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# Top Task Management



**Gerry McGovern**

[gerry@customercarewords.com](mailto:gerry@customercarewords.com)

[www.customercarewords.com](http://www.customercarewords.com)



Welcome

My Downloads

My Uploads

My Installs

My Media 

Software Updates

Installed Game Version:  
0.0.0.8505

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## Register Your Game and Get a FREE New Town Now!

Get Riverview FREE and 1,000 SimPoints FREE to shop at The Sims 3 Store, plus:

- ◆ Thousands of FREE items made by other players
- ◆ Exclusive furniture, clothing and décor to download
- ◆ The latest news, tips and updates from The Sims 3 and other players
- ◆ And much more!

[Register Now - FREE!](#)



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Welcome

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Register your game now to get the latest items and full access to all online features:



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- ◆ Movie and story-making tools to create personalized Sims' stories
- ◆ And much more!

[Register Now - FREE!](#)

Over 2,500,000 players have already registered.  
Join them now!



# A



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- And much more!

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# B



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- Thousands of FREE items made by other players
- Exclusive furniture, clothing and décor to download
- Movie and story-making tools to create personalized Sims' stories
- And much more!

**Register Now - FREE!**

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## How site visitors voted:

VERSION A (20%)



VERSION B (80%)





- Home Mortgage
- First Time Buyers
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- Mortgage Plans
- Mortgage Glossary

## Home Mortgage

 **Book an Appointment**

Fill in the form below to have one of our staff contact you regarding booking an appointment with one of HSBC's qualified loan advisers. The more information you give us, the better able we will be to assist you with your enquiries. Normally we will reply to your request within 72 hours.

Ask us about a Home Decoration Loan 

Home Mortgage Insurance 

# 2 enquires a week

### Property Information

### Applicant Information

Name: Chinese

English


Contact No.  Email Address:

### Loan Information

Loan Amount:  Payment Method:

Financing Plan:

Please specify a branch to handle your application:

Print this page 

**Next >>**

1800

## Make an Appointment

We'll be in touch to arrange a date and time convenient for you.

I prefer to be contacted by:

Phone  Email

Name:

Email address:

Contact:

Go



**\$20 M**

**\$1 M**









NEWS & FEATURES



**Active learning**

The U of M is hosting the 2009 Western Canadian Campus Recreation Conference on February 6 and 7, 2009.

[More >>](#)

STUDENT LINKS

- [Apply Now](#)
- [Course Calendar](#)
- [Aurora Student](#)
- [Virtual Learning Commons](#)
- [Fee Payment](#)
- [Convocation and Graduation](#)
- [JUMP](#)
- [Exam Schedule](#)
- [Summer Session](#)

UPCOMING EVENTS

**Canadian-EU Student Exchange Program**

The Canada-EU Conflict Analysis and Resolution Student Exchange Program is offering students the opportunity to spend one semester abroad at either: Faculty of Humanities, University of P...

[U of M Events>>](#)

RECENT HEADLINES

[MEDIA ROOM >>](#)



**Check out our new videos!**

Three new videos are now online to educate prospective students about the wide range of opportunities available to them at the U of M. [More >>](#)





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- [UM MEDICAL CENTER](#)
- [TUPELO CAMPUS](#)
- [SOUTHAVEN CAMPUS](#)

**QUICK LINKS** EDIT LINKS

Pull Down... ▼



Sat. Feb 07, 2009 - 61 °F Mostly Cloudy

Perfect seats for the change of seasons.

## NEWSDESK

**Overflow Viewing Area Set Up for  
Address By Former Secretary of State Colin  
Powell**

## CALENDARS

**Sat, February 07, 2009**  
Community: Kids in the Kitchen

## IT ALERT



**E-mail Phishing  
Scam**



Quick S

[A TO Z LINK INDEX](#) | [ABOUT MARSHALL](#) | [CAMPUS MAP](#) | [CONTACT](#) | [DI](#)

[Future Students](#)

[Current Students](#)

[Alumni & Friends](#)

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[Academics](#)

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**VIRTUAL TOUR LINKS**

- ▶ [Tour Welcome](#)
- ▶ [A-Z Building Index](#)
- ▶ [Tour VR Movies](#)
- ▶ [Printable Map \(PDF\)](#)



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[MAP: FLASH /](#)



Reaching higher

# UNIVERSITY OF MINNESOTA DULUTH

A Great University on a Great Lake

University of Minnesota Duluth - Reaching Higher

Minnesota Campuses: Crookston | Morris | Rochester | Twin Cities | Other Locations

- About UMD
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- Athletics, Sports, & Recreation
- Campus Life
- Campus Services
- Research

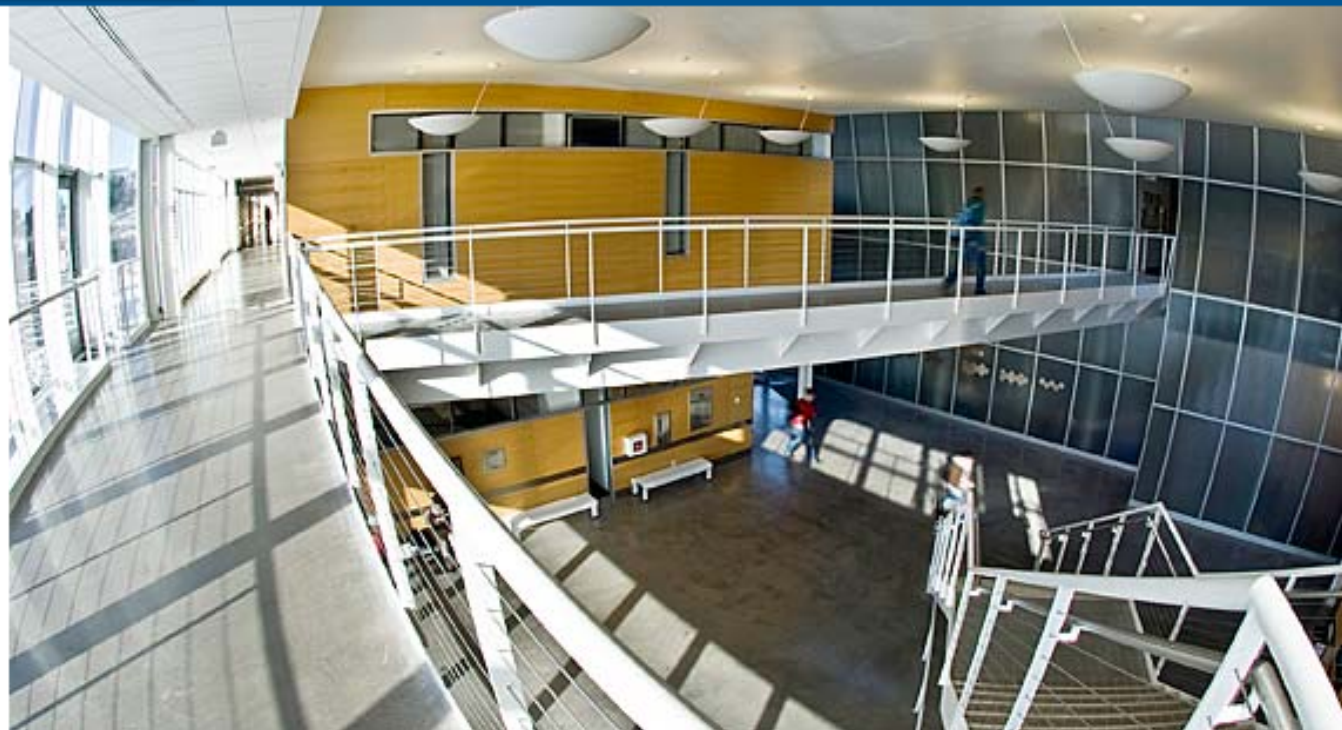
## OneStop For

- Prospective Students
- Current Students
- Faculty & Staff
- Parents & Family
- Alumni
- Community

## Quick Links

- 30-60-90 Graduation Roadmap
- Admissions (Undergraduate)
- Admissions (All Others)
- Email
- Emergency Preparedness
- Financial Aid & Registrar
- Give to UMD
- Library
- My UMD
- Register for Classes

## Happenings



A two-story atrium unites the research and teaching labs in the James I. Swenson Science Building.



### Alumni of Color Alliance:

UMD alumnus Yusuf Abdullah '99 and others are motivated by a desire to give back to their

university. They have formed the UMD Alumni of Color Alliance to support



### Hip-Hop at UMD:

A UMD student organization, the self-taught Funk-SOUL Patrol, combines the styles of hip-hop and funk to create a unique and diverse dance

group. Funk-SOUL Patrol practices most

[Undergraduate](#)

[Postgraduate](#)

[International](#)

[Our Research](#)

[Business](#)

[Alumni](#)

[Visitors](#)

[About Us](#)

## Welcome to The University of Manchester

### Manchester among UK's research elite

[Research Assessment Exercise results](#) confirm Manchester's position as a leading research institution

### Towards Manchester 2015

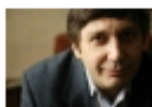


Our progress so far towards the Manchester 2015 agenda

### News



[World-leading Manchester academic to speak on climate change](#)



[Pioneering scientists discover new material](#)

- [University honours Manchester historian](#)
- [Chief scientist sees research designed to cut food waste](#)

### Courses

Browse through our wide range of courses for students:

- [Undergraduate](#)
- [Postgraduate research](#)
- [Postgraduate taught](#)

### Quick links

- [Academic departments](#)
- [Job opportunities](#)

### Manchester Doctoral College

Fully funded PhD Studentships

### Explore astronomy

The latest from Jodrell Bank



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- [Web DSIS](#)



## Searching for Utopia

Naomi Jacobs' worldview has been shaped by her research in utopian studies, a field that has grown from relative obscurity to a broad examination of philosophy, popular culture, technology, communication and politics.

[> Full Story](#)

Click for more stories >>>

[1](#) [2](#) [3](#) [4](#) [5](#)

[Admissions](#)

[News](#)

[UMaine Today Magazine](#)

[Emergency](#)

[Videos](#)

### News & Events

- [UMaine to Launch Online "Building a Vibrant Economy" Presentations](#)
- [UMaine New Media Students to Debut Friend Finder Technology at Feb. 11 Event](#)
- [UMaine Doctoral Student Completion Rates Surpass National Average](#)
- [UMaine Researchers Studying State's Winter Snow and Ice Removal Policies](#)
- [UMaine Professor Leading the Way for Wireless Networks in Space](#)

### Spotlight



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[Academics](#)  
[Research](#)  
[About Mizzou](#)  
[Athletics](#)  
[Services](#)  
[Giving to Mizzou](#)  
[MU Extension](#)



# Nerds of Mizzou



Celebrating our best, brightest  
and geekiest faculty »

[Schools and Colleges](#)  
[Employment Opportunities](#)  
[University Registrar](#)  
[Libraries and Museums](#)  
[Economic Development](#)  
[MU Health Care](#)  
[University Bookstore](#)  
[Diversity Resources](#)

**Weather at Mizzou**  
[63.5°F / 17.5°C](#)

## News & Announcements

[Tigers announce 2009 recruits](#)

[MU observes Black History Month with acclaimed author Noliwe Rooks's visit](#)

[MU researchers disprove 15-year-old theory about the nervous system](#)

[More news »](#)

## Important dates

**Feb. 8**  
[Concert Series: Ailey II](#)

**Feb. 9**  
[Men's basketball vs. Kansas](#)

**Feb. 11**  
[Concert Series: Lord of the Dance](#)

[More events »](#)

## *The Mizzou* **IMPACT**

### On Education

Two-thirds of Missouri veterinarians and a fifth of Missouri attorneys are Mizzou graduates.

[More about Mizzou's impact](#)



Search

Future Students

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About U of M



Research Chairs - Soren Rysgaard and David Barber

Academic Life

Research
Convocation
Faculties, departments and colleges
Programs: Undergraduate | Graduate
Extended Education | Summer Session

On Campus

Events
Athletics and recreation
Student life
Campus safety
Jobs at the university

Studying at the U of M

Apply for admission
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University 1
Calendar
Information for parents

Resources

Libraries
For students
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Computing support

U of M News

Honoring Phil Fontaine

Highly respected Aboriginal leader receives honorary degree from the University of Manitoba.

Read More News



Special Dates / Updates

Convocation Webcast
Resource Optimization Projects
Stadium Traffic Management

Read More Updates





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Past & present



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### Latest News

**Current Events**

**Working with Business**

**Alumni**

**Giving to MMU**

**MMU Originals**

**Jobs at MMU**

### Latest news



**New course for PR professionals**

**Which careers are recession-proof?**

Start your job-hunt here

**Social networking business award**

African Caribbean culture company

**MMU signs with transport giant**

**Postgraduate Cou**  
**Cheshire, Wednes**  
**Manchester, Thur**

**Part-time study d**  
**Cheshire, Wednes**  
**Manchester, Thur**



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[TESTIMONIALS](#)

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SEARCH



book a cleaner  
& get  
time for you!

MORE >>

## Top 3 Ideas

Experienced



### HOME

Are you looking for a cleaner?

We clean your home so you don't have to!

We know the value of free time. You deserve to spend quality time, whether it be golfing, shopping, reading a book, or simply spending time with your family. After all, your time is finite!

Life is too short to spend your free time simply cleaning..

Call Time For You (South Dublin) on 01 406 5426

## Recent Ideas

→ [House Cleaning Tips](#)

## Categories

→ [Cleaning Tips](#) (1)

→ [House Cleaning](#) (1)

## Archives

# CLEANPOINT

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What is Cleanpoint ?

Our Partners

My zip code: \*

- Morning  
 Afternoon  
 Whole day

Preferably on:

- Monday  
 Tuesday  
 Wednesday  
 Thursday  
 Friday

**Search my cleaner**



Ch. Pinecrest Rd.  
Ch. Greenbank Rd.  
Nepean 4.3 km

88 Promenade  
Palladium  
Drive 1.0 km

Promenade  
Terry Fox  
Drive 1.8 km

49 Ch. March Rd.  
Ch. Eagleson Rd.  
Kanata 2.8 km

417 WEST/OUEST  
Arnprior  
Pembroke

417 EAST  
EST  
Ottawa

5 Ch. Carp Rd.  
Stittsville  
Carp

Next  
EXIT / SORTIE









TOP NEWS STORY

### Philippines battles flood chaos

A mass rescue effort is under way in the Philippines, where floods have killed dozens and driven 250,000 from their homes.

>> More from BBC News

### Featured Today

>> THE REAL...

IN ASSOCIATION WITH INTERCONTINENTAL HOTELS & RESORTS



### The Real Hong Kong

More than 10 years after the handover to China, Hong Kong remains a commercially vibrant metropolis where Western and Chinese influences meet. But what is it really like? Our three hosts show you the city as only locals know it.

- Snap up some bargains on Granville Road
- Relax and unwind on Peng Chau Island
- Explore an 18th Century Tin Hua temple

### More Top Stories

Edit x



#### Iran missile tests stoke tensions

Roman Polanski 'held in Zurich'

Afghan storm kills French troops

- German general election under way
- Chancellor urges Labour to fight
- Venezuela summit criticises West
- Red Cross visit amid Honduras row
- Yale murder victim family burial

### Sport

Edit x



#### Ancelotti urges Chelsea to rally

Hamilton on top as Button toils

Dominant Klitschko beats Arreola

- Malik hits ton as Pakistan win
- Notts County deny Campbell claim
- Storrrie to remain at Portsmouth
- Stoke City 0-2 Man Utd
- Liverpool 6-1 Hull

### Business & Money

Edit x

>> MARKET DATA SUN, 27 SEPTEMBER 2009 11:26:37 BST

**SPORT****THE OLYMPIC BROADCASTER** [▶ Watch Sport news bulletin](#)

Page last updated at 10:26 GMT, Sunday, 27 September 2009 11:26 UK

[Sport Feeds](#) **Football**

Formula 1

Olympics

Cricket

Rugby Union

Rugby League

Tennis

Golf

Athletics

Cycling

Motorsport

Boxing

Snooker

Horse Racing

Disability Sport

Other sport...

Sports Personality

Video and Audio

TV/Radio Schedule

**FOOTBALL: Portsmouth chief executive Peter Storrie confirms he will stay with the club**   

FOOTBALL

**Ancelotti urges Chelsea to rally**

Chelsea manager Carlo Ancelotti says his team must recover quickly in the Champions League after a shock defeat 3-1 by Wigan in the Premier League.

**Road Cycling World Champs: Switzerland, 23-27 September**[Brits to watch](#) | [GB squad](#) | [Event guide](#) | [BBC coverage](#) | [606](#) | [Official site](#)

Comment and analysis

**Hamilton sizzles in**

FORMULA 1

**Hamilton on top as Button toils****New Zealand v Sri Lanka**

BOXING

**Dominant Klitschko beats Arreola**

CRICKET Flower lays down England gauntlet

CRICKET Malik hits ton as Pakistan win

FOOTBALL Notts County deny Campbell claim

FOOTBALL Storrie to remain at Portsmouth

FOOTBALL Stoke City 0-2 Man Utd

FOOTBALL Liverpool 6-1 Hull

**SPORT****FOOTBALL**

Sport Homepage

Page last updated at 10:06 GMT, Sunday, 27 September 2009 11:06 UK

Sport Feeds |

**Football**

Live Videprinter

Results

Fixtures

Tables

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Games

Premier League

Championship

League One

League Two

Non League

FA Cup

League Cup

Scottish Premier

Scottish League

Scottish Cups

Welsh

Irish

Internationals



CHELSEA

**Ancelotti urges Chelsea to rally**

Chelsea manager Carlo Ancelotti says his team must recover quickly in the Champions League after a shock defeat 3-1 by Wigan in the Premier League.

KEY INFO: [U20 World Cup](#) | [European football results/tables](#) | [Transfers](#)**Highlights and stories****It's strictly West Ham for Len Goodman**

▶ Watch

**In depth interview - Gael Clichy**

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**Comment and analysis****Man Utd's shining knight**

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Draw	5/2	<input type="checkbox"/>	
Wolves	4/1	<input type="checkbox"/>	

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**Live Scores - Premier League**CHOOSE COMPETITION: 

Scores will update automatically

Sunderland v Wolverhampton 16:00

[Sport Homepage](#)[Football](#)**Premier League**[Live Scores](#)[Results](#)[Fixtures](#)[Table](#)[Top Scorers](#)[Predictor](#)[A-Z of Sports](#) ▼[Related BBC sites](#)[News](#)[Weather](#)[Sport Feeds](#) | 

## Premier League

Page last updated at 09:49 GMT, Sunday, 27 September 2009 10:49 UK

CHELSEA

### Ancelotti urges Chelsea to rally



Chelsea manager Carlo Ancelotti says his team must recover quickly in the Champions League after a shock defeat 3-1 by Wigan in the Premier League.

#### Live scores - Premier League

Scores will update automatically

Sunderland v Wolverhampton 16:00

#### Premier League table

Sunday, 27 September 2009 00:00 UK

Team	P	GD	PTS
1 <a href="#">Man Utd</a>	7	11	18
2 <a href="#">Chelsea</a>	7	10	18
3 <a href="#">Liverpool</a>	7	12	15
4 <a href="#">Tottenham</a>	7	7	15
5 <a href="#">Arsenal</a>	6	10	12
6 <a href="#">Man City</a>	5	5	12
7 <a href="#">Aston Villa</a>	6	4	12
8 <a href="#">Sunderland</a>	6	0	9
9 <a href="#">Everton</a>	6	-2	9

Sport Homepage

Football

Premiership

- Live Scores
- Results
- Fixtures
- Table
- Top Scorers
- Predictor
- 606: Your Say

Five Live >>

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Fun and Games  
Question of Sport

CHOOSE A SPORT

Select

# Premiership

Last Updated: Tuesday, 27 December 2005, 07:16 GMT .



