



Quotes, Notes & Anecdotes

Monthly Employee Newsletter Published by the Department of Administration
AUGUST 2010 - Volume 17, Issue 8

Employee of the Month

Holmes' Continuous Progress at Purchasing Earns Praise



BRIAN HOLMES
August Employee
of the Month

BRIAN HOLMES, a Staff Development Specialist in the Communication and Technical Services section of the Purchasing Division, has been selected as the Department of Administration's *Employee of the Month* for August.

A state government employee for more than five years, Holmes coordinates all professional development and educational training events on behalf of the Purchasing Division.

His responsibilities include planning and facilitating the lo-

gistics for the annual purchasing conference, online training modules, in-house training programs and the agency purchasing certification program.

"In addition to his many tasks and responsibilities that he oversees, Brian demonstrates a professional and respectful demeanor that is welcomed by his colleagues and customers," said one co-worker.

"The employees whose performance and conduct continue to ascend, even at a steady level, are the talents that the state

needs to grasp and recognize. Brian is one of those employees," said another co-worker.

In his spare time, Holmes enjoys reading, watching college and professional sports, and spending time with his family.

He will be joined by his friends and co-workers at a special ceremony presented by Cabinet Secretary Rob Ferguson on August 5 at 11:15 a.m. at the Purchasing Division office at 2019 Washington Street East in Charleston.

New Employee Orientation Program to Emphasize Importance of Each Position

A new employee orientation program designed by the Division of Personnel will be focused on getting new employees better prepared as they begin their state government jobs.

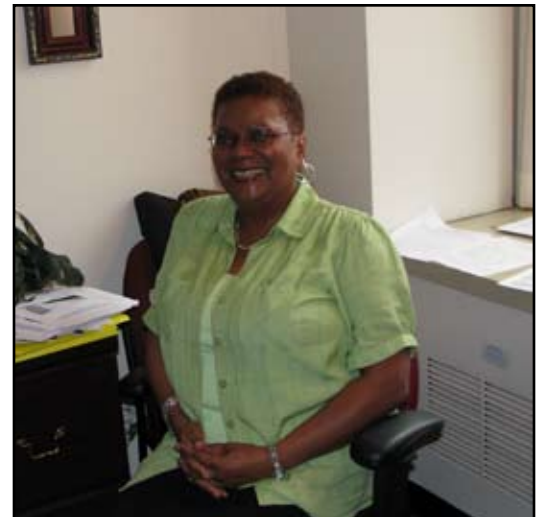
The program is a series of learning modules which will be available on the Division of Personnel's website,

covering the beginning aspects of state employment from an overview of the branches of government to work policies and employee benefits.

Overseeing the project's develop-

**Please see
EMPLOYEE, Page 4**

Dr. Taella Woolfolk-Hill, a development consultant in OHRD, oversaw the development of a new employee orientation program focused on helping new hires as they begin their jobs.



SNEAK PEEK

- Sen. Byrd Remembered for Decades of Service / Page 2



- OT Reduces Executive Domain E-mail Box Size / Page 2
- Agencies Benefit with Governor's Internship Program / Page 3



In Remembrance of Sen. Robert C. Byrd

President Barack Obama was among the dignitaries who spoke at the memorial service conducted at the State Capitol for Sen. Robert C. Byrd, who passed away in June at age 92. Others in attendance included Gov. Joe Manchin, former President Bill Clinton, Vice President Joe Biden and various members of the United States House and Senate.

Office of Technology Reduces Executive Domain E-mail Box Size

The Office of Technology (WVOT) began implementing new, automatic clean-up policies for Executive branch domain e-mail boxes in July to more effectively manage the state e-mail system. Additional measures are scheduled to begin this month. These actions will reduce the state e-mail system database which helps ensure these systems continually function with minimal interruptions.

