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International Business Machines Corporation

6705 Rockledge Drive  
Bethesda, Maryland 20817  
301/564-2000

Mr. Shree Srinath  
Post Office Box 787  
Farmington CT 06034

Dear Mr. Srinath:

I recently had a conversation with one of my customers, regarding class WS174, CICS Command Level COBOL Workshop. My customer was very very delighted with the class. My customer is the Internal Revenue Service; there were 6 people from the IRS who attended your January class taught in Harrisburg, PA.

One of the IRS employees who attended your class was Ms. Janice Bittner. Ms. Bittner Is Interested in attending other CICS classes. Ms. Bittner asked me to investigate the possibility of her attending other classes which you are scheduled to teach. Could you provide me with a schedule of IBM classes which you are scheduled to teach?

I would appreciate it if you could please send this Information to:

Mark Mosley  
Branch Office 18W  
6705 Rockledge Drive  
Bethesda, Maryland 20817

Here at IBM we stride to achieve a high level of customer satisfaction. I have never had a customer call and inquire about future classes a particular Instructor will be teaching. Ms. Bittner and the other IRS employees were extremely delighted and proud of the skills they walked away with after attending Class WS174. Education is a key ingredient in customer self-sufficiency in maintaining there data processing shop.

On behalf of Branch Office 18W thank you for making IRS education a satisfying and enriching experience.

Thank you,

A handwritten signature in black ink that reads 'Mark Mosley' in a cursive, stylized font.

Mark Mosley