

A monthly newsletter brought to you by the eHealth Communications Team. Thanks to all of our contributors this month. If you wish to contribute please contact us at communications.ehealth@hse.ie.

eHealth Induction Day at the Richmond

Our eHealth Induction Days took place recently on the 1st and 2nd of March 2022, at the stunning venue of the Richmond Education Centre, Dublin.

Many of those in attendance were glad of what was their first opportunity, since joining eHealth and Disruptive Technologies, to meet and interact with colleagues' face to face.

The 65 new employees were greeted by a variety of speakers on both days. Fran Thompson, Chief Information Officer, delivered the opening introductions on day one, followed by Mark Bagnell, General Manager, Integrated Information Services (IIS). Michael Redmond, Deputy CIO, opened on day two and was followed by Joyce Shaw, Chief of Staff.

Throughout the day, the attendees received talks from several speakers. Allyson Donnelly from Employee Relations covered Policies and Procedures from the Employee Handbook, touching on topics like annual leave and pensions; Indre Dapkeviciene from our Training & Development Team then provided a guided tour of HSeLanD, followed by Thelma Pentony also from our Training & Development Team, discussed the HSE Dignity at Work Policy.

Dispersed throughout the day were Welcome Videos from Helen Coughlan, Martina Burns, Darach Glennon, Tom Molloy, Chris Plunkett and Róisín Doherty, where they each gave an overview of their own sectors and the roles they play in eHealth.

At different intervals between talks, the attendees were instructed by Thelma to take part in 'musical chairs', where everyone would sit at a different table and introduce themselves to a new group of people. The social aspect of the day seems to have been a big highlight, with the Training and Development team receiving comments such as *'networking in general was a very positive experience'* on the post-training course evaluation forms. Other remarks included *'Great audience interaction. Great Presentation'*, *'Very good introduction to eHealth'* and *'Great Day. Delighted to meet new people'*.

The day seems to have been an overall success, with 69% of feedback rating their experience of the programme as 'excellent', and the rest describing it as 'very good'.

Some photographs taken over both days are on Page 8 of this newsletter.



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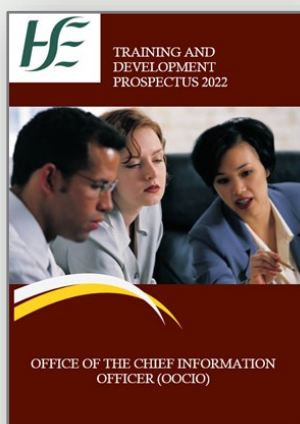
eHealth Training & Development



Enrolment on any of our programmes is via HSeLanD under the eHealth course catalogue.

Please ensure you have your Line Managers approval to attend before you enrol.

If you have any questions or problems trying to enrol on HSeLanD, please contact ehhealth.training@hse.ie and we will be happy to assist you.



Below is a list of our upcoming schedule this month:

Interpreting and Applying HR Policies

Date	Duration	Venue	Start & Finish Times
05/04/22	1 day	The Richmond Education and Event Centre, No 1 North Brunswick Street, Dublin 7	09:30 – 17:00

Leadership Development Programme (8 day course)

Date	Duration	Venue	Start & Finish Times
17/05/22	8 day course	The Richmond Education and Event Centre, No 1 North Brunswick Street, Dublin 7	09:30 – 17:00

Stress Management and Resilience

Date	Duration	Venue	Start & Finish Times
10/05/22	1 day	The Richmond Education and Event Centre, No 1 North Brunswick Street, Dublin 7	09:30 – 17:00

Outside of our Prospectus, all up and coming programmes are advertised on our eHealth social media channels – Facebook and Twitter together with broadcasts from the Training Team.

Parking at The Richmond is limited and offered on a first come, first-served basis.

Smithfield Car Park is 5mins from the venue.

[Click here to book in advance](#)

Service Introduction and HSeLanD

As one of the first eHealth services to create a HSeLanD module, we thought it would be useful to share our experience in Service Introduction with other teams who are also thinking about eLearning. Our requirement was for Project Managers to be able to understand the SI Process and use the SI Toolset Power Application. Prior to the eLearning module, each new Project Manager required an initial meeting with a Service Introduction analyst for a training demonstration. The development of the SI Toolset Power App in December 2020 provided an opportunity to rethink the training provided to Project Managers and other users of the SI Toolset.

