

Volume 7 / Issue 1 / Spring 2014



LEGISLATION

Legislation:

CALSPro Being Proactive.



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Membership:

Are you actively participating in the Association?



EDUCATION

Education:

Are you "Certifiably" a Great Process Server?



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Conference:

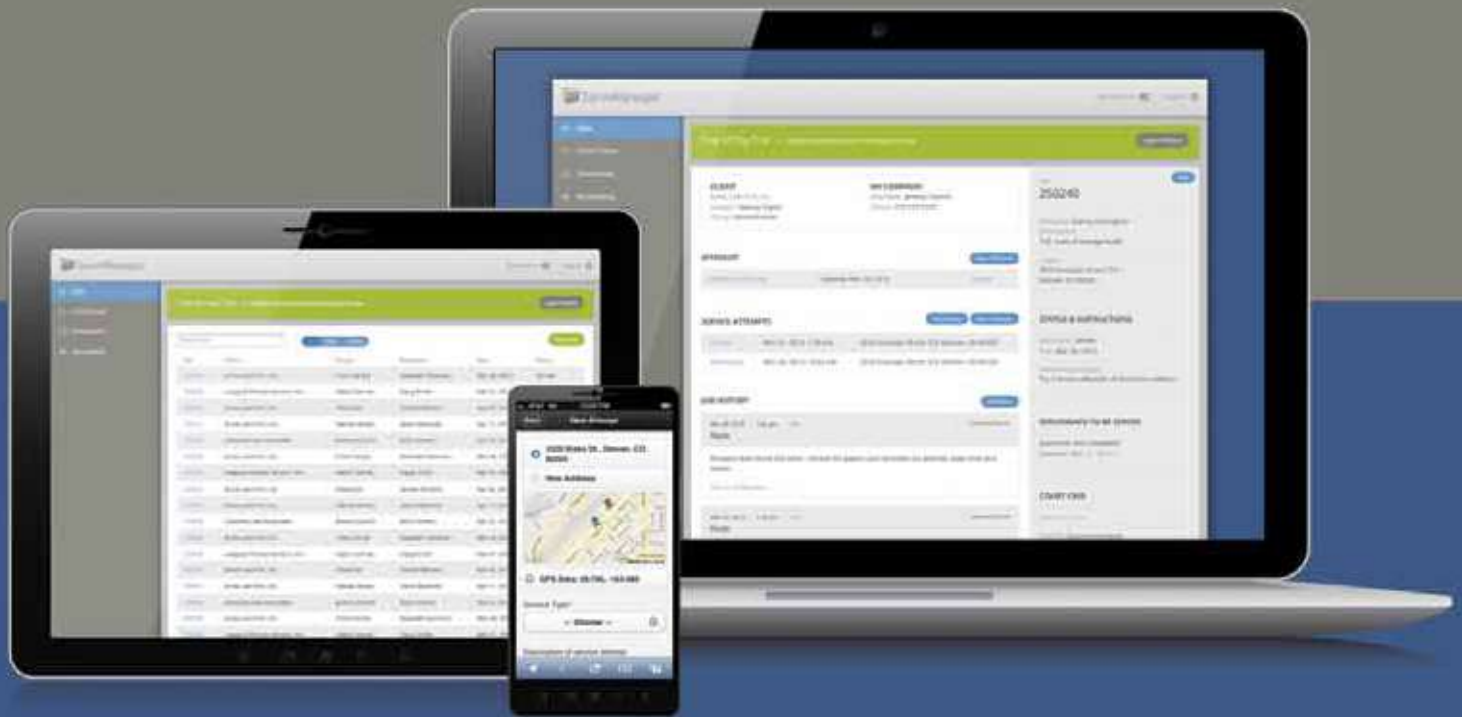
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PRESIDENT'S MESSAGE

