

**From:** Stacy L St Germain (stacyvon@us.ibm.com)  
**To:** chuanwang@yahoo.com;  
**Date:** Wed, March 12, 2008 11:07:02 AM  
**Cc:**  
**Subject:** Engagment & Transition Team

Hi Chuan

The table below is a list of the members of Sandra's department. Of these, the following people are currently performing transition work and are required invitees for today's meeting:

Andrew Kronstadt/Portland  
 Donald C Laing/Midland  
 Donald D Adamson/Tampa  
 Gary Lombardi/Orlando  
 Joe A Burnett/Raleigh  
 Kurt A Rybczyk/Southbury  
 Lisa A Shepard/Southbury  
 Peter Girr/Burlington  
 Rich Brohl/Boulder  
 Ronnie Stovall/Chicago

These people also on the team are optionally invited to the meeting:

Abe Ary/Lexington  
 Augusto Saleh/Houston  
 Bradley Tidd/Boulder  
 Constance Rea/Indianapolis  
 Edward-Lee Toupin/Miami  
 James Filby/Kansas City  
 Ronda L McCain/Colorado Springs  
 Sandra Blackwell/Alpharetta  
 Timothy King/Boulder  
 Zane Russell/Kansas City

Name	Engagement Architect	Transition Architect	Dedicated Architect	Transition SME	Other
Abe Ary/Lexington			Wellpoint		
Andrew Kronstadt/Portland	X				

Augusto Saleh/Houston			Honeywell	
Bradley Tidd/Boulder (Brad)	X		Nissan	
Constance Rea/Indianapolis (Sue)	X			MSS
David X Marsh/Phoenix	X	X		Disk/SAN
Donald C Laing/Midland (Chuck)	X	X		Disk/SAN
Donald D Adamson/Tampa	X	X		Disk/SAN
Edward-Lee Toupin/Miami (Ed)	X			
Gary Lombardi/Orlando	X			NetBackup
James Filby/Kansas City			Hartford	
Joe A Burnett/Raleigh	X			TSM
Karen Haberli/Hartford	X	X		
Kurt A Rybczyk/Southbury				TSM
Lam Nguyen/Houston			IGA	
Lisa A Shepard/Southbury	X			TSM
Mark Chitti/Lexington	X			
Mark Smith/Raleigh			IGA	
Peter Girr/Burlington				TSM
Ramesh Kanna/Phoenix/Contr			Gap	
Rich Brohl/Boulder	X	X	ING	Disk/SAN
Ronda L McCain/Colorado Springs			Gap	
Ronnie Stovall/Chicago			Hartford	
Timothy King/Boulder			Disney	
Thomas			Hartford	

Monitto/Hartford (Tom)				
Zane Russell/Kansas City				MSS

As a reminder, the meeting starts at 12:30pm ET and usually takes 30-60 minutes. The call-in number is 1-877-421-0030 and passcode 776313.

Stacy St Germain  
Project Manager, Storage Management  
IBM Global Technology Services

Phone: (303) 440-8965  
E-Mail: [stacyvon@us.ibm.com](mailto:stacyvon@us.ibm.com)

**From:** Stacy L St Germain (stacyvon@us.ibm.com)  
**To:** chuanwang@yahoo.com; eltoupin@us.ibm.com; stovall@us.ibm.com;  
**Date:** Thu, March 13, 2008 9:34:33 AM  
**Cc:**  
**Subject:** Novartis Turnover with Chaun

Sorry about the confusion, we'll be turning over **Novartis** with Chaun at this meeting and it'll be for 1:**30** ET, not 1:**00**. I knew I should have quit while I was ahead yesterday!

Stacy St Germain  
Project Manager, Storage Management  
IBM Global Technology Services

Phone: (303) 440-8965  
E-Mail: stacyvon@us.ibm.com

**From:** Stacy L St Germain (stacyvon@us.ibm.com)  
**To:** chuanwang@yahoo.com; stovall@us.ibm.com;  
**Date:** Tue, March 18, 2008 6:39:50 PM  
**Cc:**  
**Subject:** Re: Novartis Turnover with Chaun

Hi Chuan

I heard from Sandra today that your laptop should arrive Wednesday or Thursday. Ronnie Stovall should be keeping you in the loop on any meetings for Novartis. We also have our weekly transition team meeting tomorrow (Wednesday, 3/19) at 12:30pm ET. The call-in number is 1-877-421-0030 and passcode 776313.

