



Quotes, Notes & Anecdotes

Monthly Employee Newsletter Published by the Department of Administration
DECEMBER 2009 - Volume 16, Issue 12

Employee of the Month

Farley's Dedication to General Services Earns Honor

CARLES FARLEY, the Capitol Grounds Supervisor for the General Services Division, has been selected as the Department of Administration's *Employee of the Month* for December.

A state government employee for 10 years, Farley's primary duties supervising all work crews on campus and managing the unit's services, equipment, and repairs. Farley also solicits and bids for purchases

of the materials used on the Capitol grounds.

"Carles is always on the job and takes care of the requests from both customers and employees in state government. He never complains about the tasks at hand and always keeps the crews moving forward," said one co-worker.

Another co-worker added, "Carles keeps all the payroll and purchasing records, 7i requests and maintains a very organized

office. His dedication to General Services is quite evident."

In his spare time, Farley likes to bowl in a league with his wife, camping with his family, passing football and baseball with his two sons, and fishing and hunting. He will be joined by his friends and co-workers at a special ceremony presented by Cabinet Secretary Robert Ferguson on Wednesday, December 2 at 11:15 a.m. in the lower Rotunda of the Capitol.



CARLES FARLEY
December Employee of the Month

New System Brings HEAT to General Services Division



An effort to more effectively communicate with customers in meeting their needs has led the General Services Division (GSD) to partner with the Office of Technology (OT) to implement the Helpdesk Expert Automation Tool (HEAT). Already in use by OT to track customer communication and responsiveness, the General Services Division implemented the system in August.

After submitting a work request either to the GSD Service Desk via phone (304-558-2317) or on the GSD Web site (<http://www.generalservices.wv.gov>), customers receive an e-mail assigning them a ticket number for the work in question. Upon completion of the ser-

Please see HEAT, Page 5

General Services Division's Sue Chapman and Carolyn Hager check work requests in the Helpdesk Expert Automation Tool (HEAT).

SNEAK PEEK

- Office of Technology Conference A Success / Page 2



- Joyful Night Celebration Set For December 3 / Page 3

- PEIA's Face-to-Face Diabetes Program Draws Interest / Page 3

Office of Technology's IT Summit Noted Exceptional

Looking back at the undertaking in planning the West Virginia Information Technology Summit 2009, Chief Technology Office Kyle Schafer said the response from both state employees and private sector workers who attended the event was exceptional. "We were initially measuring success if we had 300 in attendance," he said. "We had more than 580 individuals in attendance, and all the feedback was very positive."

The event, which was conducted Nov. 3-5 at the Charleston Civic Center and entitled "Bring IT On," focused on information technology education and how agencies and businesses can better utilize those resources. Keynote speakers included Teri Takai, chief information officer for the state of California; Cathilea Robinett, executive director for the Center for Digital Government and Center for Digital Education; and Gail Thomas-Flynn, general manager for Microsoft's national U.S., State and Local Government Team.

Schafer said the variety of presenters helped demonstrate that issues that may feel unique for the state are not necessarily so. "We found that we were not really unique, and that many states are looking at the same problems that we are."

Among issues discussed dur-

ing the event was social networking and how it could be used more effectively by government for communication between agencies and citizens. Social networking is typically defined as the use of Internet technology to connect individuals with similar interest; examples of such sites include Facebook, MySpace and Twitter.

"Social networking is a tool other states are using that we are not using right now, and we have approached it the same way we viewed the Internet years ago," he said. "It is hard to imagine now conducting work without Internet access. I believe social networking will become one of those tools that become part of our normal tool set in the next three to four years."

That interaction included the private sector, which was represented with an unexpectedly high attendance, Schafer said. "There are a lot of folks interested in what the state is doing," he said. "Businesses are interested in being able to share the information, and through that we can work to cut operating costs."

Schafer said feedback was extremely positive from vendors, state employees and private sector attendees. He added that participant feedback would be used to plan future events.



First Lady Gayle Manchin speaks during the West Virginia Information Technology Summit 2009.

