



I would like to thank each of you for all your support the last few days in resolving our Citrix system issues. The fast response to provide your time and expertise was a tremendous blessing which has allowed us to provide Citrix access to the users. As you know, Citrix is critical for our business as it is the major access method to all GS applications. It is the only way 90+% of GS users access the applications and without it we cannot process registrations, record revenue, etc.,... for our business success...

You gave so much of your time and expertise on short notice that thank you does not seem like enough. Please know that it is a great pleasure for me to work with you.

Mark, it was very comforting to know you were on the line (phone and internet) asking questions, ensuring processes were followed, validating and re-validating connectivity, and several other things that you did for our success. Whenever I left the room to deal with other situations, I was confident things would stay on track because you were following through to lead and support us.

John, thank you for spending ~ 17 hours physically in the office with us Tuesday. I was grateful that you were coming into the office to support us but had not idea it would absorb so much of your time and completely impact your day.

On behalf of the Graduate School, we thank the entire Trusted Technologies family.

On my personal behalf...To the Trusted Technologies team - THANK YOU so very much for all your support. I look forward to future endeavors working with you (but hopefully on non-emergency initiatives).

Thank you.

*Patricia D. Taylor*  
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