

Support Delivery...The Novell Transformation

Kenny Bunnell
Director of Operations & Tools, Services

(Mystery Guest)

Novell®

Services Industry Summit - eService Strategies and Challenges

Presentations - Tues / Wed April 22 - 23rd



Debbie Landers - Vice President, Worldwide Client Support
IBM Information Management Software
The Optimal Service Model: A Self-Service and Assisted-Service Blend

Debbie will discuss the strategies and challenges of integrating a web-based, self-service support environment with an established, assisted-service support model.



Ken Skinner - Vice President of Worldwide Customer Care
Vignette Corporation
Evolving eService Models – Driving Efficiency without Losing Touch

This session will discuss the evolving global e-service delivery model used by Vignette Corporation. While striving to implement online support services, is it possible to go too far and lose touch with your customers?



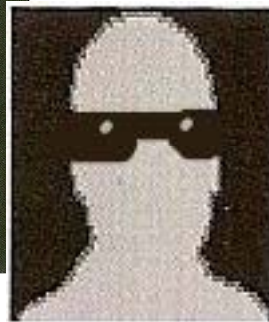
Paul Esch - Director, Advanced Technical Support
Nokia Enterprise Solutions
Nokia Case Study – Knowledge Management Strategies and Challenges

In this session, Paul will discuss three specific areas involving people, process and systems associated with knowledge management, their affect on the organization and contribution as a driver of self-service content for the web.



Greg Sanders - Director, Global Online Services
McAfee, Inc.
A Leadership Framework for Service Excellence

This session explores the emerging leadership principles for the support as a network, the need to shift from a management model to a leadership framework, the illusion of control vs. the power of alignment, and linear thinking vs. systems thinking.



inell - Director of Services Operations

Transformation to Web Based Support
discuss the path of transformation of Novell to web based support services.



Bill McGovern - Director of North America Customer Service Center & Common Service Applications
ABB



Greg Oxton - Executive Director
Consortium for Service Innovation
Measurement Matters – The Benefits and Organizational Measures of KCS

The Consortium has defined four phases of the KCS journey, the benefits and key measures of each phase. We will explore some of the profound changes you should expect to find in a mature KCS environment.



Nicholas Howard - Sr. Director of Operations
NetApp Global Services
"The Angels Are Singing When the Phone Ain't Ringing": NetApp's Multi-Faceted Approach to eService

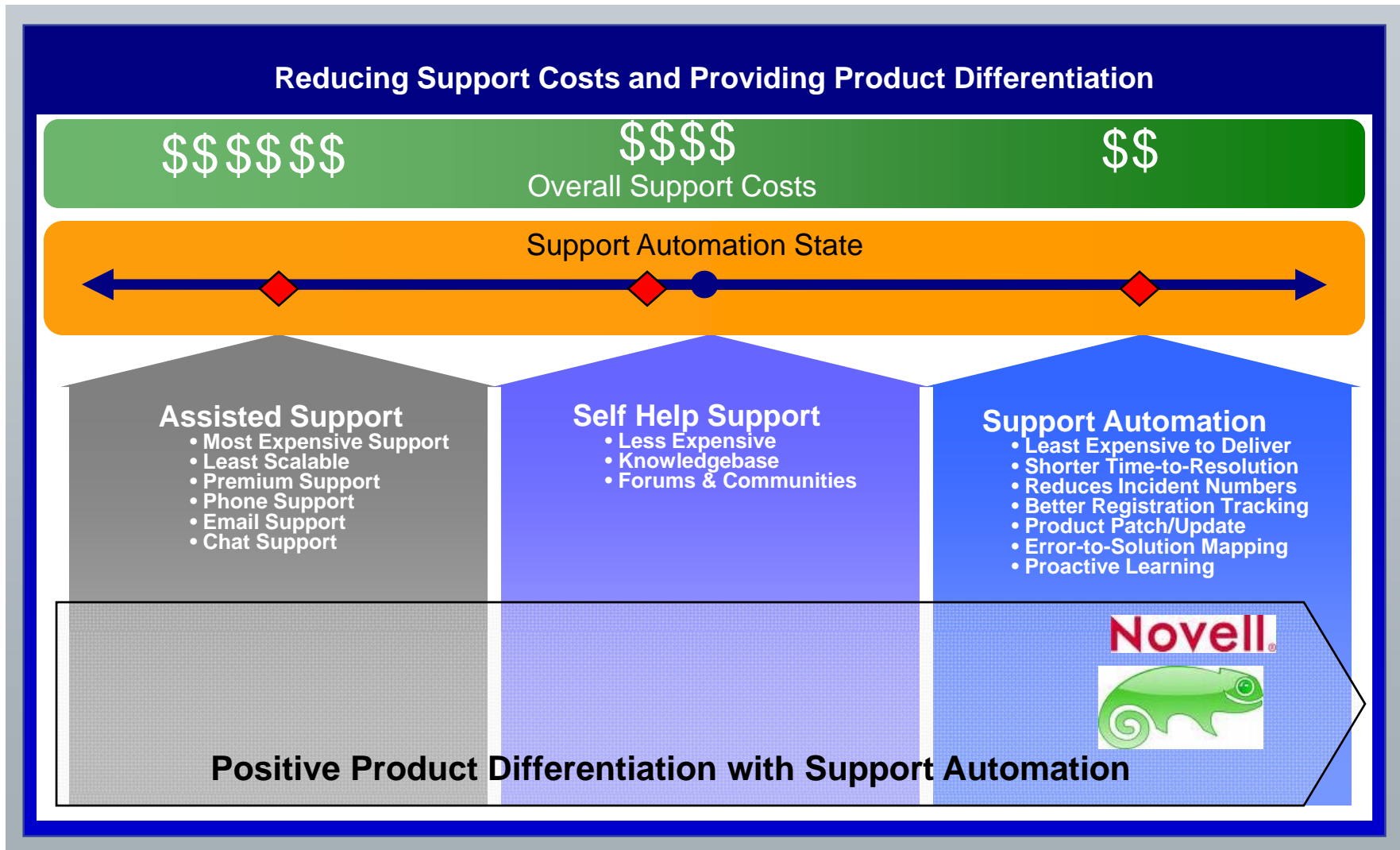
Nick will discuss the Company's "AutoSupport" product, which provides both NetApp and its customers with a rich information set to streamline the support experience, resulting in rapid case closure and increased customer satisfaction.