An initial approach was made to the eHealth Training & Development Team who facilitate e-learning modules on HSeLanD. We were encouraged to provide further details and began by collating resources we currently used for training. With the Training & Development team, we defined our aims and objectives and met the scope of a HSeLanD eLearning module. Our resources were utilised to create a draft module outline and this was used throughout the engagement to ensure we stayed on track.

With the Training & Development team, we then began to map out a structure onto PowerPoint and create specific new training resources. A HSeLanD Module has a limited number of words per slide so distilling policy and process documents into a fifteen-minute module was challenging at times.

The questions we were asked by the programmer helped us to focus on the essentials, without losing the essence of what we needed to communicate to Project Managers. Supporting Covid applications through the SI Process and outages associated with the cyber-attack delayed us, but we persisted and finally a module was ready to be converted into the Articulate 365 software used by HSeLanD. This required the inclusion of navigation elements, interactive buttons, a knowledge centre, course evaluation, a certificate and Quality Analysis, all facilitated by HSeLanD and the vendor, prior to being deployed on the HSeLanD site.

The end result is an eLearning module which meets the needs of the Project Managers and Service Introduction, it reduces the amount of time we need to spend in one-to-one training within the SI Team and gives a consistent standard of training for all users. We are happy with the results and would recommend HSeLanD to eHealth teams who are developing training materials.

By Sarah Padden
Service Introduction Manager



HSE Insights and Stories from the Pandemic

A series of short video-clips that highlight the extraordinary ways in which people have been able to keep person-centredness alive for themselves and the people they work with during COVID times.

The hope is that they inspire fresh thinking about building a culture that is kinder and more person-centred for everyone.

[View the entire series here.](#)



The next Lunch and Learn session is

***An Overview of Customer
Service Experience –CSE***

Friday, 8th April, 2022

Presented by Darach Glennon

All sessions take place on Fridays at 12:30 unless stated otherwise.

Unfortunately we have no up to date schedule for Lunch and Learn this month. If you missed some of the previous sessions, most of them are available on the Discovery Zone on HSeLanD.

[View this handy guide on how to find the Discovery Zone on HSeLanD](#)

PROBLEM IDENTIFICATION

What problems to address, history, define the impact (services impacted, downtime, users affected, cost) identifying & testing possible causes

PROBLEM CONTROL

Once root cause identified, what workarounds, procedures, or temporary solutions can be implemented in order to minimize impact.

PROBLEM RESOLUTION

What permanent solutions could be recommended / implemented to eliminate the problem.

What is the Problem Management Function?

Problem Management is a new function within eHealth and Disruptive Technologies. The objective is to add value to the Customer Service Experience by investigating, identifying and recommending solutions that will reduce the impact or eliminate future incidents. The problem management process will work in line with industry best practices (ITIL) utilising proven problem management techniques (Kepner Tregoe & Ishikawa Analysis). The Problem Management Team will work across all eHealth teams and will link and coordinate with other teams such as Incident Management, Change Management & Knowledge Management.

What benefits will Problem Management bring to the HSE?

The core benefit of problem management will be improved service quality and reliability. As incidents are resolved, information about their resolution is captured. This information will then be used to identify and quickly resolve similar incidents in the future, and then to identify and fix the root cause of those incidents.

This will ultimately result in less calls which in turn will produce less tickets which in essence means that there should be a decrease in recurring emails and conversations with the National Service Desk (NSD) requesting them to fix the same issue. Resolving the 'root cause' of these incidents will also significantly reduce repetitive interruptions of the HSE services, and consequently improve the quality of service for all users in the HSE.

Problem Management will become an active contributor for Knowledge Management. NSD staff will be able to



consult 'known errors' from a Known Error Database (KEDB) which will provide them with documented 'workarounds' that they can utilize to restore a service and address an incident more effectively. Documented 'workarounds' provide consistency in the response to incidents.

