

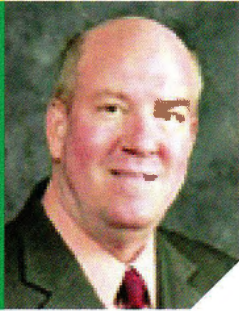
GIT Group



Quarterly Playbook **2007** Fourth Quarter

HEALTH CARE SERVICE CORPORATION

Letter from your Chief Information Officer



It is my pleasure to introduce you to the Quarterly ITG Playbook, a new approach to providing you with information about how ITG is meeting HCSC's business needs. I hope that you will look forward to reading these quarterly updates as well as the Annual Report you will receive in February.

Over the last year you have been asking me questions such as:

- What does ITG do?
- How is ITG supporting our business?
- How is ITG's performance measured?
- Is ITG's Production effective?

The ITG Playbook will provide answers to these questions and more. I will share the key metrics that we are measuring ourselves by and will discuss our future. We have been working to keep all of HCSC's applications up and running while, delivering technology solutions for over 400 projects throughout the Enterprise. We also continue to support the growth of HCSC's 17,000+ employees, new facilities and the continued integration of Oklahoma.

Earlier this year the ITG Leadership team conducted two, multi-day retreats to establish our Vision for the future. Together, we defined the supporting ITG Critical Success Factors in order to enable HCSC to achieve its goals. This inaugural edition will examine our most important Critical Success Factor, Complete the Turnaround, assuring that we have a reliable, available and secure production environment and excellent monitoring capabilities. We have made great strides in ensuring our critical applications are available for our customers and partners, but there is always more to be done. Future issues will provide more details

I welcome your comments, questions and feedback on ITG's Playbook.

A handwritten signature in black ink, appearing to read 'John Oborn'. The signature is fluid and cursive, written over a white background.

John Oborn

Senior Vice President and Chief Information Officer, ITG



Our Vision

The advanced technology solutions we apply, creatively and proactively, will enable HCSC to become the leading health plan in the United States.

To support this outcome, ITG must be recognized as a leader in health plan information technology by the year 2012.

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