Stacy St Germain  
Project Manager, Storage Management  
IBM Global Technology Services

Phone: (303) 440-8965  
E-Mail: stacyvon@us.ibm.com

Chuan Wang <chuanwang@yahoo.com>

To Stacy L St Germain/Boulder/IBM@IBMUS

cc

03/18/2008 02:36 PM

Subject Re: Novartis Turnover with Chaun

Hi Stacy,

Let me know any meeting I can attend so that I can get familiar with related works while I am waiting my laptop. Thanks.

Chuan

--- Stacy L St Germain <stacyvon@us.ibm.com>  
wrote:

> Sorry about the confusion, we'll be turning  
> over Novartis with Chaun at  
> this meeting and it'll be for 1:30 ET, not  
> 1:00. I knew I should have  
> quit while I was ahead yesterday!  
>  
> Stacy St Germain  
> Project Manager, Storage Management  
> IBM Global Technology Services  
>  
> Phone: (303) 440-8965  
> E-Mail: stacyvon@us.ibm.com

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Never miss a thing. Make Yahoo your home page.  
<http://www.yahoo.com/r/hs>

**From:** Sandra Blackwell (sanblack@us.ibm.com)  
**To:** chuanwang@yahoo.com;  
**Date:** Fri, March 21, 2008 4:11:24 PM  
**Cc:**  
**Subject:** \*IBM Confidential: Fw: AT&T Network Client ID Request Completed for Chaun Wang

Sandra G. Blackwell  
 Manager, Storage Management Solution and Transition Team  
 IBM Global Services  
 Americas Service Delivery  
 SMTP: sanblack@us.ibm.com  
 Voice: 877.516.9706 or tl/349.0624

----- Forwarded by Sandra Blackwell/Alpharetta/IBM on 03/21/08 04:07 PM -----

**Global Remote Access Services**  
**[gRAS]/Boulder/Contr/IBM**

To Sandra Blackwell/Alpharetta/IBM@IBMUS  
 cc

03/11/08 12:38 PM

Subject \*IBM Confidential: AT&T Network Client ID  
 Request Completed for Chaun Wang

Please respond to RAS Administrator/Boulder/IBM@IBMUS
--

Security:

Importance:



## gRAS Enrollment Completion

Global Remote Access Services [gRAS] - AT&T Network Client User ID	
<b>Audience:</b>	Chaun Wang (No address found) Sandra Blackwell/Alpharetta/IBM
<b>What's changing?</b>	Use of this User ID is for IBM management approved purposes only. Use of this User ID is subject to audit at any time by IBM management.  <b>Account Code / User ID :</b> RTPD / RHHH846 <b>Initial Password :</b> <b>Business Justification :</b> new contractor requires remote access

	<p>This User ID is designated for use <b>ONLY</b> by the Registered Owner specified below.</p> <p><b>Registered Owner Name :</b> Chaun Wang  <b>Registered Owner Serial:</b> C-7DDV / 897  <b>Division / Department :</b> 07 / L2CF  <b>Reporting Manager :</b> Sandra Blackwell  <b>Approving Manager :</b> Sandra Blackwell</p>
<p><b>Action required:</b></p>	<p>The initial password listed above is a temporary password. You will be prompted to immediately change the password upon first logon.</p> <p>The User ID above has <b>full access to the IBM Network</b>. If the non-IBM employee requires full access, no action is required. However, if the non-IBM employee should have <b>Limited Access</b>, it is the Manager's responsibility to return to the <u>gRAS web site</u>, delete this User ID and request a <b>Restricted AT&amp;T Network Client User ID</b>.</p>

