

Central Intelligence Agency



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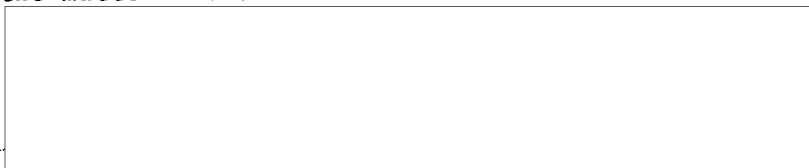
Dear Tim:

Please convey to the officers at the Corporate Technical Institute and the Management Development Center our genuine appreciation for a first-rate briefing and tour of both areas. Each speaker seemed to sense our information needs and was responsive to our many questions. Bill Dzubak and Grant Tate provided an excellent opening with their discussion of how IBM addresses the need to keep engineers and scientists current in their fields as well as IBM's dual track advancement system.

Frank Conti and Liz Katz's openness and enthusiasm for the use of satellite delivery directly addressed the problem we have of responding to increasing demands with alternate training strategies. Len Frank was equally informative and candid with those who stayed to delve deeper into the facilities issues after lunch. As we begin to address how to develop our own training facility, his advice and experience will prove to be of even greater benefit.

Those who met with Tony Bornidy and Hal Horowitz in the afternoon were impressed anew with a hallmark of IBM, its dedication to developing first-rate managers. Key to that is the support and participation of your top leadership in management and executive development. The advanced technology classroom served as a real capstone to a highly informative day. Hal Horowitz has definitely put IBM at the leading edge in the use of technology to aid the instructional process.

And finally, thank you and Gretchen Weber for your efforts on our behalf. In addition to being informative, it was a pleasant experience, weather notwithstanding. I will be in touch soon on some of the matters we discussed.



cc: DTE Chrono  
1 - OTE Registry

Director  
of  
Training and Education