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**Interoffice Memo**  
**Office of the SVP, Information Technology**

**To:** All Management (A-C)  
**From:** Nick Stam   
**Date:** 2/8/99  
**Subject:** I/T Organizational Change Initiative

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Over the past few months I/T leadership has embarked upon an organizational change program to transform I/T into an organization specifically designed to be more responsive, effective and efficient in meeting your business needs. The I/T Organizational Change (ITOC) program was prompted by several factors including: the need to increase our ability to respond to our customers' business needs; the requirement to implement the I/T realignment that took place last year as part of the corporate reorganization; and the desire to maximize the value and return on investment our company makes in information technology resources.

We have listened to your formal and informal feedback and are embracing this change initiative to improve our ability to deliver the products and services you need. This ongoing change initiative will favorably position I/T to become more proactive by placing emphasis on developing partnerships with our customers. It will also increase our effectiveness of using governance and process methodologies to provide direction and alignment consistent with our corporate I/T strategy and increase I/T's accountability for achieving business results in cooperation with our business partners.

As a first step toward change, we have adopted a new vision to provide guidance and direction as we move forward. That vision is focused on you, our customers. As the vision statement affirms, we intend to **"Be valued by customers as partners in achieving business results"**.

At this time, a conceptual design for the new organization has been developed and an interim organization structure with defined areas of focus has been detailed. This interim structure has been designed to facilitate increased business alignment, provide consistent priority and direction setting and consolidate leadership focus. The composition of the new organization is still in development. However, the high level structure and position assignments have been identified and are detailed on the attached matrix. During the transition to the new organizational structure, you should experience no degradation in the day-to-day support and services you receive from I/T.

I/T representatives will be contacting all of their customers to discuss the implementation of these changes and to gain insight on how to continue to improve our products and services to meet your business needs. In the interim, if you have any questions, please call me or any of my direct reports.

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# INTERIM I/T ORGANIZATIONAL STRUCTURE