## Liverpool spoil Owen's homecoming

Newcastle striker Michael Owen's return to former club Liverpool ends in a comprehensive 2-0 defeat.

- Chelsea 3-2 Fulham
- Man Utd 3-0 West Brom
- Charlton 0-1 Arsenal
- Tottenham 2-0 Birmingham
- Wigan 4-3 Man City
- Aston Villa 4-0 Everton
- Portsmouth 1-1 West Ham
- Middlesbrough 0-2 Blackburn
- Sunderland 0-0 Bolton

KEY INFORMATION: [Gossip column](#) | [Fixtures](#) | [FA Cup draw](#)

### MORE PREMIERSHIP HIGHLIGHTS AND FEATURES



**Have Your Say**  
On our 606 message boards



**Premiership photos**  
Pictures from Boxing Day's top-flight games

- Jose Mourinho
- Arsene Wenger
- Steve Bruce
- More interviews

**ARSENAL**  
Charlton 0-1 Arsenal

**MANCHESTER CITY**  
Wigan 4-3 Man City

**ASTON VILLA**  
Aston Villa 4-0 Everton

**MANCHESTER UNITED**  
Man Utd 3-0 West Brom

**BIRMINGHAM CITY**  
Tottenham 2-0 Birmingham

**MIDDLESBROUGH**  
Middlesbrough 0-2 Blackburn

### Barclays Premiership Table

	P	GD	PTS
1 Chelsea	18	31	49
2 Man Utd	18	20	40
3 Liverpool	16	14	34





## Sample Task

**What are your  
company's rules  
for maternity leave  
in your country?**

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# Homepage



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- Travel
- Time and Payroll
- Employee Benefits
- Environment (Working, Local)
- Career Development

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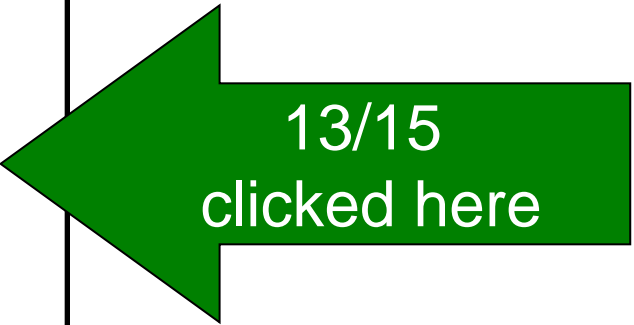
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# About Me





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# THE SUPER TASK



Home

**Home**

## Tourism experts line up for conference

The Independent's travel editor Simon Calder (pictured right) is one of the experts speaking at our Customer Service Conference on March 14. This full day event is aimed at senior managers and owners of tourism businesses in Scotland interested in winning and retaining customers.



- ▶▶ [Register your interest in attending this event!](#)
- ▶▶ [Find out about other events for tourism businesses](#)



**Services to Business**

[How to start a business,](#) [Finance,](#) [Legal,](#) [Property services,](#) [People & skills,](#) [Equipment,](#) [E-business,](#) [Sales & marketing,](#) [Ideas & innovation,](#) [Improving performance,](#) [Business support,](#) [Manufacturing](#)



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**Services to People**



**Services to the Community**

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**Events**

**Documents**

**Local Information**

Please select:

**Industry Sectors**

Please select:

**Latest ...**

**In News**

**Borders banquet programme offers feast full of fun**

26 Jan 2007

-----

**Ayrshire's £2m boost from projects on silver screen**

26 Jan 2007

-----

**In Documents**

**Ancestral Tourism Marketing Opportunities**

26 January 2007

-----

**Ancestral Tourism Business Factsheet**

26 January 2007

# Scottish Enterprise: Top Tasks

	Tasks	Total Vote	% of Total Vote 3420	Cumulative Vote	Cumulative Carewords
1	Am I eligible for grants / funding?	268	8%	8%	1%
2	Your industry, grants and funding	207	6%	14%	3%
3	How to apply for funding	155	5%	18%	4%
	/ management development	132	4%	23%	6%
	Networking opportunities	132	4%	27%	7%
	Marketing support advice / programmes	117	3%	31%	9%
	Government funding / support	113	3%	34%	11%
	tender opportunities public sector	108	3%	36%	12%
	Innovation grants	96	3%	39%	13%
	Research and development funding	95	3%	42%	15%
	Support for manufacturing growth	95	3%	44%	16%
12	Productivity improvement advice / programmes	87	3%	47%	18%
13	Advice and expertise for your industry	86	3%	50%	19%
14	Who in Scottish Enterprise to contact	85	2%	52%	21%
15	News and trends in my industry	83	2%	54%	22%
16	Export my goods / services	75	2%	57%	24%
17	International networking to accelerate growth	68	2%	59%	25%
18	Apply online for grants or payments	67	2%	61%	27%
19	Contacts in Scottish Enterprise for my industry	67	2%	63%	28%
20	Market data and analysis (statistics etc.)	64	2%	64%	30%

**FUNDING**

Top 25%

26-50%

51-75%

76-100%

# Bottom 20 Tasks

	<b>Tasks</b>	<b>Total Vote</b>	<b>% of Total Vote 3420</b>	<b>Cumulative Vote</b>	<b>Cumulative Carewords</b>
48	<b>How to become a Scottish Enterprise client</b>	18	1%	93%	72%
49	<b>Influence Scottish Enterprise's policy</b>	18	1%	94%	73%
50	<b>Product and service design and development</b>	18	1%	94%	75%
51	<b>About Scottish Enterprise</b>	17	0%	95%	76%
52	<b>Find a Scottish Enterprise office</b>	17	0%	95%	78%
53	<b>Find an independant consultant / professional advisor</b>	16	0%	96%	79%
54	<b>Import goods / services</b>	16	0%	96%	81%
55	<b>EU research opportunities</b>	15	0%	97%	82%
56	<b>License out my technology</b>	14	0%	97%	84%
57	<b>Online seminars / webinars / podcasts</b>	14	0%	97%	85%
58	<b>Intellectual property (patent, trademarking, copyright)</b>	12	0%	98%	87%
59	<b>Test your idea (product, establishment, market, etc.)</b>	12	0%	98%	88%
60	<b>Products / technologies available for licensing</b>	11	0%	98%	90%
61	<b>Research partner identification</b>	11	0%	99%	91%
62	<b>Collaborative research with other companies</b>	10	0%	99%	93%
63	<b>Manage / change my event booking</b>	10	0%	99%	94%
64	<b>Collaboration with third level researchers</b>	8	0%	100%	96%
65	<b>Investment deals Scottish Enterprise have made</b>	6	0%	100%	97%
66	<b>Organisation chart for Scottish Enterprise</b>	5	0%	100%	99%
67	<b>Online forums (share ideas, ask for advice)</b>	2	0%	100%	100%



## Helping Scotland's businesses grow

We help ambitious businesses in Scotland to grow and become more successful. We support key industry sectors and develop the business environment to enhance Scotland's economy.

Grow your business

**Grants and support**

Equity funding

### Grow your business

Find new markets

Find money to grow

Develop your business

Innovation advice and support



### Start a business

Turn research into business

Starting a high-growth business

Starting a high-tech business

Find start-up advice



### Your sector

Energy

Textiles

Life sciences

Aerospace, defence & marine

Tourism

Digital markets





Transforming Irish Industry


How can we help you **Lead, Innovate, Grow?**


**What's New**


- › Annual Report 2007 Launched
- › Innovation Forum, 11 Sept, Dublin
- › New Growth Funding
- › New R&D Funding
- › Launch of Strategy 2008-2010

Online Services

**Apply for a range of funding online.**

 [Learn More >>](#)

 [Register >>](#)

 [Login >>](#)

**Start a business**

Get expert advice on information sources, support services and more.



**Grow your business**

Need finance or advice to help you grow? Check out our tailored services.



**Export**

Find out about entering new markets and expanding your export sales.



**Research & Innovate**

Learn about investing in R&D and commercialising third level research.



**Source from Ireland**

Find Irish suppliers & read profiles of our key industry sectors.



# Top 20 Tasks: Enterprise Ireland

Tasks	Total	% of 3795	Cumul Vote	Cumul Words
Grants / equity funding from Enterprise Ireland (eligibility, description)	332	9%	9%	1%
Research and development funding	210	6%	14%	2%
Grants / equity funding online applications	205	5%	20%	4%
Market / competitor research	144	4%	23%	5%
Commercial funding sources (VC, seed, business angels)	128	3%	27%	6%
Market entry strategy and decision	100	3%	30%	7%
Productions / advisory	99	3%	33%	8%
Funding for Enterprise Ireland	99	3%	35%	9%
Development / market, technical	99	3%	38%	9%
Relief (R&D, seed capital)	91	3%	40%	10%
Help	81	2%	42%	10%
Introductions to buyers (buyer feedback, follow-up)	81	2%	45%	14%
Find an Enterprise Ireland office (HQ, regional, international)	79	2%	47%	16%
Target customer / distribution channel identification	74	2%	49%	17%
Trade fairs	73	2%	51%	18%
Mentoring	72	2%	52%	19%
International marketing and sales training	71	2%	54%	20%
Claim grant payments online	68	2%	56%	22%
Intellectual property (patent, trademarking, copyright)	68	2%	58%	23%
Help setting up overseas offices	66	2%	60%	24%

# FUNDING

# Bottom 20 Tasks: Enterprise Ireland

Tasks	Total	% of 3795	Cumul Vote	Cumul Words
International logistics	13	0%	97%	77%
Design advice	12	0%	97%	78%
International legal issues (taxation, getting paid)	11	0%	98%	80%
Products / technologies available for licensing	10	0%	98%	81%
Translation and interpreting services	10	0%	98%	82%
Franchising	8	0%	98%	83%
Trade barriers for service companies	8	0%	99%	84%
Current Enterprise Ireland tenders	7	0%	99%	86%
Irish economic profile summary	7	0%	99%	87%
Manage / change my event booking	7	0%	99%	88%
Annual report for Enterprise Ireland	6	0%	99%	89%
Enterprise Ireland's confidentiality policies	6	0%	100%	90%
Export duties and regulations	4	0%	100%	92%
Irish public sector purchasers directory	4	0%	100%	93%
Purchasing policies for Enterprise Ireland	4	0%	100%	94%
Eolas as Gaeilge	2	0%	100%	95%
Previous event presentations / recordings	2	0%	100%	96%
Discuss / contribute to Enterprise Ireland's policies	0	0%	100%	98%
Freedom of Information Act	0	0%	100%	99%
Source Ireland	0	0%	100%	100%

 **Funding**

SUPPORTS &amp; PROGRAMMES

 **Export**

INFORMATION &amp; ADVICE

 **R & D**

RESEARCH &amp; INNOVATE

 **Management**

STRATEGY &amp; ADVICE

 **Productivity**

BUILDING COMPETITIVENESS

 **Events**

CALENDAR OF EVENTS

## How Can We Help You?

### Do you want to:

- Start a New Business**
- Export from Ireland**
- Commercialise your Research**
- Invest in Emerging Companies**
- Source a Product or Service from Ireland**
- Process a Claim**

[View Transcript](#)[Print](#) [Email](#) | Text Size: [A](#) [A](#) [A](#)

### **About Enterprise Ireland**

Enterprise Ireland is the Government economic body responsible for

### **Video Messages**

[View All](#)

Gå direkte til



## Ny idé eller starte bedrift?

Etablerer, forretningsplan, immaterielle rettigheter, avtaleeksempler, patent



## Internasjonale ambisjoner?

EU/ EØS, markedsanalyse, kurs, Enterprise Europe Network, eksport/ import, CSR



## Reiseliv

Markedsføring, markedskunnskap, reisemålsutvikling, reiselivskompetanse



## Landbruk

Mat, landbrukslån, bioenergi, bygdeutvikling, Inn på tunet



## Sjømatnæringen

Sjømat, marin, akvakultur, fiskeri, havbruk, nettverk, trainee, kompetanse

## Våre kontorer



i utlandet

i Norge

## Aktuelt

➤ Arrangementer

➤ Tiltakspakke maritim næring

# Top 20 Tasks: Innovation Norway

	Tasks	Total Vote	% of Total Vote 14055	Cumulative Vote	Cumulative Carewords
1	Grants	1037	7%	7%	1%
2	How to apply for funding	772	5%	13%	2%
3	Start-up grants	622	4%	17%	3%
4	How to I proceed	588	4%	21%	4%
5	Tax reduction	588	4%	25%	5%
6	Research and development contracts	588	4%	29%	6%
7	Investment loans	588	4%	33%	7%
8	Business idea development	588	4%	37%	8%
9	Tourism campaigns	588	4%	41%	9%
10	Contact information (phone, mail, etc.)	588	4%	45%	10%
11	Starting a business	588	4%	49%	11%
12	Loans and guarantees	267	2%	51%	12%
13	My pages (my application, loans etc)	264	2%	53%	13%
14	Our services	245	2%	55%	14%
15	<b>Focus area for Innovation Norway</b>	<b>239</b>	<b>2%</b>	<b>57%</b>	<b>15%</b>
16	<b>Templates (application, contracts, etc)</b>	<b>237</b>	<b>2%</b>	<b>59%</b>	<b>16%</b>
17	<b>High risk loans</b>	<b>230</b>	<b>2%</b>	<b>61%</b>	<b>18%</b>
18	<b>Business plan (templates, examples etc.)</b>	<b>229</b>	<b>2%</b>	<b>63%</b>	<b>19%</b>
19	<b>Our offices - Norway and abroad</b>	227	2%	<b>65%</b>	<b>20%</b>
20	<b>Sector news and trends</b>	227	2%	67%	21%

# FUNDING

Top 25%

26-50%

51-75%

# Bottom 20 Tasks: Innovation Norway

	Tasks	Total Vote	% of Total Vote 14055	Cumulative Vote	Cumulative Carewords
78	Business set-up	42	0%	97%	80%
79	Competitor analysis	40	0%	97%	81%
80	Board candidates	39	0%	98%	82%
81	Search for a partner	39	0%	98%	84%
82	Loan calculator	37	0%	98%	85%
83	Intellectual property rights	35	0%	98%	86%
84	Export risk analysis	26	0%	98%	87%
85	Market key facts / numbers	26	0%	99%	88%
86	Internet bank (my loans)	25	0%	99%	89%
87	Annual report for Innovation Norway	22	0%	99%	90%
88	eLearning	21	0%	99%	91%
89	Customer case studies	20	0%	99%	92%
90	IN consultancy: how much does it cost	19	0%	99%	93%
91	Corruption information	18	0%	100%	94%
92	Bankruptcy sales	14	0%	100%	95%
93	"The innovator" (the TV show)	13	0%	100%	96%
94	School collaboration	13	0%	100%	97%
95	Confidentiality agreements	12	0%	100%	98%
96	Post /email records	9	0%	100%	99%
97	Project rooms on the Internet	1	0%	100%	100%

# We finance good ideas and projects

## What do we offer?

Loans, grants, scholarships and guarantees

## Who can apply?

Entrepreneurs, companies and projects across the country

## How do you apply?

Contact us about your project or your business

Popular Financial Services:

[Risk loans](#) , [low-risk loans](#) , [establishing scholarships](#) .

Financing



## Get green EU money

- > Contribution to cleaner goods
- > Realise your green ideas

Search EU grants >

## Build your reputation

- > Set requirements for your suppliers
- > Show commitment to the environment

How to set limits >

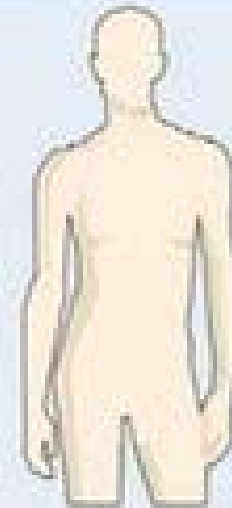
# The A/H1N1 virus

*An unusual cocktail  
of avian, swine and human viruses*



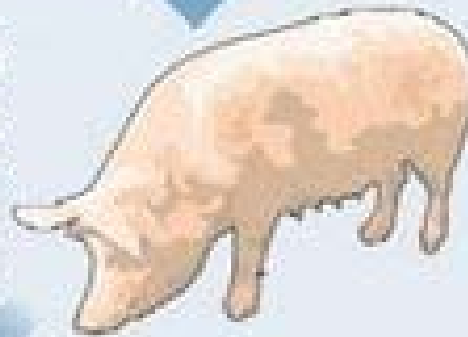
**Bird flu**

**Human flu**



**Swine flu**

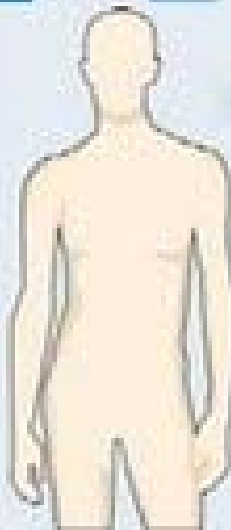
Pigs may harbour several flu viruses simultaneously. The pathogens may mix to create a new viral strain



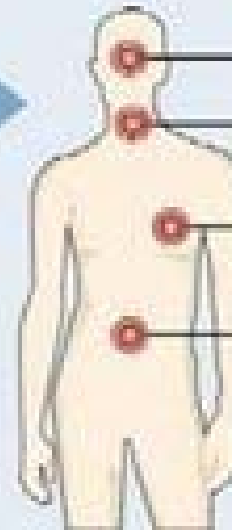
**Transmission**

**Pig to human**

*By inhaling viral particles  
(there is no risk from eating cooked pork)*



**Human to human**  
*By inhaling viral particles*



**Symptoms**

High fever

Coughing, sneezing

Breathing difficulties

Loss of appetite

# Directgov

Public services all in one place

[Home](#) | [Contacts](#) | [Do it online](#) | [Newsroom](#)

Sunday, November 15, 2009

 HM Government

## Prevent cyberbullying

Events for Anti-Bullying Week are taking place across the UK.

- ▶ Anti-Bullying Week
- ▶ Cyberbullying campaign

### Finding your way back to work

Find your way  
back to work

Benefits, help with job seeking and learning new skills

### Straight to...

#### Motoring

Car tax, Learners, Driving licence...

#### Education and learning

Student loans, University, EMA...

#### Money, tax and benefits

Benefits, Taxes, Benefits adviser...

#### Home and community

#### Parents

Having a baby, Schools, Childcare...

#### Employment

Jobs, Redundancy, Holidays, Pay...

#### Young people

Money, Work and careers, Leisure...

#### Disabled people

### Swine flu



All you need to know on symptoms, prevention, antivirals and vaccines

- ▶ Swine flu info
- ▶ Vaccinations for swine flu begin

### Weather warnings



## Browse by subject

- ▶ [Crime and justice](#)
- ▶ [Education and learning](#)
- ▶ [Employment](#)
- ▶ [Environment and greener living](#)
- ▶ [Government, citizens and rights](#)
- ▶ [Health and well-being](#)
- ▶ [Home and community](#)
- ▶ [Money, tax and benefits](#)
- ▶ [Motoring](#)
- ▶ [Pensions and retirement planning](#)
- ▶ [Travel and transport](#)

## Browse by people

- ▶ [Young people](#)
- ▶ [Britons living abroad](#)

## Swine flu

# Swine flu - everything you need to know

The sections below provide health and travel advice and more information on what swine flu is, what to do if you think you have it and what the government is doing to help combat it.

## National Pandemic Flu Service



If you are in England and feel like you may have swine flu, visit the National Pandemic Flu Service by following the link below, or call 0800 1 513 100 (textphone - 0800 1 513 200).

