CITY OF KEY WEST
CITIZEN REVIEW BOARD
PO BOX 1946
KEY WEST, FL 33041
(305) 809 -3887

APPLICATION

Name: Rodney Gullatte, Jr.

CRITERIA FOR MEMBERSHIP ON THE CITIZEN REVIEW BOARD (CRB): The City Charter sets out the criteria for membership on the CRB:

(a) All members of the CRB shall be residents of the City of Key West and have good reputations for integrity and community service;

(b) No appointee to the CRB or any member of his or her immediate family, shall be currently employed by the City of Key West;

(c) No appointee may be currently a party in litigation against the City of Key West and the filing of a complaint against the City of Key West alleging liability of the City through actions of any law enforcement officer shall immediately disqualify any appointee from serving on the CRB; and

(d) Any appointee who has been a legal representative of any party in litigation against the City of Key West is prohibited from serving on the CRB for two years from the conclusion of such litigation.

If you answer yes to any of the following questions, you are not eligible to make application to serve on the Citizen Review Board.

1. Are you, your spouse or any immediate family member (children, parents and/or siblings) currently employed by the City of Key West? _____ Yes _X_ No

2. Have you, your spouse, or any immediate family member ever been a sworn employee of the City of Key West? _____ Yes _X_ No

3. Are you currently a part or a party's legal representative in any litigation against the City of Key West? _____ Yes _X_ No

1

About the Citizen Review Board Sixty percent of the voters who went to the polls on November 5, 2002, approved an amendment to the Key West City Charter to create a Citizen Review Board (CRB). This is an independent, seven-member, volunteer (unpaid) board with authority to review and/or investigate complaints involving Key West police officers and forward findings and/or recommendations to City management, the chief of police, State Attorney, other state and federal law enforcement agencies and/or grand juries. Any applicant for a position on the CRB must complete this application and submit it within the prescribed deadline noted.

The CRB has a policy of delivering its documents and materials via online/internet communications. **All applicants must have adequate computer skills to send/receive e-mail, with PDF attachments and be able to access the internet and download documents and files.** New CRB members are expected to be available to attend the Annual NACOLE (National Association for Civilian Oversight of Law Enforcement) conference/training sessions to occur in Kansas City, MO from September 14-18, 2014. The expenses for this training event shall be covered by the CRB approved budget.

<div align="center">

DEADLINE FOR SUBMISSION OF ALL APPLICATIONS & MATERIALS IS May 16, 2014 5:00 P.M.

</div>

CITY OF KEY WEST
CITIZEN REVIEW BOARD (CRB)
APPLICATION

Currently, there is a board position available. This position shall be nominated by a local civic and social organizations and selected by the Key West City Commission with a term ending on June 30, 2018. Interested candidates should seek sponsorship from a local civic/social organization and fill out the attached application with a cover letter of sponsorship signed by the civic/social organization's representative. All documents sent to the CRB become public records.

Applications must be received no later than 5:00 PM., May 16, 2014. Mail to: PO Box 1946, Key West, FL 33041-1946 or hand-deliver to City of Key West Citizen Review Board, 100 Grinnell (Inside Ferry Terminal), Key West, FL 33040.

Questions: Susan C. Srch, Executive Director (305) 809-3887 or crb@keywestcity.com The CRB Charter and Polices & Procedures are available on the City of Key West web site by going to the city website @ www.keywestcity.com and then accessing the CRB homepage via the department drop down menu.

Applicants must be a resident of Key West.

Name Of Civic Organization Sponsoring Your Application (please provide sponsorship letter):

Rotary Club of Key West

Your Name: Rodney Gullatte, Jr.

Home Address: 3910 S. Roosevelt Blvd, 211W, Key West, FL 33040

Mailing Address (if different) _____

Date of Birth 17 Apr 1980 Sex: X Male _____Female; E-Mail Address: admin@firmaitss.com

Do you have a record of a misdemeanor or felony conviction? If Yes, please explain on a separate sheet of paper? _____Yes x No

ALL APPLICANTS WILL BE SCREENED VIA A CRIMINAL BACKGROUND CHECK AND THOSE ARREST RECORDS/RESULTS, ALOING WITH THIS DOCUMENT AND ALL SUPPORTING MATERIALS SUBMITTED SHALL BE CONSIDERED A PUBLIC RECORD VIEWABLE BY THE PUBLIC.