Event Sponsors



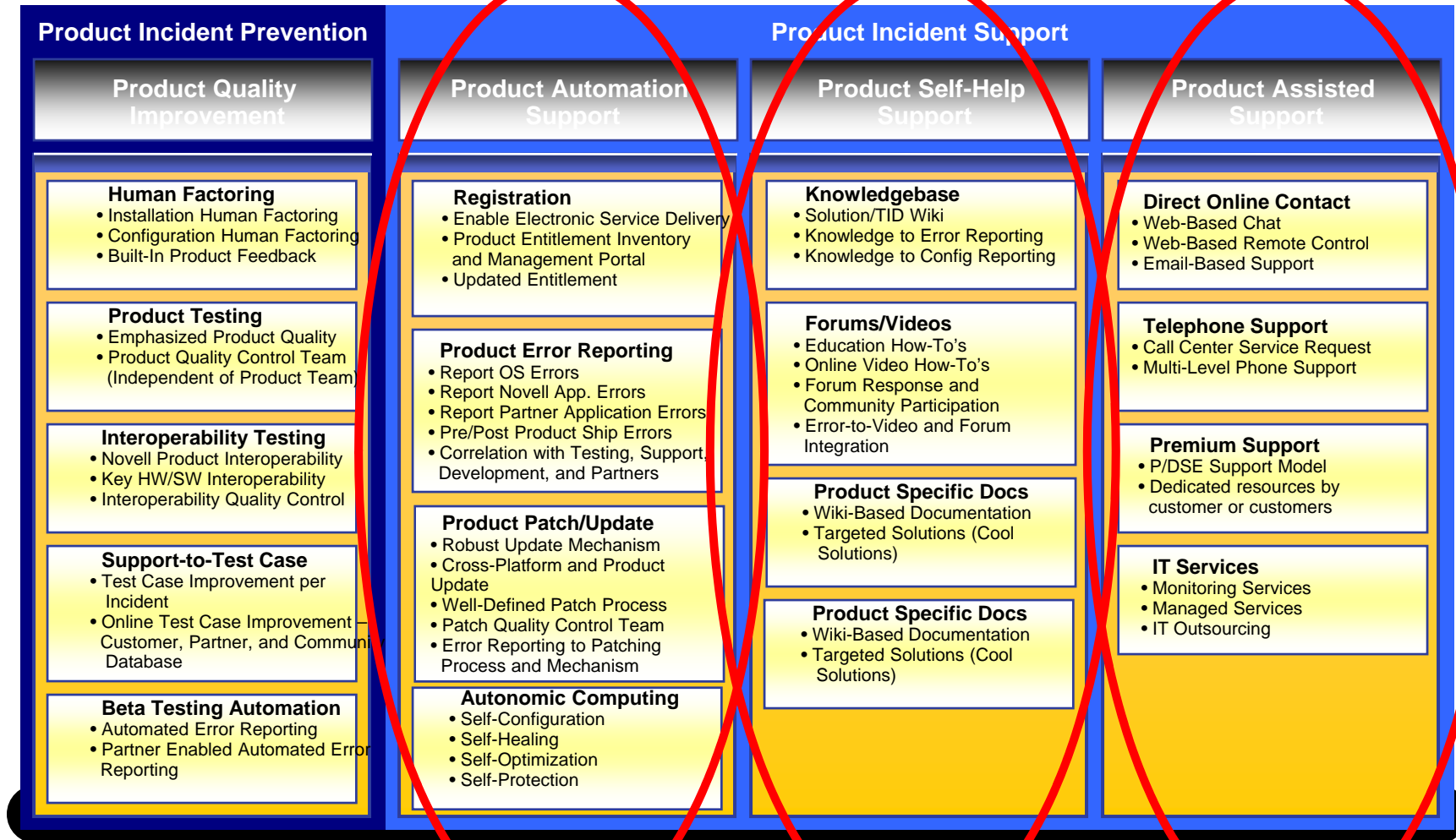
Transformation Objectives

Reducing Support Costs, Driving Increased Product Sales



Product Support Improvement

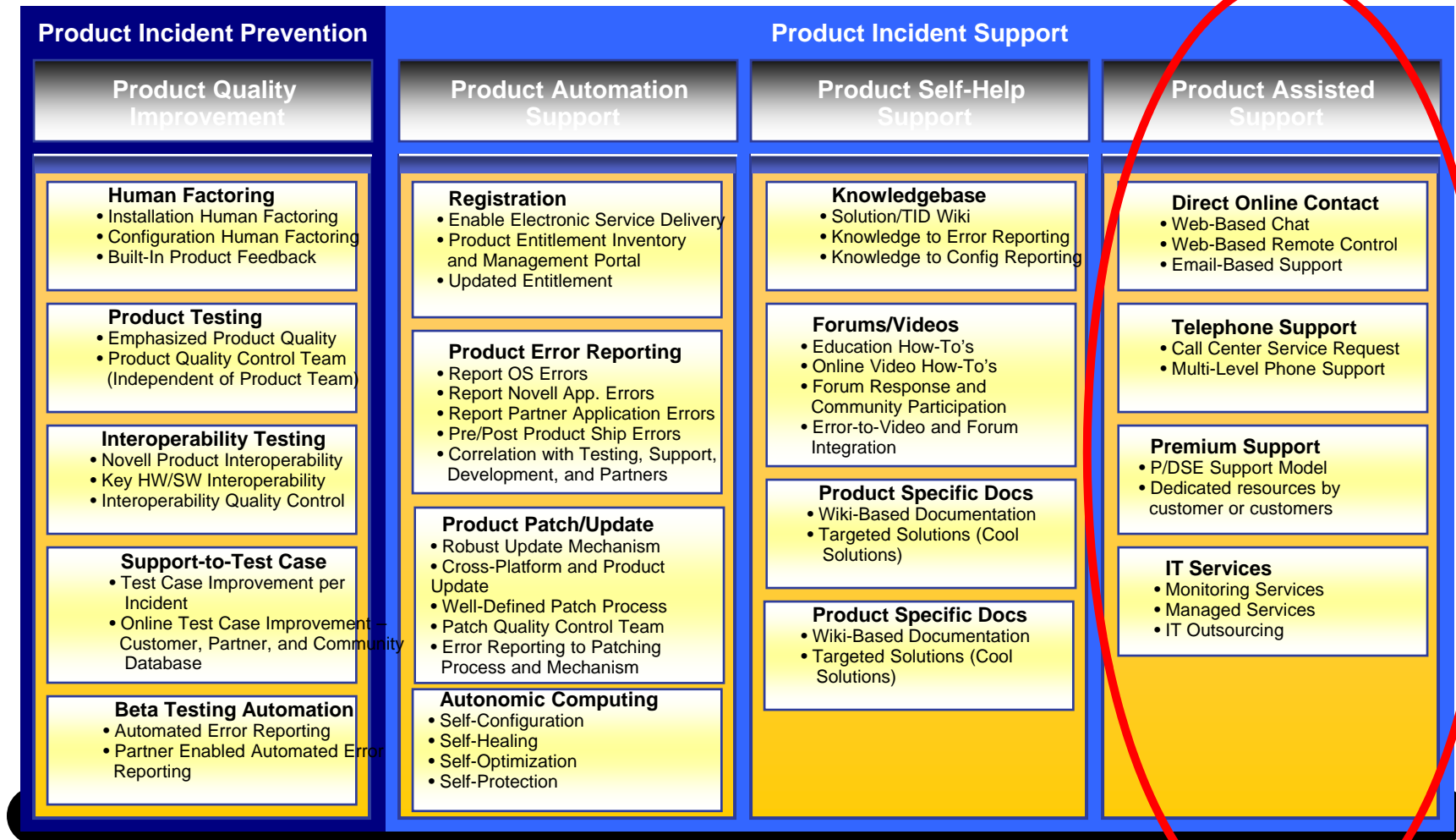
Reducing Service Requests Through Prevention and Support Automation



