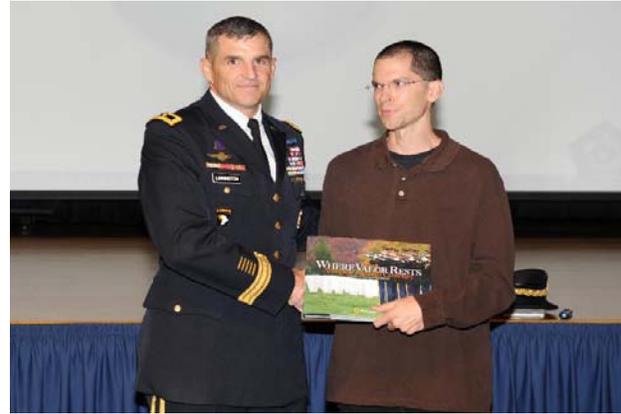




## Major General Linnington of MDW Commends ITA Employee

Washington, D.C. – On October 26th, in front of hundreds of employees from the U.S. Army Information Technology Agency (ITA), Major General Linnington rushed into the Pentagon Auditorium during the last minutes of ITA’s quarterly Town Hall to pay special thanks to an ITA employee- Mr. Terry Baranski from the Operations Directorate.

Major General Linnington, Commanding General of the U.S. Army Military District of Washington (MDW), attended ITA’s Town Hall following the ceremony commemorating the 90th anniversary of the selection of the Unknown Soldier from World War I. Despite his busy schedule, Major General Linnington made a brief stop at the Pentagon to share his experiences with ITA.



**Major General Linnington thanks Mr. Terry Baranski for his hard work at the ITA Town Hall on October 26, 2011.**

Over the three-day Memorial Day Weekend the Ft. McNair Headquarters of MDW experienced a major network outage. After attempting to fix the problem themselves, Major General Linnington and his staff called upon ITA to save the day. Hours later Mr. Terry Baranski arrived onsite at Ft. McNair with the mindset that “failure is not an option”.

“Things had just worked for so long that [employees at MDW] didn’t have the level of network expertise needed to fix the problem,” says Mr. Baranski. “The pressure was on,” and after approximately five hours of work the network was up and running.

Fortunately the number of happy customers far outweighs the unhappy ones Terry encounters. “The network has to work, so if there’s a problem we have to fix it,” says Mr. Baranski. “It just so happens that the unintended benefit of doing our job is that our customers are happy.”

While Mr. Baranski admits that “you don’t get to meet the General very often,” his work with MDW was not the only highlight of his career. Terry had spent two years working on the Command Communication Survivability Program (CCSP) and helped build an entire network as part of the massive Pentagon Renovation Program. His long-term commitment to CCSP proved to be extremely rewarding and rivals another of Mr. Baranski’s biggest successes- getting Sbarro to finally switch back to normal-sized forks.

At ITA’s Town Hall Major General Linnington joked that Mr. Baranski not only provided an unparalleled customer experience, he was also extremely loyal in that he turned down a job offer to work for MDW. When asked what kept him at ITA, Mr. Baranski responded, “This is a fun environment. It’s complex, dynamic, and never boring. It’s the first job I’ve had that has truly kept me interested.”

As for striving to provide an unparalleled customer experience, Mr. Baranski simply says with a smile, “my middle name is customer service.”