



Director of Administrative Services
Division of Continuing Studies and Distance Education
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To whom it may concern:

I have worked with Mr. John Zanette during the past 5 years on a number of University of Tennessee multi-campus technical committees. He was especially active in a 1996 User Needs subcommittee that reviewed and made and documented a number of user-focused recommendations on networking that were largely implemented throughout the University.

Additionally, John developed the first openly bid contract for PC's and peripherals in 1992. This document was a an important achievement through the heavily regulated state purchasing system allowing timely acquisition of a range of computing equipment while allowing the contract to self-modify and constantly offer upgraded equipment without complicated rebids. Having bought many hundreds of thousands of dollars of equipment from this document, I appreciate the importancc of Johns effort.

I recommend John to you for his high level of technical knowledge in computing and networking, his persuasive presentation and documentation abilities and his personal enthusiasm.

John would make a professional and knowledgeable addition to your staff.

Sincerely,

A handwritten signature in black ink, appearing to read "Robert H. Jackson".

Robert H. Jackson
Director, Administrative Systems
UTK Continuing Studies and Distance Education
The University of Tennessee, Knoxville