Product Support Improvement



Reducing Service Requests Through Prevention and Support Automation



You might be a nerd if...





Assisted Support Optimization

- Key Points
 - It ought to be as “good as being there”
 - Increased Productivity
 - Optimize Off shore talent
 - Web as an entry point
 - > Capture key information and “click stream”
 - > Expose self help capabilities “up front”
 - > Guided help
- Enter: Project “Horizon”

“Horizon”

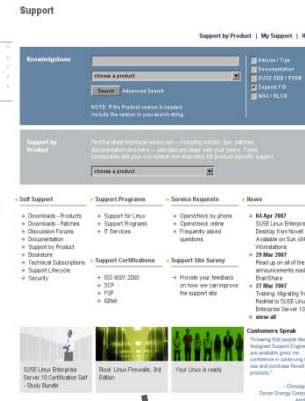




Support Delivery Model – Web-initiated, Web-based



Web Self-Help First
(unless Severity 1)



20-25%
Web
Resolution

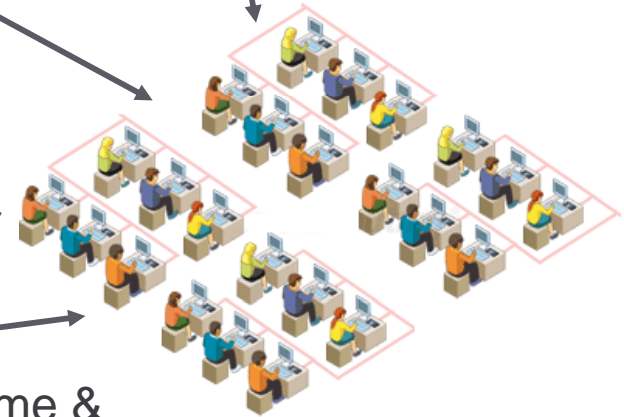
Open incident by phone:
Severity 1 Only

Call-back model

75-80% of
volume enters
support
centers



Chat optimizes Handle time &
Response Time



“Horizon”

- Web Support (Bomgar)
 - remote access
 - diagnostics
 - chat
- Forums Upgrade (vBulletin Interface)
- Novell Customer Center (support portal)
- “First Look” On-Demand Training (unlimited access)
- Knowledge base Knova (upgrade)
 - Search
 - Authoring
 - Analytics: Tuning, Best Bets



WEB-BASED SUPPORT



Web-initiated, web self-help - “Chat” is just tip of the iceberg....

Desktop Sharing | System diagnostics | File Sharing | etc...

Customer Feedback

- “This worked great! Excellent feature to add to your support people. Having Nate being able to see the errors first hand I think definitely helped speed up the support process.”
- “good job!!!!!!!!!!!!!! fantastic!!!!!!!!!!”
- “I liked the chat. I could do other things while I was waiting.”
- “Very good, a great improvement over telephone or email support.”
- “Used it the first time and it was just perfect. Possibly the last time I called by phone. I feel sorry that I do not have enough problems to use it on a daily basis :-) Thank You!”



Now that's customer service...



"Your call is important to us.
Please stay on the line until your call
is no longer important to you."

Benefits & Wins

- Self Service
 - Drives self help process up front
- Increased productivity
 - Chat & web based support allows for multiple simultaneous assisted sessions
- Maximize off shore strengths
 - India support center fronts chat support, eliminates accent barriers, capitalizes on lower cost resources
- Enterprise Customers Prefer Electronic support
 - *SSPA and **HDI surveys support preference





Forums/Communities

Novell.

[Login](#)

[FAQ](#) [Today's Posts](#) [Search](#)

NOVELL FORUMS

Welcome to the NOVELL FORUMS.

You are currently viewing the forums as a GUEST user. You can view and search the messages without logging in by selecting the forum that you want to visit from the selection below. You must log in before you can post. If this is your first visit, be sure to check out the [FAQ](#). We would be delighted if you decided to join our community.

If you are a returning user, login above and welcome back!

If you run into any problem using these forums, use the "Contact Us" link in the footer and we'll be glad to give what assistance we can.

