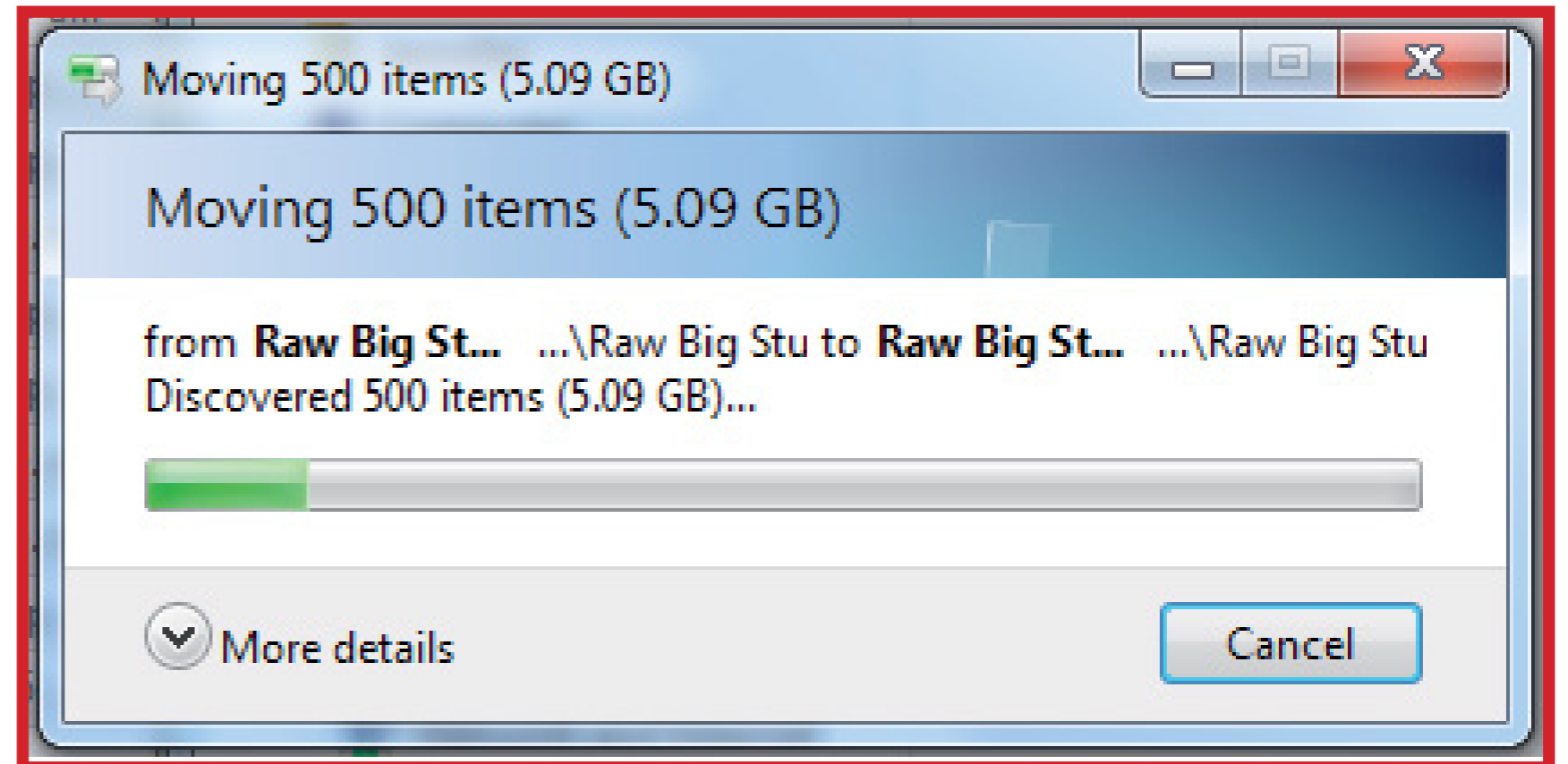


Rule #1: Visibility of System Status



“We don’t have to wonder how long it will take or if it’s frozen.”