

**U.S. General Services Administration
Office of Governmentwide Policy**

April 1, 1996

Mr. Bruce Troutman
President
80/20 Data Company
7205 Hickory St.
Falls Church, VA 22043

Dear Bruce:

I am writing to express my appreciation for the excellent support you have provided to the Committee Management Secretariat during the course of the past year.

We have just recently finalized the collection of data, which will serve as the basis for producing the President's Annual Report on Federal Advisory Committees for fiscal year 1997. For the first time, our customers, consisting of more than 60 Federal agencies, were able to completely fulfill their statutory reporting obligations on-line via the Internet. That translates into significant savings to the Government over the paper-based process previously used, with related benefits consisting of faster and more accurate reporting to Congress.

This project was very challenging from its inception because of the need to develop an approach that eliminated any additional investment on the part of the system's end-users. At the same time, its success heavily depended on your ability to closely work with my project manager, Dr. Kenneth Fussell, to identify and resolve operational issues stemming from different agency cultures and technical requirements.

In addition, I was (and am) extremely impressed with your ability to effectively explain and market the new system to a wide variety of internal and external audiences. I particularly appreciated your skill in tailoring our discussions and presentations to the specific needs and interests of our Congressional staff colleagues. These sessions played pivotal roles in establishing a positive dialogue concerning our future management strategy and help immeasurably in building the levels of trust necessary to accomplish our long term goals and objectives.

Please accept my sincere thanks for a "job well done." I am looking forward to our continued association during the coming months as we build on our success to achieve even higher levels of customer satisfaction.

With best regards,

James L. Dean, Director
Committee Management Secretariat