<p><b>Support:</b></p>	<p><b>BEFORE</b> contacting the gRAS Administrators, please read this note in its entirety. Answers to the most commonly asked questions can usually be found within the notice.</p> <p>For questions regarding this notice contact: <u>RAS Administrator/Boulder/IBM</u>.</p> <p>Technical support can be obtained from the following resources:</p> <ol style="list-style-type: none"> <li>1. The following Remote Access Services are available at the <u>gRAS web site</u>: <ol style="list-style-type: none"> <li>1. Password Resets (AT&amp;T IDs only)</li> <li>2. Request New AT&amp;T User ID</li> <li>3. Request New Lotus Mobile Connect (LMC) Authorization</li> <li>4. Unlock Lotus Mobile Connect (LMC) Authorization</li> <li>5. Delete User ID/Authorization</li> <li>6. Change User ID Profile (AT&amp;T IDs only)</li> <li>7. Change User ID Model (Tunnel Everything / Standard Model) (AT&amp;T IDs only)</li> <li>8. Transfer User ID</li> <li>9. User ID Reports</li> </ol> </li> </ol>
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10. Update Justification
11. Feedbacks
2. Information on installing and using AT&T Network Client software can be found at [http://w3-1.ibm.com/tools/it/ittools.nsf/main/atnc\\_global](http://w3-1.ibm.com/tools/it/ittools.nsf/main/atnc_global).
3. Get the current version of AT&T Network Client software from the IBM Standard Software Installer (ISSI).
4. IBM Standard Solutions Finder (ISSF) at <https://w3-1.ibm.com/help/solutions/>.
-  5. **My Help** - New self-service workstation diagnostic and support tool.
6. If you still can't resolve your problem through **My Help** or **ISSF**, open a Service Request on **IT Help Central** at <http://helpcentral.pok.ibm.com/helpcentral/need2login.jsp>.
7. Or contact the IBM Customer Service Center at 1-888-IBM-HELP (1-888-426-4357) for issues including, but not limited to:
  - Connectivity
  - AT&T Network Client software installation and/or setup.
  - Password Resets via the Automated Voice Response Unit (VRU).

**NOTE:** Employee owned hardware/software is not supported by the IBM Customer Service Center.

**Additional Information:**

The initial password listed above is a temporary password. You will be prompted to immediately change the password upon first logon.

Please use the password guidelines identified below (per ITCS104 Security Document) when changing the password:

- Be at least eight positions in length.
- Contain a mix of alphabetic and non-alphabetic characters (numbers, punctuation or special characters) or a mix of at least two types of non-alphabetic characters.
- Not contain the user id as part of the password.
- Be changed at least once every 90 days.

(Note: Passwords that have not been changed in 90 days, but which are in an expired state, are not in violation of the password change interval requirement).

- Not be reused until after at least four iterations.

Additional information that may be helpful when setting your password:

- Passwords are not case sensitive.
- Ensure that the 'Save Password' box is NOT checked when entering the temporary password.
- Ensure that neither 'Scroll Lock' nor 'NUM Locks' are on.
- Ensure there are no characters in the password box that may be to the right, by placing the cursor in the box and holding down the DELETE key for a few seconds.
- Ensure you are typing the password in the correct box (not the Change Box).

**Note:** The Password Assistant service utilizes voice recognition technology, requiring the user to be able to both hear and speak. Users who have a disability that effects their hearing or speech can continue to contact the help desk to reset their AT&T Net Client password.

Password Assistant uses sophisticated voice recognition technology to verify your identity. When you call, just follow a series of voice prompts. You will be asked to state your IBM serial number, followed by several name pairs that you recorded when you first registered. Once your responses have been validated as matching your voice registration, Password Assistant will tell you your new AT&T Network Client password.

**You must register in order to use Password Assistant.**

Please allow 5-7 minutes to complete the registration process.

1. Go to the Password Assistant Web site.
2. Sign in using your IBM intranet ID and password.
3. Select the telephone type from which you are calling (usually your **Primary phone**; see note below).
4. Select **Generate PIN**. Use the Phone # and PIN provided to

**register within one hour.**

5. With the telephone you normally use for conducting business, call the number provided on the registration page. (For best results, use your telephone's handset or a headset, not a speakerphone.)
6. You will be asked to enter your IBM serial number via the keypad. There will be a pause while connecting to the Password enrollment system. The system will determine that you are not registered then transfer you to the enrollment process.
7. Once your serial number has been accepted, you will be asked to enter the PIN provided in step 4 using your touchtone telephone.
8. Follow the system prompts to record name pairs that will be used to identify you when you call for future password resets.