People who have swine flu symptoms will be given a unique access number and told where their nearest antiviral collection point is. They should then ask a flu friend - a friend or relative who doesn't have swine flu - to go and pick up their antivirals from their nearest antiviral collection point. The flu friend must show their own ID as well as that of the patient.

## Related RSS Feeds

- ▶ [Directgov - Swine flu](#)
- ▶ [RSS library](#)
- ▶ [RSS help](#)

## Swine flu information



- ▶ [Everything you need to know](#)
- ▶ [Do you have swine flu?](#)
- ▶ [Treatment and prevention](#)
- ▶ [Schools, parents and pregnant women](#)
- ▶ [What the government is doing](#)
- ▶ [Travel advice](#)

Young people

▶ Britons living abroad

▶ Caring for someone

▶ Disabled people

▶ Parents



▶ [National Pandemic Flu Service](#)

Contact your doctor directly rather than using the National Pandemic Flu Service if:

- you have a serious underlying illness
- you are pregnant
- you have a sick child under one year old
- your condition suddenly gets much worse
- your condition is still getting worse after seven days (five for a child)

▶ [Treatment and prevention](#)

▶ [Pregnant women and parents](#)

### **Scotland, Wales and Northern Ireland**

If you are in Scotland, Wales or Northern Ireland the advice is different.

Follow the 'information around the UK' link below.

▶ [Information around the UK](#)

### **Latest news - 12 November 2009**

There were 64,000 new cases of swine flu in England last week, down nearly 25 per cent on the week before when there were 84,000 new cases.

Most new cases in the last week have been among the under-one and one to four age groups.

The Health Protection Agency estimates there have been 668,000 cases of swine flu in the UK since the pandemic began.

### **Swine flu vaccine**

Vaccinations against swine flu began on 21 October. People in high-risk groups, such as those most at risk from seasonal flu and pregnant women, are being given priority.

Vaccination against swine flu is not compulsory, but people in high-risk groups are being strongly advised to have the vaccination.

For more information on the swine flu vaccination programme, follow the link below or download the swine flu vaccination information leaflet.

▶ [Swine flu vaccination programme](#)

nearest antiviral collection point. The flu friend must show their own ID as well as that of the patient.

### **Check your symptoms**



Follow the link below or call 0800 1 513 100 (textphone - 0800 1 513 200)

▶ [National Pandemic Flu Service](#)

▶ [Travel advice](#)

▶ [Travelling to the UK](#)

▶ [Get swine flu updates on your mobile](#)

### **Around the UK**

**Swine flu around the UK**



▶ [Around the UK](#)

▶ [Scotland](#)

▶ [Wales](#)

▶ [Northern Ireland](#)

### **Information leaflet**

**Swine flu information leaflet**



This Department of Health leaflet has been delivered to homes nationwide

▶ [Download the swine flu leaflet \(PDF, 119K\)](#)

▶ [Alternative versions](#)

▶ [Help with PDF files](#)

# PANDEMIC FLU

Find swine flu information

**0800 1 513 513**

## Northern Ireland

Health information

▶ [www.dhsspsni.gov.uk](http://www.dhsspsni.gov.uk)

Public information

▶ [www.nidirect.gov.uk](http://www.nidirect.gov.uk)

Business information

▶ [www.nibusinessinfo.co.uk](http://www.nibusinessinfo.co.uk)

## Wales ▶ Cymraeg

Health information

▶ [www.nhsdirect.wales.nhs.uk](http://www.nhsdirect.wales.nhs.uk)

Public information

▶ [www.wales.gov.uk](http://www.wales.gov.uk)

Business information

▶ [www.business-support-wales.gov.uk](http://www.business-support-wales.gov.uk)

## Scotland

Health information

▶ [www.nhs24.com](http://www.nhs24.com)

Public information

▶ [www.scotland.gov.uk](http://www.scotland.gov.uk)

Business information

▶ [www.bgateway.com](http://www.bgateway.com)

## England

Health information

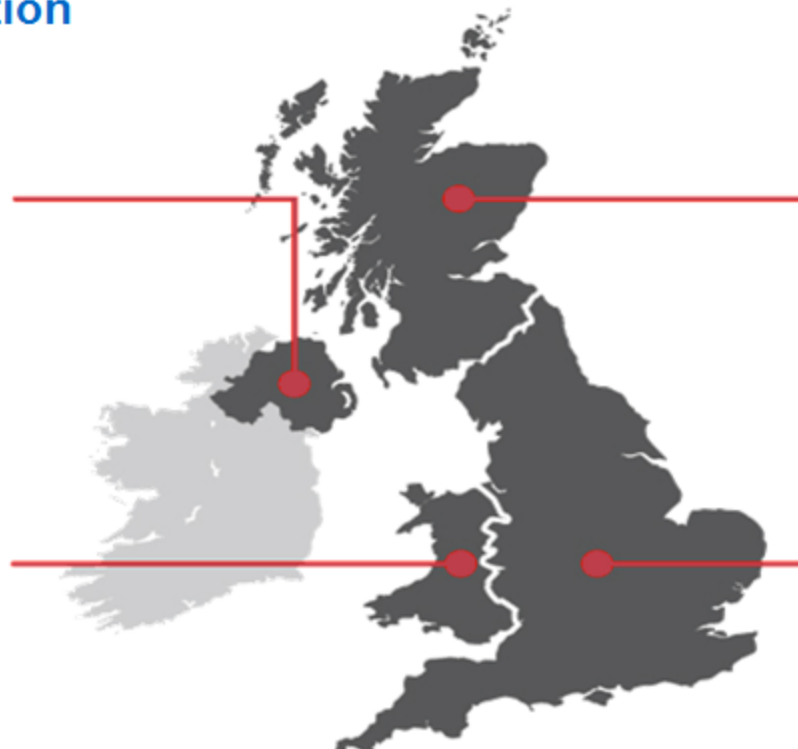
▶ [www.nhs.uk](http://www.nhs.uk)

Public information

▶ [www.direct.gov.uk](http://www.direct.gov.uk)

Business information

▶ [www.businesslink.gov.uk](http://www.businesslink.gov.uk)





**Features**

Your Health Matters

**CMO Annual report**

[Your health matters - Full CMO Annual Report \(PDF 4.09MB\)](#)

[View CMO Annual Report webcasts](#)

**Swine Flu**

[Information leaflet on swine flu \(PDF 119KB\)](#)

[Easy read version \(PDF 906KB\)](#)

[Large print version \(PDF 119KB\)](#)

[Swine flu campaign resources](#)

[Alternative formats](#)

[Swine flu Stay at home poster \(17.9MB\)](#)

[Swine flu radio ad 1](#)

**Sunday 15 November 2009**

**IMPORTANT INFORMATION ON SWINE FLU**



Northern Ireland Swine Flu Helpline  
0800 0514 142



Textphone users/Text Relay service:  
18001 0800 0514 142



UK Swine Flu Information Line  
0800 1 513 513

[Weekly Flu Bulletin 31/10/09 - 06/11/09 \(PDF 338 KB\)](#)

[Latest local information](#)

[Latest information from World Health Organisation \(Alert Phase 6\)](#)

[Latest Swine Flu Guidance for HSC/Professional Staff](#)

[Latest advice on the swine flu vaccination \(PDF 305KB\)](#)

[Latest vaccination resource materials](#)

**LATEST NEWS**

**Ministers McGimpsey and Gildernew announce support for rural communities**  
**Thursday 12 November 2009**

A major initiative to improve the health and well being of rural dwellers has been unveiled today.

**Quick Links**

- > [About DHSSPS](#)
- > [Key People](#)
- > [Contact Us](#)
- > [Feedback](#)
- > [Links](#)
- > [Waiting Lists](#)
- > [Travel Advice](#)

- > [CMO / Public Health](#)
- > [Health and Social Care](#)
- > [Office of Social Services](#)
- > [Pharmaceutical Advice and Services](#)
- > [Public Safety](#)
- > [Human Resources](#)
- > [Public Appointments](#)
- > [Statistics & Research](#)
- > [Health Estates](#)

> [A to Z Index](#)

# PANDEMIC FLU

Find swine flu information

**0800 1 513 513**

## Northern Ireland

Health information

▶ [www.dhsspsni.gov.uk](http://www.dhsspsni.gov.uk)

Public information

▶ [www.nidirect.gov.uk](http://www.nidirect.gov.uk)

Business information

▶ [www.nibusinessinfo.co.uk](http://www.nibusinessinfo.co.uk)

## Wales ▶ Cymraeg

Health information

▶ [www.nhsdirect.wales.nhs.uk](http://www.nhsdirect.wales.nhs.uk)

Public information

▶ [www.wales.gov.uk](http://www.wales.gov.uk)

Business information

▶ [www.business-support-wales.gov.uk](http://www.business-support-wales.gov.uk)

## Scotland

Health information

▶ [www.nhs24.com](http://www.nhs24.com)

Public information

▶ [www.scotland.gov.uk](http://www.scotland.gov.uk)

Business information

▶ [www.bgateway.com](http://www.bgateway.com)

## England

Health information

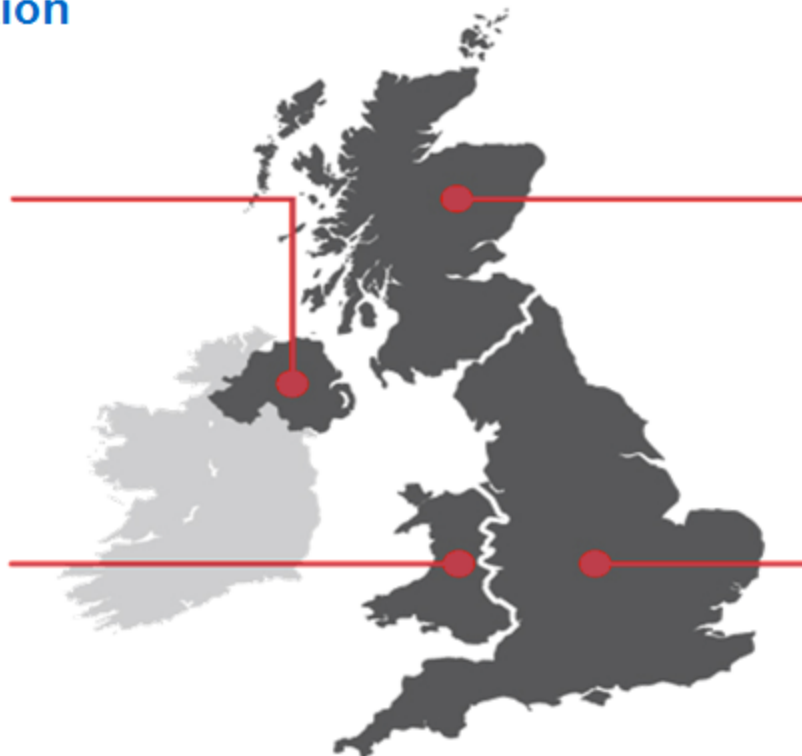
▶ [www.nhs.uk](http://www.nhs.uk)

Public information

▶ [www.direct.gov.uk](http://www.direct.gov.uk)

Business information

▶ [www.businesslink.gov.uk](http://www.businesslink.gov.uk)



- ▶ Illnesses and conditions
- ▶ Equipment
- ▶ Health and Social Care
- ▶ Healthy living
- ▶ Having a baby
- ▶ Swine Flu
  - ▶ **Questions and Answers**
  - ▶ Swine flu and you
  - ▶ Latest news
  - ▶ Who to contact
  - ▶ Swine flu - self certification and Statutory Sick Pay
  - ▶ Latest overseas travel information
  - ▶ Advice for people entering Northern Ireland with Influenza type symptoms
  - ▶ Travelling to Northern Ireland
  - ▶ Swine flu vaccination: what you need to know
  - ▶ Questions and answers for pregnant women on the swine

# Swine Flu



## Northern Ireland Swine flu helpline

0800 0514 142 - (9am - 5pm) Monday to Friday

## Textphone users/Text Relay service:

18001 0800 0514 142

## UK flu information line

0800 1 513 513 - (Automated) Daily

- [Find your local doctor](#)

## Latest news

- [Local / UK / International updates](#)
- [Latest advice on getting treatment for swine flu in Northern Ireland](#)

## Questions and answers

## Vaccination advice

- [What you need to know about the swine flu vaccination](#)

## Advice for parents and pregnant

# Questions and Answers

1. What is swine flu?
2. What is a pandemic?
3. How is swine flu different from seasonal flu or bird flu?
4. What can you do to protect yourself and others?
5. What is the government doing to prepare?

- + Influenza Virus (19)
  - + Novel (18)
  - + Vaccine (18)
  - + Disease Control and Prevention (15)
  - + Caused, Disease (15)
  - + Cases, Human (13)
  - + 2009 H1N1 Flu (13)
  - + County (17)
  - + Outbreak (11)
  - + Infection (11)
- More | All

H1N1 Flu Virus (Swine Flu) FAQs



Flu Shot Locator

- [H1N1 \(Swine\) Flu Questions](#)
- [Links Compiled by Nat'l Defense University](#)
- [Domestic Cases](#)
- [International Cases](#)
- [International Information \(WHO\)](#)
- [Images of the Virus](#)
- [Presidential Proclamation of National Emergency](#)
- [Vaccines and H1N1 Flu \(Swine Flu\)](#)
- [H1N1 and Civil Rights](#)
- [Signs and Symptoms](#)
- [General Guidance for Flu Prevention](#)
- [H1N1 Flu \(Swine Flu\) Guidelines for Specific Groups](#)

**CDC: H1N1 Flu (Swine Flu)** [new window] [preview]

Information from the Centers for Disease Control and Prevention on this disease, the rapidly evolving situation and what the public can do to stay healthy.

[www.cdc.gov/h1n1flu](http://www.cdc.gov/h1n1flu) - Cached - [More from Centers for Disease Control](#)

**CDC H1N1 Flu | H1N1 Flu and You** [new window] [preview]

What is CDC's recommendation regarding "swine flu parties"? "Swine flu parties" are gatherings during which people have close contact with a person who has 2009 H1N1 flu in ...

[www.cdc.gov/h1n1flu/qa.htm](http://www.cdc.gov/h1n1flu/qa.htm) - Cached - [More from Centers for Disease Control](#)

**Pandemic Flu** [new window] [preview]

In April 2009 an outbreak of human cases of H1N1 ( swine) flu was discovered in North America and quickly spread to countries around the world.

[www.redcross.org/pandemicflu](http://www.redcross.org/pandemicflu) - Cached - [More from this site](#)




SEARCH

A-Z Index [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#) <#>

# H1N1 Flu

- H1N1 Flu**
- General Info
- ▶ **H1N1 Flu & You**
- What to Do If You Get Sick
- Caring for Someone Sick
- Vaccine
- Antiviral Drugs
- Diagnostic Testing
- Facemasks & Respirators
- PSAs
- H1N1 Flu in Animals
- Info for Specific Groups
- Guidance
- Vaccine
- Treatment (Antivirals)
- Diagnosis
- Infection Control

[H1N1 Flu](#) > [General Info](#)

## QUESTIONS & ANSWERS

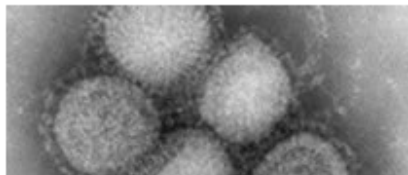
# 2009 H1N1 Flu ("Swine Flu") and You

November 5, 2009 7:00 PM ET

## 2009 H1N1 Flu

### What is 2009 H1N1 (swine flu)?

2009 H1N1 (sometimes called "swine flu") is a new influenza virus causing illness in people. This new virus was first detected in people in the United States in April 2009. This virus is spreading from person-to-person worldwide, probably in much the same way that regular seasonal influenza viruses spread. On June 11, 2009, the [World Health Organization](#) (WHO) signaled that a pandemic of 2009 H1N1 flu was underway.



### Why is 2009 H1N1 virus sometimes called "swine flu"?

This virus was originally referred to as "swine flu" because laboratory testing showed that many of the genes in this new virus were very similar to influenza viruses that

### On this Page

- [2009 H1N1 Flu](#)
- [2009 H1N1 Flu in Humans](#)
- [Prevention & Treatment](#)
- [Contamination & Cleaning](#)
- [Exposures Not Thought to Spread 2009 H1N1 Flu](#)
- [Companion Animals](#)

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## H1N1 Flu

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H1N1 Flu & You

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## What To Do If You Get Sick: 2009 H1N1 and Seasonal Flu

November 10, 2009, 6:00 PM ET

### How do I know if I have the flu?

You may have the flu if you have some or all of these symptoms:

- fever \*
- cough
- sore throat
- runny or stuffy nose
- body aches
- headache
- chills
- fatigue
- sometimes diarrhea and vomiting

\*It's important to note that not everyone with flu will have a fever.

### On this Page

- [How do I know if I have the flu?](#)
- [What should I do if I get sick?](#)
- [What are the emergency warning signs?](#)
- [Do I need to go the emergency room if I am only a little sick?](#)
- [Are there medicines to treat 2009 H1N1?](#)
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# PUBLIC HEALTH AGENCY of CANADA

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## FIGHTFLU.CA



Got Questions?  
1 800 O-Canada  
(1 800 622-6232)

### Get the Facts on the H1N1 FLU VIRUS

#### General Information

- [Key Facts on H1N1 Flu Virus](#)
- [H1N1 Symptoms](#)
- [Frequently Asked Questions](#)
- [H1N1 Flu Vaccine](#)
- [Use of Antivirals](#)
- [Taking Care of a Sick Person](#)

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- [Families and Caregivers](#)
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#### Protect Yourself from H1N1 vaccination



Health Minister Leona Aglukkaq receives her H1N1 flu shot from public health nurse Claire Bahati

## Understanding the difference between **H1N1 Flu** and **Cold symptoms**

The following table provides a general guide to symptoms associated with H1N1 flu and the common cold. However, only health professionals can reliably diagnose a respiratory illness.

<b>Symptom</b>	<b>H1N1 Flu</b>	<b>Cold</b>
<i>Fever</i>	Almost Always	Rare
<i>Chills</i>	Common	Not common
<i>Onset of Symptoms</i>	Sudden (hours)	Over several days
<i>Aches</i>	Severe	Slight
<i>Nausea, Vomiting, Diarrhea</i>	Sometimes	Not common
<i>Coughing</i>	Dry Cough	Wet cough
<i>Tiredness</i>	Moderate to Severe	Mild
<i>Headache</i>	Common	Not common
<i>Stuffy Nose/ Sinus Pains</i>	Not Common	Common
<i>Chest Discomfort</i>	Mild to Moderate	Common - Severe
<i>Sore Throat</i>	Common	Common
<i>Decreased Appetite</i>	Common	Not common
<i>Runny Nose</i>	Common	Common
<i>Sneezing</i>	Not common	Common

**NHS**

**choices**

## Alert: Important information about swine flu

Last updated 3:49 PM Thursday 24 September 2009

The number of new swine flu cases in England has again risen, with an estimated 9,000 in the week to September 24, up from 5,200 the week before. Read the latest official advice to help protect yourself, your family and others.

[Find out now what you should do](#)

### Site contents

#### Medical advice now

Symptom checkers, quick answers, email advice and phone numbers if you need medical help now

[Get medical advice now](#)



#### Find and choose services

### Featured today



#### How our war wounded are cared for

Treatment of soldiers hurt in battle is often at the cutting edge of medicine and has brought medical

**During treatment for a stomach ulcer, Deborah Knifton was devastated to find out that she had stomach cancer. At the age of 40, she had surgery to remove her stomach.**

**Health A-Z**

Info on illnesses, treatments and symptoms

**Back pain** is a common condition and in the UK, it is the largest cause of work-related absence. ... Lower back pain is a pain or ache on your back, in between the bottom of your ribs ...

