BRET J. DETILLIER, BDetillier@UH.edu

Instructional Professor, UH Faculty Senator,
FITP (Future Information Technology Professionals) Faculty Advisor
ABET (Accreditation Board for Engineering & Technology) Commissioner,
ABET Team Chair, ABET Information Systems Program Evaluator

EDUCATOR / FORMER CIS PROGRAM COORDINATOR / FACULTY SENATOR
PROFESSIONAL SERVICES DELIVERY MANAGER / SENIOR CONSULTANT

University Instruction / Large Scale Business Solution Implementations / Project and Process Management / Facilitations / Training Delivery and Management / Certification Development / Staff Development / International Consultant / ABET Information Systems Program Evaluator

SUMMARY

A passionate quality-driven educator and IT Professional Services Delivery Manager with over 25+ years of international corporate experience in Oil & Gas, and IT Software, Consulting and Training industries. Areas of expertise include strategic planning, project management, systems analysis and design, database design, staff development, training delivery and quality assessment, facilitation, and creation of certifications. Experienced in improving the overall quality of an international consulting and education division along with staff development for consulting companies.

ACADEMIC EXPERIENCE

University of Houston - Main Campus, College of Technology   **2005 - Present**
    Instructional Professor - Department of Information and Logistics Technology (ILT)
    Assistant Department Chair – ILT Department (2019 to 2021)
    Computer Information Systems Program Coordinator (2009 to 2022),
    UH Faculty Senator, (2014 to 2023)

    Currently teach CIS 3365 and CIS 4375 every Fall/Spring semester.
    Consistently scoring well above the college average on student course evaluations

Instruction – Courses Taught at the University of Houston

    CIS 2332 - Information Technology Hardware and Systems Software
    CIS 2334 - Information Systems Applications
    CIS 2338 - Technology in the Community (Introduction to Project Management)
    CIS 3343 - Systems Analysis and Design
    CIS 3365 - Database Management
    CIS 4375 - Project Management in Practice (Capstone Class for CIS Program)
    CIS 4396 - Internship: Computer Information Systems
    TLIM 3340 - Organization Leadership and Supervision
    ITEC 1301 - Introduction to Computer Application Technology

Assistant Department Chair for Information Technology and Logistics Department (2019 to 2021)
- Assist Department Program Coordinators with Undergraduate Issues.
- Review and evaluate all Student General Petitions for the Department.
- Assisted Technology Leadership and Innovation Management program with the development of 2.5-year plan to relocate to the UH Sugar Land campus by 2022.
- Provide consul and advice to the Department Chair on any undergraduate issues.

CIS (Computer Information Systems) Program Coordinator (2009 to 2022)
- Managed CIS Degree Program logistics, provide direction and support for 1,178+ CIS Majors.
- Successfully grew program from 300 majors in Fall 2010 to 1,178 in Fall 2021.
- Recruited and supervised all CIS Adjunct Instructors
- Served on original team to achieve ABET Accreditation for CIS Program (2008)
- Team Lead for ABET Re-Accreditation for CIS Program (2014/2015 and 2020/2021) – Two 6-year clean reports.
- Managed ongoing ABET and SACS Data Collection and Assessment/Evaluation processes along with directing continuous improvement activities for the degree program.
- Assisted CIS Majors in obtaining internship and full-time employment opportunities. Also wrote numerous recommendations for CIS graduates to attend graduate school.
- Marketed CIS program to industry professionals to increase outside interest in CIS program.
- Secured outside funding to provide extra resources for the CIS program, as well as, to send CIS students to regional and national academic conferences.
- Worked with Academic Services to further strengthen the relationship between the program and the academic advisors. Also consult and train advisors on curriculum and student issues.

