

## LMT Message



President / CEO  
Charlie W. Chen

**W**e concluded the year of 2008 with level revenue; yet we are able to report another healthy profitable year by properly adjusting our resources and reducing our costs. We were even able to share in advance with our employees the performance bonuses this past Christmas season. This outstanding result is only possible through the entire company's collaborative efforts.

As the first quarter of 2009 went by with all its economical challenges, DFW was not exempt from being affected. Our forecast for 2009 revenue this year, with a 20% decrease, would result in 'breaking even' if correct. We are so far a little ahead (11% decrease instead of 20%) of our projection, but we do foresee some setbacks in the coming months. The relentless LMT is working hard and diligently, to develop more business opportunities for DFW, during this challenging business climate.

There are many developments from the first quarter of 2009 worth mentioning:

1. DFW Leadership Workshop and 8 strategic business projects: we conducted the yearly management meetings and concluded with 8 new projects for DFW, which focus on both the short-term and the long-term development of DFW.
2. Continue to re-invest to better serve our Customers' needs: One of our business strengths is that we are able to invest in customer required resources. We are responsive to customer needs and willing to invest our resources proactively to become "the obvious choice".
3. All our anchor service programs continue to excel: Quality service and performance have been our top business values to customers. Our management efforts need to focus on how to deliver them more cost effectively and to address the changing needs of our customers.
4. Continued Improvements: We have seen many major improvements in this quarter such as establishing ESH & Green Programs, setting up the new Data Center, Call Center Remodeling, Website Redesign, the whole Samsung team certified in MCDST, LMCO's team recognitions, Cost Reduction Efforts in Telecom, New HR System, Revised SAFE Program, New Business Partners, and even trying to save a big falling tree. Our spirit is high!

Personally, I embarked on several trips this quarter: one Asia trip to visit Beijing i2 project and then to Taiwan to celebrate my 54<sup>th</sup> birthday, Japan for a hot-spring retreat, two visits to LA for another green energy venture, one visit to FL for a previous investment and a short visit to Austin for conducting a speech. Additionally, your restless CEO also serves on the board of directors for: Richardson Chamber of Commerce, DFW Minority Business Council, Richardson Regional Medical Center Foundation, Chinese Institute of Engineers, and Hua-Shing Chinese School; plus many other advisory board positions.

### Key Dates to Remember

- New HR System - "People Trak" Go Live: May 1
- Collin 60 Awards Luncheon: May 4
- ACCESS EXPO 2009: May 11-12
- 2009 Annual DFW Dragon Boat, Kite and Lantern Festival: May 17



**VP of Finance/ Tax**  
**Pauline Chen**

As a member of LMT, I believe that leadership plays a very important role during this economic downturn. For my personal growth, recently I chose to attend a Dale Carnegie Leadership workshop. Here I gathered some useful information for your reference which I think it could enhance our relationship with others, no matter which position we are in.

**1. Leaders inspire others with vision.**

They improve the future view of your life with a positive attitude; and they influence others with shared value to achieve common goals.

**2. Leaders lead by example.**

They coach, guide, support, and train others with their strong beliefs; they lead by example and aligning actions to achieve the objective goals.

**3. Leaders encourage innovation process.**

They challenge the existing process to encourage creative ideas which result in new discoveries that is vitally important for business operation in modern competitive environments.

**4. Leaders empower others.**

They actively involve people in planning and decision-making and strengthen others abilities to excel. Through trust and respect, create a competent and confident team.

**5. Leaders lead the heart.**

They celebrate successes, large or small; they recognize and reward individuals or group contributions along the way. Sincere acts of caring draw people by heart.

We play so many roles in our life to communicate with people, no matter at home or at the office. I strongly believe "Before we become a leader of others, we must be a leader of our own first".



**Analysis tool**

**SWOT or PEST?**

Generally speaking a SWOT analysis measures a business unit or proposition, whereas a PEST analysis measures the market potential and situation.