MICHAEL KERN

2014 CALSPRO PRESIDENT

In 2013, we focused much of our attention on the electronic service of process and the trends we should expect to see in the future. The fact of the matter is that technology will continue to impact every known business model, and service of process is no exception. The Board of Directors approved the formation of an eService Committee, chaired by Mark Schwartz, who led weekly phone conferences through the first half of 2013. We met in a large group format in Sacramento in June and brought this topic to the forefront at our annual conference in October, 2013. In looking for examples, inspiration and as much information as possible, we invited Ray Louis Maranda, General Manager of the Quebec Chamber of Bailiffs, to be our keynote speaker at Conference. Quebec Bailiffs are akin to Sheriffs here in California and are primary officers for the service of process. They have successfully installed a platform for electronic service of process. Mr. Maranda's presentation was very enlightening and brought a global perspective into the conversation of eService of primary documents. He encouraged our members to explore ideas and avenues to successfully utilize technology in a sensible, profitable manner.

The following day, all Conference attendees were invited to a group work session to discuss and exchange ideas. The question of the day: "How do we as an association engage eService of primary documents?" The group agreed to explore three areas

and Mark assigned projects to three subcommittees:

1. Mission Statement, Core Value and Best Practices - Jeff Karotkin
2. Exploring the creation of CALSPRO eService interface or portal – Ken Hastings, Technology Chair
3. Exploring the pathways to establish state level process server registration, and – Steve Janney, Legislative Committee Chair.

The Board met in December to review progress. Jeff's committee presented a proposed Mission Statement and Core Values Statement to be approved by the Board. Ken Hastings gave his findings on the matter of digital interface following his investigations and the Legislative Committee set forth to pursue state level registration via the State Bar of California. Progress is being made. We also faced a reality about the process of change: It's not easy. We are an association of individuals with varying perspectives, business practices, values and goals. And with that, we are dealing with the constitutional right to due process. The subject matter is profound and the ramifications imperative to parties involved in litigation and to servers of legal process. The good news is, however, that the conversation relating to the electronic service of process will continue to be front and center for CALSPRO leadership. I strongly urge all members to participate in the ongoing conversation.

Attend a Board meeting, call one of your Board members, and voice your opinion, and plan to be at Conference this year. The reality is the topic isn't going away. The California legislature made it very clear with the passage of AB 2073 that lawmakers favor email as a means to streamline the court system. CALSPRO will be facing tough decisions in terms of direction in the years to come. Be a part of that by participating in the discussion.

On other important matters for the Association, CALSPRO's Legislative Committee, chaired by Steve Janney, continues to keep a watchful eye on any proposed bills that may potentially impact our profession negatively, as well as any judicial rulings impacting us. One such recent ruling occurred in the case of *Ramos v. Homeward Residential, Inc.*, 14 S.O.S. 872, where the 4th District Court of Appeal set aside a default based on a very strict interpretation of substituted service on a corporation. The CALSPRO Central Office sent an e-blast to our membership right away to ensure we were all up to speed on this concern. We are also keeping a watchful eye on Assembly Bill 2256 introduced by Assembly Member Garcia on Feb. 21, 2014 which seeks to amend an array of process service codes in respect to service by the Sheriff. An additional function of the committee is to put forth favorable legislation. CALSPRO's intention to propose legislation regarding certification of process servers by moving registration from the county level to the

Continued on page 14

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CAPITOL REPORT

MICHAEL D. BELOTE ESQ.
CALIFORNIA ADVOCATES, INC.

WILD YEAR AHEAD IN SACRAMENTO

Perhaps the best line to describe the California legislative environment in March, 2014 is the stirring announcement so common in horse racing: "And they're off and running". In matters relating to both politics and policy, this year could be almost dizzying in Sacramento. On the political front, consider the following:

- **Term limits changes:** The system is rapidly transitioning out those legislators elected under the old term limits law, in favor of those elected under the new system, which permits state senators and Assembly members to serve up to twelve years in either house. Because of term limits, members who have a chance to run for a seat in Congress or a county board of supervisors are jumping at the opportunity. Term limits will mean a change in both the Speaker of the Assembly and the President pro Tem of the Senate, as well as the chair of the Assembly Judiciary Committee. The chair of the Senate Judiciary Committee already has changed because of term limits.
- **Balance of power:** Democrats command power in Sacramento to an extent not seen in many decades, but the 2014 question is whether they can hold on to their currently slim two-thirds majorities in the Senate and Assembly. Republicans believe that they have a chance to make significant gains both in state legislative races and in the Congress, with a term limited President and the roll-out of the unpopular health care law. It could be a big year for Republicans.