Curriculum Development
- 2022 – Complete review of the entire CIS Curriculum, resulting in major revisions and modifications to adjust to changing technology needs and in response to ACM's 2020 IS Model Curriculum.
- 2021 – Oversaw the project to review Curriculum Content for CIS 2332, 3347, and 3355 with the CIS Advisory Board and members of the CIS Faculty.
- 2020 – worked with the Computer Science Department to enable CIS majors to qualify to take the Data Science Minor as part of their undergraduate work at UH.
- 2018/2019 – Overseeing the effort to offer Amazon Web Services Certification courses at UH.
- 2016, Major revision of CIS Degree Plan which resulted in a more extensive treatment of programming and expanding the role of business-related courses within the CIS Environment. The degree plan changes also enabled CIS majors to achieve a Business Administration Minor more easily. Finally, this degree plan revision also modified prerequisites to add additional rigor to the program.
- Course Coordinator for CIS 3343, CIS 3365, and CIS 4375. This involves overseeing the continuity of instruction for all sections of these courses. Additional responsibilities include ongoing course modifications and course improvements.
- Lead the team charged with revising the programming content within the entire CIS Curriculum.
- Created a new course CIS 3325 (IT Applications for the Non-IT Majors)
- Successfully added two weeks of labs to the CIS 2232 course
- Worked with College of Technology's Instructional Designer to create online exams for TELS 3340 (Organizational Leadership and Supervision).

SERVICE ACTIVITIES

University Level Service Activities

- University of Houston, Faculty Senator, Undergraduate Committee (2014 – 2023). Has served on the following sub-committees: University Policy and Procedures, Core Courses, and Degree Plan Committee which evaluates all General Course Creations/Updates/Deletions requests.
- Member of 2017 UH Quality Enhancement Program (QEP) Selection Committee to select UH's next SACS 5-year plan to enhance undergraduate student learning within the framework of the university's mission and goals.
- Member of 2017/2018 UH Faculty Handbook Update/Revision Committee
- Invited Panelist for UH New Faculty Orientation Sessions (2016, 2017)
- Undergraduate Committee Sub-Committee to develop rubrics to evaluate new course requests.

College/Department Level Service Activities

- College of Technology NTT Promotion Committee (2019/2020)
- Department of Information & Logistics Technology Promotion Committee (2021to Present)
- Department of Human Development & Consumer Science Promotion Committee (2019)
- Information & Logistics Technology Department Curriculum Committee Chair (2009 – 2014)
- College of Technology Undergraduate Academic Committee member (2009 – Present)
- Faculty Sponsor, Student chapter of FITP (Future IT Professionals, formerly AITP), 2008 – Present
- College of Technology By-Laws Committee (2016 – 2021). Authored first College of Technology's Guide for Non-Tenured Track Faculty Promotion Policy.
- Assisted and consulted with the Engineering Technology Department and the College of Technology Assessment Director in 2016 and 2022 regarding 3 different ABET Self Study Reports for Computer Engineering Technology, Mechanical Engineering Technology and Electrical Power Technology programs. Reviewed and edited all 3 Self-Study Reports. Also provided additional assistance regarding their on-site visit and the setup of the data rooms.
- Chair, CIS Chevron Scholarship Committee (2016, 2017, 2018, 2019, 2020)
- Technical Assistant to the Director of UH's "Cougars for Kids" Volunteer Program
- Nominated multiple students who have received the College's Outstanding Student awards

Faculty/Staff Search Committees

- 2020, Search Committee Chair, CIS Non-Tenure Track Assistant Professor
- 2019, Search Committee, CIS Tenure-Track Assistant Professor, Data Sciences
- 2019, Search Committee, CIS Lecturer position
- 2019, Search Committee, ILT Department, Academic Program Coordinator
- 2018, Search Committee, ILT Department, Academic Program Coordinator
- 2017, Search Committee Chair, CIS Tenure-Track Assistant Professor, Network Specialist
- 2017, Search Committee, ILT Department Chair
- 2017, Search Committee, CIS Tenure-Track Assistant Professor, Cybersecurity
- 2017, Search Committee, CIS Instructional Assistant Professor, CIS Infrastructure Specialist
- 2016, Search Committee, College of Technology Academic Advisors (2)
- 2015, Search Committee, CIS Tenure-Track Assistant Professor, CIS Data Analytics Specialist
- 2015, Search Committee, CIS Tenure-Track Assistant Professor, CIS Cybersecurity Specialist
- 2014, Search Committee, ILT Department Chair
- 2014, Search Committee, CIS Tenure-Track Assistant Professor, CIS Security Specialist

