

June 30, 2004

To Whom It May Concern:

Mr. John Glenn served in a consulting capacity at the City of Charlotte's Information Technology Division as our Business Continuity/Disaster Recovery Planner.

Mr. Glenn led the effort of laying out the foundation for a successful Business Continuity/Disaster Recovery Project. He continues to be available to us on a limited basis for critique and mentoring as we execute the project plan.

Mr. Glenn's knowledge, wit and passion about his work make him a pleasure to work with.

Sincerely,



Mel Cooper  
Special Projects Consultant  
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Business Process Analyst  
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