Problem Management will also help reduce the workload associated with tickets coming in through the NSD resulting in a positive impact on productivity and wellbeing; not only for the NSD staff dealing with the Incidents, but also for the end users who expect their services to be fully functioning at all times.

In the long term, Problem Management will provide a more proactive response to incidents by identifying patterns or trends associated with common incidents that could potentially cause service outages or compromise service performance. It will also have the support of Incident Management and Change Management to allow it to achieve this.

Problem Management will bring value to the business as users will notice a reduction in the number of recurring incidents allowing them to focus on providing a quality service to their own users and patients.

By Alan McKenny
Customer Service Experience
Service Operations
eHealth.ProblemManagement@hse.ie

**WE ARE
HIRING**



For up to date information on
Office of the CIO vacancies, check
our new Careers Area on -

ehealthireland.ie

Posts currently advertised:

**eHealth/08/22 GM SAP CoE Transformation & Continuous
Improvement Manager**

Closing 08/04/2022

**eHealth/15/22 - Grade VIII SAP CoE Payroll Lead Business
Analyst, Business Support**

Closing 08/04/2022

eHealth/18/22 - Grade VI SAP CoE Test Analyst

Closing date 15/04/2022 at 12:00

eHealth/19/22 - Grade VII ICT Service and Support Manager

Closing Date 25/04/2022 at 12:00

And coming up soon:

Grade V ICT Support Officer

Grade VIII Senior Project Officer

Grade VII EA Solution Architect

For more information on currently advertised positions go to ehealthireland.ie/careers



Women working in Technology

In our last edition of the newsletter back in March we highlighted International Women's Day. You might like to view a short [video](#) that showcases just a small number of women working in eHealth.

Above is a photograph from one of the recent Induction Days and they kindly got into the spirit of the occasion by crossing their hands to signify the day. **#BreakTheBias**



The **BOoCIO Virtual Club** will
meet again on:

Tuesday 12th April, 2022
at 1pm via MS Teams

This months book is:

Take your breath away

By Linwood Barclay

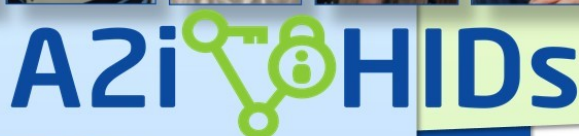
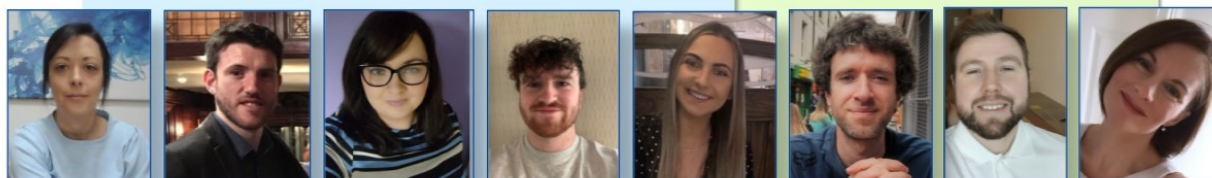
New members are always
welcome to join and you can
email us on:

communications.ehealth@hse.ie



eHealth & Disruptive Technologies Team Focus

A2i-HiDS



L-R: Bronagh Kennedy (Team Lead), Ciaran Duignan, Jordanna Sheehan, David Costello, Starla Doyle, Brian Kiely, Craig McKeon and Karina Hull (Manager).
Missing from the team photographs above are Lauren Calmus and Raychael Maher.

The Access to Information & Health Identifiers team develop, support and manage a number of applications and services which are used nationally by medical professionals and their staff. Everyone is familiar with Healthlink and the IHI, but we have developed several other applications such as the Health Provider Portal, HCW Accommodation System and the Life Events Certificates Ordering System. Technical support on these products plus a growing number of APIs is provided by the A2i-HiDS support team which is managed by Karina Hull. We also provide support to CHO staff in their usage of the SwiftQueue Appointment Management application for COVID Test and Vaccination Centres.

The support team has grown rapidly in the past two years; pre-COVID we had 4 service desk analysts primarily looking after Healthlink. Today, we have 8 analysts plus 1 team lead who manage approximately 3,200 incidents per month. Most of the team are ITIL-qualified and we use Ivanti Service Manager to operate under standard service management methodologies.

