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**Lucia Gradinariu**

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**Enterprise IT and Business Process Management**

Dear Lucia Gradinariu,

This letter concerns your lecture titled “The Rise and the Fall of Enterprise IT organizations” on January 28, 2009 in the telecommunications seminar. It also discusses my application of some of your presentation contents to my research for business process management (BPM) of Korea Telecom (KT). Your talk consisted of the origin, evolution, and effects of information technology (IT) in enterprise organizations.

As an independent consultant and owner at LGG Solutions LLC, a leading consulting company on solution strategies, architecture, business development and marketing for successful application of IT, you provided me with enterprise IT’s role and vision on BPM in telecommunications. I am very interested in this role and vision because I have had various experiences in analyzing the telecommunication industry’s business process and developing new workflow management models for it in Korea. I was especially impressed with your viewpoint on the breakdown of traditional IT investment models.

Recently, the network service providers faced expanded sets of competitors in the business managed services market. Their services continue to drive the need for new investments in more network capacities. Therefore, I believe that in order to effectively propose new BPM models to telecommunication companies, it is necessary to understand current workflow models for organizational redesign in IT intangible investments.

Thanks to your impressive lecture, I have learned the new aspects of enterprise IT organizations for network service providers. Also, I have found a new idea for my research report, which is the mathematical validation of workflow management models and its applications to telecommunication companies in Korea. Therefore, I would like to deeply study the model and applications and apply them to my research report for KT.

I look forward to seeing your next presentation and will continue to study and research business process management for my final report for telecommunication industries.

Sincerely yours,

**Won Jay Song**