Co-Chair, 2010 AITP (Association of IT Professionals) Region 3 Student Conference
The College of Technology, along with the Information and Logistics Technology Department, hosted the 2010 AITP Region 3 Student Conference, which was held on the University of Houston campus on October 21-23. The 2010 AITP Region 3 Student Conference brought together almost 500 participants, speakers, exhibitors, and volunteers. The conference involved almost 300 students from 24 different universities from a six-state region, which was a 50% increase from the previous year's conference. The conference also included an Exhibitor/Career Fair that brought out 26 companies.

Texas Higher Education Coordinating Board Service (2012/2013)
Tuning Oversight Council for Mathematics, Business, and Computer/Management Information Systems. State Council to review and develop state-wide curriculum standards for Computer Information Systems (CIS) Degree Plans.

ABET Commissioner/ABET CAC Team Chair/ABET Information Systems Program Evaluator (2015 to present)

- ABET (Accreditation Board for Engineering and Technology) Computing Accreditation Commissioner, 2020 - 2026.
- ABET CAC Team Chair, 2020-Present.
- Certified by the Computing Accreditation Commission as a Team Chair for ABET
- Certified by the Computing Accreditation Commission as a Program Evaluator for ABET regarding Information Systems
- Successfully conducted multiple ABET Accreditation Site Visits to evaluate various Information Systems programs in US. Conducted international ABET Visit to a Vietnam University in 2018.

Continuing Education/Conferences

- Completed ABET Team Chair Training and Virtual Visit Training, 2020
- Continue to maintain ABET Program Evaluator Certification
- Achieved a perfect score to be a Certified Software Asset Manager as determined by the International Association of IT Asset Managers
- ABET Symposium (2018, 2016, 2014, 2013, 2010)
- ABET Commission Summit (2020, 2015, 2009)
- Houston PMI (Project Management Institute) Conference (2013)
- Houston IT Summit hosted by Society of Information Management (2015)
- Annual Houston CIO Forum hosted by Houston Chapter of AITP (2009 to 20)
- Various sessions delivered by the UH Center for Instructor Effectiveness

Research/UH Quality Enhance Plan Grants

- In 2010, Dr. Waite, Professor Detillier along with two other professors submitted and were awarded a QEP Grant for $20,000. In that QEP Grant, the Digital Media and Computer Information Systems Degree Programs worked on a year-long project to incorporate research into several undergraduate courses. This grant required extensive research and collaboration with the UH Writing Center to promote effective writing skills of the CIS students via group and one-on-one consulting sessions with the Writing Center Staff and their team of writing consultants.
- Member of 2009 UH Assessment of Undergraduate Critical Thinking and Writing Research project conducted by UH Assessment and Accreditation Services, Division of Academic Affairs
- In 2009, assisted Dr. Robert Zant with a research study regarding the use of Meyers-Briggs Personality assessment instruments by students in College of Technology classes

CIS Undergraduate Project Mentoring / Outside Client Consulting

- Mentor student projects as they develop multi-user database applications for actual clients. Average of 12 student projects per semester which continues to keep consulting and application development experience current.