Healthlink has over 15,000 users who vary from GPs and their staff to public health practitioners and hospital staff. The team provide support and training on all aspects of the system from downloading test reports to sending eReferrals. Currently Health Provider Portal has 1,900 users which includes PharmaVax, GPVax and Vaccination History Search functionality. PharmaVax and GPVax allow community pharmacies and GPs to record details of, and claim reimbursement for COVID vaccinations. The Vaccination History Search tool is used by other health professionals such as School Vaccinators to search for COVID vaccination status of a child prior to administering routine vaccines. The significance of the vaccination programme has meant that usage of these applications has been huge since implementation. As a result the need for high-standard technical support is crucial as we deal with new kinds of queries, new user groups and new challenges daily.

Regarding SwiftQueue Appointment Support we look after a range of issues such as patient SMS notifications, appointment worklists plus clinic setups and changes. We support 1,600 users across 9 CHO centres nationally. During the pandemic, we extended the working hours of the support team to 8am-8pm over 7 days, re-organising into appropriate shifts to cover these times.

Our users are our number one priority. We continually feedback on usability issues, bugs or change requests and ensure that user feedback is incorporated into requirements and new services developed by A2i-HiDS. We realise the consequences of a technical issue in a busy health care environment and the need to have skilled, competent support staff available to quickly resolve the problem. We know that our work positively influences patient care and this is a key driver for the team.

GOOD NEWS STORIES

Huge success for 'Climb with Charlie'



Retired RTÉ broadcaster Charlie Bird climbed Croke Park last Saturday, 2nd April to raise funds for the Irish Motor Neurone Disease Association and mental health charity Pieta. As of yesterday, Charlie confirmed that donations have gone over the €2 million mark.

He was blown away by the response. Climb with Charlie events took place all over Ireland and abroad.

You can still [donate](#) if you haven't done so already, and you can read more on the [RTE website](#).

The future is bright for Irish Rugby



The recent bank holiday was a great triumph for Irish Rugby. On March 19th Ireland celebrated a Triple Crown win, after a 26-5 victory over Scotland in the Aviva Stadium.

The following afternoon in Musgrave Park, the U20 Irish

squad secured their own Grand Slam in the U20 Six Nations. The team, who were 2019 champions, finished off an impressive season with a 59-5 victory over Scotland.



eHealth Podcast Series

Listen to some of our recent podcasts in the eHealth series



Developing Grit
at Work



Safety is no Accident



Inside the Interview



An introduction to
Mindful Meditation



Michael Redmond



Space Meditation

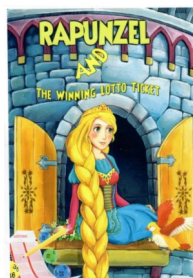
eHealth Training & Development Induction

Some photographs taken over the two day induction for eHealth and Disruptive Technologies staff held recently in The Richmond Event & Education Centre.





The Easter Break is coming soon and if you have little kiddies in your house check out [MyKidsTime.ie](https://www.mykidstime.ie) for great ideas on starting some new traditions with your kids for Easter. They also have information on things to do with your family over the Easter break.



[Rapunzel & The Winning Lotto Ticket!](#)

Join the usual fun-loving crowd of colourful characters for the hugely entertaining 36th Annual Portlaoise Panto! Full of song, dance, comedy and laughter this wonderful show is based on the well known and much loved tale of *Rapunzel* - but with a

twist! An event for all the family that's not to be missed, filled with lots of entertainment, laughs and sing-a-long moments for all! Wednesday 13th to Wednesday 20th April, 2022. Weekend Matinee shows 2.30pm, 16th, 17th & 18th April

Loads more ideas on [The Discover Ireland](#) website with more ideas for families and breaks away.



Tayto Park have introduced a new Dinosaur Themed Rollercoaster - [Dino Dash](#)! Opening Saturday, 9th of April for Midterm Break!

