

April, 2009

AGOVIA NEWS

*Greetings from Agovia
at the end of a tumultuous year*

As we work through 2009, we wanted to take a moment to send our best wishes for the coming year and to encourage all of us to keep up our good spirits and dust off our common sense as our best weapon for weathering the tough times ahead. Returning to the fundamentals, the blocking and tackling of good management will see us through if anything will. People will continue to need good products, good service, and good value. Manage yourself to success using your native intelligence and skills. It's the right time to face the difficult challenges of people management, operations, and clarity of mission and vision. It's not the time for questionable esoteric development projects without clarity of value and commitment. It's the right time for accountability to results rather than creation of process. Discipline yourself to demand the simplest and most effective solution. Look for simple, quantifiable commitments.

You are the best positioned to guide your company through rough waters. Advisory services such as Agovia and others provide can give valuable assistance. But we only advise and supplement. Your vision and strength are the core of your success.

*Be strong, be calm.
We'll make it through this together*

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*To live, to manage,
to find the road. . .*

Agovia in India

Chris Kaufman of Agovia travels to Chennai, Hyderabad, Gunter, and Delhi to provide strategic planning assistance to universities and colleges.

At the invitation of Jawaharlal Nehru Technological University Kakinada, Agovia provided consulting services around the development of mission, vision, and effective strategic plan for this new regional university. In partnership with Dr. Raghu Korrapati of South Carolina, Chris led planning workshops and conducted a SWOT analysis with the Principals of the 178 affiliated colleges. Chris and Dr Korrapati will be returning in December and February to complete the planning process.



Vice Chancellor
Professor Allam Appa Rao
speaks to the JNTU Affiliates

The Power of the Press

The strategic planning engagement with JNTU-K is the first of its kind for an Indian university and generated interest on the part of the press corps. Articles appeared in The Hindu, the Deccan Chronical, and several Tiligu Language newspapers. For those interested, these articles are available at the papers' web sites.

The added benefit of the press coverage was the notice generated by Periyar Maniammai University in Tamil Nadu. After reading the press information, PMU located the Agovia web site (www.agovia.com) and contacted us. Result: We will be allocated four days of the December trip to initiating work with PMU.

At the IASA Conference - Seattle



Agovia provides insight into SOA at the IASA Conference in Seattle in June.

Agovia joined with Computer Sciences Corporation (CSC) at the Insurance Accounting and Systems Association (IASA) to present an educational session on the Implementation of Service Oriented Architecture. Chris spoke on the cultural challenges and benefits of SOA to an invitation-only audience of CIOs. Post-conference evaluations rated the presentation one of the conference-best.

Other Portfolio News

At the end of September, Agovia completed an 18 month engagement with **PEMCO Mutual Insurance Company** of Seattle.



In the first quarter of 2009, Agovia will be working with **Pathways to Housing** in Washington, D.C. On their planning and strategy.

Agovia is currently working with **Independent Educational Credential Evaluations, LLC** of South Carolina assisting in the development of process and standardized documentation methods.

Other Recent Clients:

South Carolina State University
South Carolina Commission on Higher Education
The Seattle Public Library Foundation

Agovia Consulting

We bring extra hands with specific skills. We contribute to a pool of capability. We assist and advise. We don't presume to dictate. We facilitate your success by allowing you to focus on your business while you confidently plan for and move to your chosen future.

Services

Positioning for the Win – A Passionate Facilitation

- o Where do we want to be? Where are we now?
- o Articulate the win
- o Map the journey
- o Plan the effective execution

Mission & Vision Development

Team Effectiveness Coaching

Cultural Change Management

Planning

- o Strategic
- o Tactical

Retreat Facilitation

- o Corporate
- o Department
- o Team

Runaway Project Services

- o Identification
- o Issue Diagnosis
- o Root Cause Analysis
- o Recovery Plan

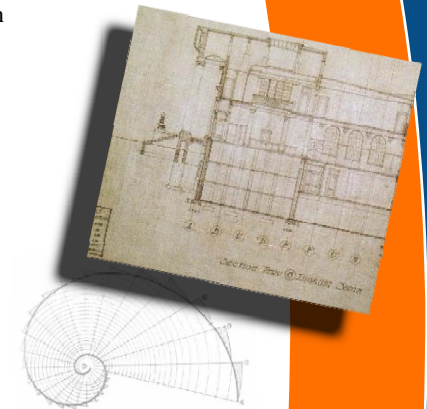
Problem Solving – A Cultural Effective Approach

- o Group Training
- o Individual Mentoring

Conflict Resolution

Team/Function Start-Up

Learning Organization Process



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