

# STATE OF ALASKA

DEPARTMENT OF LABOR AND WORKFORCE DEVELOPMENT  
ADMINISTRATIVE SERVICES DIVISION  
*Research and Analysis Section*

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February 23, 2011

Mr. Darrell E. Osborn  
11963 SW Westbury Terrace  
Tigard, OR 97223

Dear Darrell,

This letter of reference is for you to use in your current job search. While employed with CIBER, Inc., you provided us with a very high level of support and service, which we greatly appreciate.

Beginning in 2002, we contracted with CIBER for Web development, support, and most recently the hosting of our Workforce Information (WI) Web site. Although the WI was created by a consortium of 14 states, CIBER managed and updated the system as needs and technology changed.

You fostered a successful working relationship between CIBER and the WI consortium as well as with individual states. Your vision for the future of WI could have launched it into the national market, enabling other states to purchase and use WI as well. It is unfortunate that CIBER chose to end all support and research and development of WI before your idea was realized.

Although you worked for CIBER and knew the path they had chosen, you continued to provide exemplary service to the states despite your company's desire to disengage from WI. This helped our state and others transition to new labor market delivery systems before the shutdown. Having adequate time to prepare and act is due to your caring and dedication to the labor market information needs of our state and other states. We commend you for that level of commitment and service.

Sincerely,



Brynn Keith, Chief