- **Criminal issues:** Currently one state senator is awaiting imposition of sentence after being convicted of eight felony counts of perjury, and another state senator was recently indicted on 24 federal corruption charges. Will Senator Wright be forced to resign from the Senate, and will Senator Calderon leave office under the cloud of indictment? The image of the legislature is teetering and some ethics and campaign finance changes could be in the offing.

From a policy perspective, the big issues include items such as:

- **Drought:** The governor and legislators have lots of power, but they cannot make it rain. The drought threatens to have devastating consequences for the economy, and legislators are under pressure to decide on the elements of a water bond to appear on the November general election ballot.
- **State budget:** Assuming the drought does not "sink" the economy, the recovering business climate and surging stock market are bringing California from years of state budget deficits to a potential \$16 billion surplus for fiscal year 2014-2015. Legislators would like to see increase spending on programs, including the courts so important to CALSPro members, but the governor has indicated his intent to hold the line on increased spending and use the surplus to build up the rainy day fund. This will get interesting as the budget process unfolds in May and June.

- **Privacy:** The legislative leadership reportedly believes that more should be done on the subject of privacy, particularly relating to Internet commerce and data security and breaches. All businesses, especially those dealing primarily in information, need to be vigilant to avoid unintended consequences in privacy legislation, and CALSPro will be monitoring these bills carefully.

Next, it is likely that several high-profile issues will be placed before the voters in November, after the adjournment of the legislative year. In addition to the aforementioned water bond, an extremely contentious measure giving the Insurance Commissioner authority over health insurance premiums already has qualified for the ballot. It is possible also that an equally controversial initiative relating to malpractice pain and suffering damages, reforming the limits known as "MICRA", will be on the ballot as well.

At the same time that the political issues and ballot measures are playing out, the legislature still will have to deal with the nearly 2000 new bills introduced for this year. At least two major issues will relate to CALSPro and will be covered in more detail in the next column in CALSPro Press: AB 2286, the CALSPro-sponsored measure to transfer registration authority over process serving from county clerks to the State Bar, and AB 2256, a Los Angeles County Sheriff-sponsored measure dealing with sheriff's fees for process, trespass, writs, and other matters.



Demystifying the Cloud

*by Ken Hastings,
Technology Committee Chairman*

Can a “Cloud” help with those ominous, large, dark grey clouds already looming over your workplace technology? In most cases the answer is simply “yes”. As you can see the Cloud can be described by many adjectives. Most of which can also describe your favorite horror flick. Unknown and mysterious, you’ve probably kept yourself as far away from it as possible right? Wrong, most of you already use the Cloud or have been forced to use it by your children. In the broadest sense of the meaning the Cloud is really only referring to the internet.

We use the Cloud every day without knowing it. iTunes, YouTube, Vudu, Hulu, and the list goes on and on. If you have a Google account you already have a free Google Drive. Do your kids have an XBOX, well then you probably already have a SkyDrive. I think of the Cloud as one big hard drive. A place where I can store anything I want and access it from anywhere I want at any time. As long I have an internet connection of course, but normally that is only as far away as my back pocket. As a matter of fact, I am writing this article in the Cloud (Google Drive) from my smartphone right now.

Since the internet is limitless and the Cloud is only the internet, the Cloud must be limitless too. As I mentioned already, the most common use of the Cloud is simply storage; but there are many more uses. For example, many of you are familiar with Process Server’s Toolbox or WinServe that have helped consolidate your workflows. Well, Serve-Now.com has new software called ServeManager which is entirely based in the Cloud.

