GNSO
Operations Steering Committee Community (OSC) Communications Coordination Task 1 Sub Team (CCTST) 20 May 2009 at 19:00 UTC

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Steering Committee Community (OSC) Communications Coordination Task 1 Sub Team
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http://audio.icann.org/gnso/gnso-cct-20090520.mp3 on page
http://gnso..icann.org/calendar/index.html#may

(Recordings and transcripts are found on the page above)

Present
Chris Chaplow - CBUC

Absent apologies
Steve Holsten - Registry c.

Staff
Julie Hedlund
Ken Bour
Glen de Saint Gery

Glen deSaintGery: That's fine. The recording has started.

Woman: Do you want to do the roll again just so it's on the recording?

Glen de SaintGery: This evening we have (Ken Bour) on the call, (Steve Holston), Chris

                Chaplow, and (Julie Headland); full house.

(Ken Bour):   Great.

(Steve Holston): Thank you very much.

Woman: Thank you.

(Ken Bour):   Hey guys it should be a fairly short call, huh?

(Steve Holston): Well, I guess that depends.

(Ken Bour):   Okay, do - let me find out on what.

(Steve Holston): Well, how's your progress (Ken)?

(Ken Bour):   Okay. Good question, all right. You - honestly I just literally minutes before our - 30 minutes before this call I started with working on the business requirements. I'm about to send you a - an e-mail with an attachment that (Risa) was kind enough to forward to me.

That I - this is a business requirement template for ICANN. And she and I have had a couple of conversations. It turned out we were in training together in Marina del Rey last Thursday and Friday.

And so during breaks and stuff we used the opportunity to sort of talk a little bit more about this project and I confessed to her that the thing that was the most frustrating for me is that our team just isn't making any forward progress. And I presume you - I don't know if you guys shared that.

I presume you do, but that for me is the most frustrating. And she resonated with that and said you know, what can I do to help? And I said well - I also expressed some frustration around the project charter in that, you know, just sort of getting it to the right level. We need to get it signed so we can get things moving.

And she said that she and (Joyce) would take the responsibility for fixing that, and it wasn't on my shoulders anymore. So I said that's great. So she said, now if what we can do is have you guys work down on the business requirements, then that - so I can stop worrying about the project charter.

At least the ICANN level one, right? Okay, so she sent me this requirements template and I'm going to send it to you guys. I'm just putting a little message on it. All right, and (Julie) do you want to copy this?

Julie headland: Yeah. That would be great if you could.

(Ken Bour): Why not, right? Yeah, all right I started this thing. So now this template has a whole bunch of sections in it. And I think the one that we're going to be responsible for is Section 2, which is the business requirements section. Okay, and (Risa) and I began talking a little bit about the sort of the high level of construct.

And if you - when you get - if you open this document up you'll see that Section 2 it has like business function and then requirement 1, requirement 2, requirement 3 and so forth. Then there's another heading, and it has headings in there for Administration Reporting, My Data Migration.

There are some that are endemic - is that the right word? - every project, and so those headings will almost be in every single one, right? It may turn out that if there is no data to be migrated; well then you'd say that section is empty.

But we will definitely have a data migration and some requirements around that. So I am actually beginning now to create, draft up, high level statements that can go in this document.

And - how fast can I get a draft to you guys? It'll be a few days.

((Crosstalk))

(Ken Bour): Okay, but it won't be, I will have nothing by next Wednesday. That is not - that's not an option. So between now and next Wednesday - well when is Wednesday? I'm looking at - that is our deadline.

(Steve Holston): That is the day.

Woman: Wednesday the 27th.

(Ken Bour): I'm sorry, today is the 20th, right? Okay, so we want her to have this done by the 27th, right?

(Steve Holston): Yes.

Woman: Yes.

(Steve Holston): But we could do it before the weekend, couldn't we?

(Ken Bour): Yeah, sorry. So I it's - I think we just had this incredible rash of important documents that had to be written, and I had most of that drafting fall to my shoulders in preparation for various structural improvements and board meetings and all this other stuff.

And actually the board meets the 21st, and I don't think there's anything else for us to write at the moment. But (Julie), you know, it never ceases to amaze me. So I really want to spend most of the next couple of days really working on this document.

And so why don't I say I'll have some - something we - that I can send to you by Friday, the 22nd, even if it's a work in progress.

(Steve Holston): Yeah, I think - yeah. Whatever you're at, by Friday night (unintelligible).