1. What aspect of your life and/or work experience has prepared you for membership on the CRB? (You may attach up to a one-page response.)

   See Attachment "CRB Question 1"

2. Why do you wish to serve on the CRB? (You may attach up to a one-page response.)

I want to give back to the community that has been so good to me and my family. I believe I can add an objective perspective that will help the team with our decisions. I know the position is something that is important to Key West. I'm very honored and proud to have the opportunity to be a part of such an important public service.

3. List your last three employers:

Employer	Position	Dates
Firma IT Solutions	Owner	2011-present
USAF, Air Combat Command	Wireless Network Engineer	4/2010 - 4/2011
US Army, NETCOM	Systems Analyst	6/2009 - 4/2010

4. List any organizations with which you are affiliated and position(s)/office(s) held. (You may attach a separate sheet or resume, if necessary.)

Organization	Position	Dates
Rotary Club of Key West	Webmaster	6-1-2013 - present
Rotary Foundation	Trustee	6-1-2014
Bahama Village Music Program	Vice President	3-1-2014 - present
Key West Chamber of Commerce	Membership Committee Mbr	1-1-2013 - present
Petronia St Neighborhood Assoc	Board Member	6-1-2013 - present

REFERENCES. Please provide the names and contact information of two local citizens who know you well.

1. Name: Dan Smith

   Address: dsmith@rhnmc.org

   Daytime phone#: (305) 393-9969

2. Name: Larry Baeder

   Address: larrybaed@aol.com

   Daytime phone#: (917) 815-3609

Please attach a brief resume that outlines your background. It is recommended that you include:

> Education
>
> Employment background
> Military service
> Law enforcement experience
> Community service, memberships, affiliations
> Awards and honors
> Professional affiliations
> Special skills, such as languages, computers, mediation
> Any other information that would be helpful to those responsible for selecting members to the CRB
> **Include a letter of sponsorship from a sponsoring civic organization**

In applying to become a member of the CRB, applicants must agree to participate in at least 30 hours of structured training, as recommended by the National Association for Civilian Oversight of Law Enforcement (NACOLE), before participating in Board activities, plus extensive continuing education throughout your term of office. **Note that NACOLE training shall occur September 14-18 in Kansas City, MO. The expenses related to such training are provided for in the CRB budget.**
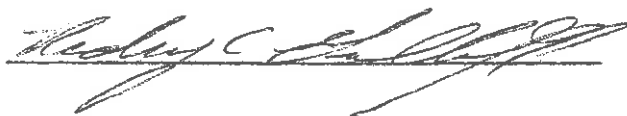
Board members are expected to have sufficient technological abilities to receive, open and read pdf files and operate e-mails/attachments, internet access and ability to access websites and download materials from these websites

CERTIFICATION. I hereby certify that all the statements made in this application, including attachments, are true and correct. By signing this application, I authorize verification of my background record.

If appointed to the CRB, I agree to participate in at least 30 hours of structured training, plus extensive continuing education throughout my term of office.

I also understand that this application becomes a public record and criminal background check results (if any) are available to the public.

Signature *[signature]*

Rodney
Gullatte, Jr.

Digitally signed by Rodney Gullatte, Jr.
DN: cn=Rodney Gullatte, Jr.,
o=Firma IT Solutions and Service,
ou=Information Technology Services,
email=admin@firmaitss.com,
c=US
Date: 2014.05.15 00:50:56 -04'00'

CRB Question 1

What aspect of your life and/or work experience has prepared you for membership on the CRB?

In my short 34 years of life, I've been blessed to have experienced success and challenges that have shaped who I am today. I believe in faith, hope and charity. I also believe in the Rotary International Four Way Test. I believe I have been blessed with the ability to positively impact the world around me. I am thankful and grateful for the opportunity to make my little part of the World a better place. Going to Emory University for my first two years of college and going into the US Air Force allowed me to create relationships with many different kinds of people. We took care of each other and we resolved challenges together. I have dealt with challenges that made me responsible for making the most fair and honest decision. Sometimes decisions are hard to make but not making a decision is bad. My friends tell me that I'm an objective when dealing with challenging situations which helps me make good clear decisions. I always tell them, "thank you."