STUDENT SUCCESS

As Faculty Sponsor of UH's AITP Student Chapter now renamed to be FITP (Future Information Technology Professionals), I continue to secure external funding to send students to multiple national and regional student academic competitions. As a result, UH's AITP Student Chapter has earned the following awards:

2015 AITP National Collegiate Conference:
- Visual Studio.Net – 1st Place
- Mobile Application Development – 2nd Place
- Microsoft Applications – 2nd Place
- Database Design – Honorable Mention
- Overall Best School – 3rd Place

AITP Region 3 Student Conferences:
UH has been one of the top 3 overall schools: 2009, 2010, 2013, 2014 and 2016.
Competition Results:
- **Analysis & Design**
  - 1st Place – 2009, 2010, 2016
  - 2nd Place – 2009, 2011, 2013
  - 3rd Place – 2016
- **Database Design**
  - 1st Place – 2009, 2014
  - 3rd Place – 2014
- **PC Troubleshooting**
  - 1st Place – 2009, 2010, 2013
  - 2nd Place – 2009, 2011
- **Java Programming**
  - 1st Place – 2014
  - 2nd Place – 2014
- **MS Office Solution**
  - 1st Place – 2009, 2010
  - 2nd Place – 2011, 2016
- **Network Design**
  - 2nd Place – 2011, 2012
- **Application Design**
  - 2nd Place – 2010
- **Hacking**
  - 2nd Place – 2013
- **Cybersecurity**
  - 2nd Place – 2016

AITP Student Chapter Awards:

- **University of Houston**
  - Outstanding Professional Student Organization, 2007/2008 & 2010/2011
  - Outstanding Education Program of the Year, 2010/2011
- **AITP Region 3**
  - Outstanding Student Chapter of the Year, 2010/2011, 2013/2014, 2016/2017
- **AITP National**
  - Student Chapter Outstanding Performance Award: 2010/2011, 2013/2014, and 2016/2017
- **US IT Collegiate Conference**

        o   Premier Student Chapter Outstanding Performance Award: 2019/2020

EDUCATION

M.B.A., Minor: End User Computing, University of Houston, 1986
B.S., Computer Science, Minor: Business, Louisiana State University/ Baton Rouge, Louisiana, 1981

AWARDS

- College of Technology, Outstanding Student Organization Faculty Advisor, 2020
- College of Technology, Outstanding Student Organization Faculty Advisor, 2019
- University of Houston, Teaching Excellence Award, 2013
- College of Technology Faculty Award for Teaching Excellence, 2012
- College of Technology Faculty Award for Teaching Excellence, 2009
- University of Houston's Center for Student Involvement, Outstanding Student Organization Faculty Advisor of the Year, 2011
- AITP (Association of IT Professionals) Region 3 Star Performer of the Year, 2010

MENTORING UNDERGRADUATE RESEARCH

Mentored Chris McGuire (CIS Undergraduate Senior) with his 2009 research project that was entitled: "Executive Project Office Process Improvements for Quality Standards at Continental Airlines"

> The scope of this project was to recommend an implementable continuous improvement solution conducive to Continental Airlines' corporate culture that provides the framework for instituting a replicable methodology to increase project throughput, decrease work in progress, and control variations, while supporting the adherence to project timelines, for the long-term benefit of increasing project quality and supporting Continental's Go Forward Plan. The results were presented to Continental Airlines' IT Executive Management team for further review and final implementation.

TEXTBOOK REVIEWS

- August 2012, Reviewed a Prospectus and Table of Contents for a new textbook.
  Systems and Process Development, Pearson Publishing, Inc.
- January 2010, Reviewed multiple chapters in the upcoming textbook:
  Managing Information Systems Projects by Carl Scott & Richard Albritton, Published by Wiley & Sons Inc.

JOURNAL INTERVIEWS

"Make or Break, Change Management for IT Asset Management, Your Business and You", Richard Kaseler, *ITAK* (Information Technology Asset Knowledge), Volume 1, Issue 4, 2005

"Inside Certifications - Computer Associates Launches Upgrade Paths for Unicenter NSM", John T. Pearson, *Certification Magazine*, September 2002

PROFESSIONAL AFFILIATIONS & MEMBERSHIPS

Association of Information Technology Professionals (AITP)
Association of Computing Machinery (ACM)
Past President of the Data Trainers Association of Southwest Texas (DATASET)
Past member of Southwest Facilitators Network
Sierra Club
National Wildlife Federation

CORPORATE WORK EXPERIENCE

Computer Associates, Houston, Texas   **1999 - 2004**
    <u>Director/Delivery Manager</u>

Responsible for the overall quality and certification of Computer Associates' 200+ internal and external instructors which deliver over 500 different software courses to Computer Associates' clients.