# EXERCISE

# Shortlist

<b>Check symptoms</b>	<b>Possible complications of a condition / disease</b>	<b>Get test results online</b>	<b>How different treatments work</b>
<b>Basic facts about conditions / diseases</b>	<b>How is a condition diagnosed?</b>	<b>Opening times (GPs, clinics, chemists)</b>	<b>Cost of treatment</b>
<b>Book an appointment online</b>	<b>Rate my hospital, GP, chemist, etc</b>	<b>Can I treat this myself?</b>	<b>Appointment reminders</b>
<b>Get advice from a doctor / nurse (phone, website chat, email)</b>	<b>Can I get this on the NHS?</b>	<b>Seriousness of a condition / disease (prognosis)</b>	<b>Treatment success rate</b>
<b>What to do based on your symptoms</b>	<b>Safe sex / family planning</b>	<b>Diet, food and nutrition</b>	<b>Other illnesses with symptoms like this</b>
<b>Best place to go for help (GP, A &amp; E, clinic, walk-in centre, pharmacist)</b>	<b>Description of operation / procedure</b>	<b>Compare hospitals based on quality of care (infection rates, MRSA, surgical errors, death rates)</b>	<b>Compare treatment options</b>
<b>When to seek urgent medical attention</b>	<b>Things to do to improve chances of recovery</b>	<b>Contact details for hospitals, GPs, gyms, etc</b>	<b>Drug-free treatments (counseling, therapy, yoga)</b>
<b>Get your medical records online</b>	<b>Choose best place to get treatment based on what other patients say</b>	<b>Treating common health problems at home</b>	<b>Reduce your risk</b>
<b>How a condition / disease should be treated</b>	<b>Health issues related to age-group</b>	<b>Choose a GP that's right for you</b>	<b>Different types of a condition / disease</b>
<b>What to do in a medical emergency</b>	<b>Compare hospitals on convenience (location, parking, public transport, visiting hours)</b>	<b>Tips for coping with a condition / disease</b>	<b>Find support groups, helplines</b>
		<b>Medicine / Drug guide (side effects, interactions, pill identifier, dosage)</b>	<b>Travel health (emergencies, immunisation, European Health Insurance Card)</b>

# Shortlist

<b>Talk to a health professional (phone, website chat, email)</b>	<b>Get a second opinion</b>
<b>Order prescription medicines online</b>	<b>Further research (statistics, clinical trials, books, websites)</b>
<b>Causes of a condition / disease</b>	<b>Feeling happier / overcoming sadness</b>
<b>Change your lifestyle (fitness, weight, smoking, drinking)</b>	<b>Body Mass Index (BMI) calculator</b>
<b>Health check up</b>	<b>Facts on alternative medicine</b>
<b>Look up a medical term (medical dictionary)</b>	<b>Effects on my family</b>
<b>Living with a condition / disease</b>	<b>Compare hospital waiting times</b>
<b>Avoiding and preventing disease</b>	<b>Myths about conditions / diseases</b>
<b>Find out how healthy you are</b>	<b>Care and treatment at home</b>
<b>Warning signs</b>	<b>Is a condition / disease infectious?</b>
<b>Screening, scans, testing</b>	<b>Other conditions / diseases linked to a condition</b>
<b>Help with day-to-day management of your condition / disease</b>	<b>News about the NHS</b>

<b>Risks / side effects associated with a treatment</b>	<b>Family history / genetic predisposition</b>
<b>Find specialists / consultants</b>	<b>Check if a health story in the news is true</b>
<b>Support to lead a healthy lifestyle</b>	<b>Vaccines</b>
<b>Find a hospital / clinic for a particular operation or condition</b>	<b>Share stories / experiences with others in your situation</b>
<b>First Aid guide</b>	<b>Medical equipment (devices, gadgets, aids)</b>
<b>What to ask my Doctor</b>	<b>Risks associated with lifestyle</b>
<b>Dealing with stress</b>	<b>Get an information prescription</b>
<b>Know your rights</b>	<b>Get news updates (email, text)</b>
<b>Support available (legal, benefits, costs, work, home help)</b>	<b>What services does my chemist provide?</b>
<b>Latest health news (research, expert articles, new medicines)</b>	<b>Learn how others changed their lifestyle</b>

# Longlist

90 days with StayQuit	Browse over a dozen doctor written and reviewed (yet easy to read) medical encyclopedias	Alcohol	Choosing a Family Doctor
A Guide for Healthy Nutrition	Cable Television Programs	Alcohol	Chronic Diseases
A&E	Calculators	All about medicines	Clinical Trials
Access to healthcare abroad	Calculators (Body mass index, cost of smoking)	All A-Z topics	Clinical Trials
Activity and Menu Planners	Calculators (Body mass, heart attack risk, calorie burn)	All directories	Clinician, health professional resources
Addictions	Caregiving	All Live Well	Cold and flu advice
Adults	Case studies	Allergies	Commissioned services
Advice if you've had unprotected sex or a contraception mishap	Check your symptoms and get personalised advice	Alphabetic List of Specific Diseases / Disorders	Common health questions
Advocacy	Children	Answer Yes or No	Community
Aging	Children's Health	Answers to hundreds of your common health questions	Community A-Z
		Answers to thousands of your common health questions	Community Calendar
		Appointments	Community Health Center



# Sources for Longlist

- 1. Organization strategy**
- 2. Stakeholder interviews**
- 3. Examine existing website**
- 4. Analyze top search terms**
- 5. Most visited webpages**
- 6. Competitor or peer websites**
- 7. Relevant media**
- 8. Customer feedback / research**

# NO TOOLS / FORMATS

- Calculators
- Interactive Health Tutorials
- Medical Podcasts
- Personal Health Tools
- Picture slideshows
- Podcasts
- Surgery Videos
- Videos

# NO GOALS

- I'd like to be happier
- I'd like to have more energy
- I'd like to improve my family's health
- I'd like to sleep better
- Live well

# NO BRANDS



# NOT TOO HIGH

- Facts and Figures
- Conditions
- Diseases
- Find services
- Frequently asked health questions
- Injury Prevention
- Medical conditions
- Mind, Body, & Spirit



# NOT TOO LOW

- Emergency contraception
- Nonprofit Agencies
- Poems and stories about health
- Cancer
- Diabetes
- Walk-in centres

# NO DUPLICATES

Book your GP appointment  
online

Let me book an appointment

Make an appointment

Remind me when it's time for  
my appointment

Request an appointment

# NO DEMOGRAPHICS

Are you...



Male



Female



I do not wish to answer

Tasks	Male	Female	Total
1 Check symptoms	3%	5%	5%
2 Basic facts about conditions / diseases	3%	4%	4%
3 Book an appointment online	4%	3%	4%
4 Get advice from a doctor / nurse (phone, website chat, email)	3%	3%	3%
5 What to do based on your symptoms	2%	3%	3%
6 Best place to go for help (GP, A & E, clinic, walk-in centre, pharmacist)	3%	3%	3%
7 When to seek urgent medical attention	2%	2%	2%
8 Get your medical records online	3%	2%	2%
9 How a condition / disease should be treated	2%	2%	2%
10 What to do in a medical emergency	2%	2%	2%
11 Get test results online	2%	2%	2%
12 Opening times (GPs, clinics, chemists)	2%	2%	2%
13 Can I treat this myself?	2%	2%	2%
14 Seriousness of a condition / disease (prognosis)	2%	2%	2%
15 Diet, food and nutrition	1%	2%	2%
16 Compare hospitals based on quality of care (infection rates, MRSA, surgical errors, death rates)	2%	2%	2%
17 Contact details for hospitals, GPs, gyms, etc	2%	2%	2%
18 Treating common health problems at home	1%	2%	2%
19 Choose a GP that's right for you	2%	1%	2%
20 Tips for coping with a condition / disease	2%	2%	2%

# Task Voting Question

Please look at the following list and choose **ONLY** the top **FIVE** Tasks that are of most relevance to you.

Give a score of 5 to the **MOST IMPORTANT** to you, 4 to the next most important, then 3, 2, and 1.

Please give **ONLY** one score of 5, one 4, one 3, one 2, and one 1. Leave the rest blank.

Please trust your first instincts and spend no more than 5 minutes on this exercise.

# Task Voting Question

- Please look at the following list and choose the top FIVE most important things to you in deciding to buy a new car.
- When using a health website what 5 factors are most important to you? Please look at the following list and choose ONLY the top FIVE Topics that are of most relevance to you.
- Please look at the following list and choose ONLY the top FIVE Topics that are of most relevance to your Business on the Enterprise Ireland website.
- Below is a list of typical IT-related challenges that organizations face. Choose the top FIVE challenges you face for which you would consider looking for support from an external company.
- Select the FIVE words or phrases from the following list that reflect the most important things to you in relation to a satellite navigation system.



**When using a health website what 5 factors are most important to you? Please look at the following list and choose ONLY the Top FIVE Topics that are of most relevance to you.**

**Give a score of 5 to the MOST IMPORTANT to you, 4 to the next most important, then 3, 2, and 1.**

**Please give ONLY one score of 5, one 4, one 3, one 2, and one 1. Leave the rest blank.**

**Please trust your first instincts and spend no more than 5 minutes on this exercise.**

Care and treatment at home	<input type="text"/>
Look up a medical term (medical dictionary)	<input type="text"/>
Know your rights	<input type="text"/>
Other illnesses with symptoms like this	<input type="text"/>
Support to lead a healthy lifestyle	<input type="text"/>
Myths about conditions / diseases	<input type="text"/>
Get a second opinion	<input type="text"/>
Appointment reminders	<input type="text"/>
Choose a GP that's right for you	<input type="text"/>
Cost of treatment	<input type="text"/>
Description of operation / procedure	<input type="text"/>



Customer Carewords

Top Task Management for Websites

# Task Measurement

... Because You Can't Manage What You Can't Measure



Manage tasks:  
Not content  
Not technology



# Step 1: Determine Tasks

**Determine 6-12 frequently used tasks.**



# Task Question Checklist

- 1. One unique answer**
- 2. Does not contain hidden clues**
- 3. Emotionally neutral**
- 4. Not confidential**

# Task Question Checklist

5. **Clearly different from other tasks**
6. **Independent from other tasks**
7. **Immediately doable on the website**
8. **Short – 30 words or less**

<b>Task 1</b>	<b>1 Japan</b> <b>What are the OECD's latest recommendations regarding Japan's health-care system?</b>
<b>Task 2</b>	<b>2 Vietnam</b> <b>In 2008, was Vietnam on the list of countries that received official development assistance?</b>
<b>Task 3</b>	<b>3 Heart</b> <b>Did more males per capita die of heart attacks in Canada than in France in 2004?</b>
<b>Task 4</b>	<b>4 Teacher</b> <b>What is the latest average starting salary, in US Dollars, of a primary school teacher across OECD countries?</b>
<b>Task 5</b>	<b>5 Employ</b> <b>What is the title of Box 1.2 on page 73 of OECD Employment Outlook 2009?</b>

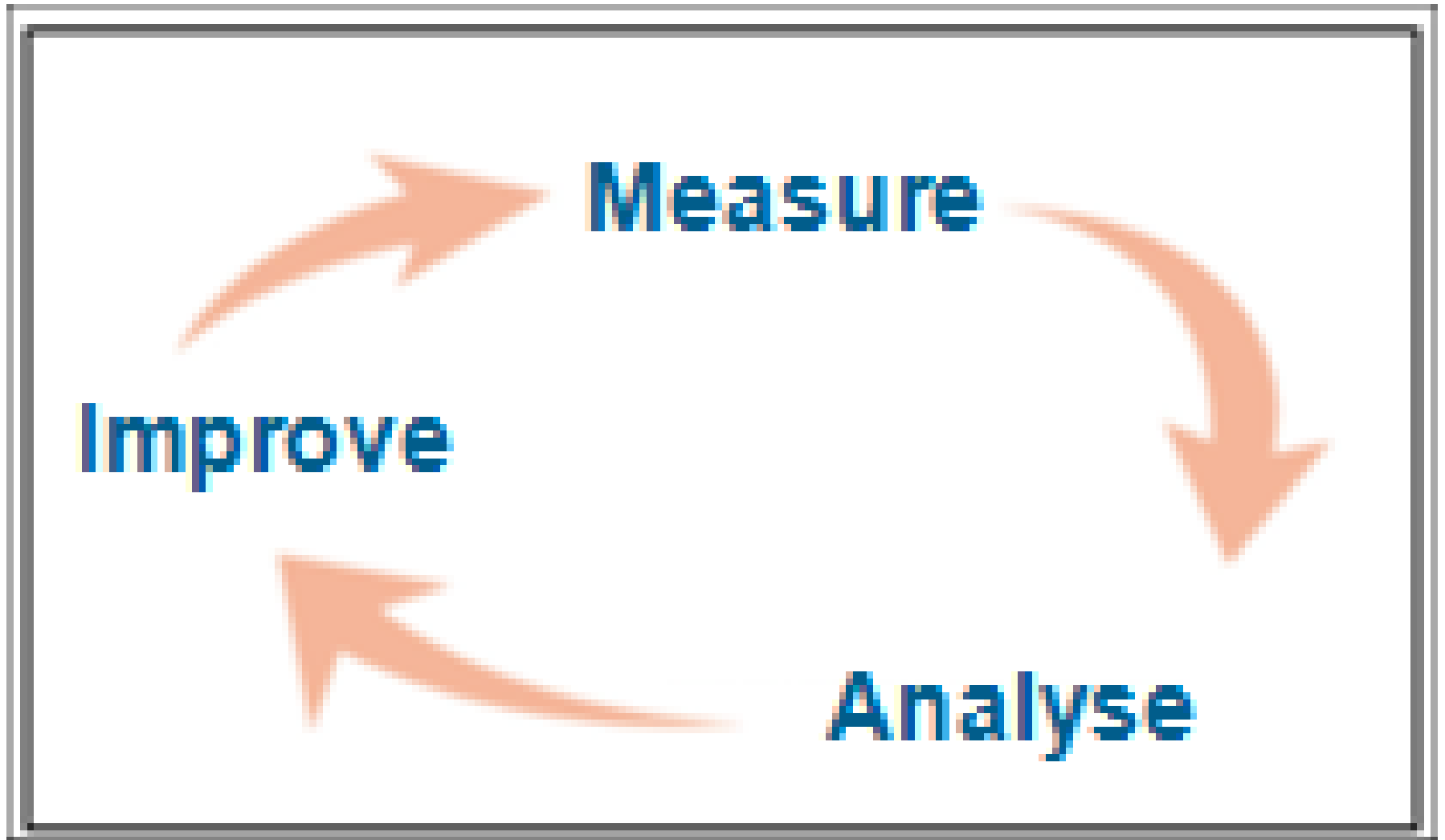
## Step 2: Recruit Participants

**Recruit 15-18  
representative  
people**



# Remote Measurement Sessions

- 1. Record session**
- 2. “We are not measuring you”**
- 3. Measure time for each task.**
- 4. Observe problems and successes.**
- 5. No “think aloud”, no discussions**





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## Scam alert

- > OECD cited in fraudulent e-mail scam

## What's new

### [Chile signs up as first OECD member in South America](#)

11-Jan-2010

Chile will become the OECD's 31st member and its first in South America under an accession agreement signed today in Santiago by OECD Secretary-General Angel Gurría and Chilean Finance Minister Andrés Velasco. Chile will formally become an OECD member once its parliament ratifies this agreement.

### [OECD unemployment rate stable at 8.8% in November 2009](#)

11-Jan-2010

The unemployment rate for the OECD area was 8.8% in November 2009, the same as the previous month and 2.1 percentage points higher than a year earlier.

### [Composite leading indicators continue to signal a recovery](#)

08-Jan-2010

OECD composite leading indicators (CLIs) for November 2009 provide stronger signals of recovery than in last month's assessment.

### [OECD Secretary-General Angel Gurría has expressed his sadness at the death of Philippe Séguin](#)

07-Jan-2010

OECD Secretary-General Angel Gurría has expressed his sadness at the death of Philippe Séguin, one of France's leading politicians and a prominent advocate of good governance.

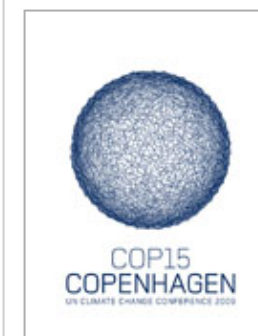
### [Consumer Prices in OECD area rise by 1.3% in year to November 2009](#)

07-Jan-2010

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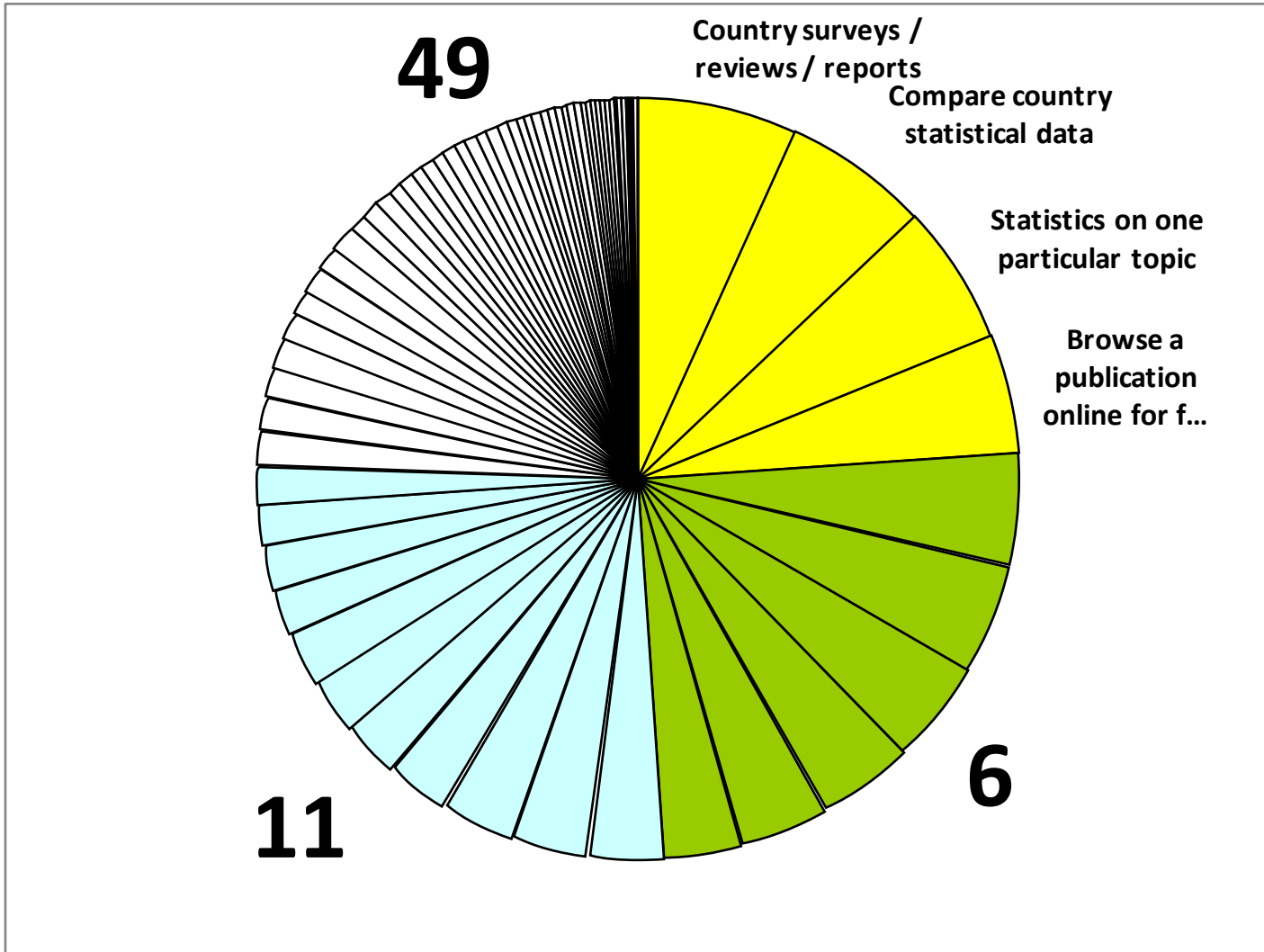


>> [The OECD at COP15](#)

## Editor's choice

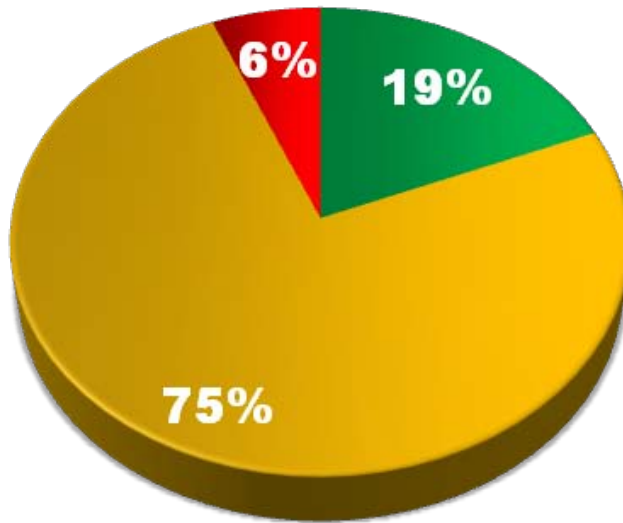


# Tasks Pie Chart






# Task 5 – Box 1.2 Employment

What is the title of Box 1.2 on page 73 of OECD Employment Outlook 2009?