ROTARY CLUB OF KEY WEST

To: whom it may concern,

I have known Rodney Guilatte for the past 18 months now. I have grown to trust and respect Rodney for his dedication, loyalty, and most of all his great work ethic. Rodney is a true team player, working constantly to archive the goal. Rodney has worked on numerous fundraising events in order to help this community and he has proven time and again that he does not need supervision. He has brought to the Rotary Club of Key West the ability to produce a better and more efficient website and Facebook page in order to be more exposed to the public. Rodney has taken Rotary to the next level with his abilities. I have to say as the President of the Rotary Club of Key West Rodney will definitely be a great asset to your board as he is for my club.

Rodney has always shown his commitment by working all of the hours required to get the work done. I feel that anyone able to hire Rodney would be adding a great asset to his or her company as well.

Sincerely

Frank Herrada

President of the Rotary Club Of Key West.

819 Peacock Plaza #118, Key West, Florida 33040
ROTARY FOUR-WAY TEST
"Of the things we Think, Say or Do"
Is it the TRUTH?   Is it FAIR to all concerned?
Will it build GOODWILL and BETTER FRIENDSHIPS?   Will it be BENEFICIAL to all concerned?

Rodney C. Gullatte, Jr.

1228B Stephen Mallory Rd
Key West, FL 33040
Phone: (520) 302-4617
admin@firmaitss.com

Profile:

Project Management, IT Security, Virtualization, Systems Administration, Systems Analyst, Windows Server/Desktop Expertise, Wireless Networking, Backup Systems, Cloud Technologies

Skills:

Technical Skills:

- Networking technologies:
  - Ethernet (wired)
  - Wireless LAN(802.11b,g,a,n)
  - TCP/IP protocol suite
  - VPN
- Networking infrastructures:
  - Microsoft Active Directory / LDAP management
  - Plumbing services (DHCP, WINS, DNS)
  - Backup & Redundancy solutions
  - Remote Access & cloud technologies
- Systems Administration, Troubleshooting & Technologies
  - Troubleshooting the "root cause" of problems, not just covering up symptoms
  - Performance troubleshooting and testing before implementation
  - Windows Server 2008 Windows Deployment Services
  - Altiris Deployment Server, Imaging, and Notification Server
  - Symantec Ghost Server, Imaging, PXE Imaging Setup and Configuration
  - Symantec Backup Exec Version 12 Implementation
  - Symantec Endpoint Protection Enterprise Level Management
  - VMware & Hyper-V Virtualization
- Operating Systems:
  - Windows 95/98/ME, Windows NT 4.0 Workstation, Windows 2000 Professional, Windows XP, Windows Vista, Windows 7, Windows 8
  - Windows NT 4.0 Server, Windows 2000 Server, Windows Server 2003, Windows Server 2008, Windows Server 2012

Non-Technical Skills:

- Effective Communication
- Understanding of ITIL processes
- Client / end-user interaction
- Project Management
- Loyalty and ownership to my employer

Certifications and Awards:

Certifications:

- CompTIA: A+ Certified Professional
- CompTIA: Security+ Certified Professional
- CompTIA Network+ Certified Professional
- Microsoft Certified Professional
- Microsoft Certified Desktop Support Technician
- Microsoft Certified IT Professional: Enterprise Support Technician

- Microsoft Certified IT Professional: Consumer Support Technician
- Microsoft Certified IT Professional: Windows 7 Enterprise Desktop Support Technician
- Microsoft Certified Technology Specialist: Windows Vista Configuration
- Microsoft Certified Technology Specialist: Windows 7 Configuration
- Microsoft Certified Solutions Associate: Windows 7
- Air Force Network Operations (AFNetOps) SPIN-1 Certified
- Department of Defense Information Assurance Technician Level II
- Department of Defense Information Assurance Manager Level I
- GETAC Level I Certified Warranty Repair Technician

Security Clearance: ACTIVE Secret

Education:
Bachelor of Science in Applied Computer Science w/ Minor in Business Administration
- Troy University

Membership:
- Key West Chamber of Commerce
- Rotary International: Rotary Club of Key West
- Bahama Village Music Program
- Rotary Foundation Trustee
- Petronia Street Neighborhood Association
- Historic Union Lodge #47

Work Experience:

Healthcare IT Think Tank Member
December 2012
Oncology Nursing Society HQ – Pittsburgh, PA
- The Oncology Nursing Society (ONS) hosted a groundbreaking HIT Think Tank in Pittsburgh, PA, to assess ways to support their members as HIT becomes more a part of everyday life in healthcare organizations. Attendees included healthcare executives and informatics experts as well as ONS member volunteers and staff.
- Invited to participate with all expenses paid by Executive Director of Professional Practice and Programs for ONS, Elizabeth Wertz Evans, RN, BSN, MPM, CPHQ, CPHIMS, FACMPE.
- Used various experience in Information Technology to bring a missing perspective to the Electronic Medical Records discussion in regards to Oncology Nursing.
- http://www.ons.org/news.aspx?id=188

Certified IT Professional, Owner – FirmaIT Solutions and Services, LLC
July 2011 - Present
Purchase, install, configure, maintain, and provide troubleshooting of software and hardware on Windows 2000, Windows 2000, 2003, 2008, 2012 Server, Microsoft Windows XP, Vista, 7 and 8 networks. Purchase, construct, install, configure, and maintain custom computer systems designed to meet individual residential and commercial client needs. Troubleshoot and repair existing computer systems and networks and provide guidance for upgrades as needed. Provide customized IT solutions to exceed residential and small business needs. Remote computer system management, encrypted online backup services, VPN setup and configuration. Computer security assessments and remediation

of problems. Provide encrypted cloud backup services to clients. Implement drive encryption for mobile and permanently placed computer systems.

Information Technology Officer (GS-13)
April 2011 – May 2011
NOAA – Weather Forecasting Office, Key West, FL

- I qualified for this position while still living in Tucson, AZ. Over 200 applicants applied and 5 were chosen to interview. My interview was on a Wednesday and I was awarded the position 2 days later. Moving to Key West a couple months later, I felt my family and I would be set. Twenty-three days after being awarded the position, my offer was rescinded due to the government shutdown situation going on in Washington DC at the time. I still feel a sense of accomplishment since my first entry into the federal government would be at the GS-13 level ($86,575/yr).
- The position was for a sole IT professional to manage all aspects of IT for the NOAA Weather Forecasting Office in Key West, FL.

Wireless Network Engineer III
April 2010 – April 2011
General Dynamics (Davis Monthan AFB, AZ – USAF Air Combat Command/A4)

- The sole person responsible for the Davis Monthan AFB wireless network infrastructure to include wireless access points, antennae and connectivity of clients to the access points.
- Responsible for the maintenance, installation, functionality of over 565 mobile workstations of various makes and models to support the base aircraft maintenance engineers aircraft sustainment
- When taking this assignment, there was no documentation on the wireless network so investigations were conducted and relationships were established with other base organizations to sustain the wireless network successfully
- Responsible for creating AD Security Groups and assigning computer objects and users to those groups.
- Responsible for acquiring security keys that allow connectivity from local ETOV servers at Davis Monthan AFB to ETOV Master Servers across the USAF GRID.
- Managed all network security for the wireless network infrastructure of Davis Monthan AFB.
- Remotely managed via custom VPN solution with 355th Communications Squadron all the mobile workstations and servers for the 355th Maintenance Group
- When taking on this assignment, there were no functional laptops. Issues ranging from port security, quarantine of computer objects and neglect of laptops once maintained by a team were now only being sustained by me.
- Created all processes and procedures for remediating the unique nature of the various problems causing the laptops systems not to function.

- Created the first US Air Force virtualized infrastructure for the ACC/A4 ETOV ETIMS electronic technical order delivery system which was adopted as a standard for other bases
- Provided subject matter expert consultation in joint USAF MAJCOM electronic technical order delivery system improvement meetings and conferences
- Tested the Air Force Microsoft Windows 7 Standard Desktop Configuration for the Air Force Material Command ETIMS project management office for system functionality and compatibility
- Provided testing support to Boeing application development team for the IMIS electronic technical order system
- Provide periodic assistance to the 355 Communication Squadron for technical support incidents
- Provided assistance to the 355th Communications Squadron for network and computer security updates required to meet Air Force network security standards
- Created presentations and reports for Air Combat Command Headquarters and the heads of leadership at Davis Monthan Air Force Base.
- Established a long lasting and professional relationship with base organizations that allow me to be successful at sustaining the aircraft maintenance laptops and base wireless network
- Created an imaging system using Symantec Ghost Solution Suite 2.01 which utilized GhostCasting over PXE. This took the remediation for a mobile workstation from 4 hours to 40 minutes.
- Successfully planned, managed and executed multiple simultaneous enterprise level projects
- Operating Systems Responsibilities – Microsoft Windows Vista Enterprise, Windows Server 2003, Windows Server 2008, Windows XP Professional, Windows 7 Enterprise