(Ken Bour): Our job will be to, you know, wordsmith and make sure that we send - now (Risa) did tell me, she said look you know, you don't have to write anything like 12 pages of requirements here; if we end up with a dozen, even 24 - a dozen or two requirement at the business level, that's a - that's probably all we're going to need. For - let me just take an example, okay? Let's talk about data migration. Now, this is - I'm not going to rite what the requirement is, but this would be an example to illustrate.

The GNSO needs every document on its current Web site to be available in the new Web site with all links that continuing to work as they do today.

Woman: Yes.

(Ken Bour): Yeah, that would - that's the statement. That's it. That's an example of a business requirement for data migration. And what - we don't have to say a whole lot more about it. Now we - if it turned out, for example, that the condition was a little bit more sort of compound.

Let me use an example: The GNSO needs to have all policy development documents transferred or migrated to the new Web site and any non-policy document that's newer than January 1, 2006, right? That's in another example of the type of requirement we could end up with.

And I don't even know if you and I, the three of us could even write that one, but we can create one and then try to ask (Denise) and (Rob) and other people in the GNSO, (Aubrey) and the Counsel and some other people like, what is the correct answer to that question?

Man: Correct.

But our job would be to at least get something in that section that says we need a requirement for data migration.

Man: Yes.

(Ken Bour): Okay, so that's...

(Steve Holston): I - my perspective on all of this is if there's a - firstly I appreciate that you continue to be the one taking the laboring more. And then second, I share the frustration with you that there seems to be a battle of form

over substance. It is, are we - taken the Penelope document, are we loading it into the mason document?

Are we using what's now a new template for business requirements? I don't particularly care which document or template or form we put that into so long as we get something in there that says we want a easy to navigate Web site with as you say continued links to all the old documents.

And this, that and the other; so in order - we've got this continuing chicken and egg issue about writing the specs of business ones rather as actual features and I don't particularly care about how we surmount that so that we can actually get off and running and make the kind of progress.

And I sense your shared frustration in that battle over what form this all takes. And the ultimate end game, which is having the three of us saying how, start looking at the actual features and the actual top where less navigation, etc. is a desire to actual make substantive progress as opposed to procedural and form kind of progress.

So I guess continued thanks for trying to work this issue and if we can check what seems to be a box checking exercise in getting the business features done then we can continue to move along.

(Ken Bour):   Right, and that has been the problem challenge. And most of the lack of progress is due to my not having the time to do it. But I, like I said, the simple way, you know, it's like anything else.

You get close to the deadline and everything else moves down in priority and that goes all the way to the top. So that's what I'm going to try to do.

((Crosstalk))

(Ken Bour): Did you have anything you waned to add, Chris?

Chris Chaplow: Yeah, I just - well just, yes. It's often like that, isn't it? You know, as much gets accomplished in the last week as the previous five of them. But that document - that template does look to be a great help.

Just, you know, just a little, just particularly looking at it and seeing the way it's laid out.

(Ken Bour): Yeah, I think it will be fine. And you know, (Steve) just to pick up on something he said, there may very well be a few, or maybe even several of the statements in the Penelope document that can be listed and dropped into that template without a lot of wordsmithing.

((Crosstalk))

(Ken Bour): And again, I might drop them in there and just ask you guys to help with the wordsmithing, right?

Chris Chaplow: Yeah.

(Ken Bour): Because not everything in that document was trash. It was a lot of good stuff that went into that. And I think it's just too low a level of

detail for what we have to do here, but that doesn't mean we can't still borrow and use a lot of what's in there.

Chris Chaplow: Yeah, and don't forget to borrow from the incomplete charter as well, because there were some useful phrases and things in there as well.

(Ken Barr): Right. Yeah and some of - there were also some statements that we discovered that we could use from the Drupal site.

Chris Chaplow: Right.

(Ken Bour): Sorry, with that - in some ways I don't think I have to do a tremendous amount of creative writing here as much as I have to just repackage things and put them into the right buckets and get them at the right level. This level in question is a little tricky.

But (Risa) and I had enough discussion in Marina del Rey that I think I'm now better calibrated to what that level is. It's kind of a theory a little bit but, you know, it's - what would the business say it needed? Not what they need technically.

Chris Chaplow: Right.

(Steve Holston): Right.

(Ken Bour): Yeah, so you know, things like users should be able, from any page, to find their way back to the home page easily. You know, that's a business requirement.