NOVELL FORUMS

Forum	Last Post	Threads	Posts
<input checked="" type="checkbox"/> Newsflash! (Read Only) News straight from Novell. New product/patch notifications, etc.	ZCM Agent command line... by Cool Solutions Today 12:00 PM	1,594	1,594
<input checked="" type="checkbox"/> NOVELL PRODUCT SUPPORT FORUMS Peer-to-peer and volunteer technical support for Novell Products.	Client won't connect to new... by RMTENG Today 03:01 PM	224,708	995,345
<input checked="" type="checkbox"/> OPENSUSE SUPPORT FORUMS Peer-to-peer and volunteer technical support for OpenSUSE	Re: shutdown from crontab... by nekstedt Today 02:48 PM	9,446	38,014
<input checked="" type="checkbox"/> NOVELL COMMUNITY FORUMS Services, information, and best of all: fun stuff.	Re: Happy birthday Uwe! by Stevo Today 02:51 PM	3,293	34,863

[Mark Forums Read](#) [View Forum Leaders](#)

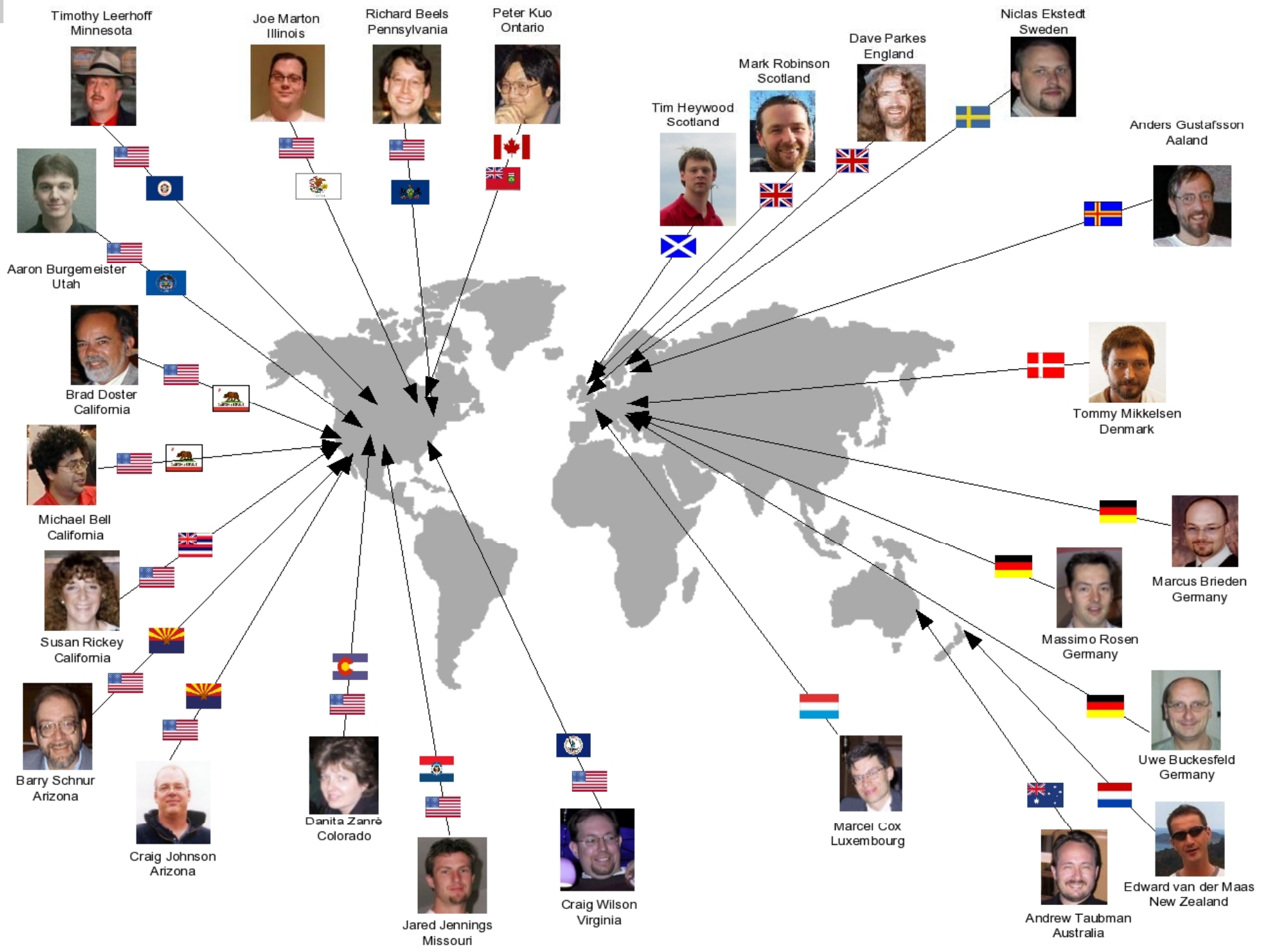
What's Going On?

NOVELL FORUMS Statistics

Threads: 262,267, Posts: 1,380,120, Members: 11,968
Welcome to our newest member, [bdlkid](#)

- Forum Contains New Posts
- Forum Contains No New Posts
- Forum is Closed for Posting