Meet Luna, a recent convert to sea swimming



Luna

Luna is a rescue and lives with Claire Mulligan. Luna is a young vibrant collie with bundles of energy and is always up for fun and games. Like so many collies she is very intelligent and loyal with a sweet nature. She's way too friendly to make best guard dog and she likes to greet everyone with her paws. She has recently been introduced to sea swimming and has taken to it like a duck to water!



The Microsoft O365 Team send regular hints and tips on how to get the most out of using MS Teams.

All this information is held on the [eHealth Ireland website](#), but for convenience, we have listed the links to these tips below:

[Sharing-with-PowerPoint-Live](#)

[Teams Shortcuts](#)

[Breakout Rooms](#)

[Create a background](#)

[Meeting View Options](#)

[MS Team Numbers and Limits](#)

[MS Teams for Interviews](#)

[Organiser and Presenter Roles](#)

[Managing Meeting Chat](#)

[Create a Private Channel](#)

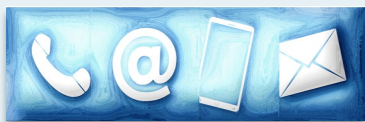
[Enable sound when sharing videos](#)

[Mute options for your meetings](#)

[Attendance List](#)

[Set your status e.g. do not disturb](#)





Quick Contacts

Recruitment:

eHealth.recruitment@hse.ie
eHealth.hr@hse.ie

Employee Relations

Employeerelations.ehealth@hse.ie

Training & Development

eHealth.training@hse.ie

Mobile Telephony

Mobile.queries@hse.ie
Mobile.ne@hse.ie

Finance

Finance:

infrastructure.orders@hse.ie

Capital:

revenue.po@hse.ie

Executive Support:

DSHmgt.Support@hse.ie

New Staff:

NewStaffIT.ehealth@hse.ie

Communications

Communications.ehealth@hse.ie



LEADERSHIP DEVELOPMENT PROGRAMME

Q&A

with Daniel Friedmann



Can you tell me a little about your experience of the programme?

I joined the HSE as a contractor 2 years ago and got an internal job about 9 months ago. I came from multi-national companies and had never worked in the public sector before. One of the major challenges every newbie has is learning how the HSE operates and who to approach for various things.

This programme has given me a huge insight into the HSE in general and eHealth in particular. Thelma lined up a great selection of guest speakers – both internally and externally. Also based on our initial expectation a senior manager gave a highly interesting presentation, shared their experiences, and gave invaluable insights into their work and the organisation.

We did the Emotional Intelligence Questionnaire (EQi) and got feedback which was enlightening.

How would you describe the event as a networking opportunity?

I am part of a group of 10 participants. This programme has given me a unique opportunity to hear from other people about them and their teams. I believe it will help me in my work now that I have direct contacts in various teams. Having spoken to and worked with them many times, means that I know about their skillset and experience and how that might be helpful for future projects. Within the HSE, it is

particularly important to know who to approach to get something done.

Would you recommend the programme and if so, for what reason?

I had started another 4-day eHealth Management programme when I heard about this 8-day Leadership programme. I wasn't sure if I should do both, but I can say that it is well worth the time and effort. I am thankful that my manager allowed me to take part in both programmes. While there is some overlap, this Leadership programme goes way beyond the HR basics on how to manage a team. The scope is much broader, the viewpoint is more strategical than operational, and the speakers are experts and an excellent fit for each topic.

Because of the long time we had together as a group, I have established or improved working relationships with participants with similar tasks and now have a much better understanding of each other's work within eHealth.

I was challenged more than once by learning about myself through personality tests and their interpretation and application to the way I work. I have increased my network across many eHealth functions and can't wait to see us applying our new skills and increased awareness in our daily lives – both personally and at work with our teams.



Is it Cocktail hour yet?

Raspberry Bramble

Muddle three/four raspberries in a shaker tin. Add $\frac{3}{4}$ oz lemon juice, $\frac{3}{4}$ oz simple syrup (see recipe at the end of this article). Then add 2oz Vodka or Gin. Finally shake with crushed ice. To serve pour the liquid over crushed ice, making sure to use a strainer to avoid ice shards and raspberry pips in your drink.