The first WVOT e-mail cleanup task began July 14 with all e-mails in an individual's "Deleted Items" folder being

automatically deleted permanently after e-mails were placed in that folder for 10 days or more. This automatic deletion procedure will continue. Beginning the first week of August, all items in an individual's "Inbox" (not "Mailbox") which are more than 90 days old will be moved to the individual's "Deleted Items" folder. Those items will remain for 10 days in the "Deleted Items" folder before permanent deletion occurs. Individuals who wish to save e-mails need to take the following steps to pre-

vent losing items permanently:

1. Create folders under the "Mailbox" icon (not under the "Inbox" icon) to store items in e-mail format. Move the e-mails wishing to be saved into those folders. Items placed in these created folders WILL NOT be deleted.
2. If you are already using folders under "Mailbox," review the items stored in these folders and remove those which

**Please see
TECHNOLOGY, Page 6**

Department of Administration Agencies Benefit with Governor's Internship Program Participants

The Department of Administration continues to benefit from the Governor's Internship Program which pairs some of the state's most astute college students with state agencies. The program participants have worked in several Administration agencies this summer, assisting with various assignments and projects, which allows the interns to gain valuable knowledge and networking opportunities in a real-world work environment.

Molly George, a special projects coordinator for the Department of the Education and the Arts who oversees the program, said 433 college students applied to the program, with 140 being hired by approximately 50 different state agencies. George said some of the program activities for the interns outside of their job duties included a welcome reception at the Governor's Mansion, a tour of the State Supreme Court courtroom and a visit to the catwalk of the Capitol dome.

Below is a brief biography of this year's department interns:

[Kaitlyn Shamblin](#) of Charleston is in her first year as a program participant, working for the Office of Technology. The sophomore marketing major at Marshall University is working at the General Services Division's help desk, writing applications for awards, answering calls to



The Department of Administration continues to benefit from college students who serve as interns. Several of this year's interns and the agencies they are serving are, from left, Kaitlyn Shamblin, Office of Technology; Corey Clark, Division of Personnel; Catherine Rembrandt, Division of Personnel; Amelia Ferrell, Purchasing Division; Benjamin Wood, Cabinet Secretary Office; and Jacob Satterfield, Office of Technology.

the help desk and maintaining information for the agency's Helpdesk Expert Automation Tool.

[Ryan Frampton](#) is serving as a field technician for the Office of Technology

Please see [INTERNSHIP](#), Page 5

Capitol Food Court Changes Moves Operation in New Direction

The Capitol Food Court has a new operator, which is returning to a tried-and-true approach to make the eatery more popular for state employees and visitors.

Effective July 30, the West Virginia Department of Administration began overseeing the Capitol Food Court. The change was part of a mutual agreement with the previous vendor, Guest Services, Inc., to transfer the management of operations. The Capitol Food Court, located in the basement of the state Capitol, opened its doors on January 10, 2008, after much needed remodeling.

The new approach will embrace many of the practices in place prior to the remodeling of the Food Court, specifically a menu which emphasizes

quality food at a low price that can be served quickly.

"We have listened to what our employees and visitors have said they want," said Cabinet Secretary Rob Ferguson. "Although the current design and concept are functional, we will transform this facility to what works for West Virginia state employees and guests. They want an inexpensive, good-tasting, quick meal and that is what we plan to offer."

Pricing will be an important factor in the new operation, without sacrificing taste or portion. Details on the menu and operating hours are being finalized; however, the new facility will continue to offer breakfast and lunch. The Food Court suspended operations on July 30

to allow the new management team to hire and train its new staff and finalize its menu and prices.

Several steps will be taken to ensure that the pricing will be affordable to the patrons at the new establishment. Personnel costs are expected to be reduced by utilizing Work Release Program participants and staffing with only necessary full-time positions. Another benefit of the state operating this facility is that only operational costs must be met, rather than seeking profit.

"We have answered the call from our state employees and will take action," Secretary Ferguson added. "By fall, we will have an affordable eating locale that meets expectations in service, quality and price."

Celebrate West Virginia's Rich Heritage During the State's Many Scheduled Fairs and Festivals

Fairs and festivals bring a variety of rich, cultural experiences to the Mountain State throughout the summer. With unique crafts, live music and delicious foods, these events will provide plenty of fun and enriching experiences for you and your family throughout the month of August. For an extensive list of fairs and festivals throughout the year, visit www.wvtourism.com.

