August 18, 1986

Mr. Jon E. Seidel EDP Consulting, INC. 3373 Guido Street Oakland, CA. 94602

Dear Jon:

Thank you for the excellent support you provided my department and me during the reorganization and redirection of our data processing support function and our interface with the corporate MIS department. Your grasp of both the management as well as the technical issues which we faced were instrumental in clearly defining our current problems and communicating a strategy for addressing those problems for the future.

I wish to especially emphasize your ability to:

- o Identify the root cause of problems.
- o Clearly communicate problems and related issues to management and technical staff.
- o Develop and implement plans for addressing management and technical problems.
- o Develop a sense of involvement and dedication in the staff members working with you.
- o Deal successfully with sensitive issues.
- o Lay the groundwork for continuing your work after you left.

It was a pleasure working with you on this assignment, and I am looking forward to an opportunity to work together in the future.

Best wishes for continued success with your consulting practice.

John W. Hannigan

Director

Systems Education Operations