



Nancy S. Grasmick  
State Superintendent of Schools

200 West Baltimore Street • Baltimore, MD 21201 • 410-767-0100 • 410-333-6442 TTY/TDD

September 28, 2004

Mr. Jack Cheng, Vice President  
MS Technologies  
18572 Office Park Drive  
Montgomery Village, MD 20886

Subject: IVR Enhancements Project

Dear Mr. Cheng:

Many thanks for the excellent job you did in the IVR Enhancements and the re-engineering of our entire Interactive Voice Response system for the Nutrition Programs Claims Processing System. The application you designed and installed is far better than the old design, with improved features and expanded functionality.

Because of your creativity, your experience, and your desire to do things right, we were able to launch the production application in record time. It was a pleasure to work with your talented staff, Harry Chen, Lily Tai, and Anling Lee. During the project, there was never a time when you or your staff did not respond to my questions or concerns in an expeditious manner.

Thank you for making this IT project a pleasant experience for me and the staff at the Maryland State Department of Education's School and Community Nutrition Programs Branch.

Sincerely,

Gail A Robinson  
Technology Specialist