- **Aug. 4-8** – Appalachian String Band Music Fest (Fayette County) 304-558-0162
- **Aug. 6-8** – MultiFest (Kanawha County) www.multifestwv.com
- **Aug. 13-21** – The State Fair of West Virginia (Greenbrier County) www.statefairwv.com
- **Aug. 27-29** – Appalachian Festival (Raleigh County) www.appalachianfestival.net
- **Aug. 28-31** – South Charleston Summerfest (Kanawha County) www.sochassummerfest.org
- **Aug. 28-Sept. 5** – Oak Leaf Festival (Fayette County) 304-465-5617



The State Fair of West Virginia is one of many fairs and festivals which celebrate the state's cultural heritage. The State Fair opens August 13 in Fairlea, Greenbrier County.

EMPLOYEE

Continued from Page 1

ment, Dr. Taella Woolfolk-Hill, a development consultant in Personnel's Organization and Human Resources Development (OHRD) office says the project came about as agencies wanted a centralized new employee orientation.

"OHRD sought to look at this from a statewide standpoint," Woolfolk-Hill said. "We wanted to create an experience where new employees could go online and take care of the orientation process at their own speed."

The goal is to allow new employees to be able to go through the orientation before beginning their new jobs, instead of afterwards when they are typically caught up in learning various aspects of their jobs. Also, by placing the orientation online, OHRD hopes to offer a starting point for the individual orientations of different agencies.

"We want to be able to offer a central

portal for new employees to become oriented to employment in government. We will provide links to agencies' existing orientation programs here. All of this is designed to make orientation information more accessible to employees," said Evie Davis, director of the OHRD office. "We are always looking for new ways to simplify the process of bringing new employees onboard into government service."

The modules will be a mixture of video and instruction, with an emphasis on being "learner-centric," said Woolfolk-Hill. "Many times in similar programs, the focus does not keep the learner in mind," she said.

Division of Personnel Director Sara Walker said she is very excited for the new program. "Traditionally, in these types of orientations, it becomes information overload," she said. "By placing

it online, where it will be accessible at any time, it becomes a resource that they may return to over and over whenever a question might arise."

Woolfolk-Hill said the importance of stewardship is a key factor in the new program. "We focus on people who want a career in public service," she said, "and how significant that career may be."

It is words echoed by Walker, who said she hopes the program shows the value of each employee in the framework of state government. "Every position is important. We want people to know from Day One that they are important to the state of West Virginia," she said.

The program is in draft form and is expected to be released in August. Davis said anyone will be able to go through the program and offer feedback that will then be used to modify the program.

INTERNSHIP

Continued from Page 3

and is a first-year participant in the program. The Teays Valley resident is a senior at Marshall University and majoring in computer science. His duties include assisting state employees with computer-related issues.

[Andrew M. Blair](#) plans on a post-college career focusing on development of medical software or medical-related technologies. He is working toward that as a first-year program participant in the Project Management and Network Security unit of the Office of Technology. The Charleston native is working toward a double-major at Wake Forest University where he is a sophomore.

[Amelia Ferrell](#) of Rand is in a second-year program participant, working for the West Virginia Purchasing Division. The Shepherd University graduate is assisting in re-designing the agency's Web site while writing and editing articles for the Communication and Technical Services section. The political science graduate will pursue a public communication master's degree at Marshall University this fall.

[Jacob Satterfield](#) is a junior at West Virginia University, studying computer science. He is a first-year program participant at the Office of Technology. The Winfield resident is assisting in the maintenance of the Cisco IP Phone and Voicemail systems and assisting in the installation of telephones and telephone lines during state agency moves.

"The Governor's Internship Program has opened more doors than I could have ever imagined. Because of my involvement, I am able to be taken more seriously by my teachers and fellow students," he said. "It has been a great experience."

[Chelsie Bush](#) of Southside is serving her second year in the program at the General Services Division, working in the engineering section as an architectural intern. The University of Tennessee junior is assisting with AutoCAD drawings and related tasks.