The great thing about applications based in the Cloud is that you don’t have to maintain them. Since they are based in the Cloud you don’t have to worry about whether or not you have enough storage space to get through the rest of the year. Don’t worry if your best employee who handles your program is leaving for another opportunity. If the application is in the Cloud, then someone else is maintaining it and providing all the new hardware and storage space you’ll ever need.

Storage not a problem for you? Well, what about a proper backup plan for all that data? As mentioned in a previous issue of the CALSPRO Newsletter, some of you have already been affected by an ineffective backup plan. While there are many

solutions to be explored, none offer the low cost alternative and reliability of the Cloud. No need to hire staff to maintain your expensive digital infrastructure.

Essentially there are two types of internet based backups: dedicated backup services and Cloud sync services. Dedicated backup services usually come with a client (desktop program) that’s able to watch files or folders (including types of files) and back them up when they change. A popular example of this is Mozy (Mozy.com). The downside is that restoring files is more involved.

Cloud sync services take a different approach by adding a special folder or drive to your computer, the contents of which are automatically and invisibly synced online. A popular example of this is Dropbox (Dropbox.com) or SugarSync’s (SugarSync.com) client software that can also watch files and folders anywhere on your hard disk and back them up too. By using a Cloud sync service your data is available for a more immediate form of backup, and if you create and edit files,

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Court of Appeal Takes Strict View On Substituted Service On A Corporation

by **Steve Janney**

Legislative Committee Chairman

The 4th District Court of Appeal recently made a ruling that impacts every process server in California. In the case of *Ramos v. Homeward Residential, Inc.*, 14 S.O.S. 872, a default was set aside because of a defective substituted service on a corporation.

When attempting to serve Howard Residential, Inc., the process server went to a branch office of the defendant and left the documents with an unidentified woman who said she was in charge of the office but not authorized to accept service. The summons and complaint was then mailed to the defendant corporation without addressing a specific officer or agent authorized to accept service.

Justice Patricia D. Benke said that the proof of service was facially defective by not identifying a particular individual to be served. His service, she explained, did not identify any of the officers or managers of the corporation as required by the Code of Civil Procedure §416.10, and instead only identified Homeward Residential at its Irvine address. The decision also said a corporation can only be served by substituted service at a location where

an individual identified in CCP 416.10 actually has an office.

As an example, if you effected substituted service on Janney & Janney the proof of service form, POS-010, must read as follows:

3. a. Party Served (specify name of party as shown on document serves).

Janney & Janney Attorney Service, Inc.

3. b. Person (other than party in item 3a) served on behalf of an entity or as an authorized agent (and not person under item 5b on whom substituted service was made)(specify name and relationship to the party named in 3a).

Steven C. Janney, authorized agent for service of process

5 b. by substituted service.

On (date)_____at (time)_____I left the documents listed in item 2 with or in the presence of (name and title or relationship to person indicated in item 3):

Alice Jones, receptionist

The names in 3a, 3b and 5b must all be different and all 3 spaces must be completed if effecting substituting service. In addition, the mailing must be addressed as follows

**Janney & Janney Attorney Service, Inc.
Steven C. Janney, Authorized Agent
for Service of Process
Addressed served
City, State, Zip Code served**

If your client does not provide you with the specific name of an officer or authorized agent, one must be determined for substituted service to be valid. A name can be ascertained (or attempted) at time of service or a name can be found using a variety of databases. But a specific name must be listed on the proof of service and on the mailing to the defendant.

For more information see:

<http://www.metnews.com/articles/2014/home022114.htm>.



Are you “Certifiably” a Great Process Server?

by Clifford Jacobs

Education Committee Chairman

Find out just how knowledgeable you are about our profession.

“An investment in knowledge pays the best interest.”