Systems Analyst II
June 2009 – April 2010
General Dynamics (Fort Huachuca, AZ – Network Enterprise Technology Command)

- Responsible for monitoring the health of every Domain Controller in the assigned domain. This includes monitoring replication, event logs, disks and it also includes ensuring patches and software meet the CM baseline.
- Technical point of contact to the Regional Chief Information Officer, Installations Leads and Top Level OU Administrators.
- Operating Systems Responsibilities – Microsoft Windows Vista Business, Windows Server 2003, Windows Server 2008, Windows XP Professional
- Assigned to the CONUS Theater Network Operation Support Center (C-TNOSC)
- Flawlessly built 22 Windows Server 2003 Enterprise domain controllers
- Created official documentation to instruct other system administrators how to perform mission critical domain controller tasks
- Responsible for ensuring DoD security standards across 22 domain controllers at multiple Army sites in the SW United States.
- Performed daily analysis of Domain Controller Security logs

- Ensured domain controller compliance with IT Security scan reports provided on a weekly basis
- Point of Contact for monthly system security audits for all 100+ Army Domain Controllers in the SW USA.
- Mentoring other teammates to become more proficient in managing US Army Domain Controllers
- Built lasting relationships with other teams so help make remediation of issues easier and encourage teamwork
- Built 4 Windows Server 2008 Domain Controllers for integration into the new US Army AD Forest.

IT Technician II
May 2008 – March 2009
Siemens IT Solutions and Services (Unisource Energy – Tucson Electric Power Co.)

- ITIL Process Owner for Image Management via Altiris Deployment and Notification Server systems.
- Principle assignment is to the Desktop Support team for the Information Services Department
- Responsible for Nogales, AZ Unisource Energy office and power plant for desktop support service.
- Operating systems responsibilities included: Windows 2000 Pro., Windows XP Pro., Windows Vista Business (23 and 64bit), Ubuntu, Windows Server 2003 Standard, Windows Server 2003 Enterprise, Windows Server 2008Enterprise
- Advisor to Senior Management for hardware and software requirements to suit company projects and needs.
- Conference room support for audio/video/network connections. Provided troubleshooting of equipment in the conference rooms.
- Hardware responsibilities included: HP Workstation Class Desktops and Laptops (break/fix), Dell Workstation Class Desktops and Laptops (break/fix), Compaq Workstation Class Desktops and Laptops (break/fix)
- Technical skills used daily included: Microsoft Active Directory / LDAP Management, Jtrac Ticket Management, Plumbing Services (DHCP, WINS, DNS), VMware Virtualization, Symantec Backup Exec Version 12 Implementation, Symantec Ghost Solutions Suite 2.0, 3Com PXE network service setup and configuration, Image Management, hardware break/fix, Oracle Client Application troubleshooting, software troubleshooting a large variety of different enterprise applications.
- Perform spyware and virus removal from company machines as well as periodic performance on client machines by request.
- Specifically requested as Executive Desktop Support when company Vice-Presidents and CEO level management needed technical assistance.
- Creation of flawless images for company machines and updates to those images being completed with speed and efficiency.
- Assisted in the planning of an enterprise wide Office 2007 deployment to over 1500 machines.

Technical Services Specialist
April 2008 – May 2008
Sol Casinos

- Project Lead for Symantec Ghost Image Standardization across the Casino Enterprise.
- Project Lead for IT Department's first Knowledge Base.
- Hardware responsibilities included: HP Workstation Class Desktops and Laptops (break/fix), Dell Workstation Class Desktops and Laptops (break/fix), Compaq Workstation Class Desktops and Laptops (break/fix)
- Project Lead for Symantec Ghost Solution Suite enterprise implementation

- Ensure the stability, integrity, and efficient operation of the in-house information systems that support core organizational functions.
- Operating system responsibilities included: Windows 2000 Pro., Windows XP Pro., Windows Vista Business (23 and 64bit), Micros POS, Windows Server 2003 Standard, Windows Server 2003 Enterprise, Windows Server 2008 Enterprise, Microsoft Exchange 2007
- Responsible for monitoring, maintaining, supporting, and optimizing all networked software and associated operating systems for the enterprise network.
- Applied proven communication, analytical, and problem-solving skills to help identify, communicate, and resolve issues in order to maximize the benefit of IT systems investments.

