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Roger Laux
Pinnacle
1165 Lincoln Avenue, Suite 325
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Dear Roger,

This letter is to document your performance as a consultant under my direction for the duration of the Aurora project at Hewlett-Packard Company. I managed this project for the time period of May, 2001 – November, 2002, during which time you served on my team as the Change Manager for the HPS-IT portion of the project, and as the HPS-IT organizational liaison in general.

Your performance in these roles was consistently excellent. In particular, your strengths were as follows:

- Effective teamwork and communication with all members of the HPS-IT, HP Consulting, and customer teams. This was a very challenging aspect of the job, given competing and differing priorities over which you had no direct control. Yet in spite of this, you were able to very efficiently manage the changes needed by identifying the problems, summarizing alternatives, obtaining agreement on how to proceed, and oversee implementation of the changes. The customer and all of your HP-internal colleagues were very appreciative of this, and valued your contribution highly.
- Good business and technical judgment. Many of these change requests required a historic understanding of the technical, political, and contractual environments, all of which were very complicated. You consistently exercised excellent judgment by recommending appropriate resolutions to me and to my team members. This was particularly valuable since you had a history with the people and technical environments that few of us on the team had, so we looked to you for this advice and always valued your recommendations.
- Good personal time management. Throughout the time you worked for me, you were given assignments by other managers within HP. These assignments required you to balance your time and priorities to serve several needs in parallel. Although I was aware that you had other commitments, you were always able to meet commitments to me and my team, and effectively manage our expectations regarding your availability.

I would not hesitate to recommend you to other customers as an excellent employee and would welcome the chance to work with you again in the future.

Thanks and regards,

Nancy Robison