



**IDAHO TRANSPORTATION DEPARTMENT**

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May 30, 2008

Billy Knorpp  
President  
RVP Business Systems  
6001 Overland Road  
Boise, ID 83709

Dear Billy:

I want to acknowledge the great work that Andy Miller has provided to us in the last few months. Andy has done an outstanding job, in working with us here at ITD, with his assistance and advice; we have upgraded and moved our production and test databases to the new servers. The four largest databases have been archived and we have updated our Point of Sale software applications and that database at fourteen locations thru out the State of Idaho.

Andy has provided valuable information and several solutions to the issues as hand. He created some batch programs that allowed for a smoother upgrade for the twenty plus computers located here at headquarters. He continues to provide information and solutions to POS related issues. The server move and POS upgrade would not have been successful, if Andy hadn't been a major player in the group.

Sincerely,

Maggie Ransom  
Financial Unit Supervisor  
Receipts and Payables for the DMV

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