Help Desk Technician III
June 2006 - April 2008
Unisource Energy – Tucson Electric Power Co. (contracted through Tekwork, Inc)
- Requested as VIP Executive level support for CEO, Vice Presidents and board members of Unisource Energy Services.
- Assigned advanced projects by IT upper management that are outside the scope of my current job description.
- Hardware responsibilities included: HP Workstation Class Desktops and Laptops (break/fix), Dell Workstation Class Desktops and Laptops (break/fix), Compaq Workstation Class Desktops and Laptops (break/fix)
- Technical skills used daily included: Microsoft Active Directory / LDAP Management, Jtrac Ticket Management, Peregrine Service Center Ticket Management, Plumbing Services (DHCP, WINS, DNS), VMware Virtualization, Symantec Backup Exec Version 12 Implementation, Symantec Ghost Solutions Suite 2.0, 3Com PXE network service setup and configuration, Image Management, Dameware NT Utilities, Adobe Acrobat 9 Extended, Oracle Client Application troubleshooting, hardware break/fix, software troubleshooting a large variety of different enterprise applications.
- Call center technical help desk support for Unisource Energy.
- Leads or participates in IT projects as needed to provide Help Desk and client service expertise.
- Ensures user satisfaction by providing preventative maintenance, troubleshooting and quickly resolving problems.
- Field Desktop Support to include the Irvington TEP Power Plant, Unisource Tower Downtown Tucson, Unisource Energy Services (Nogales, AZ)
- Operating systems responsibilities included: Windows 2000 Pro., Windows XP Pro., Windows Vista Business (23 and 64bit), Ubuntu, Windows Server 2003 Standard, Windows Server 2003 Enterprise, Windows Server 2008 Enterprise
- Ensures that problems, orders, requests and issues are tracked and monitored for completion and user satisfaction. Leads or participates in IT projects as needed to provide Help Desk and client service expertise.

Geek Squad Precinct Senior
September 2005 – May 2006
Best Buy #00198 Tucson, AZ
Important Accomplishments and Contributions While at Geek Squad:
- Under my leadership, the Geek Squad at Best Buy #00198 accomplished the highest service revenue in company history of over $100,000 in a single month.

- Always available to Best Buy management to resolve issue with customers that threatened the company with lawsuits.
- Responsible for daily operations of the in-store Geek Squad Precinct and the Double Agent field technicians.
- Team Building and mentoring to subordinates
- Responsible for taking care of IT solutions and sales in the field for residential and small businesses.
- In-store customer facing service and conflict resolution.
- Operating Systems responsibilities included: Windows 95, Windows 98, Windows XP (All versions), Windows Me, Mac OS, Windows 2000 Pro, Windows 2000 Advanced Server, Windows Server 2003 (All Versions).

Terminal Area Security Officer
2001-2005
United States Air Force Active Duty

During this time, I served as the primary IT specialist for 96 Air Base Wing, 796 Civil Engineering Squadron, Electrical Power Production Flight at Eglin Air Force Base, Florida. My duties included, maintaining a record of all flight owned computer systems. Removing computer systems from the flight and purchasing new systems to suit growing flight needs. Any problems that occurred on any system within the flight I was responsible for troubleshooting and repairing. Adding of new components and upgrades plus diagnosing and repairing connectivity problems were also a part of my duties. Created web-based computer program that quickly organized the recurring work program paperwork into a clear, concise electronic format that could be signed with the use of the newly military issued smart ID cards. My highest security clearance level was "Secret." (Enlisted Performance Report available upon request)

Important Accomplishments and Contributions While at USAF:
- Created Web Based system that allowed for the RWP Maintenance operations to be paperless with digital security.
- Created and maintained interactive Excel spreadsheet system that was used to report various power plant operations deployed in Saudi Arabia.

Systems Support Technician
1998 – 1999
Emory University Systems of Healthcare

Provided on-site fast and friendly technical support for Windows NT workstations. Troubleshoot and maintained workstations for Emory Healthcare. My responsibilities included workstations located at Crawford Long, Emory University, and Wesley Woods hospitals. Supported technical issues ranging from network login problems, network and local peripheral connection errors, and a broad range of other technical support complications.