"This program has allowed me the

privilege of interacting with wonderful people and learning from their valuable experience," she said. "I appreciate the ability to practice the skills and knowledge I have gained through the school year while at home for the summer."

This year marks the third year which [Benjamin Wood](#) of Charleston has participated in the internship program, all with the Cabinet Secretary's Office where he is an assistant to the chief operations officer. The senior at the West Virginia University Institute of Technology plans to join the Secret Service upon graduation.

"This program has been one of the most rewarding and valuable experiences of my adult life," he said.

[Emily Cheatham](#) is a sophomore at the Georgia Institute of Technology, majoring in aerospace engineering. The Charleston resident is a first-year program participant, working at the Real Estate Division, organizing leases, and updating the agency's budget, projects list and project folders. Her post-college plans include working in the military sector of the aircraft industry, designing helicopters and fighter jets.

[James Koval](#) is working with the cyber security unit of the Office of Technology for his first year as an intern. The senior computer science major at Principia College is from Charleston.

"I would be very hard pressed to find a better resume-building opportunity or a more enriching summer experience," he said.

[Sean Staley](#) of New Martinsville is a computer science major at Marshall University. This is his first year in the program. He is working at the Office of Technology, installing software and troubleshooting problems for various state agencies.

[Margaret Crow](#) is a first-year intern, working in the loan and accounting department at the Consolidated Public Retirement Board (CPRB). She is assisting in verifying that retirees do not have outstanding loans, sending

out mailings for county clerk updates, and assisting in updating schools and counties with outstanding balances for employees' loans. She is an accounting major, with a criminal justice minor, at Appalachian State University.

"I am really enjoying my work here at CPRB and working with the amazing people. I am learning a lot about working for government and what it is like to work in the business world," she said.

[Stephen Chenoweth](#) from Parkersburg is working for the Office of Technology for the second consecutive year as a programmer analyst, writing codes for programs used by state agencies and for other projects. The computer science major will be a senior at West Virginia University in the fall.

"I'm very glad that I had the chance to participate in the Governor's Internship Program. For those who lack the finances to live out of the state for the summer for an internship, it was a god-send and I'm very thankful," he said.

[Catherine Rembrandt](#) is a communications major at the University of Kentucky, serving her first year as a program participant in the Division of Personnel. The Charleston native is performing various tasks within the Division and plans to go to graduate school after earning her undergraduate degree, and then plans to pursue a career in human resources.

[Jeremy Azevedo](#) is in his third year as a program participant at the Office of Technology, working in accounts management. The Pinch native is studying computer science at the West Virginia University Institute of Technology.

"This internship has been a great opportunity to learn what it is like to work in your career field," he said.

Other program participants include [Alex Paz](#), [Brittany Pratt](#), [Ashley Johnson](#), [James Harrison](#) and [Ryan Whorton](#) of the Office of Technology. The Department of Administration extends its gratitude to its interns and wishes them the very best for the upcoming year.

Previous Issues of *Quotes, Notes and Anecdotes* may be found at <http://www.administration.wv.gov/newsletters/Pages/default.aspx.htm>

TECHNOLOGY

Continued from Page 2

are no longer needed.

3. Use "Mailbox" clean-up tools to find large attachments. To do this in Outlook, choose "Tools" then "Mailbox Cleanup." Either delete the attachments if they are no longer needed or move them out of e-mail and into your home directory, network share or SharePoint site for retention (Remember, moving them to your PC is not recommended as there is no system back-up of your PC.).

The WVOT recommends that individual e-mail mailboxes should not exceed 500MB. Individuals should check their e-mail mailbox size by right-clicking on the "Mailbox - [Name]" icon, clicking on "Properties for Mailbox - [Name]" and then click on "Folder Size" icon.

For questions or more information, please contact the WVOT service desk at 304-558-9966 or e-mail at servicedesk@wv.gov.

Capitol Market Opens



The Capitol Market at the State Capitol has returned this summer, bringing homegrown West Virginia produce to state employees and visitors. The weekly market began July 14th and continues with the final two days scheduled for August 4th and 11th from 11 a.m. - 1 p.m. each day. The Capitol Market returns September 15th from 11:30 a.m. to 1 p.m. for the Fall Festival Mums and Pumpkins sale.