	<b>Helpful</b> to achieve the objective	<b>Harmful</b> to achieve the objective
<b>Internal</b> attributes of the organization	<b>Strengths</b>  <b>S</b>	<b>Weaknesses</b>  <b>W</b>
<b>External</b> attributes of the environment	<b>Opportunities</b>  <b>O</b>	<b>Threats</b>  <b>T</b>

<b>Political</b> environmental issues current legislation future legislation government policies government term and change funding, grants and initiatives international pressure groups	<b>Economic</b> economy situation / trends overseas economies trends seasonality/weather issues market and trade cycles specific industry factors interest and exchange rates
<b>Social</b> lifestyle trends / demographics consumer attitudes / opinions brand, company image consumer buying patterns buying access and trends ethnic/religious factors	<b>Technological</b> competing technology replacement technology/solutions maturity of technology innovation potential technology access, patents intellectual property issues



**VP of Ops/ Admin  
Shannon Chen**

**2**009 started with challenging economical conditions. How we can produce new revenues and keep the profitability up for DFW is the major task for LMT.

In reviewing our customers' needs, the budget cuts and trimmed down IT operations have direct impacts on our service business. We are fortunate to have the business and operations on track without much adjustment. I believe the undergoing 8 strategic projects will bring DFW to the next new level.

For Marketing and Sales development, we joined the "President's Club" Professional Development Program offered by Sandler Sales Institute.

This training will help us greatly in developing new business opportunities and working more effectively in sales process. We are also researching on a CRM system to enhance customer relationships.

In operations, we continue working on ITIL best practices, Project Management Professional (PMP) knowledge and certifications. Our Samsung Team set the goal to pass the MCDST in 3 months and we are very proud that the whole team accomplished the certifications at the end of March. This is a prime example of "can do" spirit.

We are also working on continuous improvement to manage operations more effectively by improving the process, adopting new technologies and lowering the cost to create and add value for our customers. We need to be more flexible to meet new expectations of customer needs. Crisis are potential opportunities; we have to look beyond the challenges for new opportunities. I know we can do it!



**VP of HR/ Payroll  
Joan Law**

**"Company needs a new integrated HR System"**

**This was the decision after DFW Leadership Workshop 2009.**

**O**ur company's needs require a HR system that:

**◆ Simplifies routine employee management tasks by automating administrative tasks.**

- (1) Effortlessly keep track of employee information including job history, compensation, performance reviews, skills, education, qualifications, etc.
- (2) Self-service module to allow employees to edit their personal data and submit time off requests on-line.
- (3) Provide unlimited and real-time reports to assist management.
- (4) Save time and money with a paperless recording and filing system.

**◆ Simplifies recruitment by finding the right candidate for the job.**

- (1) To provides a browser-based front-end to the Applicant Tracking module. It creates a complete recruiting website for our company.
- (2) Candidates can view current openings, post a resume file, complete an application form, and monitor their own progress through the hiring process. This will reduce work load and ensure that company hires the most qualified candidates.



After doing much research and comparison, we truly believe that **People Trak** is an ideal match for our company's size with the appropriate technology, cost & functionalities.

In March Charlie mentioned in his CEO Message, "HR Dept has been busy in installing, populating data, and under heavy training now to launch the new system on May 1st." In fact, we started the implementation of People Trak on March 1st, 2009, and today I am very happy to say that we are in the final testing stage and on track to meet our deadline.

**Activities @DFW**



**Happy Bull Year 2009**

To celebrate the Chinese New Year, DFW invited all employees along with their families to our Chinese New Year Party on Friday, January 23, 2009. All people were happy to receive the "Red Envelopes".



DFW Leadership Workshop 2009



Charlie at the inauguration of Barack H Obama as the 44th President



Shannon and Joan with two employees, Dushawn and Philip, at LMCO Marietta, GA



Charlie and Pauline visited i2 Beijing team again; at the Great Wall?



Charlie and Pauline celebrated Charlie's Birthday with old friends in Taipei



Birthday celebration for both Shannon and George's wife, Liching



Charlie visited a new business venture of green energy in LA



LMT with Dallas City Mayor, Tom Leppert and his wife



LMT with whom? Dallas Cowboy #22: Emmitt Smith!

**Highlight @DFW**



**C**ongratulations to the **Samsung Mobile Team!** We are so proud of our team and each team member. We believe achieving this goal reemphasizes our Win-Win-Win Theory. Each member is better equipped, Samsung has a better support team, and finally our company, DFW Technology has more qualified employees/team. We never stop and will press forward as we continue to enhance our skills for the next level of IT service world!