(Steve Holston): Kind of seems like inventing the wheel.

(Ken Bour):   What's that?

(Steve Holston): It seems like reinventing the wheel in some regards if you have to save that kind of thing for a Web site.

(Ken Bour):   Well you know what, I agree with that. And, but let me - I'll use a different example to illustrate even why something as simple as that, that is being requested. So let's say that we had a Web site like Amazon.com that has to sell things on the Web site, right? So there are capabilities that Web sites have that we don't need in a GNSO.

So we wouldn't write a requirement that says, oh, and the Web site has to have the ability for users to go on and buy things. And use their credit card to pay for them. So, now I agree with you there's a set of common things that probably all Web sites have to do.

((Crosstalk))

(Ken Bour):   And maybe that's - somebody should write those and everybody should just duplicate them.

Woman: Right.

(Ken Bour):   But I haven't been able to find that document around yet.

((Crosstalk))

(Ken Bour):   But then there's - once you move past those, you get into a number of other functional areas, and you know, we wouldn't need that requirement.

(Steve Holston): Now I was more optimistic and heartened when it looked like we were going to be able to take the features off the Drupal site and basically list those out, even though we all acknowledge that was kind of a shorter distance between two points and not surely a business requirement.

And I guess we're taking a step back a little bit by going to that business requirement level. And I understand the need to do it from a process and other standpoint.

So I'm fine with that and I guess as long as you have the band width and the stout heart necessary to start tackling all this stuff, then I will express my appreciation again, because it's easy from the sidelines to say you don't like how it's going.

Or that you you'd like more progress, and but you're the one who's actually got the task of rolling up your sleeves. So...

(Ken Bour):   Well I appreciate that tune. Absolutely.

Chris Chaplow: You're very welcome. Where are we with the content for the document, the document management? Is that - can you remind me - is that within what we're doing now within our sub scene? Is that what we're doing to the document or is that something aside?

(Ken Bour):   Yeah it would be out of scope for Phase 1.

Chris Chaplow: Right.

(Ken Barr):   And along with collaboration would be out of scope for Phase 1. So the
                 scope for this effort is to get our arms around the Web site, the, you
                 know, what's needed in the architecture to deliver the information that
                 GNSO needs? You know, and that's a high level requirement, you
                 know.

                 What is the purpose of this Web site? What is the business need for it
                 to even exist? And, you know, I'll try to write some statements around
                 that.

                 But we're going to confine ourselves largely to the set of capabilities
                 that Drupal has native, rather than try to write a set of requirements
                 that said things like, you know, the organization needs the ability to
                 collaborate on Microsoft word documents that allow individual
                 revisionists.

                 Edits to be appear to each person in a different collar, we could write
                 some kind of a need like that. But there isn't a solution in the market
                 that will provide it.

Chris Chaplow: Correct.

(Ken Bour):   So what we'll do is we'll get this capability - we'll get the Web site
                 developed. We'll get it a good taxonomy, a good navigation system.
                 We'll get the essentially essential functions that we need; just that they
                 have today.

And we accept that there will be some other really super capabilities under the covers. Like if we put all of the data, all the documents in a database, then it - this business of being able to share them. So there will be a requirement that I'll write that says, the GNSO requires that its documents as housed in its Web site, its new Web site are shareable as shareable content to other ICANN Web sites.

All right, that would be the business requirement. How it gets implemented will be probably through a database, but we don't have to say that.

(Steve Holston): Thanks, got it. That's great.

(Ken Bour): But I think the requirements around collaboration and document management we can leave out of this setup. And I'm told by the architecture people that failing to write them in doesn't preclude them from being added later.

Drupal is at least an open enough platform and environment that, you know, if somebody comes up with a really good collaboration solution, it can fit in.

(Steve Holston): Okay.

(Ken Bour): One way or another; through a third party application or through some kind of an integration effort or something along those lines. People don't seem to be worried that going into a Drupal environment cuts off the organization's ability to grow its feature sets down the road.

(Steve Holston): Okay.

(Ken Bour): Now that - and that's an interesting question because there are some platforms that might exactly do that, you know, like Microsoft SharePoint for - even though it has a wider range of features, it would cut off the ability to bring Macintosh users in, for example.

Man: Right.

(Steve Holston): Right.

(Ken Baou): Yeah, so...