- Created and managed a certification team of 9 senior staff members, which increased the overall quality of the Education Division's instructors and courseware.
- Maintained an overall team productive utilization rate of 78% by effectively balancing staff's billable engagements, development projects and certifications to satisfy the requirements for an average of 2 dozen concurrent projects.
- Raised CA Education's overall Instructor Quality Score from 89 to 95 by establishing instructor quality standards and certification procedures across North America and later expanded globally.
- Developed a 4 day Train the Trainer class which was rolled out across all education divisions worldwide and made available to potential clients. Also managed the development of a 4-day Web Instructor Train the Trainer class.
- Successfully managed the ongoing rollout of the quality procedures and training for certifications across Europe, Asia Pacific, and Australia. This program resulted in 12 consultants certified to deliver Train the Trainer classes within each of their perspective regions.
- Implemented the following innovative ideas: 1) Tiered courseware development, 2) Instructor Feedback system, 3) Escalation Trend analysis and 4) strategic plan to improve the Education Delivery organization based on instructor survey feedback.

Platinum Technology, Inc, Houston, Texas   **1998 - 1999**
    <u>Certifications Manager</u>

Responsible for establishing and managing the team that created multiple technical certifications/boot camps for Platinum's clients and consultants. Additional responsibilities included merging LBMS' systems within Platinum's infrastructure.

- Dramatically reduced complaints and refunds regarding consulting services by creating multiple performance-based certifications. Created and managed several two-week performance-based certification boot-camps in the areas of data modeling and database design, project management, process management and change management.
- Successfully merged LBMS' Sales Order and Services Scheduling system into Platinum's infrastructure.
- Created and managed new Professional Certifications group within the Education Division

Learmonth & Burchett Management Systems (LBMS), Houston, Texas   **1995 - 1998**
    Staff Development Manager

Responsible for recruitment, retention, and development of services personnel for the world's leading process management software company. The Gartner Group regarded LBMS' consultants as the most effective in the process management industry.

- Recruited, oriented, and trained over 86% of the Professional Services staff.
- Supervised all new hires during their initial 90 days with LBMS. As a result of this process, the amount of time it took to get a new consultant billable was reduced by 60%. New consultants also experienced an average utilization rate of 65% after their first 3 months of employment and a utilization rate of 74% after 6 months.
- Designed, tested, and implemented Lotus Notes based Consulting Scheduling and Billing application with the assistance of contract programming support.
- Recruited and relocated 7 Australian based consultants to the work in the US on Visas to augment additional resource requirements in the US.
- Lead consultant for the customization of GE Capital's Project Management process which was adopted worldwide and became part of GE Capital's Six Sigma training program. After conducting several regional facilitated sessions with 5 different GE Capital companies to capture existing business best practices, the process and the training was customized, adopted and implemented worldwide across multiple divisions. I was also the primary Project Management trainer responsible for the rollout of Project Management across GE Capital worldwide. Average score for classes taught was 9.45 out of 10.

BMC Software, Inc., Houston, Texas   **1994 - 1995**
    Business Process Analyst

Served as a business process consultant to Operations Division that is responsible for all of BMC's product distribution and internal facilities support.

- Consulted and coached the Business Operations division through a reengineering effort which resulted in the realignment of five departments and established new processes for product distribution.
- Served as lead analyst for the implementation of Oracle Financial's Inventory module.
- Coordinated the evaluation of two different news service providers who provided stories for Lotus Notes environment. Also installed and administered Lotus Notes during the evaluation
- Lead the development of a client/Server Package Selection Methodology which merged specific BMC quality assurance activities with three other development methodologies.