Benjamin Franklin

When the economy challenges you to find a worthwhile investment, wise men have said throughout the years to invest in yourself. Your dedication to this noble profession can truly be augmented by a commitment to being the very best you can be. That being said, this is a great time to enhance your education, and if appropriate to invest in further educating your office staff and servers at a CALSPro CCPS Workshop. While you are benefiting by absorbing knowledge that will return dividends in smarter servers, more efficient use of time, and ultimately more revenue; you can also bolster the positive light in which you and/or your company is viewed by earning your CALSPro Certified Process Server (CCPS) designation. More and more law firms are seeking higher caliber servers to handle their work, and you can meet that demand by becoming a CCPS and encouraging your staff and independent contractors to do the same.

“There is no better investment that companies can make than in the education and development of their own people.”

Tony Robbins

We successfully presented our first CCPS workshop and exam of 2014 on January 25 in El Sobrante.

Here are the remaining CCPS Workshop and Exam dates and locations for 2014:

- **March 22nd – Sacramento (Natomas)**
- **April 12th – Central Valley (Bakersfield)**
- **May 17th – Inland Empire**
- **July 12th – Los Angeles (Downtown)**
- **September 20th Orange County (Santa Ana area)**
- **October 19th – EXAM ONLY Sunday morning at the Annual Conference* in Mission Bay**
- **Nov 8th – Greater Oakland / San Francisco Bay Area**

Online registration and printable registration forms for the CCPS Workshop and Exams are available on our website, www.calspro.org, at the top EDUCATION Tab, then Events & Workshops, or by clicking on the Education Cornerstone and then Education Events.

If you have passion for our profession and for education, and would like to join the Continuing Education team; or if you would like to see the CCPS Workshop and Exam presented in your local area, please call or email Cliff Jacobs, Continuing Education Chairman.

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Legislative Committee Update

by Steve Janney
Legislative Committee Chairman

At our Legislative Committee meeting held in December, a legislative agenda for CALSPro was discussed and agreed upon. While we will continue to monitor and respond to negative legislation submitted by others, CALSPro decided to be proactive on two issues.

The first issue will be an attempt to move registration of process servers from the current county wide model overseen by the county clerks to a statewide model overseen by the State Bar. The purpose of this move is to raise the professionalism of the registered process server. Mike Belote has written the legislation and Don Wagner, Vice Chair of the Assembly Judiciary Committee from Orange County, has introduced it as AB 2286.

The second proactive issue relates to e-filing providers and advertising. Discussion was had regarding the issue of electronic service providers (ESP's) and their ability to advertise within the confines of the electronic courthouse. The question before us is if an ESP, via the Court's eFiling portal, should be granted the "air time" to market to the public. Those in attendance were unanimously agreed that advertising within the Court's eFiling system is inappropriate. We plan

to meet with the AOC to discuss the issue; and in preparation for this meeting, we are working on a document setting forth the underlying issues, current codes, rules of court, and the manner in which CALSPro would like to see the issues addressed.

Both of these measures, statewide registration and ePortal advertising are important policy matters that will impact all members. I invite you to study the issues and become involved in the discussion. If you have comments, questions and concerns, I would appreciate hearing from you.

Recently the Legislative Committee and Mike Belote reviewed several pieces of proposed legislation being considered by the Sheriff's Association. While we were neutral or opposed on several issues, we did agree with and support the Sheriff's proposal to raise their fees from \$35.00 to \$45.00. Additionally, as of this writing, SB 588 (Emerson) – medical record reproduction fees, has not been reintroduced. This was a significant piece of legislation that we opposed last year. We will continue to track any re-introduction of this legislation.

