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To Whom It May Concern:

Before Frank Cipolla assumed the role of project leader over the development of my system, we were at the mercy of inexperienced people charged with the job of designing and coding the system to run in an environment new to the organization - UNIX. Needless to say, the project slipped out of control, costing the company much time and money without a hope of it coming to production on schedule.

Frank provided the skill, creativity, and the leadership to get the project back on track. He inspired the group charged with the development of the project, giving them the guidance to build the system so that it would be maintenance free, in a style that promoted learning, teamwork, and the building of self-confidence. As a result, the system was completed within the time he said it would take. It has been operating trouble-free since the day it cut to production.

Frank has demonstrated to our development organization that complex systems can be developed quickly and efficiently without the aftermath of high maintenance. He has left a positive mark on the organization that will undoubtedly remain for a long time.

A handwritten signature in cursive script, appearing to read "Robert Rourke".

Robert Rourke
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