## Task Performance

-  Success
-  Failure
-  Disaster

Median time on task (sec) =	215
-----------------------------	-----

Optimal time on task (sec) =	81
------------------------------	----

**Task Performance  
Indicator (TPI)** 100 Max

**9**

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and Social Affairs

## v Employment Policies

▪ Employment Policy

▪ Employment Data

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&gt; Social Policies

> International Migration  
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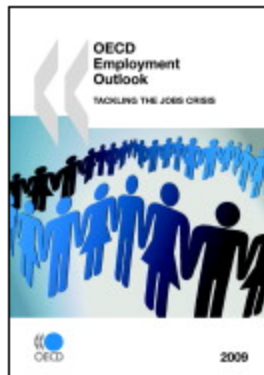
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## OECD Employment Outlook

[Send](#)  [Print](#) ISBN:  
978-92-64-06791-2

### 2009 OECD Employment Outlook: Tackling the Jobs Crisis

The OECD Employment Outlook provides an annual assessment of labour market developments and prospects in member countries.

This issue focuses on the jobs crisis in particular and looks at steps taken by governments to help workers and the unemployed.

It recommends ways of preventing current high levels of unemployment

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## Table of contents

[Chapter 1](#). The jobs crisis: what are the implications for employment and social policy?

[Chapter 2](#). How do industry, firm and worker characteristics shape job and worker flows?

[Chapter 3](#). Is work the best antidote to poverty?

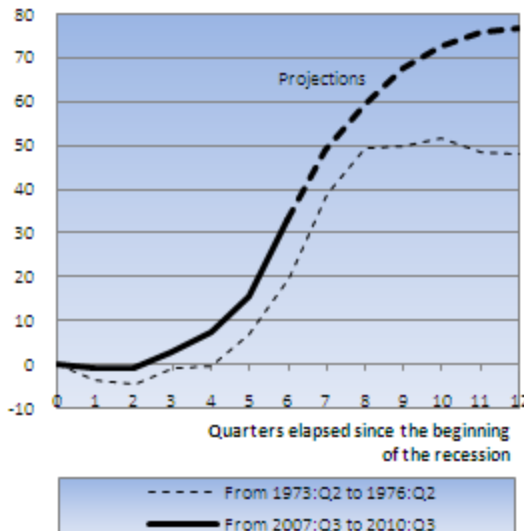
[Chapter 4](#). Pathways onto (and off) disability benefits: assessing the role of policy and individual circumstances

**Statistical annex** : read the [pdf version](#), read the [note](#) on the estimates of average wages (table I)

## Did you know?

### The current unemployment hike is the worst in recent decades

% increase in OECD average unemployment rate



The **unemployment rate** in the OECD area reached 8.5% in July 2009 and it **could approach 10% by 2010**. This is the steepest increase in the post-war period.

Most countries have scaled up resources for labour market and social policies to support the rapidly growing number of unemployed, but additional funds are often rather limited and governments are facing difficult choices on how best to respond to the different demands.

## Jobs for Youth



» **What are the main barriers to employment for young people?**

## Sickness, Disability and Work





---

ISBN 978-92-64-06791-2  
OECD Employment Outlook 2009  
Tackling the Jobs Crisis  
© OECD 2009

---

## Statistical Annex

### Sources and definitions

Most of the statistics shown in these tables can also be found in two other (paper or electronic) publications and data repository, as follows:

- The annual edition of *OECD Labour Force Statistics, 1988-2008*;
- OECD.Stat, the OECD's central data warehouse ([www.oecd.org/els/employment/data](http://www.oecd.org/els/employment/data)), which contains both raw data and derived statistics.

These references, which include information on definitions, notes and sources used by member countries, contain longer time series and more detailed data by age group, gender,

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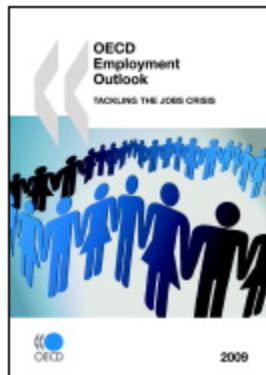
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For more supporting documentation and data related to the OECD Employment Outlook 2009 see:

- [Legislation, Collective Bargaining and Enforcement: Updating the OECD Employment Protection Indicators](#), OECD Social, Employment and Migration Working Paper No. 89
- [OECD Indicators of Employment Protection](#)
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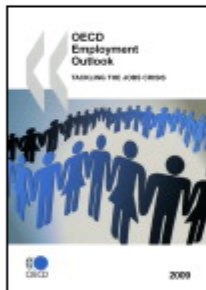
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## OECD Employment Outlook 2009

### Tackling the Jobs Crisis

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**ISBN:** 9789264067912 **OECD Code:** 812009151P1 **Frequency:** Annual[Other Versions & Languages](#) | [Multilingual summaries](#) | [Table of contents](#)

This 2009 edition of the OECD Employment Outlook provides an annual assessment of labour market developments and prospects in member countries. This issue focuses on the jobs crisis in particular and looks at steps taken by governments to help workers and the unemployed. It recommends ways of preventing current high levels of unemployment becoming entrenched.

The first chapter looks at the jobs crisis itself, analysing the implications for employment and social policy. The second chapter looks at how industry, firm, and worker characteristics shape job and worker flows. The third

### Bestsellers



**Model Tax Convention on Income and Capital 2008**  
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73

/ 289



44.9%



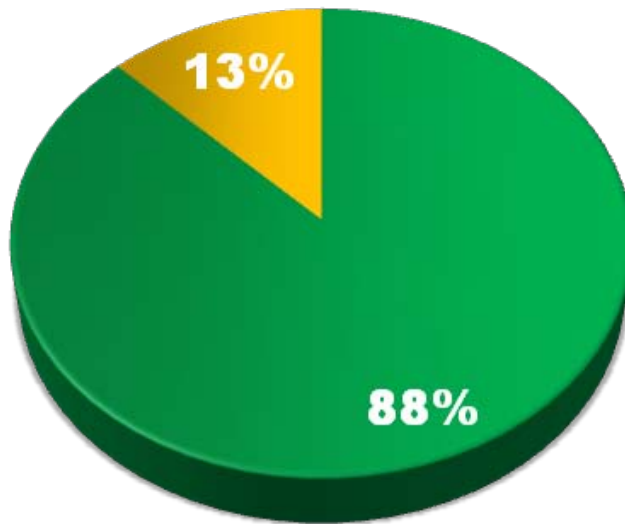
activity (e.g. the Czech Republic and Portugal) or extending the scope for sanctions (e.g. Italy and Poland).

- Training schemes for the unemployed have been expanded in a large majority of countries (23). Very often the extra training slots are reserved for vulnerable groups. For instance, Canada is providing additional training funding for older unemployed persons, those residing in vulnerable communities and those not qualifying for unemployment insurance (e.g. self-employed and long-term unemployed). Similarly, 13 countries have introduced or expanded work-experience schemes. For example, Korea introduced a new youth internship programme for SMEs and the United States expanded funding for youth summer jobs, while Japan extended a trial employment programme for older unemployed persons and Ireland expanded a programme providing work experience in the community service sector to long-term unemployed. Support for training existing workers has been expanded in 14 countries, while ten have provided increased support to apprenticeship schemes. For example, Australia, Canada and France created financial incentives for firms to hire or retain apprentices and trainees. Redundant apprentices are being supported to complete their off-the-job training in Australia and Ireland.
- New subsidies to encourage short-time working schemes which avoid layoffs have been introduced in eight countries (Ireland, Mexico, the Netherlands, New Zealand and four central European countries), while existing schemes – some of which were largely dormant in recent years – have been reinforced in 14 countries, often leading to a rapid expansion in participation. For example, eligibility for short-time subsidies has been extended to new groups of workers (e.g. France and Germany now cover some temporary agency workers, while France also moved to cover some part-time and project workers) and participation has been made more attractive by increasing the maximum duration of the subsidies (e.g. Canada, Finland, Germany and Luxembourg), their generosity (e.g. Belgium, Korea and Turkey) or both (e.g. France). The introduction of subsidised training for workers on short-time work is a notable new tendency (eight countries including Austria and Switzerland), although training remains optional in most cases (the Czech Republic, Hungary and the Netherlands being exceptions). The new part-time unemployment benefit introduced in the Netherlands also includes a training component as well as another novel feature which requires employers to reimburse one-half of the benefit paid to participating employees if they are dismissed during the three months following short-time work.
- A variety of measures to support labour demand have also been implemented,

expanding job subsidies or public sector job creation are also targeted on disadvantaged groups or apprentices (e.g. the United Kingdom and the United States).

# Task 8 – Tax haven removal

When were Andorra, Liechtenstein and Monaco removed from the OECD's list of tax havens?



## Task Performance

- Success
- Failure
- Disaster

Median time on task (sec) =	125
-----------------------------	-----

Optimal time on task (sec) =	84
------------------------------	----

Task Performance  
Indicator (TPI) 100 Max

**78**

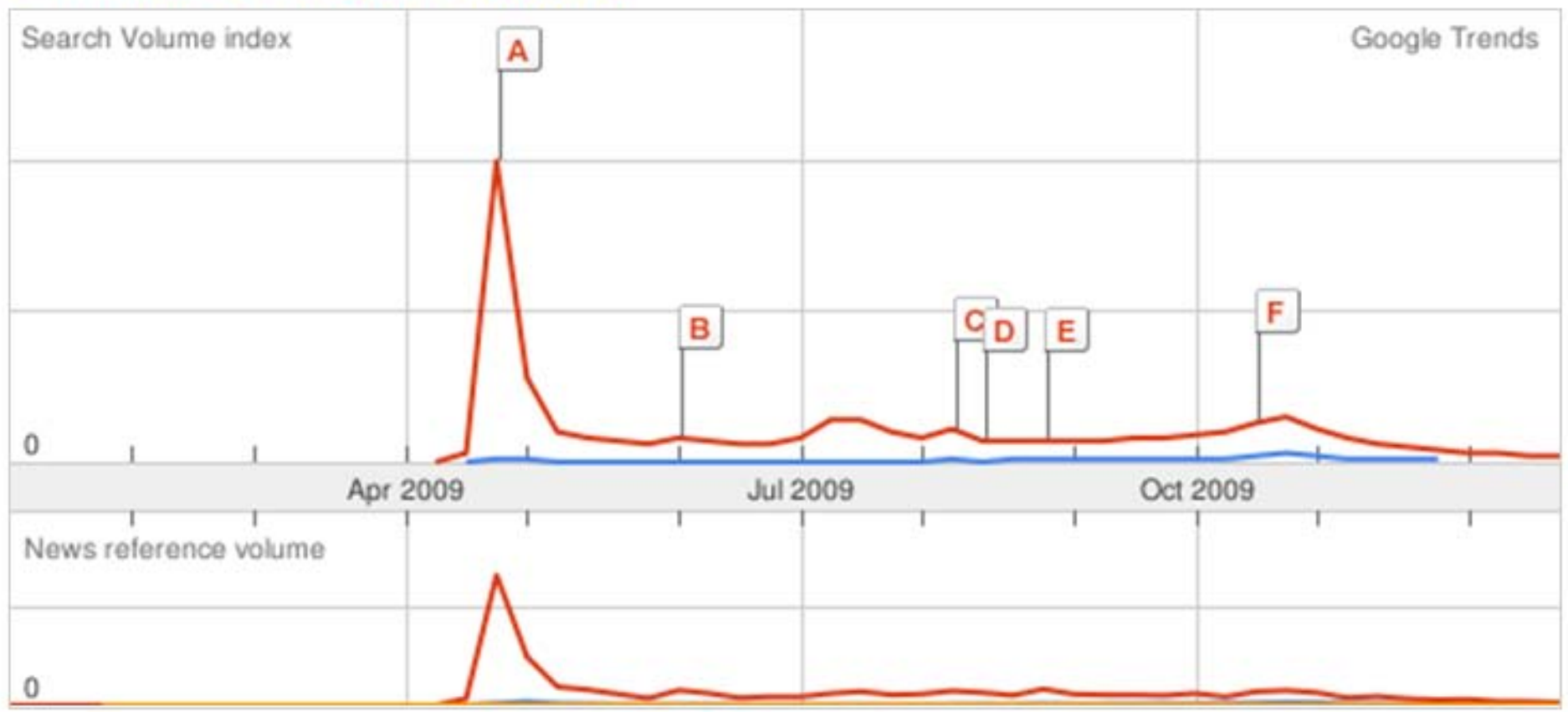
A vibrant, ethereal landscape with a rainbow, a large mountain, and a city in the distance, overlaid with the text 'Tax'. The scene is bathed in a soft, golden light, suggesting a sunrise or sunset. The rainbow is a prominent feature, arching across the sky. The city in the distance is partially obscured by the mist and the rainbow. The overall mood is one of hope and transcendence.

**Tax**

**Heavens**



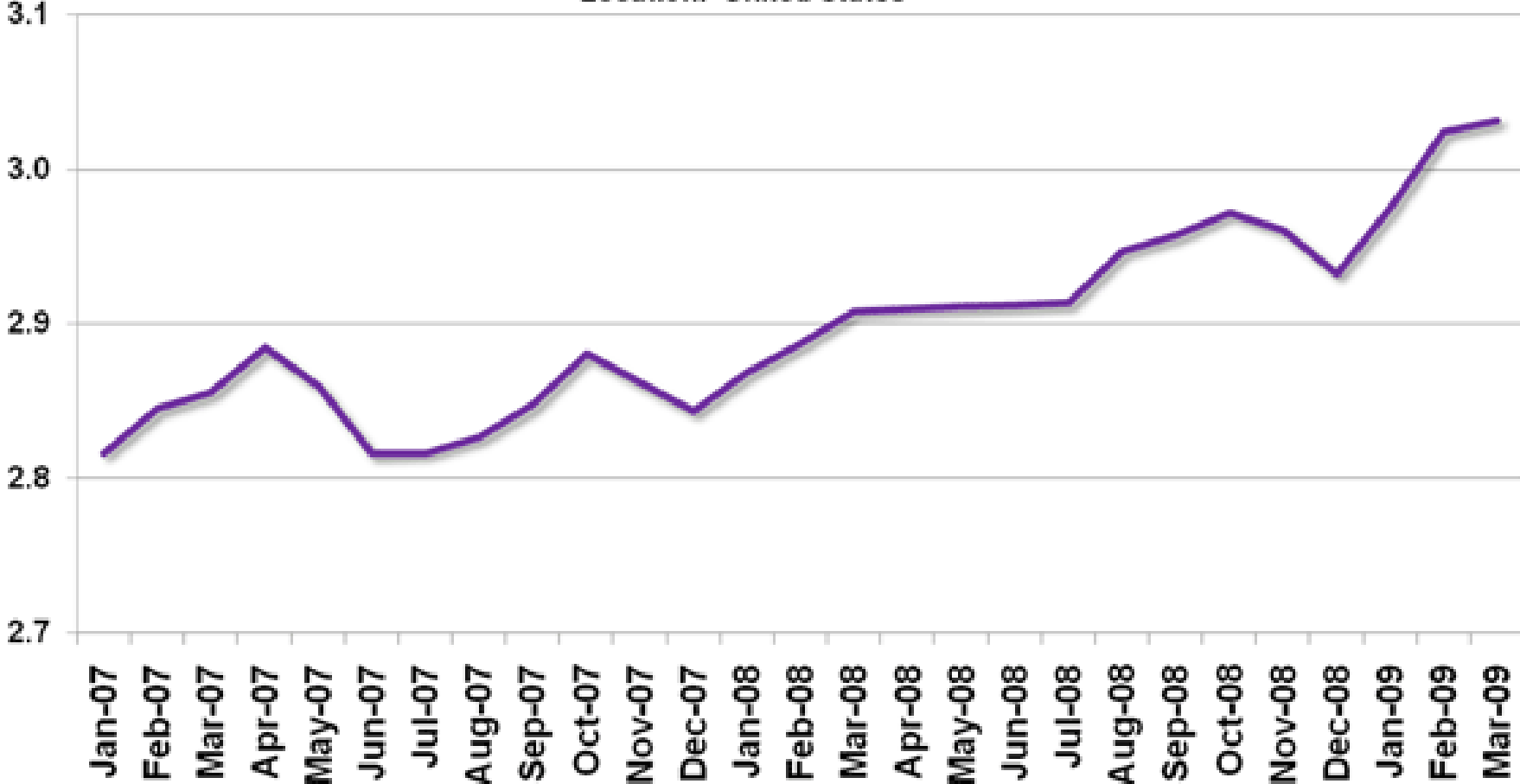
● h1n1 flu ● swine flu ● novel flu



# Words per Search

Source: comScore

Location: United States





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## Search:

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*Tip: Separate unrelated proper names with a comma.*

*Example: Bill Gates, Steve Jobs*

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Find addresses, telephone, and email for members of the Harvard community

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1-  
10



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Accueil : Environnement dans les économies émergentes et en transition > A List of CEE Countries


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> Publications & documents

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- Albania
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- Bulgaria
- Croatia
- Czech Republic
- Estonia
- Hungary
- Latvia
- Lithuania
- Macedonia
- Poland
- Romania
- Slovakia
- Slovenia
- Yugoslavia (Serbia and Montenegro)

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> EAP Task Force (E.Europe & Central Asia)

> Co-operation with Russia

> Co-operation with China

> Co-operation with Asia

> External Links

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### Flagship



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### Environment Directorate

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  - Eastern Europe, Caucasus and Central Asia Environment Strategy
  - Environmental Finance
  - Environmental Policies, Enforcement and Compliance
  - Water Supply and Sanitation Sector Reform
- Biosafety - BioTrack
- Chemical Safety
- Climate Change, Energy and Transport
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### Employment regulation and patterns of work in EC countries