(Steve Holston): Okay, so what do you think because I'm inclined to let you get to your task, which is writing like crazy in the next two days. What do you think Chris and I can do to be helpful or is it continuing to try and familiarize ourselves.

Chris is already pretty familiar - but familiar ourselves with Drupal and leapfrog step in the next portion in the task. Or is it to sit tight and get ready with our editing pens?

(Ken Bour): Yeah, I mean if you have an opportunity as we talked about last time, you know, to poke around in the Drupal world, that certainly would be helpful, because that's the platform we're going to end up in. And the more we know about it, the better our communication skills will be with (Mark).

Man: Yeah.

(Ken Bour): I'm sure he's a very patient teacher and he'll guide us carefully through this process. But the more we know about it, I think the better this whole thing will go.

(Steve Holston): Got it.

(Ken Bour): I don't know if it would make sense for either of you guys if you want to start this or not. But, you know, at some point we're going to have to tackle the taxonomy question. Yeah, what would top layer - what would the left side look like on the GNSO Web site?

And there are some techniques out there for doing that. You know, you take all of the bits of content on the site, you describe them. And say okay, well there's a whole section that deals with board reports and then there's another section that deals with, you know, background information.

And there's another whole thing that deals with this and that, and this and that. You know, and you put them all in three by five cards and you lay them on the floor. And you say okay, this one and that one, they belong together.

You know, they're both orange. And these over here, they're yellow and they should go together. And then when you get all said and done you say okay my yellow group, that - the best title I can come up with for all of those is yellow.

And that becomes the top level, you know, that's one of the approaches they recommend for building taxonomies. You start at the

absolute bottom layer and you just infer the structure, induce it, if you will, from the smallest elements.

(Steve Holston): Right.

(Ken Baou): The other way to do it, of course, is to go top down. And then after you finish building your top level structure you look at all the details and say, does this fit? And if it doesn't fit then you have to build a new category and that would be the deductive approach, I guess.

(Steve Holston): Chris, how did you approach that in doing your Web site? Was it top down or just trial and error or...

Chris Chaplow: Well, all - the present (unintelligible) .com Web site it's just grown historically, so it's nothing like that's really been done to it. The new version that's sort of very slowly (unintelligible) under construction.

We did it just like that with the cards, and we took every subject there that we could think of, you know, hotel accommodations, car (high ads), places, bird watching, you name it, and put them all on little well actually, on business cards. People looked at the company; they're on the back of the business cards.

So they shuffled them all up, put them in the boardroom. And then somebody had to go with it, and then different people were invited to come in and try and sort the cards and a sort of consensus came out of it.

You know, it was quite a lengthy exercise, but that was probably the proper way to do it. What I've done, you know, on an also - over the

last week, I didn't go to anything like that day, but I took a large - two large 8/3 sheets of paper sort of together.

And tried to do - in writing boxes on it and sort of with, you know, with what I thought was probably the main headings. Not the hugely different from what, is it (Mark) has done on the test Web site. And try to put, you know, obvious things under those headings and then other things up in the top right which seem to be, you know, the FAQ and the contact us and the glossary and things like that.

And in the middle all of those other things I didn't know really where to put them. And...

(Steve Holston):   Okay.

(Ken Bour):   Yeah, that's great. I mean that's a...

(Steve Holston):   Yeah, that is great.

(Ken Bour):   That's yeah, that was a beautiful description of what I was trying to say a few minutes ago. It was an excellent example. That's exactly how they discuss it and I've never actually done anything quite that elaborate of - I did - if you look on the GNSO Web site you'll see on the very left side there's a link called GNSO improvements home.

And if you happen to have that uplog and you click on that page that opens up with the higher level of boxes across the top and drop-down menus, I built that site, that mini site. It's actually called by (Mark) and company.

That's the mini GNSO improvement site within the GNSO structure.

Chris Chaplow: Yeah.

(Ken Bour):   To build that taxonomy I did do some of this, I mean I started with a piece of paper, like he said, and I - okay, what do we have? We have four reports, and we have this and we have that. And then I just sort of built through inductive reasoning. I built this whole top level structure.

And then an interesting thing happened. We asked have one of our colleagues who's on the phone today, (Julie Headland), we wrote six - I think I wrote six instructions say, go find the BGC report from February 8th, da, da, da, da, right, without a search engine.

And we - I think there were about five or six of those, right (Julie)?

(Julie Headland):   Yeah, that's right.

