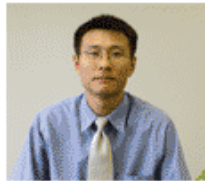




News Bytes

- * Quality Assurance Team Develops Bug Issues Document
- * SharePoint Sheds Light on the Competition
- * Who's New in IT?
- * COA Maps Out Initial Phases of Printing Facility
- * COA Merlin Contract with HeartBar in its final stages

IT Spotlight



QA welcomes Jon Bannon, who transferred to QA from CSR, where he was responsible for Technical Support in the Call Center. On the development team, are two new senior software developers: Pankaj Topiwala and Chris Lee. Welcome!

IT launched TechSupport Tracker, which will be used to facilitate external applications and hardware support. Issues@coanetwork.com was created to facilitate internal applications and issues with our software. New orders for hardware are being finalized and there is a new fridge to keep IT drinks cool and pretzels keep flowing freely!

Celebrations & Events

*Congratulations to Maryanne Miller for her recent marriage to Drew Schwartz. The Entire Team wishes her a bright and happy future.

*Catharine Strauss got married last month in Minnesota. Congrats to Catharine and her husband Nick!

The Holiday Party plans for December 21st are in motion. The contract was just signed securing the Hyatt Regency in New Brunswick. Additional plans are yet to be made, but we are sure to have an exciting, elegant evening.

Stay tuned... 

What's New

SharePoint Sheds Light On the Competition

Competitor information and website links are now available in **SharePoint**. These links are a great resource to become familiar with our competitors and to generate new ideas for further improvements at COA Network. This information can be found in SharePoint: Document library / Documents / SnM / Competitor Information.

Creative File Server Available in SharePoint

The New Creative File Server can be found in SharePoint. In it, everyone can access the Creative Team's files, documents and images related to internal and external projects and applications. On another creative note, Creative Director Shekhar "Shake" Sonawane is in Memphis, Tennessee juggling 22 credits in his PH.D. Program, while he continues to manage the Creative Department through Web Communications and Telephony.

Quality Assurance Team Develops Bug Issues Document

The QA team has developed an issues document that all Customer Service Reps and Developers will complete to report bugs. From there, they will repair the bug or write it up in BugTracker for the appropriate developer to resolve.

Up and Coming

COA Merlin HeartBar Contract Close to Completion

After months of hard work and dedicated effort from every department at COA Network, the Merlin contract for HeartBar is coming to a close.

COA South MAPS Out Initial Phases of Printing Facility

There will be new a division of COA Network known as MAP. MAP will print materials for COA and its clients. Still in the initial planning phases, the facility acquired is currently under modifications. Dave Talbert reports, "We are steadily charging forward. Our tentative date to be 'up and running' is October 1st."

Department News

Online Help System Moving Forward

The Business Analyst team is progressing on the first full COA online help system for Merlin. Standards for online help have been created and the work-in-progress document is in SharePoint.

Network News

Due to COA's rapid growth, the Network Department in IT is interviewing candidates for a new Jr. Network Administrator. The team has been working hard this week creating SOPs and other documents that will be uploaded in SharePoint. In addition, they are researching BGP4 alternatives for better Internet access.

Demo Model Photocopier to Arrive in Two Weeks

COA Network will receive a powerful demo model photocopier in approximately two weeks. Operations is interested in purchasing a copier for COA that performs document loading, stapling, two-sided printing and has enough collating power to do bulk printing on the corporate office premises. Additionally, COA is looking to acquire more office space at the 501 Hoes Lane, Piscataway building. There is an opportunity that is being discussed for additional space for the month of October.