**Note:** If you often use other telephones for business, you can register them with Password Assistant. To do so, return to the [Password Assistant Web site](#) and select **Alternate phone**. You will be provided with another PIN and invited to register with that phone. You may also register a third phone (for example, at your customer site) as a **Temporary phone**.

1. Make a brief toll-free telephone call to 1-888-IBM-HELP (1-888-426-4357) and enter 2-1-1-1 after any outage messages.
2. Identify the registered telephone you are using (Primary, Alternate or Temporary).
3. Verify your identity by repeating some of the name pairs you recorded when you registered.
4. After you have been authenticated, your password will be reset and provided to you over the phone. The temporary password will also be emailed to you and your manager.

Need to reset another password? Visit the [IT Help Central Password Topics page](#) and select the appropriate link.

Have trouble remembering passwords? You can store all your passwords and related details in one secure place -- the My Help Password Vault. [Learn more about My Help.](#)

**Global Remote Access Services [gRAS]**  
Automated Service Machine

**Pat Spencer**  
IBM Global Services/Security Access  
Services  
Remote Access Services

 <http://bldvmb.pok.ibm.com:2084/~wrasweb/>

**From:** Ronnie Stovall (stovall@us.ibm.com)  
**To:** chuanwang@yahoo.com;  
**Date:** Tue, March 25, 2008 11:22:52 AM  
**Cc:** rvstovall@yahoo.com;  
**Subject:** Fw: Novartis Weekly Storage and Backup/Recovery Discussion- Transition Team and GR Team

Ron Stovall  
 IBMGS  
 1202205@skytel.com  
 ----- Forwarded by Ronnie Stovall/Chicago/IBM on 03/25/2008 10:22 AM -----

Calendar Entry												
<b>Meeting</b>												
<b>Subject</b>	Novartis Weekly Storage and Backup/Recovery Discussion- Transition Team and GR Team Callin: ITN: 2-421-0030 Tieline: 421-0030 US Toll Free: 877-421-0030 US Toll: 770-615-1247 Participant Code: 510968		<table border="1"> <tr> <td><b>Chair</b></td> <td>Thomas Calise/Poughkeepsie/Contr/IBM</td> </tr> <tr> <td rowspan="2"><b>Where</b></td> <td>Location</td> </tr> <tr> <td><b>Reserved</b> No rooms or resources have been reserved</td> </tr> <tr> <td colspan="2">Meeting Password</td> </tr> <tr> <td><b>Categorize</b></td> <td></td> </tr> </table>	<b>Chair</b>	Thomas Calise/Poughkeepsie/Contr/IBM	<b>Where</b>	Location	<b>Reserved</b> No rooms or resources have been reserved	Meeting Password		<b>Categorize</b>	
	<b>Chair</b>	Thomas Calise/Poughkeepsie/Contr/IBM										
<b>Where</b>	Location											
	<b>Reserved</b> No rooms or resources have been reserved											
Meeting Password												
<b>Categorize</b>												
<b>When</b>	<table border="1"> <tr> <td><b>Starts</b></td> <td>Tue 03/25/2008</td> <td>12:00 PM EDT</td> <td rowspan="2">30 mins</td> </tr> <tr> <td><b>Ends</b></td> <td>Tue 03/25/2008</td> <td>12:30 PM EDT</td> </tr> </table>	<b>Starts</b>	Tue 03/25/2008	12:00 PM EDT	30 mins	<b>Ends</b>	Tue 03/25/2008	12:30 PM EDT	Time zone GMT- for start time 05:00 Time zone GMT- for end time 05:00 Local Tue 11:00 AM - 11:30 AM			
	<b>Starts</b>	Tue 03/25/2008	12:00 PM EDT	30 mins								
<b>Ends</b>	Tue 03/25/2008	12:30 PM EDT										
<b>Invitees</b>	<b>Invited</b>	The following invitees have been invited										
	<b>Required (to)</b>	Alberto Eugenio Garrido/Argentina/IBM@IBMAR, Chaun Wang/Lexington/Contr/IBM@IBMUS, Diego Osvaldo Poletti/Argentina/IBM@IBMAR, Edward-Lee Toupin/Miami/IBM, Gabriel Langdon/Argentina/IBM@IBMAR, Jorge Oscar Barletta/Argentina/IBM@IBMAR, Marcelo										

