

© Copyright IBM Corporation 2003

IBM Business Consulting Services 99 Bank Street Suite 800 Ottawa, ON K1P 1E4 Canada

IBM and the IBM logo are registered trademarks of International Business Machines Corporation in the United States, other countries, or both.

Other company, product and service names may be trademarks or service marks of others.

References in this publication to IBM products and services do not imply that IBM intends to make them available in all countries in which IBM operates.