I have often been asked the purpose of the CALSPro Legislative agenda. Perhaps

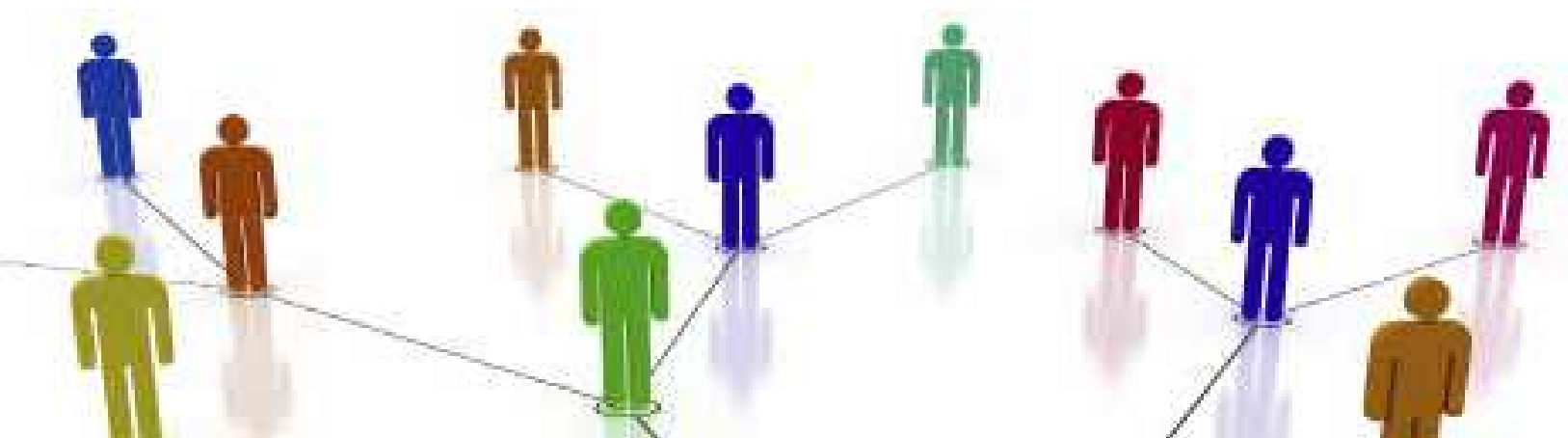
it would be valuable to restate its purpose here:

CALSPro attempts to legislatively

- **Insure a level playing field for the legal support professional in the State of California. We believe in equal access to the courts and it's procedures that insure open and transparent due process in California.**
- **We believe that the legal support professional plays an integral part in the legal system of California and we want to remain a relevant part in that system.**
- **We look to expand the professionalism and responsibilities of the legal support professional as due process is protected in California.**

CALSPro has a storied history of legislative success since 1969. We look forward to the continued challenges faced by our association as we continue to have a legislative influence.

My contact information is:
Email: steve@janneyandjanney.com
Phone: 213.628.6338



Why I Joined CALSPro

by Patrick Woodman

Newsletter Committee Chairman

When I started in this industry back in 1982 I was only 18 years old. I had no idea what CAPPs, now CALSPro, was. I was just young and in need of making a living while going to Jr. College. I first heard about this association from my first boss in this industry, Daighn DuGally at DuGally's Court and Courier Service. He spoke of how the association was there to help promote our industry, give members networking opportunities throughout the state, and to protect members against harmful legislation. At first it didn't matter to me, but as time passed, I found myself the Director of Operations running the day to day operations at DuGally's.

I started out dealing with the affiliates in the association and speaking to members as part of my daily routine. I attended my first conference back in the late 80's early 90's in South Lake Tahoe where I spoke to a few members like, Richard (Dick) Green, Paul Anderson, Connie Melvin, Jack Janney, Andy Estin, Tom Bowman, Joe Karotkin

and Tony Klein just to name a few. It was in listening to what they had to say when the real purpose of the association set in for me.

I joined to protect the industry from negative legislation, to promote professionalism amongst its members, and to learn as much as I could from the experience of others. I didn't join to solicit work, that is just a side benefit of becoming a member.

Over the years I have been in and out of the association, a few times really because I just could not afford to pay the membership dues or my employer just did not support my membership. I have championed the causes of CALSPro ever since that first conference I attended and I will always support the association.

