

From: DelVecchio, Dean
Sent: Thursday, November 29, 2007 11:00 AM
To: GTS - All Staff
Subject: Infrastructure Industry Assessment (IA)

Team,

As some of you might recall, the GTS management team has been working on an infrastructure Industry Assessment this year. The objective of this study was to benchmark our infrastructure services and identify any opportunities for improvement. I want to keep you advised of our progress on this effort as we move forward.

We gathered information on all the major services GTS provides and benchmarked against eight external suppliers to determine if our performance and costs are in line with industry standards. The results of this preliminary analysis were mixed. We found that in some areas, including architecture and design, we are very competitive. In other areas, we might have opportunities to improve.

We now want to collect more detailed data on each of the operational areas where we think there might be room for improvement and again mark ourselves against the marketplace. This deep-dive process will take several months, and we don't expect to complete it before the end of the first quarter 2008. As we collect additional information, we might reach out to some of you in the Help Desk, Messaging, Network, Storage, Hosting, and Systems Management operational areas. We are working with outside consultants to help with the data collection and analysis process.

If after further analysis we see an opportunity to operate more effectively and efficiently, we then will explore alternatives to raise our productivity and performance. While it is possible that this initiative ultimately could result in the restructuring or outsourcing of some operations, no decisions on such changes have been made; and it's likely that any recommended changes resulting from this study would not occur before mid 2008. Our goal is to keep disruptions to a minimum during the data collection activities. If you have any questions on this program, please reach out to

your department head or me.

Best regards,

Dean