Spiced Pineapple Mojito

Put a sprig of mint leaves, approx. 6 to 8 in the bottom of a shaker tin. Add 5 cubes of fresh pineapple and lightly muddle together to avoid shredding the mint. Add 2oz Captain Morgan's Spiced Rum. Followed by 1oz lime juice. Finally add $\frac{3}{4}$ oz simple syrup. Add ice and stir. You can also shake this cocktail. Fill a tall glass with ice and top with soda water.

Caiprioska

Muddle a full lime in the bottom of a glass. Add 2 teaspoons of sugar into a shaker tin. Add 2oz of Vodka or Gin. Lightly shake with ice. Serve in an old-fashioned glass with some more crushed ice.

Simple Syrup Recipe

1:1 parts sugar and water. Gently heat in a pot until the sugar has dissolved. Let it cool then bottle and store in the fridge for up to 1 month.



Meditation with Sandra

Visualisation Meditation

Visualisation is a type of meditation or relaxation which uses the imagination to picture positive images or ideas which help to calm the mind while the body is in a relaxed state. If you find it difficult to quieten your mind long enough to sit in silence and not try to clear your head of thoughts, this type of meditation may suit you. Visualisation can be good for your overall well-being, it enhances creativity, it can help you to achieve your goals (professional athletes use it successfully) and it can relieve stress and anxiety. Simply by visualising yourself somewhere relaxing and pleasant can improve your mental and emotional health. Enjoy!

Ireland's Top 10 Podcasts on Spotify



My Therapist
Ghosted Me



The Joe Rogan
Experience



The 2 Johnnies
Podcast



My Therapist
Ghosted Me



The Laughs of
Your Life



The Blindboy
Podcast



Hold my Drink
with Charleen &
Ellie



The David
McWilliams
Podcast



Talking Bollox
Podcast



The Diary of a
CEO

Introducing our new colleagues to the eHealth Community

Welcome to eHealth & Disruptive Technologies



Rachel O'Beirne

Information,
Communication &
Technology Support
Officer

What fictional place would you most like to visit?

My own house #housingcrisis

If you could trade places with one person for a day, who would you choose and why?

I would be lying if I said anyone other than Beyoncé. I have a slight obsession, but so does everyone else of my generation.

What is the top destination on your must visit list?

Machu Picchu in Peru is definitely high on my very long list.

If you had to pick an age to be permanently for the rest of your life, which would it be?

Probably 24. At that age, I had finished university and was old enough to work, travel and do what I wanted, but also young enough that I had no real responsibilities yet.



Sharon Young

Senior Project Manager

What fictional place would you most like to visit?

Gatsby's mansion, West Egg.

If you could trade places with one person for a day, who would you choose and why?

Michel Roux Jr. to see if I could survive working in a professional kitchen.

What is the top destination on your must visit list?

New Orleans.

If you had to pick an age to be permanently for the rest of your life, which would it be?

32, not too young (some life experience and cop on acquired).

Introducing our new colleagues to the eHealth Community

Welcome to eHealth & Disruptive Technologies



Richard Shortt

Incident
Management Team

What fictional place would you most like to visit?

Hogsmeade and Star Wars Space Port (*Just come home from Orlando and visited both !!!!*).

If you could trade places with one person for a day, who would you choose and why?

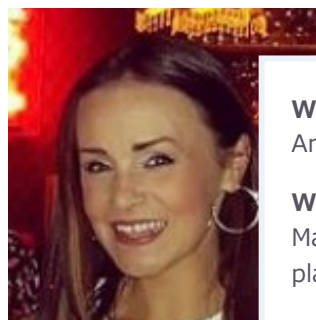
King Richard I so I could wear suit of amour and carry a sword and get to see the holy crusades first hand.

What is the top destination on your must visit list?

Already been to the destinations, Malaysia (Father come from here), Orlando (just back), Rome (Italy) went on my honeymoon.

If you had to pick an age to be permanently for the rest of your life, which would it be?

30 – (Still old enough to re-join the army again!).



Jennifer Grimes

Senior ICT Project
Support Officer

What fictional place would you most like to visit?

Anywhere exotic (not any of those Hogwarts type places!)

What is the top destination on your must visit list?

Maui or Bora Bora or South of Italy or Greek Islands...so many places

If you had to pick an age to be permanently for the rest of your life, which would it be?