If you are not yet a member and are thinking "I don't need to be a member because my boss is a member" then you really need

to think again. CALSPro can use all of the members we can get to help ensure the future of our industry. Remember, there is strength in numbers and you are one of those numbers that can help move CALSPro forward. I always think of my CALSPro membership as my Insurance policy for my career. I was not planning on making this my career, but here I am today 31 years later thanks in part to CALSPro.

Patrick Woodman
CALSPro Board member
2012-2013, 2013-2014

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Membership Committee Update

by **Larry Kirlin**

Membership Committee Chairman

Are you wasting money on membership dues? Specifically, are you wasting money on your membership dues by not actively participating in the association?

CALSPRO is doing a great job of working the cornerstones and in that way they are putting your membership dollars to work, but that isn't the whole story. When I make an investment I want to earn back more than just the principle. I want a dividend. It is up to you to squeeze the dividend back out of the association.

The most tangible benefit of your membership dollars is trade work with other members of the association. Traditionally the members who do the best networking earn the most trade business. Some of the best ways to network are to join a committee, attend a board meeting and come to the annual conference.

I was on the telephone with a friend the other day and asked his opinion on his county's decision to move towards e-filing. He hadn't heard about the decision or about the company who won the contract. If he would have attended the last board meeting (he normally does) he would have at least heard about the industry trend and been able to check with his local court administrator. The good news is he heard about it because of our friendship. A friendship that developed through attending conferences and board meetings.

In a recent article by keynote speaker Jim Carroll, he discussed the relevance of association membership in today's business climate. Jim reminds us that, "the only thing that is ever constant is change." We all see the changes happening in our industry. To stay alive and thrive throughout these challenges we must remain informed and involved.

A few years ago the most important reason to network was to earn trade business. Now you need to network to stay informed in this dynamic marketplace. Learn about what's going on in our industry by talking to other business owners and industry leaders.

Get involved. Earn your dividend.

To read the full article from Jim Carroll, visit:

<http://www.jimcarroll.com/category/trends/associations-trends/#.UuMLWBDTlE>

Larry Kirlin, Membership Chairman
First Legal Services

CALSPRO Board of Directors Meetings

March 29, 2014 – Board of Directors Meeting and Legislative Committee Meeting – Manhattan Beach Marriott

June 21, 2014 – Board of Directors Meeting and Rosenthal Committee Meeting – Embassy Suites, Hotel Sacramento

October 17, 2014 – Board of Directors Meeting with Conference San Diego

October 17-19, 2014 – 46th CALSPRO Conference – Bahia Hotel, San Diego

December 6, 2014 – Board of Directors Meeting and Legislative Committee Meeting – San Jose

Watch www.calspro.org for calendar updates.



Save the Date – October 17-19, 2014

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CALSPRO Annual Conference

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state level under the purview of the State Bar of California has now been fulfilled. CALSPro has written the legislation and Don Wagner, Vice Chair of the Assembly Judiciary Committee from Orange County, has introduced it as AB 2286.

Having registration and certification under the control of the State Bar would provide accountability and an effective enforcement system. CALSPro's goal is to help shape this change by closely working with the State Bar to better educate process servers throughout California, holding them to the highest standard, while providing protection to the general public.

In 2013, the San Francisco Superior Court mandated, via a local rule, e-filing of all civil case types to be effective at the end of January 2014 with a solitary court approved vendor handling the transactions. This mandate was publically challenged by CALSPro, many of its members, as well as other individuals and companies who submitted comments in opposition. As a result, the court has delayed the mandatory e-filing, making it voluntary instead, until this summer when other e-filing providers are operational. Complex litigation and Asbestos cases remain mandatory e-filing matters.

