

IT: A Great Place to Start!

This is an exciting time for the IT organization. Looking back on our position within the company just a few years ago – we have made outstanding progress. We were trying to recover from challenging project rollouts and were in critical need of improving our reputation.

Through Mark's leadership and vision over the past three years, we've built a roadmap for success. That roadmap, coupled with our delivery and execution, has positioned us to help support the business at a level like never before. From successful project implementations and relationship building to listening and responding to the needs of the business, I feel confident when I say we've entered the "trusted business partner" status within the organization.

Each and every one of you – our most critical assets – has helped us on our journey to becoming a trusted business partner. I am honored and excited to be leading this great group of people, and I look forward to continuing the positive trend of strong relationships and successful projects.

Last year was busy for IT. We completed several major projects and began others that will continue for several years. **Looking forward, we have a great opportunity.** Our status with the business has never been better and it shows – nearly █% of the company's capital spend goes to IT, which amounts to almost \$█ million USD. With this level of investment from the business, we have a unique opportunity to make step changes in business processes and with our application landscape. However, with this budget comes responsibility to spend our capital wisely.



To ensure this capital is going to the right projects and our organization is aligned appropriately to business needs, we've updated our focus areas.

As introduced in the February 4 IT Outlook call, our [IT Strategic Plan for 2014-16](#) focuses on Business Application Management, Infrastructure, Talent Management and Operational Excellence. All IT projects should directly support one or more of these focus areas.

Additionally, we've shifted our IT reporting structure to further support these focus areas. A graphic of updated leadership responsibilities can be found on the next page. You'll notice three, distinct pillars in our organization: Business Operations, End User Services and IT Operations, and Applications Optimization. These pillars are critical and outline not only our organizational structure, but support our *Business Focused, Solutions Driven* culture.

Through continued collaboration, cooperation, and by delivering successful, business-focused projects to the organization, I'm confident that we will solidify our trusted business partner relationship and move toward becoming a competitive advantage for the company. Thank you in advance for all your hard work!

IT Leadership Organization

Relle Howard
Vice President, IT

Responsible for the daily leadership of the global IT organization, helping ensure accountability to the strategy and execution of all global IT initiatives. Reports to Mark Dailey.

Relle Howard
Vice President, IT
Business Operations

Responsible for supporting Tom Pajonas' COO staff and is aligned to the COO senior management team to partner and drive business advantage through technology.

Tim Hostman
Vice President, IT
End User Services and IT
Operations

Responsible for ensuring a productive work environment for the company. This includes responsibility for our IT infrastructure, technology and support solutions that increase business efficiencies and end-user productivity.

Tammy Deible
Vice President, IT
Application Optimization

Responsible for accelerating the velocity of business process execution and for improving access to critical information for the business.