Welcome! ... to the Department of Administration our new employees: **Elizabeth Baldwin** and **Kimberly Hensley** (BRIM); **Heather Abbott** (Technology); **Amber Harper** (PEIA); **Sheena Lincolnogger** and **Cynthia Robinson** (Personnel); **Jean Jones**, **Tara Lyle** and **James Meadows** (Purchasing); **Jeffrey Lawrentz** (Public Defender); and **David Riebe** (Real Estate).

Time to Relax ... After years of hard work, the following employees are now ready to kick back and relax. Those employees who recently retired from our department include: **Diane Tittle** (PEIA), **Mart Denison** and **Deanna Karlen** (both of Office of Technology).

Best Wishes ... to our employees who recently resigned from our department: **Marston Harris** (General Services); **April Taylor** (PEIA); **Mary Ayoob** (Personnel); **Michael Austin** (Purchasing); and **Jon Cain** and **Scott Sheppard** (Technology).

Corrections ... In the July 2010 Administrative Notes, new employee Derek Bailey was listed with the incorrect agency. He is a General Services Division employee ... In the July 2010 birthdays, Andrew Eagle was listed with the incorrect agency. He is an Office of Technology employee.

Got News? ... Let us know! Contact Diane Holley-Brown, editor, at (304) 558-0661 or at Diane.M.Holley@wv.gov with information to share with the department's employees.

HAPPY BIRTHDAY ... in August

1 Mike Campbell Technology	16 Erica Mani CPRB
2 Gary Burns Technology	17 Lindsey Duvall Personnel
3 John Rogers Public Defender	Elizabeth Purdue Purchasing
4 Shawna Carson CPRB	18 Chris Bostick Aviation
Tim Graley Technology	James Hicks Technology
Mark Miller CPRB	Rebecca Owens Technology
Rosa McFarland ... Public Defender	Mike Sheets Purchasing
Sabrina Snead Technology	Beverly Toler Purchasing
5 Charles Long Gen. Svs.	19 Antonia Anderson ... Technology
6 Sheila Straley Finance	Robert Krause Gen. Svs.
7 Patricia Bowgren CPRB	Bill McGinley ... Grievance Board
Janine Ganoie Technology	Donna Price Technology
Michele Null Technology	David Tincher Purchasing
8 Anthony Brooks Gen. Svs.	Michael Usher Technology
Kellie Carper Technology	20 Robert Fisher BRIM
Robin Chambers Finance	Bryant Reynolds Technology
Kristina Strader Purchasing	21 Tim Miller Purchasing
9 Amber Rose-Byble PEIA	22 Cynthia Smith Technology
Larry Meninger Technology	23 Charles Adkins Gen. Svs.
11 Donald Patterson Technology	Bryan Hoffman Finance
12 Ed Nelson Technology	Michael Lakin Aviation
13 Phil Debruyne Technology	24 Frances Buchanan PEIA
Brittany Smith CPRB	Carlos Fortune Technology
14 Marta Dean Technology	25 Tammy Patton CPRB
Pamela James Technology	26 Sheila Coughlin . Public Defender
Richard Wickert Technology	27 Gerald Stricklen Gen. Svs.
15 Marilyn Padon Technology	28 Greg Ganoie Technology
David Scruggs Purchasing	29 Candace Vance CHIP
16 Nancy Baire Technology	30 Elizabeth Humphreys Technology
Cynthia Good Technology	Nancy Stark Technology
Paul Halloran PEIA	Claudia White CPRB
Joyce Larrabee Technology	31 Sharon Carte CHIP
	Cynthia Dotson PEIA

Administrative Notes

Quotes, Notes & Anecdotes is published by the West Virginia Department of Administration

Joe Manchin III
Governor

Robert W. Ferguson, Jr.
Cabinet Secretary

Diane Holley-Brown
Communication Director/Editor

Production
Tony O'Leary
Chad Williamson

Special Thanks
Kaye Parks