(Ken Bour):   And so (Julie) went off to try and find these things. And she came back and said well, I would have looked for this under there, or I would have found - and as a result of her involvement we actually changed some of the top layer structures and some of what was down in the (unintelligible).

And that's a - the - what Chris was talking about with consensus is it does take a number of different people to go at it. And each one brings a little something different to it. And it gets stronger each time somebody weighs in.

Chris Chaplow: Yeah. Do you think this taxonomy is going to come into the report that we're doing, that you're drafting up at the moment, or is that?

(Ken Bour): No. I think there will be a high level requirement that says the documentation and the data on the Web site - the GNSO requires that it be easy to find things and that they be structured in a logical coherent manner that minimizes the number of clicks to find anything or something like that.

(Steve Holston): Right.

Chris Chaplow: Right.

(Ken Bour): Right, and then so if I turn that requirement over to you, you say oh, okay, let's sit down and try to make as few buckets as we can that will capture things, and then sub buckets under those, so that it becomes easy for people to find.

Chris Chaplow: Yeah. Well had occurred to me, obviously, in doing all these headings is that the certain requirements are some sort of copyright for a journalist to help hold it all together. And because it's not just simply taking all the results that are now in existence, and putting them, you know, so it just clicks apart.

It's not just going to quite work like that. So I don't know, (Ken), is that part of the business requirement, or...?

(Ken Bour): I'm not sure. Could you describe that again?

Chris Chaplow: Yes. Just as an example a lot of the current GNSO sites when you look at the individual elements of it, it's just a long list of documents and things like that. And there's no explanation about what it is or why it's there.

There's no - there isn't really in the proper (unintelligible). There isn't draft documents. I'm just trying to - what I'm saying is with the taxonomy and all the - say the counsel, under the counsel you might have members, participants, resolutions, elections.

But we're going to need some text, the final touch that explains or instructory text at the top of the page to explain what's following.

(Ken Bour): Oh, I see yes. Yeah, I don't know whether it will require the level of a journalist, but yeah. There probably is going to be some drafting, writing tests to…

((Crosstalk))

(Ken Bour): On the GNSO improvement site you'll notice that the very first page that it takes you to is kind of a - about us.

((Crosstalk))

(Ken Bour): It doesn't have that title, but you know, it says this mini - that mini site is described. It tells you a little bit about what the top level structure is and what you can find there. And it gives you some guidelines.

It there - it is a little bit descriptive as to what is in this mini site. And that, you're right, I think the GNSO Web site in general lacks that kind

of textual explanation or a guidance or helpful hints, some things like that.

Chris Chaplow: Yeah.

(Ken Bour): But I think - I don't think we'll have any trouble finding people who can help draft some of that stuff.

Chris Chaplow: Right. And also on an on-going basis, so it's simply launching. It's - as the more information's added there will be a requirement to, you know, likes of not just for webmasters, to find your documents.

(Ken Bour): Yep, one of the requirements that we will end up putting in the template is, and I don't know if this is under administration or, it will be in one of those categories - that the GNSO requires that the replacement Web site have the feature or capability that users, either all or selected group of users, can administer the site independently under certain rules and regulations, right?

And so one of the problems we have today is that everything has to be done by (Mark) and/or (Mary). And so if I want to make one change to one site, if I just want to capitalize a letter, I have to write an e-mail to (Mark) or (Mary) and say, this page under this section under this paragraph I want to capitalize the letter T, you know?

And so otherwise I could just go in and do that, right? Now part of the reason why explanations and other things maybe don't get done is because they're hard to get done.

Man: Yes.

(Ken Bour): You know, just do the things that are absolutely bare required.

Man: Yeah.

(Ken Bour): But if somebody said to me, you know (Ken), it would be nice if you added a sentence or two of explanation to such and such and. Well I know exactly what I would write. I could go right in and do it.

Man: Yeah.

(Ken Bour): Even while the suggestion is being made to me, whereas I - that's not a capability that exists today. I'd have to write the sentence down, then I'd have to put it in an e-mail, then I have to send it.

And then I'll go to (Mike) and say, you know, we'll get to that later. And then later never comes. So that was a long way of saying I think just the mechanics of how we relate to the Web site itself can also help to bring about more content and better content and better descriptions just because it gets easier to do.