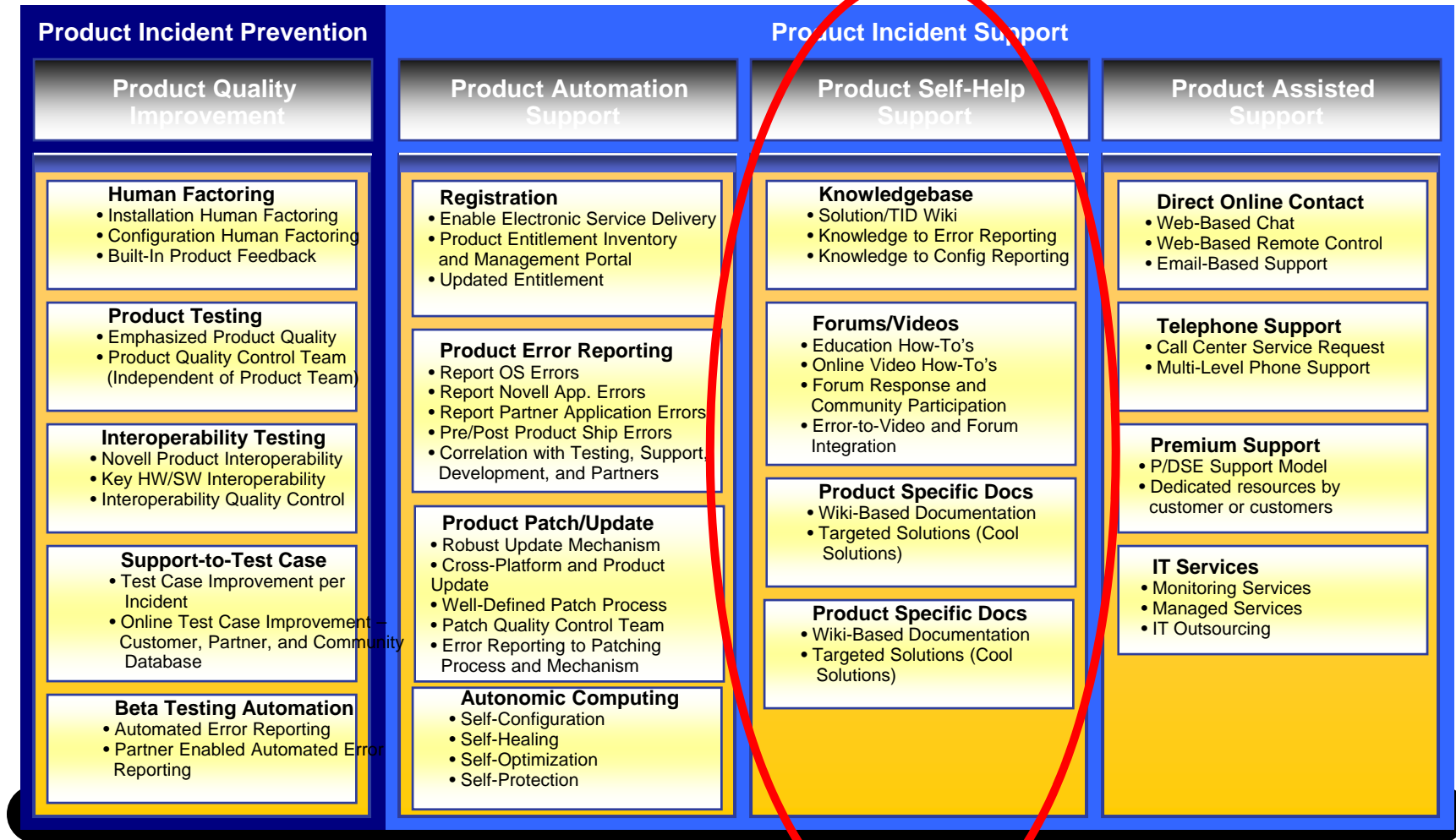
All times are GMT -6. The time now is 03:05 PM.



Product Support Improvement



Reducing Service Requests Through Prevention and Support Automation



Self Help

- Knowledge Base
 - KB Tuning
 - Analytics
 - “Best Bets”
 - Content Creation
 - Quality Monitoring
- On Line Training: “First Look”
- On Line Discussion Groups
 - Peer Support
 - Building the “Organic Community”

Self Help...living up to the hype:



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Knowledge Base Tuning

- Analytics
 - Assess “Knowledge Gaps”
 - Identify weak areas
 - Author content to fill gaps
 - Monitor improvement
- Quality Monitoring: “TID's”
- Best Bets
 - “Push” most relevant content to the TOP

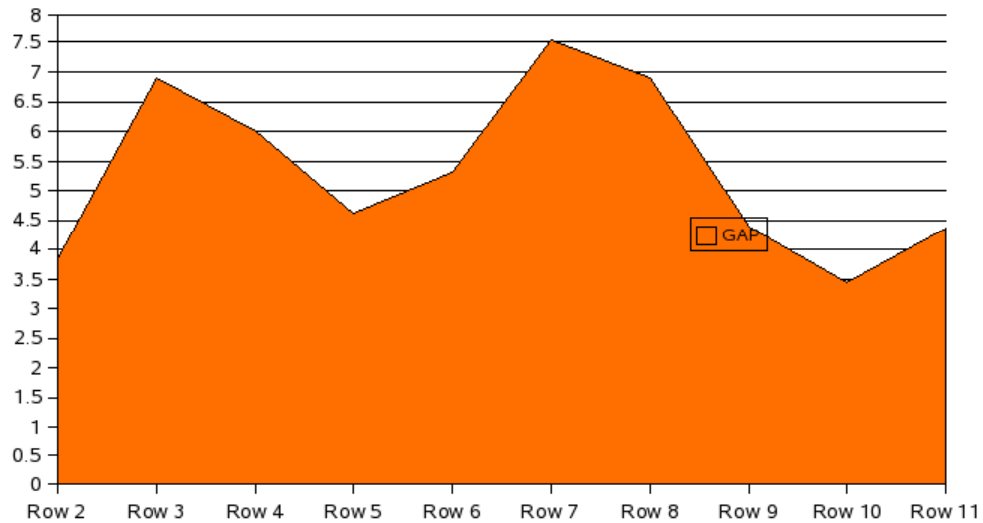


Knowledge Gap Report

- Regular Weekly Review and Tuning
- Super User Review and Cadence

From	To	Queries	Total Docs Returned	SSI Clicks	SSI%	TIDs Written	GAP	Queries % from MAX	Total Docs % from MAX	GAP% from MAX
2006-11-19	2006-11-25	13	182	1	7.69		3.86	92.86	100	51.13
2006-12-03	2006-12-09	5	5	1	20		6.9	35.71	2.75	91.39
2006-12-17	2006-12-23	9	10	1	11.11		5.99	64.29	5.49	79.34
2006-12-31	2007-01-06	1	3	1	100		4.62	7.14	1.65	61.19
2007-01-07	2007-01-13	14	14	3	21.43		5.31	100	7.69	70.33
2007-01-14	2007-01-20	5	3	1	20		7.55	35.71	1.65	100
2007-01-21	2007-01-27	7	4	1	14.29		6.89	50	2.2	91.26
2007-01-28	2007-02-03	5	17	2	40		4.38	35.71	9.34	58.01
2007-02-11	2007-02-17	7	34	3	42.86		3.44	50	18.68	45.56
2007-02-18	2007-02-24	11	89	0	0		4.37	78.57	48.9	57.88

Gap Improvement over time





“Best Bets”

- Visual Search Manager
- “Push” most relevant to the top

The screenshot displays a search interface with the following components:

- Search Bar:** Contains the query "Day Lights Savings Time" and a "Run Search" button.
- Search Results:** A list of results with the top item highlighted: "10062725: Application Launcher message following Day Light Savings time change r". Below it are several "Best Bets" for related terms like "Time stamp on GroupWise messages is off 1 hour", "NDK: SMS Developer Components", and "Time Synchronization in NetWare 4.x".
- Navigation Areas:** A sidebar on the right with expandable sections: "Activities" (Synchronizing Time, Opening or Accessing a File, etc.), "Objects" (User Account, Service Availability, etc.), "Symptoms" (Internal Error 500, Security Issues, etc.), and "Products" (Audit).
- Footer:** Includes "Adaptive Nav is On Turn Off", page number "22", and "1 - 10 of 22 Next>".
- Buttons:** "Update" and "Close Tab" buttons are located at the bottom right.