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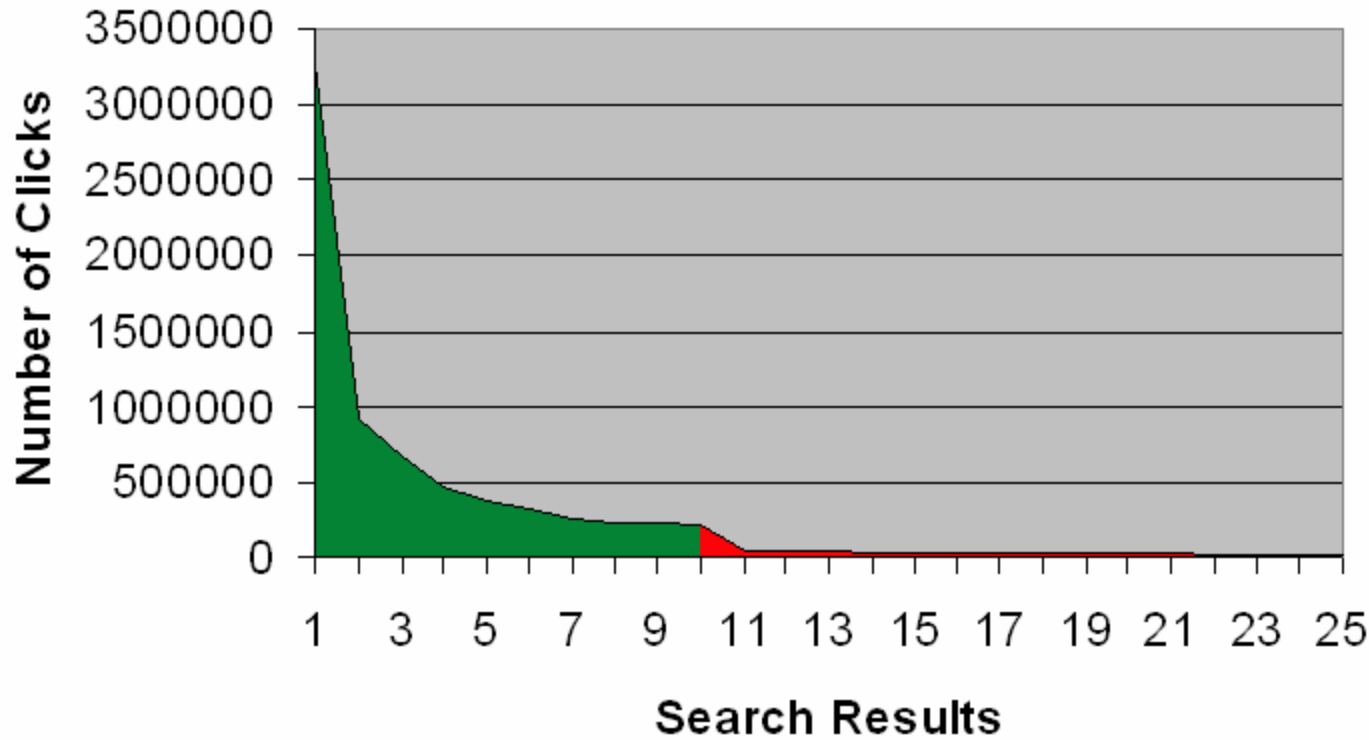
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### Flagship



**Policies for a Better Environment**

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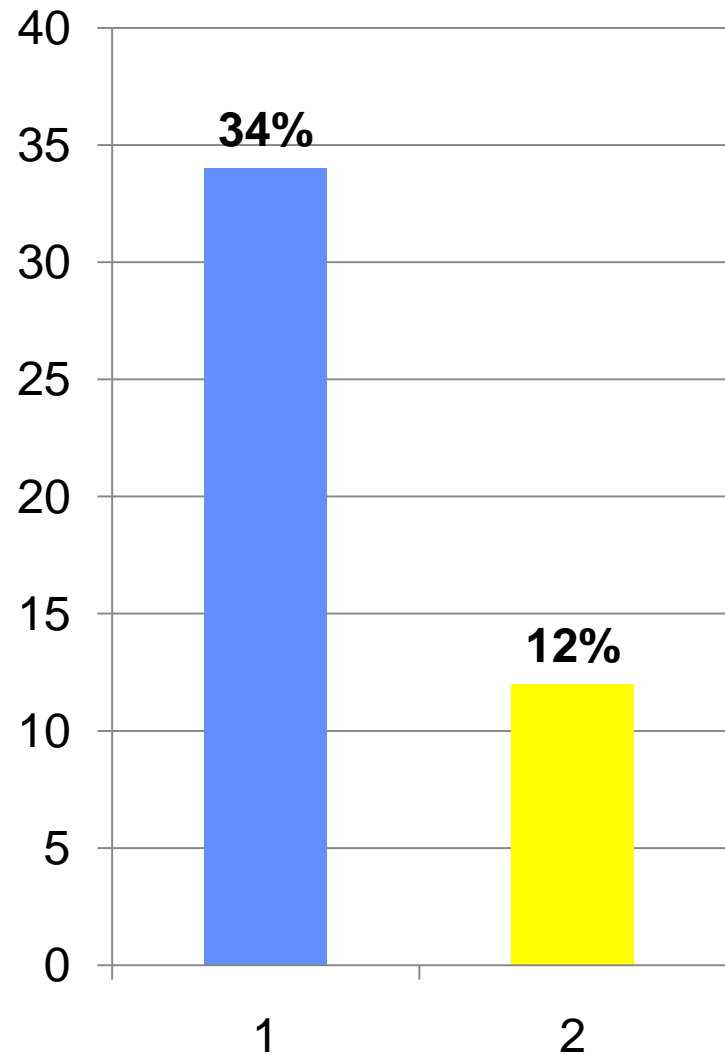
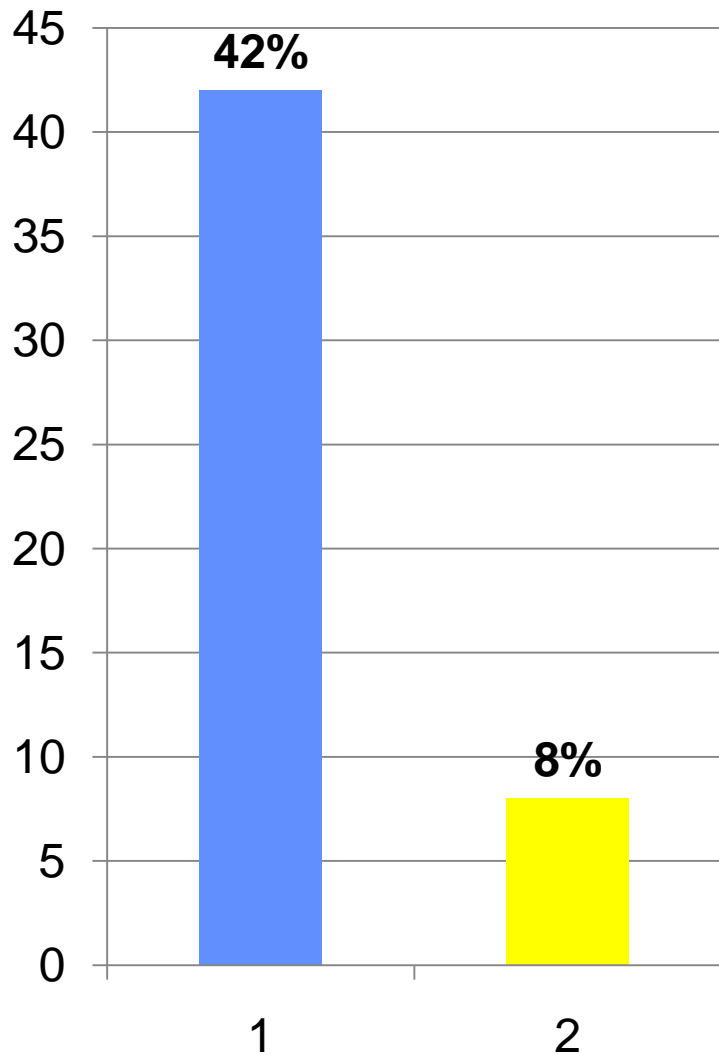


Search Result	Click Through
1	42%
2	12%
3	8%
4	6%
5	5%
6	4%
7	3%
8	3%
9	3%
10	3%
11	1%
12	1%
13	1%
14	0%
15	0%
16	0%
17	0%
18	0%
19	0%
20	0%
21	0%
22	0%
23	0%
24	0%
25	0%

**20 million clicks**  
**650,000 searchers**

Source: <http://www.techcrunch.com/2006/08/06/aol-proudly-releases-massive-amounts-of-user-search-data/>

# First 2 Search Results



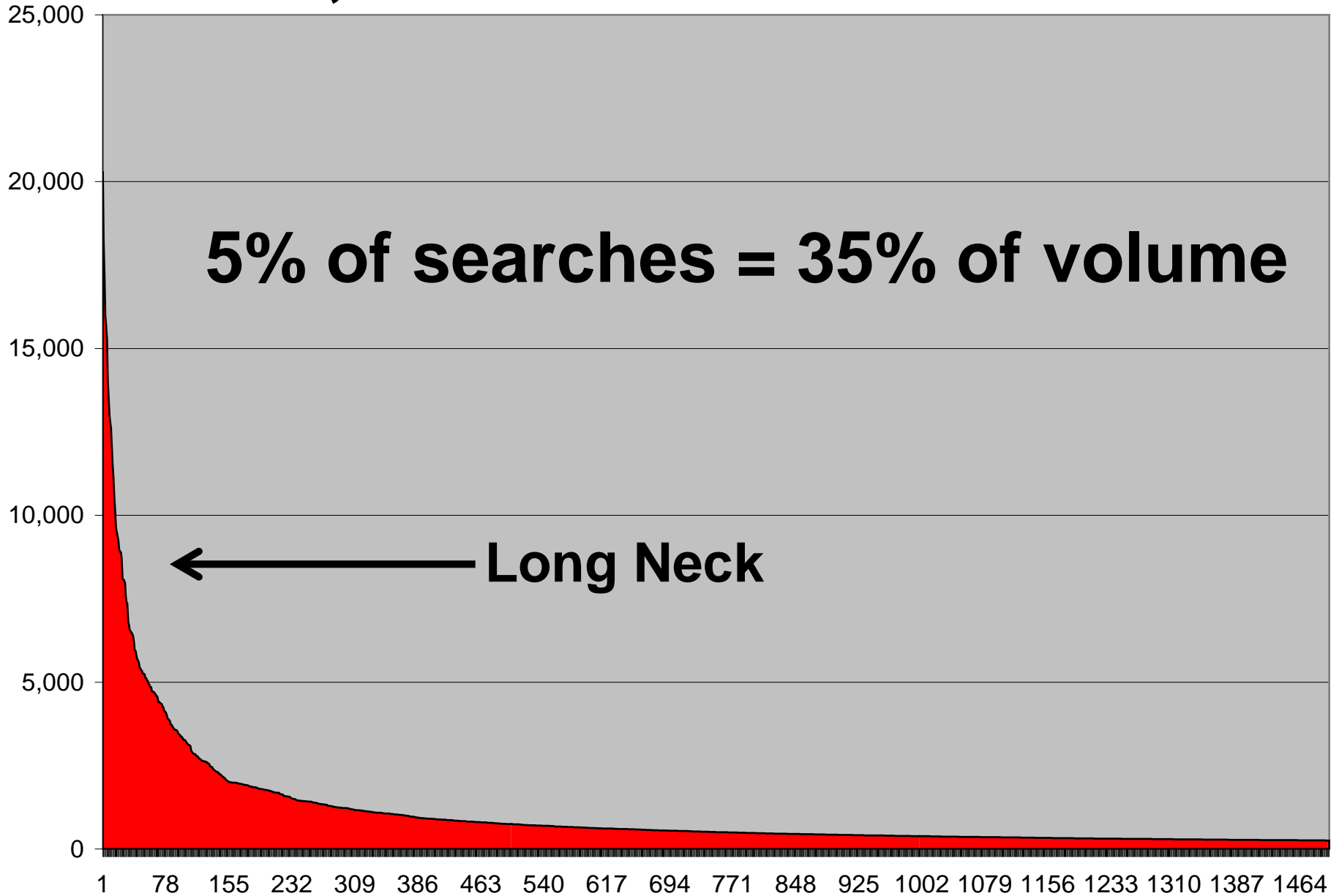
Source: **Accurately Interpreting Clickthrough Data as Implicit Feedback (2005)**

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**Cornell University**  
Computer Science

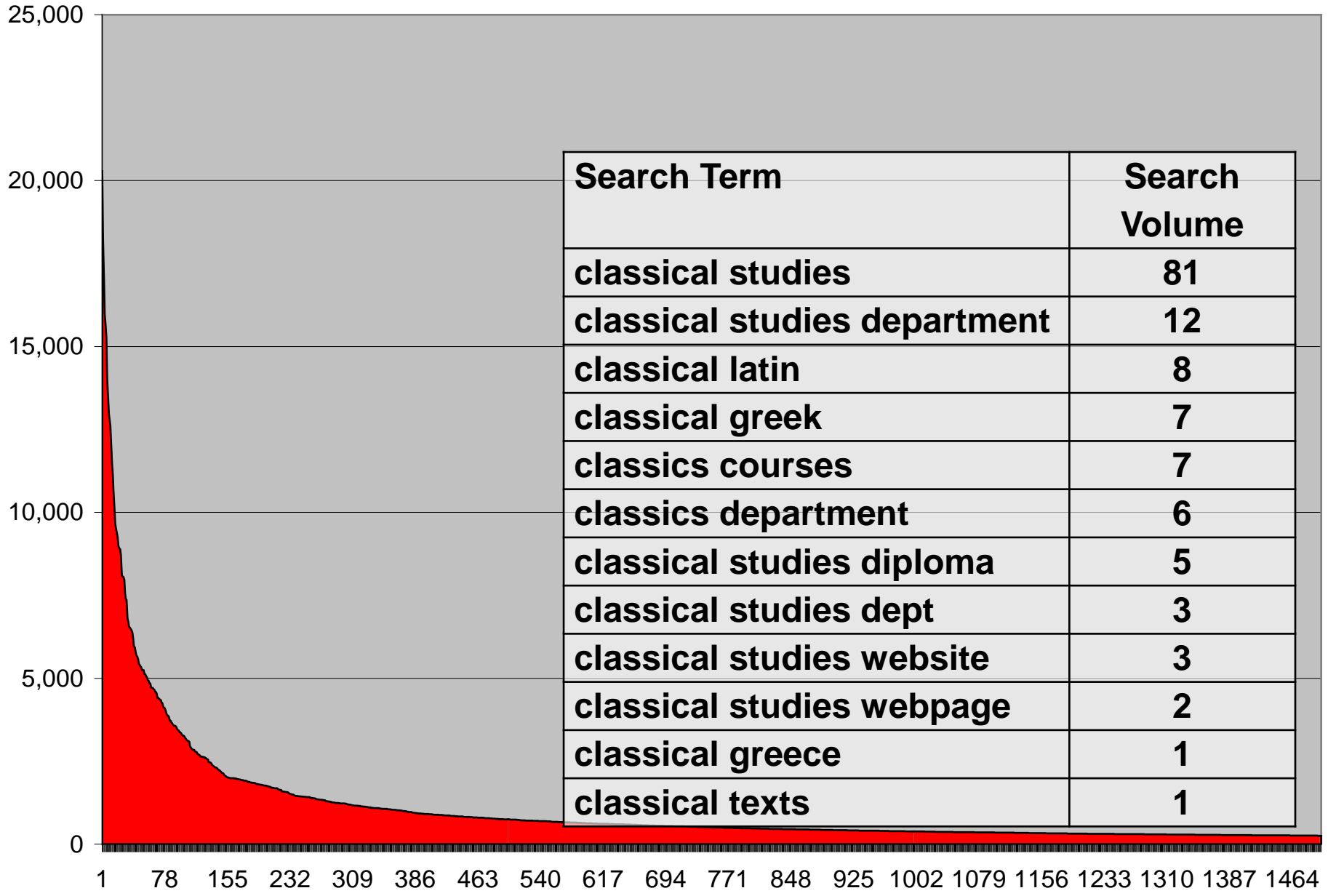
# 1,500 intranet searches



# Search Performance Indicator

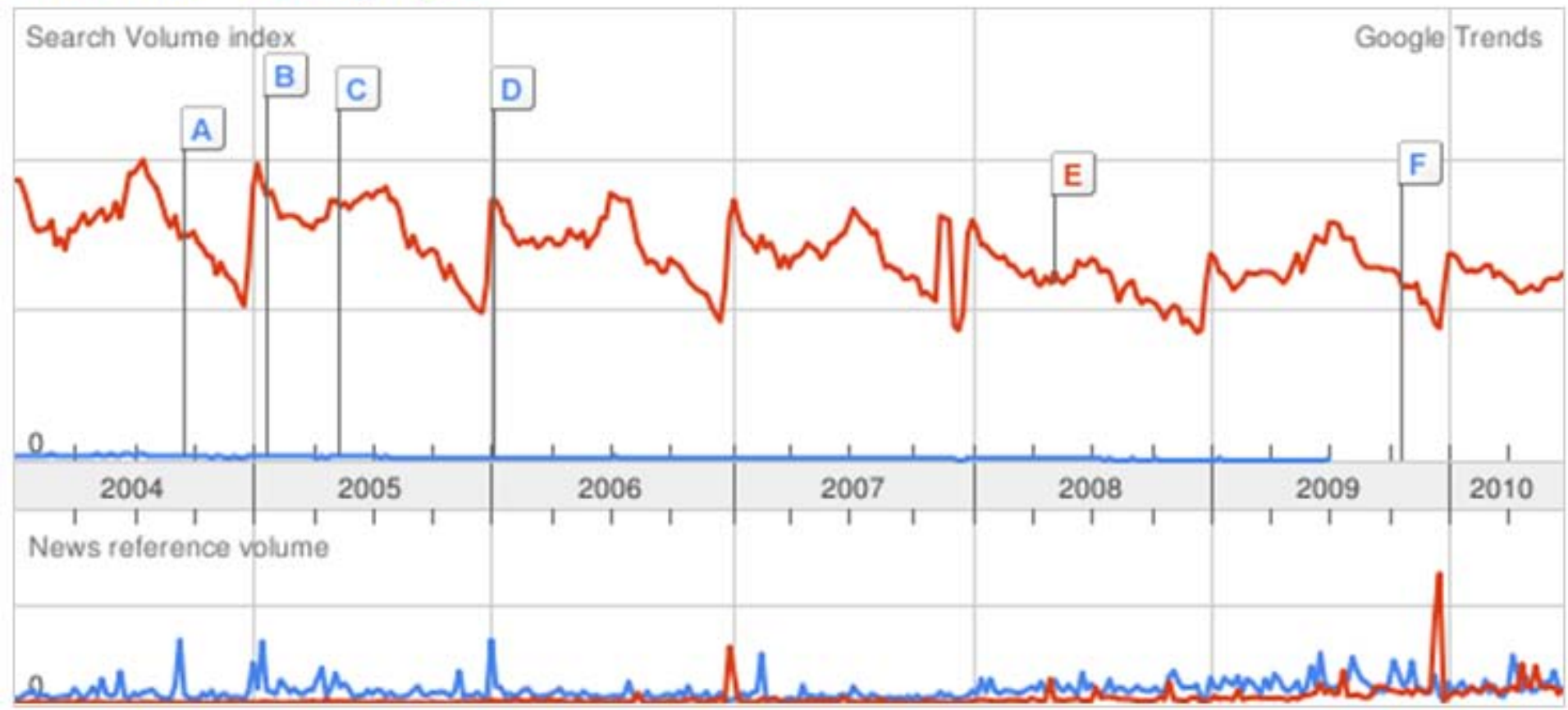
- 1) Top 100-500 search terms
- 2) “Correct page” for each term
- 3) Search with each term
- 4) Score

