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PUBLIC INSTRUCTION

March 3, 2011

Mr. Anup Popat
Chief Executive Officer
Systems Technology Group, Inc. (STG)
3155 W. Big Beaver Road, Suite 220
Troy, Michigan 48084

Dear Mr. Popat:

I am writing this letter to thank you and your team for a job well done. I would certainly recommend STG for future IT applications work.

In 2006 the Michigan Department of Education (MDE) was informed that its educator licensure system was beginning to show signs of aging and critical operations were beginning to malfunction. The MDE developed a Request for Proposal to identify a vendor to rewrite its old educator licensure system and as you know, STG was awarded the contract.

STG assisted MDE in addressing critical process requirements with respect to over 400,000 educators' certification records statewide. The MDE issues over 20,000 certificates and renewals and 25,000 permits annually. STG helped develop a fully integrated solution leveraging state of the art web-based technologies. STG developed automated interfaces to all the surrounding systems such as the Michigan Test for Teacher Certification Scores, Educational Entity Master, Registry of Educational Personnel, and Centralized Electronic Payment and Authorization System. This system has a very intuitive wizard driven interface towards applying very stringent and complex business rules. The system provides an extremely useful reporting capability and several adhoc report modules for performing what-if type analysis on our data to improve business effectiveness and to better serve our constituents.

The system developed by STG is a completely online system that also has the capability to receive certification recommendations from over 40 teacher preparation institutions. The information stored and managed by the system is accessed by over 2400 school districts statewide. The Michigan Online Educator Certification System (MOECS) provides a highly automated capability towards

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timely submission and assessment of the applications and validation of very complex and stringent business rules. The lead time for receiving, assessing, and issuance of certificates has been significantly reduced from weeks to just a matter of few hours. Automated payment processing has enabled the MDE to quickly receive and process payments.

STG delivered a solution that is of top notch quality. All test cycles were completed on time with minimal issues. After the MOECS was launched, we have had no major code defects. The system is running smoothly and the state has already begun to enjoy the operational and financial benefits. The MDE has received very positive feedback from teacher preparation institutions, local school districts and many educators about how user friendly, and expedient MOECS is. We are very proud of this system that STG has built for us.

STG's attention to quality and schedule control exceeded all our expectations. Considering the business critical nature of the project and the complexity of the business processes, we needed a partner that had significant depth and experience in executing and managing projects of this size and complexity.

STG not only provided that capability, but also demonstrated great partnership spirit by working closely with State of Michigan personnel throughout the project towards ensuring success. STG's management staff, software designers, and programmers were extremely professional and helpful. The devoted partnership shared by MDE staff and STG staff assured the success of the project.

I am looking forward to working with STG throughout the maintenance phase of MOECS and working with them in the future as we add enhancements and updates to the system. I highly recommend STG for similar projects.

Sincerely,

A handwritten signature in cursive script that reads "Flora L. Jenkins". The signature is written in dark ink and is positioned above the typed name.

Flora L. Jenkins, Ph.D.
Director
Office of Professional Preparation Services