Learmonth & Burchett Management Systems Inc. (LBMS), Houston, Texas   **1989-1994**
    Supervisory Consultant

Consultant/Trainer/Facilitator for clients in the areas of Project Management, Systems Analysis and Design, Business Process Reengineering and Critical Requirements Analysis.

- Over 80% of clients requested repeat engagements.
- Account Manager for six major accounts. Instrumental in the successful rollout of LBMS' techniques and methodologies across one client's locations within six countries.
- Facilitated workshops for interactive systems development, business process reengineering, project planning, project scoping and critical requirements analysis.

Tenneco Oil Exploration & Production, Houston, Texas   **1982-1989**
<u>Sr Programmer/Analyst</u>

Information Center (01/85 to 06/89)

Consultant/Trainer on all Information Center Projects.
- Taught 160 classes covering 20 different subjects to over nineteen hundred students from headquarters and operating divisions.   Also developed and revised eight courses taught by Information Center staff.

Training Coordinator for Systems Department
- Developed and coordinated a six-month Programmer Training project, which included curriculum planning and development, the supervision of trainees, and the coordination of thirty instructors from four departments.

Application Development & Support (01/82 to 01/85)

- Participated in the analysis and design of an online IMS General Ledger system.
- Maintained, enhanced, and documented an IMS Accounts Payable package system.   Also served as Project Leader, installed online RACF security, and converted DL/I programs to B.M.P.
- Coordinated contract personnel in the programming of an online Accounts Receivable system which crossed three platforms. Conducted all training and wrote user manual.
- Recruited college new hires and summer interns for two years.

Ethyl Chemical Corporation, Baton Rouge, Louisiana   **1981**
<u>Student Programming Intern</u>

- Enhanced Accounts Receivable, Inventory and Personnel applications

LSU Department of Experimental Statistics, Baton Rouge, Louisiana   **1979-1981**
<u>Computer Operator and Programmer</u>

- Provided programming support to the department and its graduate students

HARDWARE/SOFTWARE KNOWLEDGE

Operating Systems	IBM 308X (MVS/XA), IBM 43XX (VM/SP), Windows 95, 98, 2000, XP & DOS
Programming	SQL, COBOL, PLI, ASSEMBLER, FORTRAN, SAS, GPSS, TSO, JCL, Answer 2/Mark IV, Easytrieve
ERP Packages	Oracle Financials (Inventory Module)
DBMS	IMS DB/DC, DB2, Oracle, MS SQL Server 2019, Focus, and MS Access
Applications	Lotus Notes, Microsoft Office (Word, Excel, PowerPoint), MS Project, MS Access, SQL, Tell-A-Graf, Dynaplan, Uniras, PROFS, CMS, Lotus 123, Harvard Graphics, WordPerfect, PFS
CASE Tools	Systems Engineer, Project Engineer, Process Engineer, Erwin, Visible Analyst

SPEAKING /OUTSIDE TEACHING ENGAGEMENTS

"Project Management Ethics", and "Process Management" sessions taught to KBR employees as part of a Project Management Training Seminar. **KBR** is a global provider of differentiated professional services and technologies across the asset and program life cycle within the Hydrocarbons and Government Services Sectors. **2014**

"Process Diagrams and Agile Software Development", Consultation and training to 26 IT Staff members from **Insperity, Inc.,** a Houston-based Human Resources Software and Consulting Company, **2014**

"Scope Management and Requirements Management"
3 different project management training sessions to Executives from the **Great Wall Drilling Company** from China, **2011/2012**

"Games JAD Facilitators Play."
International Computer Training and Support Conference – October 1993

"Project Initiation and JAD"
Data Trainers Association of Southeast Texas – April 1993

"Project Success Begins with JAD."
13th annual International Data Trainers Conference – November 1992