Chris Chaplow: Good. Well my intention was to tidy up, you know, the (A3) sheets and I don't know whether probably put it - use it - put it in Excel or something. And then at the right time send it off to everybody and they can start to rip it apart or whatever or use that.

(Ken Bour): Yeah, you know, one thing that occurred to me as I listen to you describe what you were working on there is that we might want to actually use something like Adobe Connect for the three or four of us to get together where we can use a whiteboard and we can post it up

and we can even sort of collaborately as long as we have a small number we can actually sort of move things around and try different ideas out.

So one of our sessions maybe we could do something like that.

Chris Chaplow: Yeah.

(Steve Holston): All right. And of course, (Ken), you and I have the opportunity to be sitting there together as we even do that.

(Ken Bour): That's right. We can sit on a picnic bench in the (unintelligible) town center area and work on it.

(Steve Holston): Yep. Okay.

Chris Chaplow: Good, okay.

(Ken Bour): Sort of all I have at the moment.

(Steve Holston): I think that's great. And that's, it really is the next step. First thing's first in getting the document in shape and then we get to move on to the exciting stuff. But okay, I don't have anything else for the group right now.

Chris Chaplow: No, I think, you know, (Ken) you just make a start and send us what you've got by the end of play on Friday. And if you find there's whole sections you really don't fancy or struggle with, you could always e-mail one of the (unintelligible) or both of us and say, this one's going to be a bit blank. Maybe you want to think about it. I don't know.

(Ken Bour):   Okay, fair enough.

Chris Chaplow: See how you get on really, I think, in the morning and (on-ish), well this afternoon for you.

(Ken Bour):   Yeah, absolute.

(Steve Holston): And the good news is this doesn't have to be the full final end all be all. It is - it's by its nature a draft and a starting point. And so if you have bracket and open items, that's okay as far as I'm concerned.

(Ken Bour):   Great.

Chris Chaplow: Yeah, what will we do then? When we get this draft, will I work in red and (Steve) in green or something? Or what will we be doing then? (Unintelligible).

(Ken Bour):   Yeah I'd be - yeah, if you guys both use Microsoft Word, it has the natural feature that as soon as you open it, it puts you in a color and I think the other one gets a different color automatically, doesn't it?

(Steve Holston): Yes, exactly.

(Ken Bour):   Yeah, or if nothing else if you write a comment or if you put something in it, it attaches your initials to it.

(Steve Holston): Right, and I think you as keeper of the pen can take our comments and then assimilate them. Well I would do mine in the Microsoft Word track changes format and then I think each of us will individually submit the

comments rather than doing it sequentially, because I don't think we have time.

Chris Chaplow: No, yeah.

(Ken Bour): That's right. And one of the things that we do on the policy staff, I brought this little approach, and it seems to work pretty well. If I create a document and I call it Business Requirements, in parens I put KBB 1, if that's my first.

And then I close the parens and that's in the title. And then if (Steve) grabs that document and he changes it, he goes KBB 1 - SHD 1, and then close paren. So we now know that there's another version out that has (Steve)'s changes in it; it's different than the one KBB 1 was, right?

Now if I take it back and I make more changes to (Steve)'s, I go KBB 2, so that everybody knows this is my second shot and it includes (Steve)'s changes.

(Steve Holston): Right.

(Ken Bour): Anyway, this is the protocol we use on the policy staff to as best we can to keep from, you know, not working on the wrong version.

Chris Chaplow: Right. So we're lucky to learn that protocol then.

(Ken Bour): I'll actually describe it to you when I send my version out.

Chris Chaplow: Right.

(Steve Holston): Perfect.

(Ken Bour):   All right guys.

(Steve Holston): Well, sounds great.

Chris Chaplow: Okay, then yes.

(Steve Holston): Thanks a lot for the meeting folks.

(Ken Bour):   Yeah.

(Julie Headland):   Well, thanks everybody.

((Crosstalk))

(Ken Bour):   Do you have anything you want to add, (Julie) at this point?

(Julie Headland):   No, you guys have taken care of it all.

(Ken Bour):   You could...
(Steve Holston): (Unintelligible).

(Ken Bour):   You could exhort us or you could chastise us, or do something.

(Julie Headland):   Just keep up the good work.

(Ken Bour):   Yeah.

(Steve Holston): We've beaten it to death, haven't we? All right hey, thanks very much.
                 Have a great day.

(Ken Bour):   Okay guys, bye-bye now.

Chris Chaplow: Bye now.

((Crosstalk))

END