Terranova/Argentina/IBM@IBMAR, Ronnie Stovall/Chicago/IBM@IBMUS, Victor Pablo Kammerer/Argentina/IBM@IBMAR
--

**Description**  
**Your**  
**Notes**

**From:** Ronnie Stovall (rvstovall@yahoo.com)  
**To:** chuanwang@yahoo.com;  
**Date:** Wed, March 26, 2008 1:04:29 PM  
**Cc:**  
**Subject:** Fw: Novartis Weekly EHO & Duluth Storage and Backup/Restore Discussion

----- Forwarded Message -----

From: Ronnie Stovall <stovall@us.ibm.com>  
 To: rvstovall@yahoo.com  
 Sent: Wednesday, March 26, 2008 11:56:46 AM  
 Subject: Fw: Novartis Weekly EHO & Duluth Storage and Backup/Restore Discussion

Ron Stovall  
 IBMGS  
 1202205@skytel.com

----- Forwarded by Ronnie Stovall/Chicago/IBM on 03/26/2008 11:56 AM -----

Calendar Entry			
<b>Meeting</b>			
<b>Subject</b>	Novartis Weekly EHO & Duluth Storage and Backup/Restore Discussion Bridge: 877-421-0528 PC = 155456		<b>Chair</b> Thomas Calise/Poughkeepsie/Contr/IBM
<b>When</b>	<b>Starts</b>	Wed 03/26/2008 03:00 PM EDT	30 mins
	<b>Ends</b>	Wed 03/26/2008 03:30 PM EDT	
		Time zone GMT- for start time 05:00 Time zone GMT- for end time 05:00 Local Wed 02:00 PM - 02:30 PM	
<b>Invitees</b>	<b>Invited</b>	The following invitees have been invited	
	<b>Required (to)</b>	Chaun Wang/Lexington/Contr/IBM@IBMUS, Edward-Lee Toupin/Miami/IBM, Ramesh Krishnappa/Woodbridge/IBM, Ronnie Stovall/Chicago/IBM@IBMUS	
<b>Where</b>			
		<b>Location</b>	Reserved No rooms or resources have been reserved
		<b>Meeting Password</b>	
<b>Categorize</b>			

**Description**  
 Your  
 Notes

**From:** Ronnie Stovall (stovall@us.ibm.com)  
**To:** chuanwang@yahoo.com;  
**Date:** Thu, March 27, 2008 2:45:11 PM  
**Cc:**  
**Subject:** Fw: Novartis Weekly EHO & Duluth Storage and Backup/Restore Discussion

Ron Stovall  
 IBMGS  
 1202205@skytel.com

----- Forwarded by Ronnie Stovall/Chicago/IBM on 03/27/2008 01:44 PM -----

Calendar Entry			
<b>Meeting</b>			
<b>Subject</b>	Novartis Weekly EHO & Duluth Storage and Backup/Restore Discussion Bridge: 877-421-0528 PC = 155456		<b>Chair</b> Thomas Calise/Poughkeepsie/Contr/IBM
<b>When</b>	<b>Starts</b>	Thu 03/27/2008 03:00 PM EDT	30 mins
	<b>Ends</b>	Thu 03/27/2008 03:30 PM EDT	
		Time zone GMT- for start time 05:00	<b>Where</b> Location <b>Reserved</b> No rooms or resources have been reserved Meeting Password
		Time zone GMT- for end time 05:00	<b>Categorize</b>
		Local Thu 02:00 PM - 02:30 PM	
<b>Invitees</b>	<b>Invited</b>	The following invitees have been invited	
	<b>Required (to)</b>	Chaun Wang/Lexington/Contr/IBM@IBMUS, Edward-Lee Toupin/Miami/IBM, Ramesh Krishnappa/Woodbridge/IBM, Ronnie Stovall/Chicago/IBM@IBMUS	
<b>Description</b>			
<b>Your Notes</b>			