Rank	Score
1	100
2	36
3	26
4	16
5	14
6	12
7	9
8	9
9	7
10	8
11 +	0



<b>Search Term</b>	<b>Search Volume</b>
<b>classical studies</b>	<b>81</b>
<b>classical studies department</b>	<b>12</b>
<b>classical latin</b>	<b>8</b>
<b>classical greek</b>	<b>7</b>
<b>classics courses</b>	<b>7</b>
<b>classics department</b>	<b>6</b>
<b>classical studies diploma</b>	<b>5</b>
<b>classical studies dept</b>	<b>3</b>
<b>classical studies website</b>	<b>3</b>
<b>classical studies webpage</b>	<b>2</b>
<b>classical greece</b>	<b>1</b>
<b>classical texts</b>	<b>1</b>

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**“Most people  
just look at  
the first  
couple of  
words.”**

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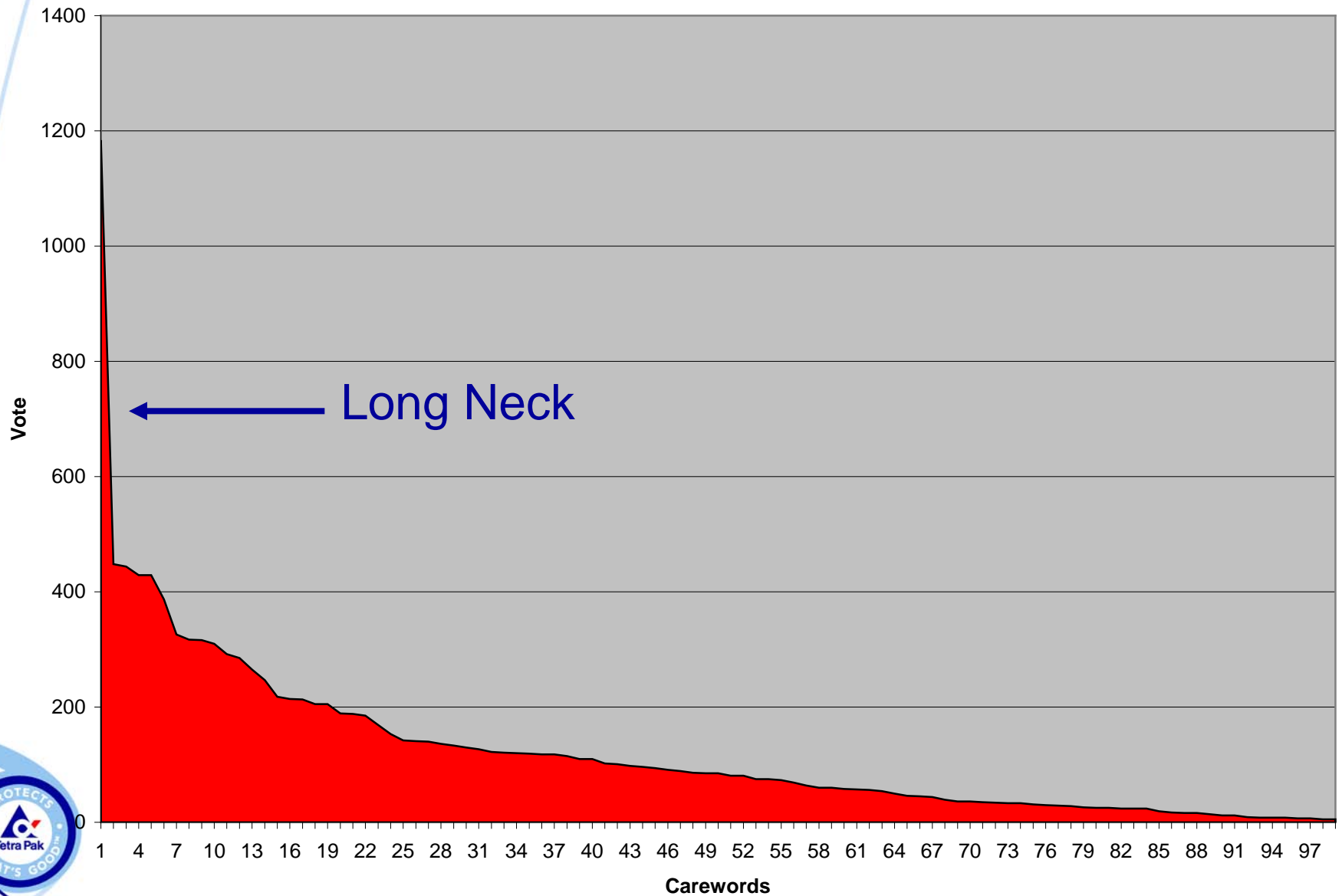
Make employees more productive – Release time for other productive work



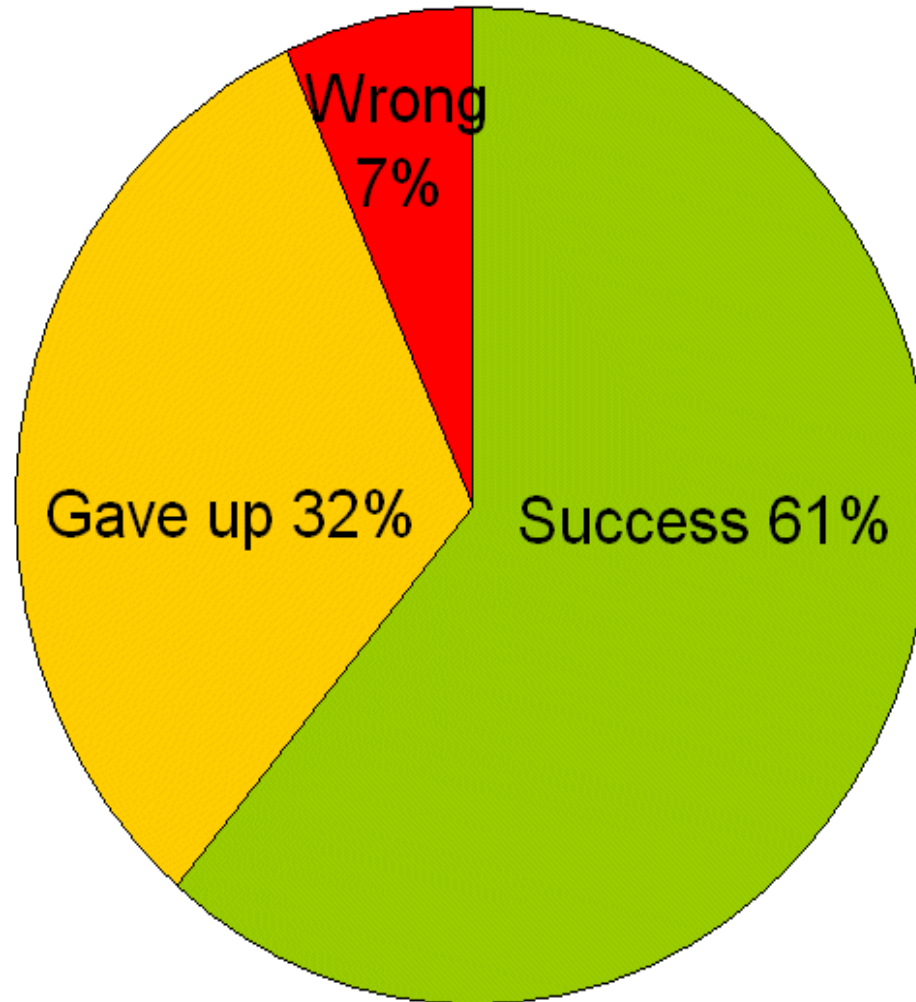
Tasks	Votes	%	Cum % vote	Cum words
1. Find Tetra Pak people	1184	10	10	1
2. Product portfolio	448	4	13	2
3. Vacancies at Tetra Pak	444	4	17	3
4. Technical documentation	429	3	20	4
5. Filling machines	429	3	24	5
6. Packaging Material	387	3	27	6
7. World Class Manufacturing (WCM)	326	3	30	7
8. Marketing & sales tools	317	3	32	8
9. Product Information Viewer (PIV)	316	3	35	9
10. Training	310	3	37	10
11. Procedures, policies & guidelines	292	2	40	11
12. Processing equipment	285	2	42	12
13. Technical manuals	265	2	44	13
14. Time reporting	247	2	46	14
15. Sales manual	218	2	48	15
16. Technical maintenance & support	214	2	50	16



# Long Neck delivers quick wins



# Measurement Overview





# NAVIGATION SEARCH CONTENT QUALITY





# NAVIGATION



# Top level navigation

60 %

## Design A

Home | About Tetra Pak | About You | Products & Sales |  
Technical | Processes | Collaboration

70 %

## Design B

Home | About Me | About Products, Marketing & Selling |  
About Technical | About Procedures & Rules | About  
Communities | About Tetra Pak

90 %

## Design C

Tetra Pak Home | Products | Find People | About Me | About Tetra Pak



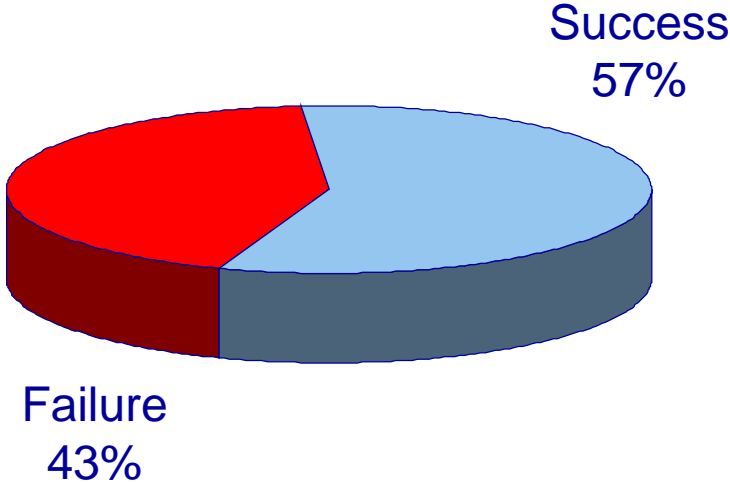
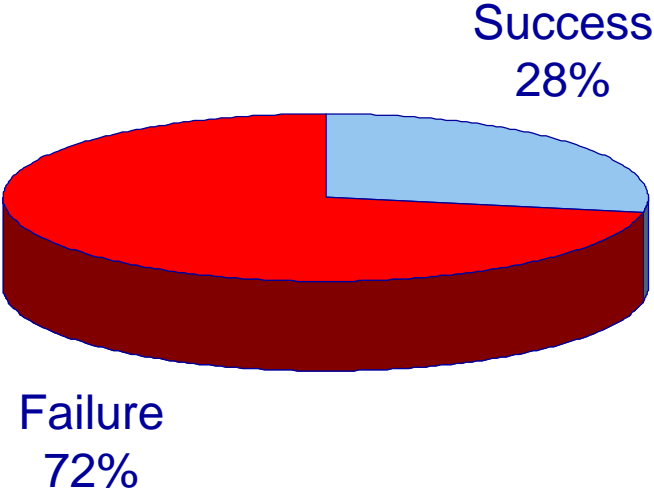


# SEARCH



# Search efficiency

Baseline vs today



Based on measurements from top 100 search terms





# CONTENT QUALITY



# Does web content matter?

It's about.....



Visitor 60 min

Visitor 60 min

Visitor 60 min

Visitor 60 min

Visitor 60 min

10

300



# Does web content matter?

It's about.....



60

50





# The Story of a Web Site



Once upon a time, there was a Web site...

...with a simple vision statement:

**“Give your customers what they want”  
“Help them find what they need”**

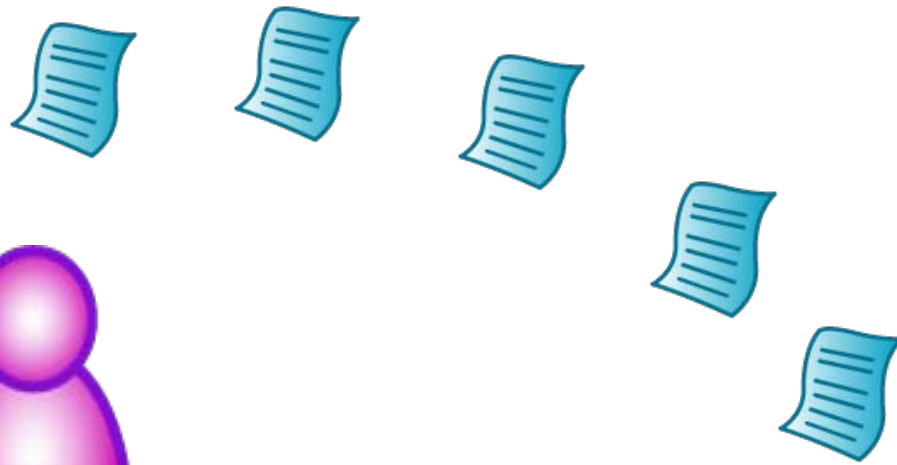


The vision quickly becomes...

Publish  
lots of cool content  
to the site



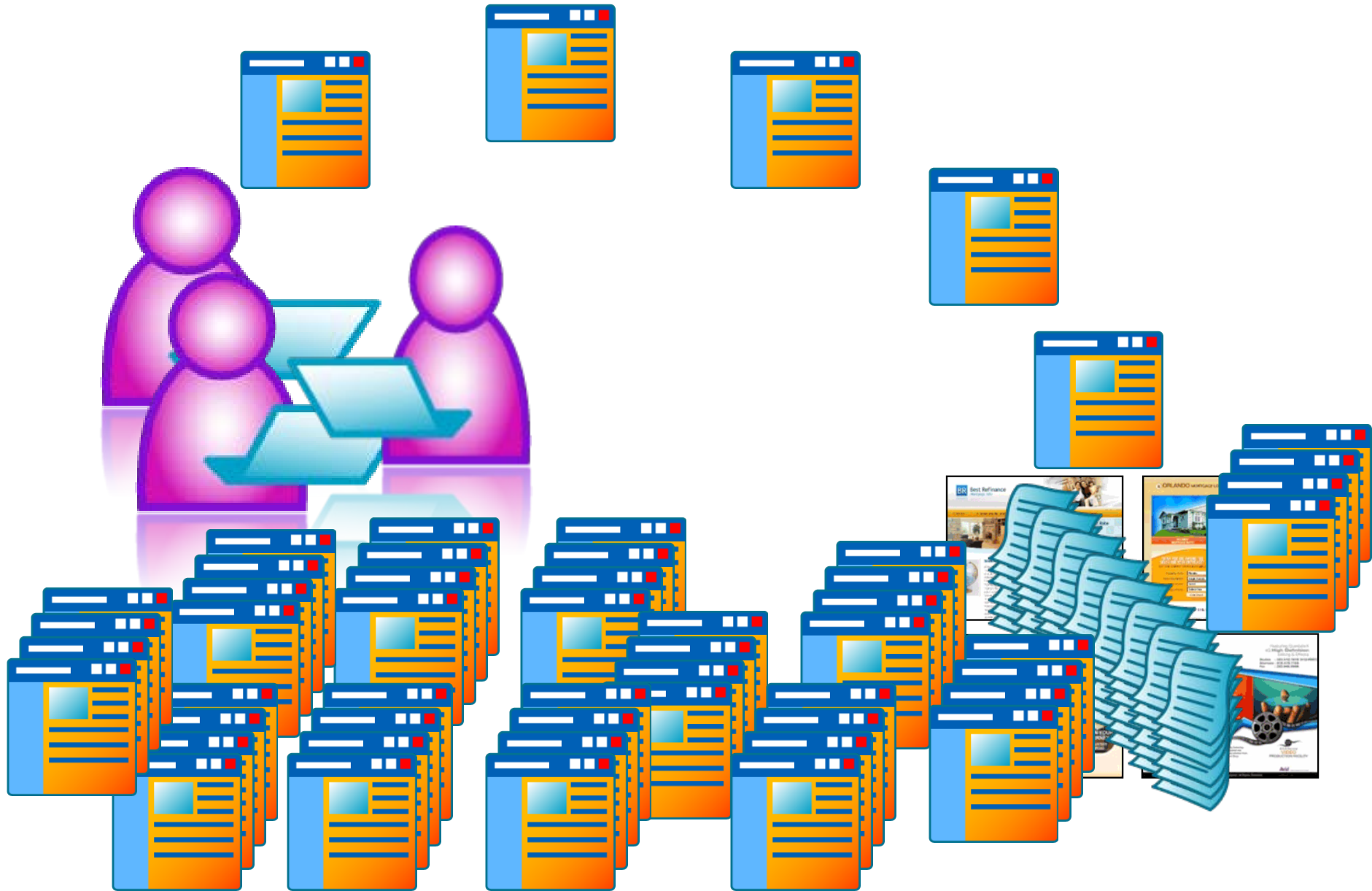
And, the authors start publishing lots of good pages...



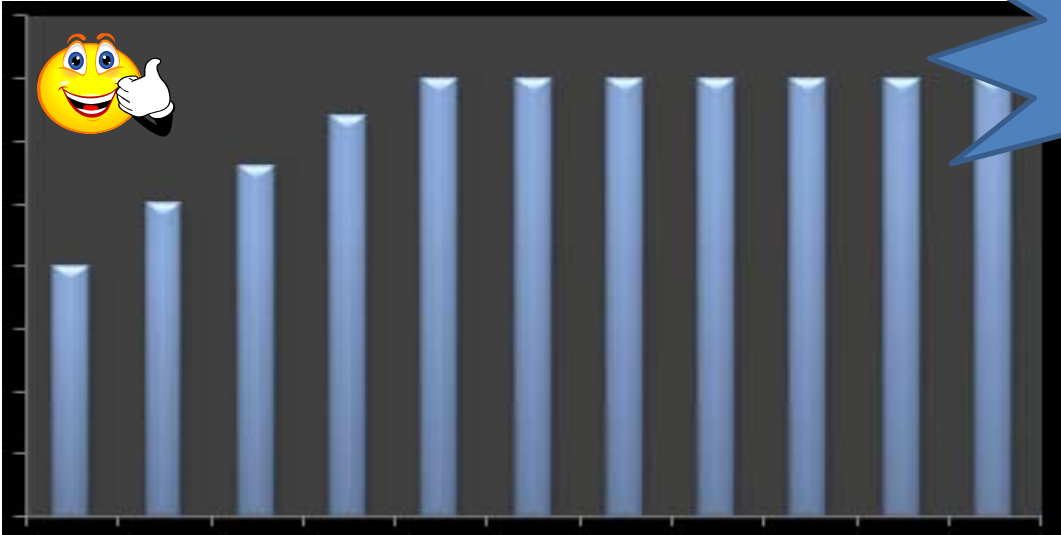
...and the site manager says, "Page views are going up, but we can do better!"



And the authors focus on creating **more, better, faster...**



But the analytics team walks in, and interrupts, "Wait a second here..."



Satisfaction is not moving up!

???



# It turns out the customer isn't happy with the growing site...

Not what I want!



Can't find it!



Don't like it!



So, the team decides to fix things...

