

Scottish Hydro-Electric plc

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Our Reference **RML**

Your Reference

Date **11 March 1997**

If telephoning or calling please ask for: **Bob Littlejohn**

To whom it may concern



RICHARD BAGNALL

I am Project Manager for a Digital Mapping/ Embryo GIS project being mounted by my Company using a Smallworld GIS system. This involved digitising and managing about 25000 maps and the project is currently running ahead of schedule and under cost.

Richard was employed as an independent specialist software contractor for a period from November 1996 until end March 1997 (to date).

I am not a specialist computer person so my remarks should be considered in that context

The project team is a matrix team of about 50 people mixing various Company staff from various disciplines with different contractors. Richard has fitted very well into the team and has made very positive contributions to the success of the project.

He is the only technical software person currently retained on our site giving a measure of the confidence we feel in his ability. He suffers continuous harassment from staff at all levels as day to day problems crop up, and copes with these in an organised and good humoured manner.

Viewed from my own non IT background, I find him to be unusually well organised and focused for an IT specialist.

As a person he gets on well with the team and participates in nights out and other team activities.

Mapping Services Manager