By Team Lead - Sean Minn

**DFW Learning Center**



**Data Center Design & Implementation Considerations**

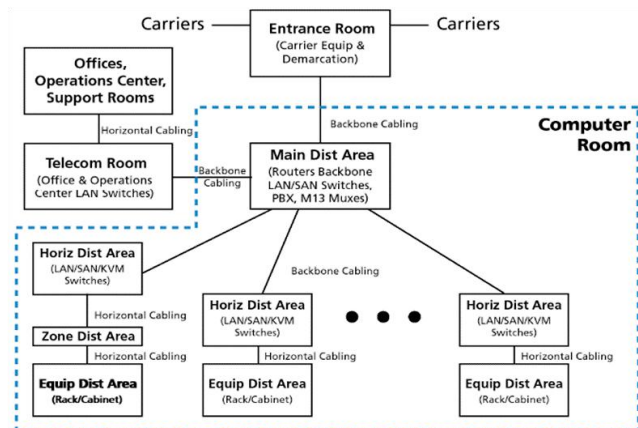
**A**ccording to the TIA-942 Data Center Standard, there are several core design criteria including site space and layout, cabling infrastructure, tiered reliability and environmental consideration.

**Site space and layout**

When looking for a datacenter design, the allocation of the space is the 1st thing coming to mind. The space should be easily reallocated to the changing environments and growth.

The most important thing is to balance between the initial deployment costs and anticipated space required in the future. While designing the datacenter, the flexibility and plenty of white space is needed to accommodate to the future expansion. Also, it is more energy-saving design to leave enough white space. Based on this, we can list several different consideration categories under the space take-in,

- One or more entrance room
- Main distribution area (MDA)
- One or more horizontal distribution area (HAD)
- Equipment distribution area (EDA)
- Zone distribution area (ZDA)
- Backbone and horizontal cabling



**Cabling Infrastructure**

While working on the cabling infrastructure, we will need to take below lists into consideration.

- Fast deployment and accurate moves, adds, and changes
- Standards based open systems
- High performance and high bandwidth with growth factors incorporated
- Support for 10G or higher speed technologies
- Support for storage devices (i.e. fiber channel, SCSI or NAS)
- Support for convergence with growth factors incorporated
- High quality, reliability and scalability
- Redundancy and path diversity
- High capacity and density
- Efficient allocation of space

- Proper racking, enclosures, pathways and access flooring
- Incorporation of data center security and monitoring systems
- Copper or fiber cabling
- Initial investment protection



**Which cabling infrastructure you think is better?**

**Environmental consideration**

While designing the datacenter, the last thing we will need to put into the big picture is about the environmental consideration

- Fire suppression
- Humidity levels
- Operation temperatures
- Architectural
- Power
- Cooling Design
- Mechanical system specifications

All of those should be within the environmental consideration but not limited.

....We will continue to talk two major concerns: **Power Design** and **Cooling Design** in more detail in the next DFW TechNews.

By Operation Manager - Eric Wang



**DFW Operation Learning Meeting  
2009 Syllabus**

**Facilitator:** Shannon Chen  
**Participants:** Team Leads and employees are all welcome  
**Meeting Times:** 11:30-13:00 on 3rd Friday of month  
**Place:** DFW Technology Main Office  
**Current Topics:** Introduction of Data Center and ITIL via group discussion.

**What is ITIL?**

**ITIL is a Set of Books:  
the IT Infrastructure Library**

- Created by UK Office of Government Commerce (OGC)
- Published by The Stationery Office (TSO)
- Gives guidance on the provision of quality IT services
- Embodies best practice for IT service quality
- Encourages organizations to adapt and adopt ITIL

**ITIL Service Desk Training and Certification**

<b>Foundation</b>	Basic understanding of the ten ITIL Service Delivery and Service Support processes and the Service Desk function
<b>Practitioner</b>	Deep understanding of one ITIL process. Foundation certificate is a prerequisite
<b>Masters</b>	Deeper understanding of all ten ITIL processes and the Service Desk Function. Foundation certificate is a prerequisite.

