17	10%

25% - 50%		14	8%
50% - 75%		26	15%
> 75%		94	56%
Total		169	100%






26. What % of manufacturing applications are protected by anti-spyware software?

< 10%		80	48%
10% - 25%		20	12%
25% - 50%		14	8%
50% - 75%		12	7%
> 75%		42	25%
Total		168	100%






27. What % of manufacturing applications are protected by software firewalls?

< 10%		58	35%
10% - 25%		18	11%
25% - 50%		8	5%
50% - 75%		16	10%
> 75%		67	40%
Total		167	100%

28. What % of manufacturing applications are protected by hardware firewalls?

< 10%		27	16%
10% - 25%		14	8%
25% - 50%		19	11%
50% - 75%		18	11%
> 75%		92	54%
Total		170	100%

29. What % of manufacturing applications are protected by intrusion detection systems?

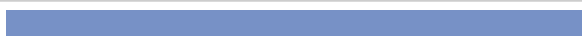


< 10%		89	52%
10% - 25%		19	11%
25% - 50%		16	9%
50% - 75%		8	5%
> 75%		38	22%
Total		170	100%

This is page 1 of a two-page survey. To go to the next survey page, click "Submit" below.

30. Do you update the base configuration for security reasons or do you just use the operating system out of the box?

Update base configuration		140	83%
Use operating system out of the box		29	17%
Total		169	100%



31. If you update the base configuration, which of the following do you do? Check all that apply

Disables services		119	82%
Registry changes		97	67%
Policies		113	78%

32. Do you configure the operating system to log the critical functions?

Yes		128	78%
No		37	22%
Total		165	100%

33. Do you review the logs?

Yes		102	62%
No		63	38%
Total		165	100%

34. Rank in priority order the importance of these topics from 1-8 with 1 being most important

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	1	2	3	4	5	6	7	8
Patching	9 7%	19 14%	19 14%	15 11%	26 19%	20 14%	22 16%	8 6%
Virus scanning	8 6%	15 11%	19 14%	20 15%	27 20%	21 16%	17 13%	6 5%
Inter-connectivity with other applications	14 10%	22 16%	22 16%	23 17%	17 12%	21 15%	14 10%	4 3%
Networked plant	6 4%	36 26%	28 20%	16 12%	18 13%	18 13%	12 9%	4 3%
Protection appliances (firewalls, etc.)	7 5%	13 9%	15 11%	35 25%	24 17%	15 11%	19 14%	10 7%
Password changes	12 8%	8 6%	10 7%	15 10%	15 10%	17 12%	28 20%	38 27%
Reliability	83 54%	12 8%	11 7%	6 4%	4 3%	8 5%	5 3%	25 16%
External standards and applicability	12 7%	19 12%	20 12%	14 9%	14 9%	19 12%	22 13%	44 27%

35. What makes manufacturing different from the office/admin environment?

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During the Manufacturing Forum there are planned breakout sessions. Please provide any input on these topics that will be given to the facilitator for each of the sessions.

36. Patch Management

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37. Keys to achieving reliability

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38. Networked plant of the future

[View 51 Responses](#)

39. The Role of standards

[View 49 Responses](#)

40. Integration of manufacturing systems to business systems

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41. Are you or someone from your company planning on attending the Manufacturing Operations Forum hosted by Microsoft and the OMAC Microsoft Manufacturing User Group (MS-MUG) in Redmond, WA on January 24-26, 2007?

Yes		58	34%
No		111	66%
Total		169	100%



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