Authoring Report-Peer Evaluation



Crystal Reports Viewer - Mozilla Firefox

File Edit View Go Bookmarks Yahoo! Tools Help del.icio.us

https://crystal10.innerweb.novell.com/CE10/viewer.jsp?id=292827&path=NTSI

Novell innerweb Information Self Service 3.0 Crystal Reports Viewer

Knova Authoring Report (Published Documents)

Author	Title	Doc ID	Pub Date	Scored
Australia, Sydney				
POLITAKIS,MARTHA PETREA				
PIDD,KEVIN	Log on credentials for the Remote Loader Windows service	3125973	19-Sep-2006	N
Canada, Toronto-Markham				
CHEVALIER,D. ROSS				
MOURAD,HICHAM	Getting the SLES 10 / SLED 10 Software Updater to work if	3132246	18-Sep-2006	Y
YIP,JIM				
STAGG,DAVID	Duplicate files created when adding data to a file using its	3002813	30-May-2006	N
STAGG,DAVID	WebAccess popup menus hidden behind top of screen	3005806	8-May-2006	N
STAGG,DAVID	Files missing in offiles after running GWCheck with	3007126	4-May-2006	N
STAGG,DAVID	Configuring the ZENworks zenpartition with a Static IP	3000121	28-Apr-2006	N
eSecurity, Inc (VOP)				
CHAKRAVARTY,DIPTO				
ADIACONITEI,VASILE	Sentinel: List of Sentinel Processes	3721448	18-Aug-2006	N
ADIACONITEI,VASILE	Sentinel: Correlation Engine Process (correlation_engine)	3300397	18-Aug-2006	N
ADIACONITEI,VASILE	Sentinel: Event Statistics	3975872	18-Aug-2006	N
ADIACONITEI,VASILE	Sentinel: Watchdog Process Defined	3358094	18-Aug-2006	N
ADIACONITEI,VASILE	Sentinel: Error saving summary batch to the database for	3389057	17-Aug-2006	N
ADIACONITEI,VASILE	Sentinel: Supported platforms and features with Crystal	3157832	17-Aug-2006	N
ADIACONITEI,VASILE	Installing Sentinel Oracle DB patch manually	3195957	17-Aug-2006	N
ADIACONITEI,VASILE	Sentinel: Configuring HP Openview Service Desk to work with	3965579	17-Aug-2006	N

Done

crystal10.innerweb.novell.com

Score TID



Computer Firefox (2) GroupWis... OpenOffic... [MISC - ...] [Kopete] Wed Sep 20, 5:14:39 PM

https://kcs.innerweb.novell.com - View Document - Mozilla Firefox

Knowledge Base Document Close Window

Save to Response Central Email Document Bookmark Document Edit Delete View meta-data Score Card

Getting the SLES 10 / SLED 10 Software Updater to work if you use a Proxy Server

environment

Novell SUSE Linux Enterprise Desktop 10
Novell SUSE Linux Enterprise Server 10

A proxy server is required or used to have access to the Internet

situation

ERROR: could not add 'https://update.novell.com': Failed to download XML metadata:
download failed: (https://update.novell.com/repo/repoindex.xml) Error: ConnectFailure

Installing SUSE Linux Enterprise Server 10 or installing SUSE Linux Enterprise Desktop 10.

A proxy server exists in the network environment and needs to be used to access the Internet.

Prompted to activate the product
During the installation, a prompt is provided to activate a registration in order to receive notification of patches and updated packages, but an attempt to perform registration at this point fails with the error message listed above.

Configuring an installed system with Novell Customer Center (NCC), **Yast2 | Software | Novell Customer Center configuration**, where a direct connection to the Internet exists, works correctly while the same process fails where a Proxy Server is required for Internet access.

resolution

In network environments where the use of a proxy server is necessary to access the Internet, additional configuration is needed to make the software updater and web browsers use the proxy, before the Novell Customer Center configuration can be done successfully.

1. **Right-click** on the software updater icon in the task bar (the globe icon)
2. Select **Configure**
3. Select the **Preferences** tab
4. Options for the Software Updater will be visible including those related to proxy information. The **proxy-url** field needs to be populated and in some in cases two other fields **proxy-username** and **proxy-password** also need to be populated.
 - proxy-url** - The URL for the proxy Server.
 - proxy-username** - The username for the proxy if required
 - proxy-password** - The password for the proxy if required
5. Open up a terminal and switch user (**su**) to root
6. The **rug** command is used to set up the proxy information for the software updater. Enter the following commands at the prompt:
 - `rug set-prefs proxy-url http://proxyserver.com:8080`
 - `rug set-prefs proxy-username johndoe`
 - `rug set-prefs proxy-password password`
7. Verify that the proxy information settings for the software updater have been picked up properly by checking the preferences on the software updater (steps 1 through 3). The **proxy-url** and **proxy-username** should list the values entered above (step 5). The **proxy-password** value will not be visible. It is recorded in the

Done

Score Survey



Computer Firefox (3) GroupWis... OpenOffic... [MISC - ...] [Kopete] Wed Sep 20, 5:15:03 PM

https://kcs.innerweb.novell.com - Document Score Card - Mozilla Firefox

Document Score Card Close Window

Score Card Guidelines:
[Quality Scorecard Evaluation Guide](#)

Unique:
Is this document a duplicate? yes no

Score Card Key:
0 - Unacceptable
1 - Revise
2 - Good
3 - Excellent

Content Structure:

Title	<input checked="" type="radio"/> 0	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3
Environment	<input checked="" type="radio"/> 0	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3
Situation	<input checked="" type="radio"/> 0	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3
Resolution	<input checked="" type="radio"/> 0	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3
Additional information	<input checked="" type="radio"/> 0	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3

Professional:

Clear and concise	<input checked="" type="radio"/> 0	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3
Spelling, punctuation and grammer	<input checked="" type="radio"/> 0	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3

Total Score: 0

Comments:

Submit

Done kcs.innerweb.novell.com

Score Results



Computer Firefox (2) GroupWis... OpenOffic... [MISC - ...] [Kopete] Wed Sep 20, 5:14:04 PM

https://crystal10.innerweb.novell.com - Crystal Reports Viewer - Mozilla Firefox

Main Report 1 / 1 100%

Doc ID: 3132246 Doc Title: Getting the SLES 10 / SLED 10 Software Updater to work if you use a Proxy Server

Scored by: STAGG.DAVID Date Scored: 29-Aug-2006 Score: 23.00

Unique	Title	Enviroment	Situation	Resolution	Clear & Concise	Grammer	Additional Notes	Comments
3.00	2.00	3.00	3.00	3.00	3.00	3.00	3.00	

Done crystal10.innerweb.novell.com



On Line Training: “First Look”

- Web Accessed Flash Videos
- Browser based—Unlimited Access

Novell Identity Manager | More Training | Web URL's

Novell. first look

Mark Forsey
Advanced Technical Trainer

Outline | Thumbnails | Search

Novell® eLearning
Novell Identity Manager
Course Overview
▶ Introduction
▶ Metadirectory EngineInstall
▶ Metadirectory Engine Overview
▶ Policy Management
▶ What is Identity Manager To the End-User?
▶ User Application
 ■ Demonstration Index
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Getting Started with Novell Identity Manager

Mark Forsey
Advanced Technical Trainer
Novell Training Services

Novell.

SLIDE 2 OF 54 | PLAYING | 00:16 / 00:55



Authoring and Publishing Content

- Certification
- “Just in Time” Publishing
- Authoring in the “work flow”
- Customers and Partners as Contributors
- Quality Check process
- Key Points
 - Recognize the right behavior
 - > Contribution
 - Heavily involve users (super user program)
 - It's a marathon not a sprint
 - Technology as an enabler not a cure



Capturing in the Workflow

The screenshot displays the Siebel Call Center interface in Mozilla Firefox. The browser address bar shows the URL: https://siebelprd.innerweb.novell.com/callcentersi__enu/start.swe?SWECmd=L. The interface includes a menu bar (File, Edit, View, Go, Bookmarks, Yahoo!, Tools, Help, delicious.us) and a toolbar with various icons. The main content area is titled "1026159134" and contains a form with the following fields:

- SR #: 1026159134
- *Last Name: Bunnell
- *Account: KENNY BUNNELL
- Entitlement: ASC_Premium 3000_ASE 50 Phone or Web - 1
- *Status: Open
- *Substatus: Awaiting Novell
- *Severity: Medium
- *First Name: Kenny
- Contact Work Phone #: (801) 861-9305
- Contact Email: kbunnell@novell.com
- On Site Phone#: [Empty]
- Alternate Contact: [Empty]
- Contact Time Zone: (GMT-05:00) Eastern Time (US & Canada)
- *Routing Product: [Empty]
- Product Family: NetWare Cluster Services
- Product: Cluster Services 1.7
- *Brief Description: Cluster abends server
- Respond Via: [Empty]
- *Owner: KLBUNNELL
- Owner Phone #: (801) 861-9305
- *Platform: Linux
- SR Classification: Defect
- Component: [Empty]
- Defect ID: [Empty]
- Stream Routing Category: [Empty]
- Preferred Language: ENU
- SR Participant: [Empty]

Below the form is a navigation bar with tabs: More Info, Activities, Attachments, Audit Trail, SR-Cust Mgt Esc, Metrics, Related SRs, Collaboration, Billing Info. Below this is an "Activity List" table:

SR Number	Audience	Activity	Status	Mode	Comments	Start Date & Time
> 1026159134	Internal	KB Response	In Progress		Kenny, The enclosed document describes how to solve your problem. If it doesn't result in success, please contact us again. Regards,	3/14/2006 11:30
> 1026159134	Internal	KB Notes	In Progress		(Environment) This is a test for the post 6.5.4 release March 14th (Situation)) (Resolution)) (Additional Information))	3/14/2006 11:33
> 1026159134	Internal	KB Notes	In Progress		(Environment) ksdaljals.kdjfklj (Situation) kljasdIkfaslkddflkj (Resolution) kifajsdIkfkjalsdfkl (Additional Information) dkslfalksdfklajsdkf	2/8/2006 02:52:3

The status bar at the bottom shows "Done" and the URL "siebelprd.innerweb.novell.com".



Authoring in the "Workflow"

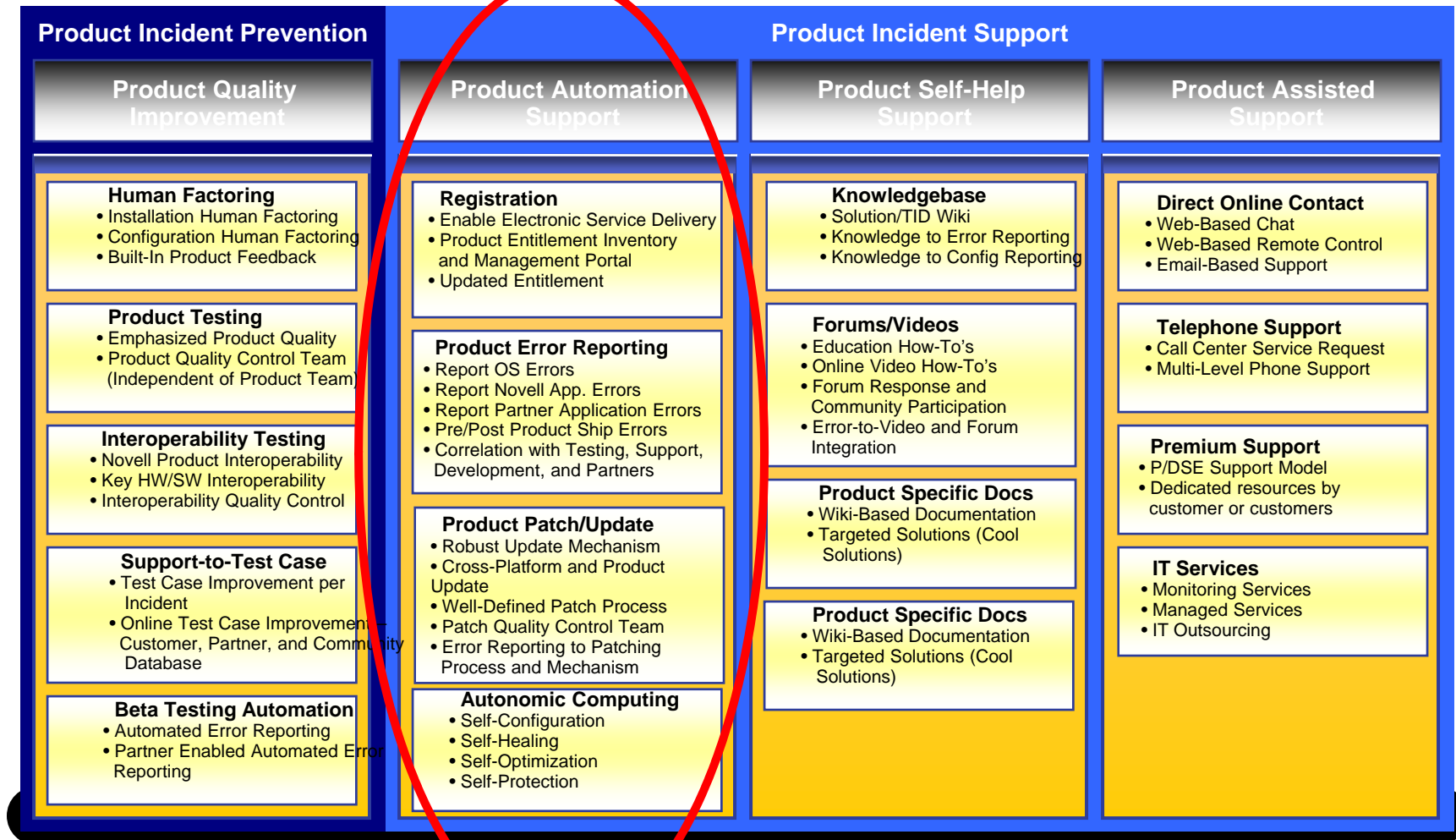
The screenshot shows a web browser window with the URL <https://kcs.innerweb.novell.com>. The page title is "Case Response". The interface is divided into several sections:

- Case Information:** SR#: 1026159134, Status: Open, Created By: Kenny Bunnell, Account: KENNY BUNNELL.
- Diagnose Tab:** Includes a "Guided Search" section with a search box containing "Cluster abends server". Below it are dropdown menus for "Product" and "Document Types". A "Search" button is present.
- Search Results:** A section titled "Your Search: 'Cluster abends server'" with a "Save Search" button. It lists "Focus Your Results" under four categories: Activities, Topics, Products, and Symptoms. Below this is a "Results" section showing a list of search results with titles like "Citrix Terminal server gets invalid FCB returned after cluster failover causing Blue screen" and "Serverabend adding trustee to clustered volume on multi-cpu servers".
- Respond Tab:** Contains a "Create Content" button and four dropdown menus labeled "Environment:", "Situation:", "Resolution:", and "Additional Information:", each with a "Select ---->" option. There is also an "Attachments:" section with an "Add File" button and "Spelling" and "Save" buttons at the bottom.



Product Support Improvement

Reducing Service Requests Through Prevention and Support Automation



NOT the efficiencies we are looking for:

N.



“Day Break” is the next Horizon

N.



Business Objectives



Business Driver	Business Objectives
Support Efficiency	<ul style="list-style-type: none">• Provide proactive support automation to customers• Focus resources on support activities that cost less and that scales• Reduce the time-to-resolution to our customer-base• Enable customers to solve support issues by themselves• Move support functions closer to the ITIL standards
Product Differentiation	<ul style="list-style-type: none">• Ensure that Novell products are easier to support than its competitors• Create a support ecosystem and infrastructure that competes with Red Hat Network or Microsoft Live OneCare
Support Partnering	<ul style="list-style-type: none">• Enable Novell partners to easily implement and support Novell products across cross-platform environments• Create a potential revenue opportunity that will encourage partners to implement and support Novell products



Customer Interface

Self Help





Client Interface

Device List

Novell Online Support Center (Day Break)

Novell. **System Information**
Operating System: Novell SUSE Linux Enterprise Server 10
Registration Code: 17892340438
Warranty Code Expires: 8/21/2008 ([Update Now!](#))
Novell Customer Center Communication: Connected
Support Proxy Mode: Enabled and Registered (This system is a proxy support data to [Novell NCC](#))
Novell Online Support Center Version Update: 3/11/2008

Home | Self-Help | **Other Systems** | Alerts | Get Assistance | About this System | Configuration

Server Name	IP Address	Access Verified	OS	Status	Last Updated
Bokai	137.65.43.23	Yes (SSH)	Novell SLES 10	No Alerts	3/11/2008
BlueFish	137.65.78.34	Yes (SSH)	Novell OES	Alerts!	3/11/2008

Top Problems and Solutions

What's New

[Contact Us](#)
[Feedback](#)

Add Remove



Customer Interface

Alerts

Novell Online Support Center (Day Break)

Novell.

System Information
Operating System: Novell SUSE Linux Enterprise Server 10
Registration Code: 17892340438
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Novell Online Support Center Version Update: 3/11/2008

Home | Self-Help | Other Systems | **Alerts** | Get Assistance | About this System | Configuration

This System
Other Systems
Bokai

Severity	Device IP	Device Name	Message	Time Generated
Warning	137.65.43.23	BOKAI	Send Process is down	3/11/2008 15:40:00
Critical	137.65.43.23	BOKAI	Apache is down	3/11/2008 15:40:00

Top Problems and Solutions
What's New
[Contact Us](#)
[Feedback](#)

Add Remove



Customer Interface Assistance

Novell Online Support Center (Day Break)

Novell.

System Information
Operating System: Novell SUSE Linux Enterprise Server 10
Registration Code: 17892340438
Warranty Code Expires: 8/21/2008 ([Update Now!](#))
Novell Customer Center Communication: Connected
Support Proxy Mode: Enabled and Registered (This system is a proxy support data to [Novell NCC](#))
Novell Online Support Center Version Update: 3/11/2008

Home Self-Help Other Systems Alerts **Get Assistance** About this System Configuration

Top Problems and Solutions

Chat Online
Chat Online with Novell Support

E-mail
Contact Novell Support via E-Mail

Forums
Get Help from the Community

KnowledgeBase
Search the Key Solutions

Open Service Request
Incident with Novell

What's New

Phone
Call on Severity Issues

[Contact Us](#)
[Feedback](#)



Q & A

- Thank you!
- Kenny Bunnell
- klbunnell@novell.com

Plan...or your path may lead to...