**Why IT Organizations are Adopting ITIL?**

- Improve customer satisfaction
- Motivate staff and increase productivity
- More consistently implement changes
- Reduce amount of time spent “firefighting”
- Reduce repetitive problems
- Produce more business-focused metrics
- Align organizations, suppliers, customers, technology
- Address specific process and people issues
- Take cost out of the organization
- Increase efficiency, effectiveness, responsiveness
- Support mission- and business-critical services
- Support IT governance initiatives

...We will continue the topic in more detail in the next DFW TechNews.

By Samsung Team Lead - Sean Minn

*Note: The content in DFW Learn Center section is for our internal use only.*

**Agents of the Month**

Agent of the Month is determined by the job performance and customer recognitions in our Service Desk business. Each agent received a certificate and a gift card. Their names are also displayed in DFW Call Center.



**January**  
**Adrian Stacia**



**February**  
**Tai-Hsun Wu**



**March**  
**Priscilla Frye**

**Employees of the Month**

DFW is proud of its employees. These four were chosen out of many who had received special recognition from our customers during January to March, 2009. Employees of the Month received a certificate and a gift card. Their names are also displayed in Conference Room at DFW main office.



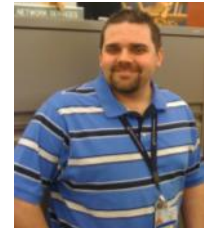
**January, Michael Jackson**, outstanding customer service skills and are always extremely responsive.



**February, Sean Minn**, great performance in leading Samsung team to a whole new level.



**March**  
**Dushawn Brooks**  
LMCO Marietta



**March**  
**Phillip Griffis**  
LMCO Marietta

Dushawn Brooks and Phillip Griffis were both recognized by LMCO for their efforts and involvement in the upgrade project. Following is the public recognition from LMCO.

*“This award is to recognize the exemplary performance and dedication of the network operations team supporting Aeronautics ... This team strategized, planned and executed this task in only 3.5 months (2 months ahead of schedule)... The team accomplished much of the work during off-hours with no paid overtime. During this period, the team was also required to maintain normal, daily operational requirements.*

*The successful completion of this project not only hits certain financial targets but it also provides Aeronautics customers: (1) a more flexible, agile environment by which modifications to expand the infrastructure can be done with no user downtime; (2) increases redundancy/availability as it was engineered into the solution; and (3) improves performance through consolidation of technologies and increased bandwidth.”*

**DFW Technology is proud of its employees!!**



## English Class Every Tuesday

### Trouble Communicating? Want to improve your English skill?

Join us every Tuesday 6-8pm at the DFW Technology main office.

The course is being taught by Curtis Merida, a certified ESL instructor from Richland College for two hours every week. Practice vocabulary & pronunciation, reading & speaking.

If you are interested in joining the study group, please contact **Joan Law**, at **972-907-9977 ext. 1006** or email at: **Joan\_Law@dfwtechnology.com**



## NTAPA Meetings



DFW Technology has been playing an important role in helping the growth of the North Texas Asian Photographer's Association (NTAPA) by offering the company's conference room for the meeting.

The monthly photography meeting is on **Third Wednesday night from 7:00 pm to 9:00 pm** at DFW Technology's conference room.

## DFW TechTALK Toastmasters

### Speechless? We can help!

**You are in luck!** DFW TechTALK provides you with a supportive environment where you can learn, grow and achieve your goals. **DFW TechTALK meets every Thursday from 6:30 pm to 7:30 pm** at the DFW Technology main office. Please come join us and have fun!



## Happy Hour & Karaoke



What can you expect? A fun night of finger food, great music and people who love to sing. Learn a new dance step by step, chat with friends or play cards. We have something for everyone. We want the Friday Night Happy Hour and Karaoke to be a time for you to enjoy yourself and meet with colleagues.

**Mark your calendar!! First Friday of Every Quarter 5:30 pm at the DFW Activity Center.**

Contact **Mark Liu** for more information at **972-907-9977 ext. 1215**

## DFW Activity Center



### Excellent Space for Gathering...

Everybody is welcome to check it out!! Reasonable Rates include the use of the kitchenette, equipment and furniture.

For more information please contact facility manager **Paul Hu** at **214-707-8170** or **Joe Lin** at **972-907-9977 ext. 1010**