

(Concerning CybaClass)

Paul,

I wanted to drop you a note on the CybaClass sessions that Ben and I took from the 18th of January through the 22nd June via evening sessions once a fortnight. I will tell you that I had strong reservations about not having an instructor led class. My misgivings were totally misplaced. The flexibility of the course allowed us to work at our own pace as and when we where able to train and to focus on those sections that were most relevant to our individual environment and our job functions most of which is client facing. As an example, Ben is responsible for the hardware and spent more time learning about the file systems and disk structures, while I spent more time on server scripting and performance monitoring as well as network installation.

The class by itself would have been valuable, but Duncan, our coach, brought additional value to us that the course could not provide. Duncan was able to share real world examples from his own work as a system administrator and give us insight into many problems that were specific to our environment. I have no reservations about taking any further classes from him and hope he will be available when we train for our Windows MCSE 2003 upgrade to Windows MCSE 2008. He was an excellent coach and mentor for our studies.

The facilites were also state of the art. I appreciated being able to stay in touch with my email on the wireless connection and the unrestricted access to the computer to experiment and setup multiple virtual machines. Some training facilities are so regimented that you can't step outside the bounds of the training material to explore new options.

Thanks for providing us with an excellent training experience.

Thanks,

Rhys Burkitt,

Business Network Specialist

SBK Ltd

A handwritten signature in black ink, appearing to read 'R. Burkitt', is written over the printed name.