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Introducing our new colleagues to the eHealth Community

Welcome to eHealth & Disruptive Technologies



Brian Kelly

Senior Service
Operations Officer

What fictional place would you most like to visit?

Middle Earth

If you could trade places with one person for a day, who would you choose and why?

Albert Einstein (To get a flavour of what the human mind is capable of!)

What is the top destination on your must visit list?

Japan.

If you had to pick an age to be permanently for the rest of your life, which would it be?

Early to mid-30's (Mature, wise and still reasonably agile!

😊)



Rosemarie Schagerl

SAP Senior Technical
Project Manager

What fictional place would you most like to visit?

Maz Kanata's Castle Takodana, to watch the colourful clientele and explore the dungeons.

If you could trade places with one person for a day, who would you choose and why?

My paternal grandmother, so I could get to know her better. She was such an interesting woman, she had a tough life and a lot to teach.

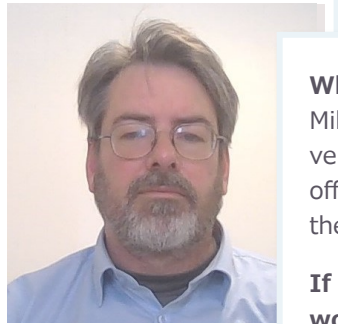
What is the top destination on your must visit list?

Well, up until a few weeks ago I would have said the Trans-Siberian Railway, so much for that. I'll settle for a good line up at Cork Jazz instead.

If you had to pick an age to be permanently for the rest of your life, which would it be?

That doesn't sound like my cup of tea, would be a tad boring wouldn't it?

Welcome to eHealth & Disruptive Technologies



Brian Malone
ICT Technology
Officer

What fictional place would you most like to visit?

Milliways, The Restaurant at the end of the Universe – “If you’ve done six impossible things this morning, why not round it off with breakfast at Milliways, The Restaurant at the End of the Universe?”

If you could trade places with one person for a day, who would you choose and why?

António Laureano, possibly the first person to surf a 100+ foot wave on October 29th 2020 at Praia do Norte, Nazaré. Why? It takes a combination of courage, ambition, skill, dedication, hard work, a bit of luck and a willingness to step into the unknown. The same attitude and attributes can be applied life's humbler challenges and achievements.

What is the top destination on your must visit list?

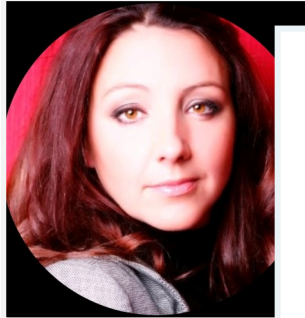
Crest of a wave at Praia do Norte, Nazaré, Portugal – I can dream!

If you had to pick an age to be permanently for the rest of your life, which would it be?

A difficult one to answer. Carefree childhood years when everything needed is just there, not even aware of adult worries. Late teens/college years, the most socially active years, the beginnings of independence. Adulthood, establishing a place in the world. Later years, looking back on all life's experiences. They're all valuable. Now? I wouldn't be who I am if I hadn't experienced everything I have up to now, but considering everything it has to be 42 - it's the answer to life, the universe and everything.

Introducing our new colleagues to the eHealth Community

Welcome to eHealth & Disruptive Technologies



Roisin Mills

Relationship Manager
on Healthirl Programme

What fictional place would you most like to visit?

Jurassic Park

If you could trade places with one person for a day, who would you choose and why?

No person – but a being - My cat Dasher-Bru, just to see what his thoughts are, and whether my house is good for him... and to sleep for 16 hours!

What is the top destination on your must visit list?

Chile.

If you had to pick an age to be permanently for the rest of your life, which would it be?

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Val Mullins

Senior Project
Manager HPVP, IIS

What fictional place would you most like to visit?

Cloud City

If you could trade places with one person for a day, who would you choose and why?

Norm Abraham so I could learn proper woodworking skills!

What is the top destination on your must visit list?

Wyoming

If you had to pick an age to be permanently for the rest of your life, which would it be?

Cannot say as I have not experienced all ages to date!