



- *University Memorial Hospital*
- *Graduate School of Medicine*

Monday, December 22, 1997

Computer Services  
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**To Those Looking For The Best:**

John Zanette has been employed at UT Medical Center for the last 7 1/2 years. During this employment, John reported directly to me and has been instrumental in: the design, installation, and overall management of The Medical Center's network infrastructure (cabling, network electronics, distribution centers, servers, and network management software); the deployment of enterprise network applications (electronic mail, internet mail, groupware, HelpDesk, and web services); and the supervision and development of our network engineering and desktop services. He has also been the primary manager responsible for the bid and award of several major contracts for the purchase of Personal Computers, Printers, Peripherals, and Network Electronics, and Enterprise Applications.

Recently, John was assigned the responsibility of deploying The Medical Center's internet and intranet services including text, image, streaming audio, still and motion video. He was assigned this responsibility because he had clearly demonstrated his technical and implementation skills (NT, Novell, Networking, IP, Windows, Win95, SQL Server, and various graphic packages). This assignment, like all others, was performed without exception.

John has a remarkable combination of technical skills and knowledge. Key to this is his insatiable appetite for learning which, in this field, is essential to maintaining and improving the services offered to clients. When one adds to these technical skills John's initiative, creativity, energy, honesty, and willingness to accept responsibilities, it is easy to see why the job gets done and done right.

John's ability to accurately ascertain client needs, while clearly communicating options and alternatives in a business language that clients can actually understand, is an exceptional skill; not always found among those whose experience is rooted in high tech.

John's knowledge and skills will be greatly missed by The Medical Center. I could say much more, but instead, I welcome a chance to amplify the above anytime you would like to give me a call.

Sincerely,

A handwritten signature in black ink, appearing to read 'D. E. Fain'.

Douglas E. Fain  
Director, Information Systems

DEF/kg