Our Continuing Education program has consistently improved under Cliff Jacob leadership, and the experienced and knowledgeable workshop presenters, Chad Barger, Mark Manchester and Pat Woodman. I have attended the past few workshops to actually see the evolution process at work. Extensive notes are taken

focusing on all aspects of the workshop from how the room is set up, to the educational materials and PowerPoint, to the actual presentation itself. These notes are then reviewed and enhancements are incorporated into the program prior to the next presentation, keeping this process server training the best it can be. It provides great value not only to our members, but to all process servers in California. This program has gone a long way in raising the standards of process serving in this state since it began in 1984.

Our advertising chair, Robert Porambo, has been hard at work securing new benefits for our members, such as obtaining promotional discounts from companies like 1800flowers.com, Jiffy Lube, and AFLAC.

Regarding the CALSPro website, we are addressing the loss of some of the search features previously available on our website by incorporating the same functionality that we have always enjoyed while adding the job post feature as an additional enhancement rather than a replacement.

CALSPro has put forth a new RFP for the CALSPro pouch program to provide members with the best rates and service possible. We received four bids and are actively vetting them to select and award the contract to a vendor by April 1st 2014. Main items included in the RFP are overnight pouch delivery as exchange service (once per day) or am/pm service, online tracking, overnight non-member delivery, and interstate delivery to certain western states.

This past year CALSPro was notified by the FTC of an anti-trust violation. After research and discussion, CALSPro has agreed to a consent decree order along with the accompanying reporting requirements. We are currently awaiting approval of the signed consent decree order and continue to work with the FTC while remaining in compliance.

The CALSPro 46th Annual Conference will be held at the newly remodeled Bahia Hotel in beautiful Mission Bay, CA (San Diego County). We are in the midst of rapidly changing times for process serving, and the future direction of our profession and this association is of key importance. This is sure to be an information filled, and fun-tastic time for all; so if you have never been to our annual conference, make this the year that you start. Details will be posted on our website well in advance, but start planning now to be there.

Your membership with CALSPro holds great value and provides you with protection from adverse legislation as well as educational opportunities. We are constantly looking for ways to better our association and exceed your expectations. I invite and encourage each of you to share your leadership, serve on a committee or the Board, and invest in your future.

Best regards,



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CALSPRO Advertising Committee Report

by **Robert Porambo**

Advertising Committee Chairman

I was very excited to be appointed to this committee by our president, and I am committed to carrying on the good work that preceded me. The previous committee chair had a very productive year with lots of momentum, and I can assure you I will continue to keep this Committee a viable and important part of our association.

One of my main goals is to complete the job post component on our website where

not only our members can post jobs, but the legal community can post as well. This will greatly enhance your membership in CALSPRO by bringing more work to your office, and this is another example of the value-added approach to membership benefits in our organization.

We have a new vendor sponsor program that bundles all available items for one discounted price and we're continuing

the enhanced logo program along with the banner ad program. These are great opportunities to increase your company's visibility throughout the CALSPRO website. Shoot me a call or email to learn more.

Thank you and have a great 2014!!

Robert Porambo

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services like Dropbox can be multifunctional. Many of us have experienced attempting to send an email attachment(s) that are too large. Instead of breaking your email up into several smaller ones, upload your documents to Dropbox. In turn, Dropbox sends an email to your intended recipient allowing them access to the downloadable files for up to 24 hours.

If you can dream it or think it, the Cloud can probably help you with it. There is plenty more information sitting out there on the internet regarding the Cloud. Hopefully this article has got you thinking about how the Cloud can help you boost business, save money, increase productivity and so

much more. The possibilities are truly endless. Taking a page from a nationwide courier service, you may want to ask, "What can Cloud do for you?"

On a personal note, I would like to thank CALSPRO and all board members for making this past conference such a success. Since conference we have added new business and clients which can directly be attributed to my CALSPRO membership. As we know adding business can be difficult but with the association's support it makes it just a bit easier. Please remember to take a moment and renew your membership and get involved.

Tech-Tips:

Additional information about the Cloud can be found at the following links -

1. <http://www.20thingsilearned.com/en-US/conclusion/1>
2. <http://www.slideshare.net/simonguest/demystifying-the-cloud-guest-1430393>



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