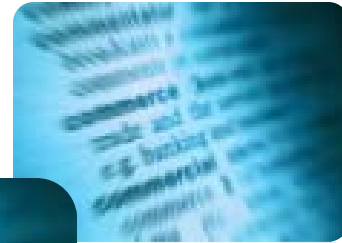
**Content issues? Revise it.**



**If at first you don't succeed, try, and try again!**

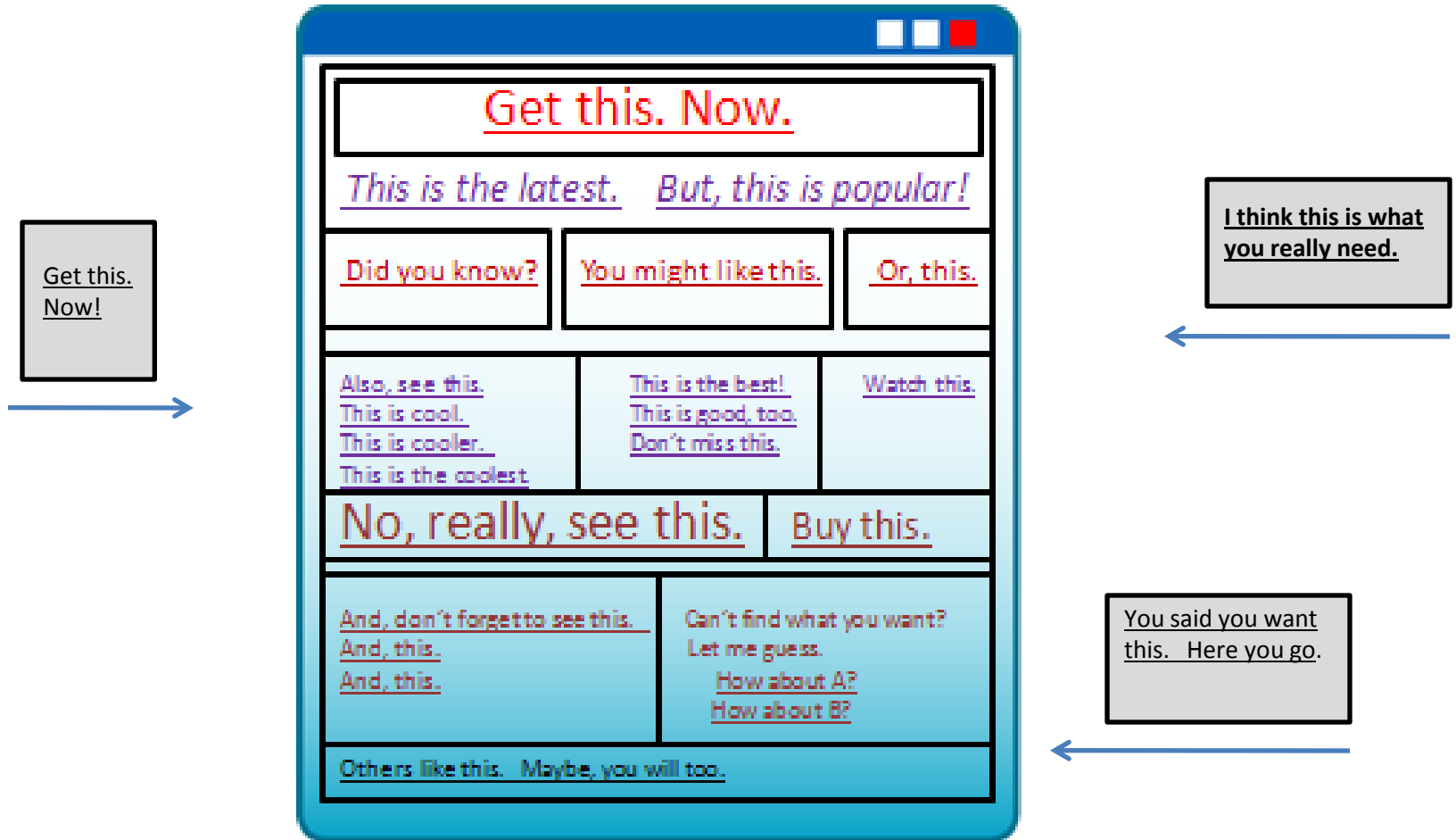
## Search not working?

Add keywords. Lots of them. To every page.

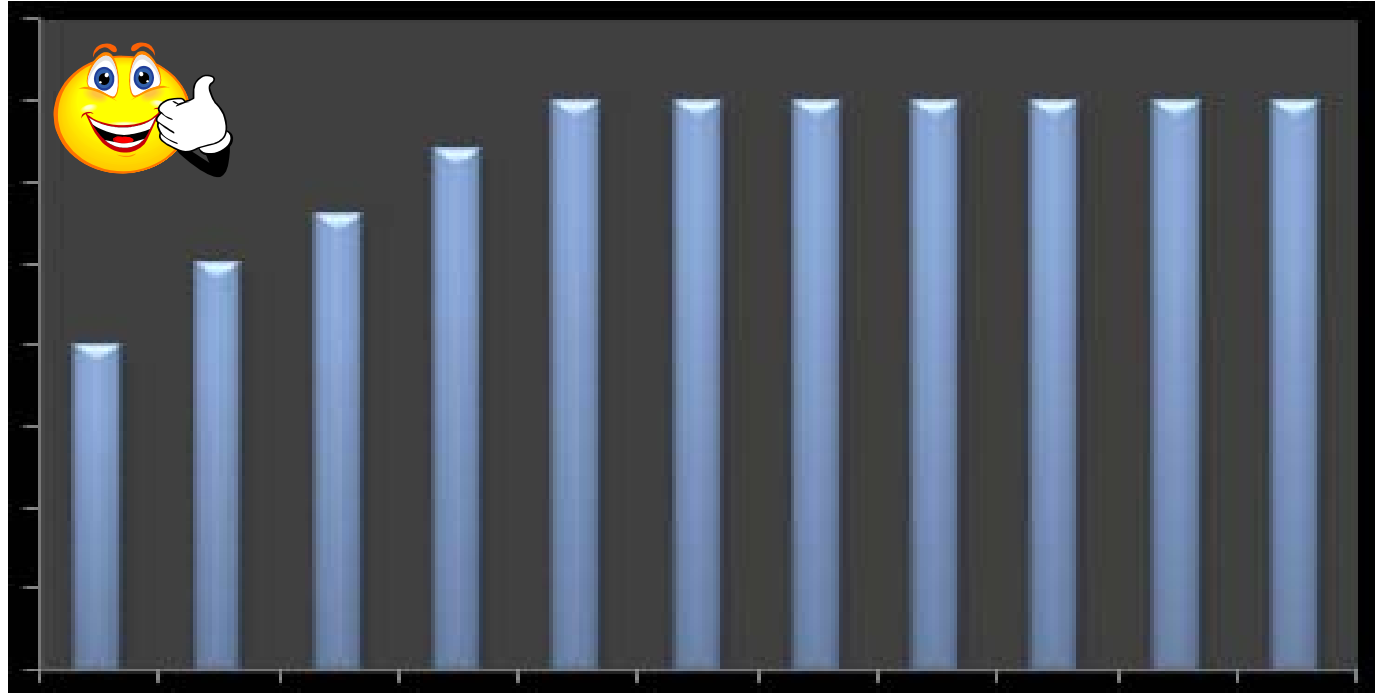


# Navigation not working?

Redesign the site. Add links. Put them on the home page.




But, things don't get much better.  
Success indicators still stay flat.





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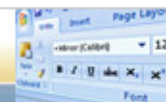
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~~"I'm sure some users still use it!"~~



Many, many more users seem to be hating it!

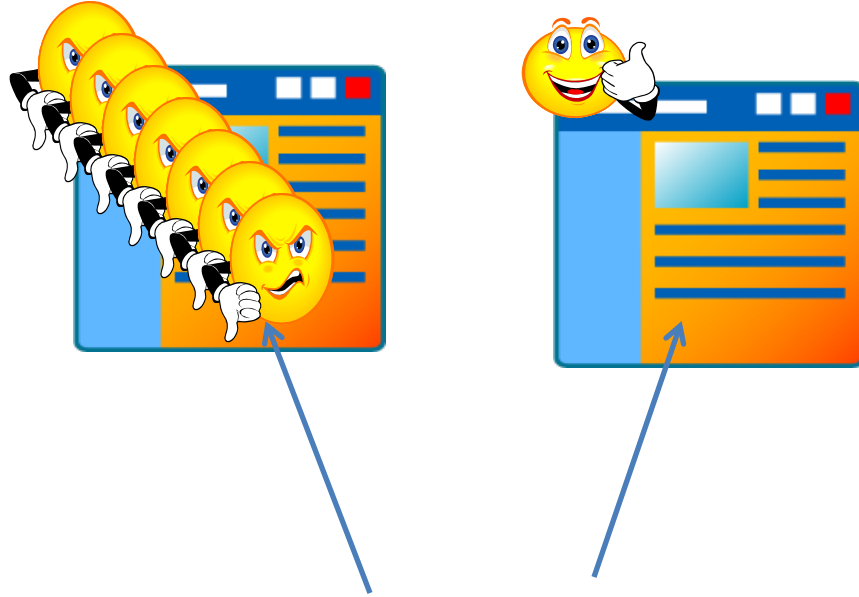
~~"Taking things away isn't the right thing to do. We should fix them."~~



The publish queue...

Weed **NOW**.  
Publish something good as soon as possible.

~~“OK, they are not useful, but  
certainly there is no harm in just  
leaving them there?”~~



**There is.** It prevents users  
from finding our good pages.

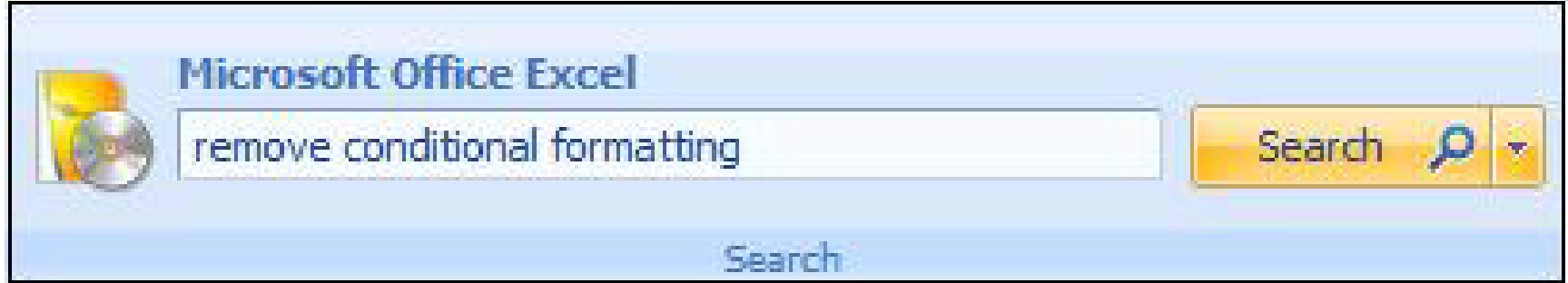
**"How do we  
remove  
pages???"**

**"How do we  
reduce page  
views???"**





# #1 Remove Pages from Site



Remove  
Conditional  
Formatting

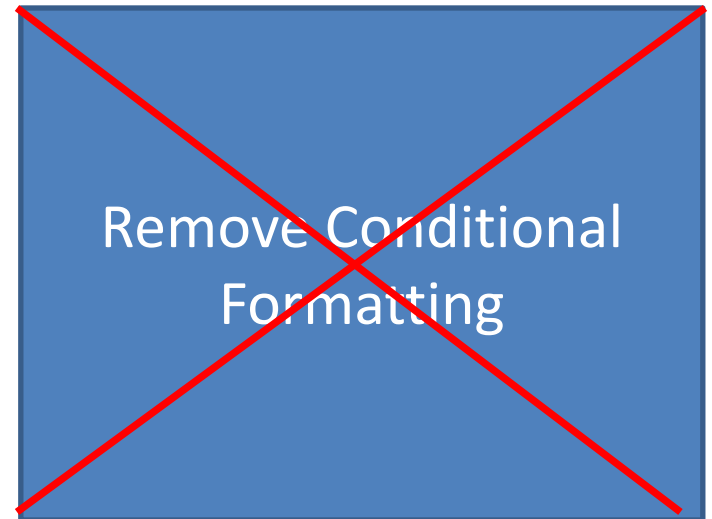




**"Remove conditional formatting"**



**"Format text in a variety of ways based on conditions"**





# #2 Remove Links to Page

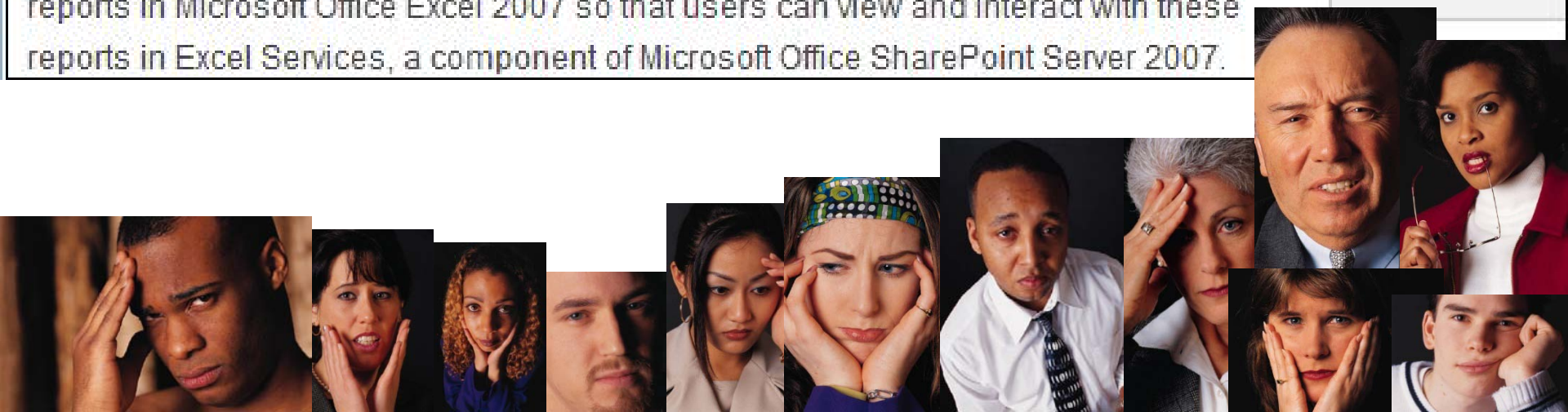
## Ten tutorials about creating PivotTable reports for Excel Services

Applies to: Microsoft Office Excel 2007

The following ten tutorials were developed for Microsoft Office 2007 Beta users. These tutorials provide step-by-step instructions for creating and publishing PivotTable reports in Microsoft Office Excel 2007 so that users can view and interact with these reports in Excel Services, a component of Microsoft Office SharePoint Server 2007.

### See Also

- Plan external Services



## PivotTable reports and PivotChart reports

~~Ten tutorials about creating PivotTable reports for Excel Services~~

Page views fell by over **77%**

Dissatisfaction fell by over **15%**



# #3 Hide Pages from Search

# Sum / add a number



## IMSUM function

Applies to: Microsoft Office Excel 2007

Returns the sum of two or more complex numbers in  $x + yi$  or  $x + yj$  text form

### Syntax

**IMSUM**(*inumber1*,*inumber2*,...)

*Number1*,*inumber2*,... are 1 to 255 complex numbers to add.

### Remarks

- Use COMPLEX to convert real and imaginary coefficients into a complex number.
- The sum of two complex numbers is:

$$(a + bi) + (c + di) = (a + c) + (b + d)i$$



Microsoft Office Excel

Search



Search

## Searched for: "sum numbers"

Results 1-25 of top 100

Page: [1] 2 3 4 ←



### **Sum the values in cells, columns, or rows**

Help > Formula and name basics



### **Set rounding precision**

Help > ~~Worksheet and Excel table basics~~ > Formatting numbers



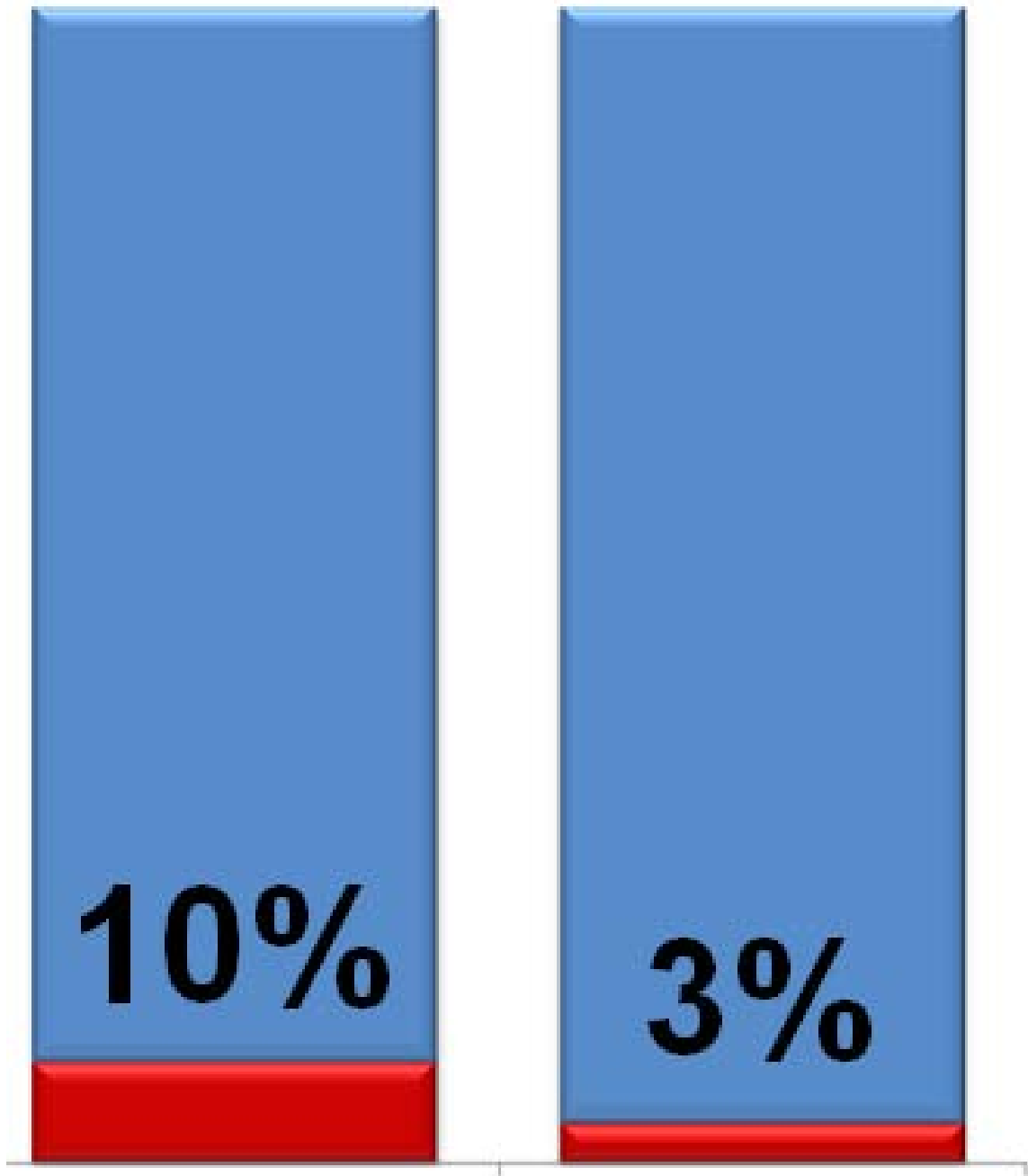
### **Math functions (reference)**

Help > Function reference > Math and trigonometry



### **Change the scale of the vertical (value) axis in a chart**

Help > Charts > Working with chart axes





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