"Great Expectations – Consulting Skills and Customer Service"
Dallas/Ft Worth DP Educators Association – January 1990

"Local DP Training Groups – What's in it for You!"
10th Annual Data Trainers Conference – November 1989

"Managing the Training Area."
Houston Chapter of the Association of Systems Management – April 1989

"How to be a Super Consultant."
Data Trainers Association of Southeast Texas – May 1988

COMMUNITY SERVICE

Hurricane Katrina Evacuees
Assisted Hurricane Katrina Evacuees at Houston's Reliant Center and the George R. Brown Convention Center by providing initial needs assessment upon evacuees' arrival.

Houston Marathon
Multiple years served as a race-day volunteer assisting runners along racecourse and at the finish line.

St. Edith Stein Catholic Church, Katy, Tx. (2004 – Present)
Lector, Eucharistic Minister

St. Cyril of Alexandria Catholic Church, Houston, Tx. (1982 – 2004)
Member of Adult Education Commission – 5 years
Elected to Pastoral Council for a term of 3 years.
Captain of Eucharistic Ministry Team
Religious Education Officer for Young Adults (4 years)
Volunteer for Westheimer Social Ministries and Second Blessing Consignment Store
Volunteer for Houston Food Bank
Volunteer to conduct monthly Bingo games for families at M D Anderson Cancer Center
Volunteer for Casa Juan Diego, which was founded in 1980, following the Catholic Worker model of Dorothy Day and Peter Maurin, to serve immigrants and refugees and the poor. From one small house it has grown to ten houses.

St. Anne Catholic Church, Manchester, Ky (1980 and 1981)
While a student at LSU, volunteered for two summers to work in rural Appalachia. Major activities included teaching multiple Vacation Bible Schools, helping a regional shelter for battered women and their families, organizing outings for groups of disadvantaged youths and general outreach to isolated individuals and families.

LISTING OF BRET DETILLIER'S PREVIOUS CONSULTING CLIENTS

American Family Insurance	**Levi Straus**
American National Can	**Lower Colorado River Authority**
Anderson Consulting	**Lyondell Petrochemical**
Bank of Boston	**MCCR (Province of Ontario)**
Bank of Budapest	**MEDNA (Michigan Education Association)**
Bank South	**MidCon**
Boston Edison	**Mutual of Omaha**
Brown & Williamson	**NASA**
Browning Ferris Industries	**NBC Studios**
Business Systems Group	**Network Management Forum**
Conoco	**Noxell**
Copelco Credit	**Ohio National Life Insurance**
Copelco Leasing	**Paramount Studios**
CRSS	**People's Gas (Chicago, IL)**
Equitable Real Estate	**Procter & Gamble – US**
Franklin Life Insurance	**Procter & Gamble – Brazil**
Gannett	**Procter & Gamble – Canada**
GE Capital Corp	**Procter & Gamble – Columbia**
GE Capital – AFS	**Procter & Gamble – Costa Rica**
GE Capital – FGIC	**Procter & Gamble – Jamaica**
GE Capital – GEFA	**Procter & Gamble – Mexico**
GE Capital – ERC	**Procter & Gamble – Puerto Rico**
GE Capital – Corp Quality Unit	**Procter & Gamble – Venezuela**
GE Capital – VFS	**Prudential Insurance**
GE Capital – Fleet Services	**PSE&G (Public Service Energy Group, Newark)**
GE Capital – RFS	**Rite Aid Drug Stores**
Goddard Industries – Barbados	**Security Life Insurance**
GRE Insurance	**Shell Oil**
Hallmark Cards	**Sonoco**
Holiday Inn	**State of Mississippi**
Hughes Aircraft	**Steelcase**
Insperity	**Swiss Bank**
International Paper	**US Air Force**
IRS	**USA Today**
KBR	**Wolf Creek Nuclear Power Plant**
Koch Gateway	
Koch Industries	