2009 Recognition Awards for Excellence in Information Technology

STATE TECHNOLOGY CHAMPION

- First Lady Gayle Manchin

INNOVATION IN SERVICE DELIVERY

- WVOT
- WVInteractive, for WV.GOV, for portal modernization, portal management and implementation of content management

APPLICATION OF NEW TECHNOLOGY

- Zahid Chaudhry, for geospatial application using Adobe Flex 4
- Elecha Pratt, Paula Smith, Matt Malone, for Form-Quest

COLLABORATION ACROSS BOUNDARIES

- John Saucer, John Bocan, Susan Pool, for Appalachian Basin Tight Gas Reservoirs

Please see AWARDS, Page 5

West Virginia Teams with Pew to Make Government More Efficient

West Virginia's partnership with the Pew Center on the States to improve government operations took several important steps forward last month with the Department of Administration at the forefront.

As part of the year-long initiative between the state and the well-respected national organization, the Department of Administration will be the first to implement a department-wide planning and budget system to sync agency's goals and resources with the priori-

ties set by the Governor's office.

"This is a great opportunity to continue to improve the way state government operates internally," said Cabinet Secretary Rob Ferguson. "By aligning our planning and budgeting processes with the Governor's priorities, we will further ensure that citizens are receiving the services they desire in a simple, transparent manner. Our goal is transparency through simplicity."

Each Department of Administration agency has begun to catalog its

programs and budgets into a template which will provide more consistency and efficiency in the planning process. The initiative involves all of the state's cabinet secretaries and their agencies. West Virginia was one of three states chosen in March to collaborate with the Pew Center on the States which is offering intensive management support from Pew experts and advisors, to accelerate state improvements in targeted

Please see PEW, Page 6

Quotes, Notes and Anecdotes

Joyful Night Celebration Set for Dec. 3



Gov. Joe Manchin III and First Lady Gayle Manchin are scheduled to participate in the annual Joyful Night ceremony, set for Dec. 3

Gov. Joe Manchin III and First Lady Gayle Manchin are scheduled to serve as hosts of Joyful Night, an annual holiday event at the Capitol, which is set for Thursday, December 3.

The evening's scheduled activities begin at 5:30 p.m. with high school marching bands leading a parade, beginning at the corner of Washington and Greenbrier streets, proceeding to the Kanawha Boulevard then to California Street and back onto the Capitol grounds. The Governor will provide welcoming remarks and children will lead the Pledge of Allegiance. Gov. Manchin and the First Lady will then "flip the switch" to light the Christmas tree.

The event continues inside the Capitol with live music in lower Rotunda area and a Toys for Tots collection station and later, the Governor and First Lady will read "Twas The Night Before Christmas" in the Governor's Mansion. There will be live music and a reception in the Culture Center. The event is free and open to the public.

Technology Provides the General Services Division an Eye on State Building Issues

With a few clicks of the keyboard, Dave Parsons pulled up the computer screen. On the monitor was a multi-colored floor map of a building on the Capitol campus, with the current temperature in each colored zone area. Another few clicks brought up diagrams of the unit used to heat or cool that specific zone, and the status of the system at that exact moment.

What might have seemed like science fiction at one point is part of the wide-ranging energy policy changing how Quotes, Notes and Anecdotes

state government buildings are heated and cooled. Parsons, Maintenance and Operations Manager for the General Services Division, said the technology, which allows real-time monitoring of heating and cooling for buildings both on the campus and as far away as Weirton, is another piece in the effort to make buildings more energy efficient.

"For several years we have been in the process of changing out heating and cool-

Please see TECHNOLOGY, Page 4

Kudos to PEIA's Face-to-Face Diabetes Program

California is interested. Massachusetts has inquired. Many health care professionals, both in state and out, frequently call.

"We receive a lot of invitations to speak," said Dr. Shelda Martin, Medical Director of the West Virginia Public Employees Insurance Agency (PEIA).

The reason for the interest lies with PEIA's Face-to-Face Diabetes Program. Instituted in 2004, the program has resulted in cost savings and positive health benefits to participants and the state, while attracting the attention of other state employee plans.

"West Virginia is a leader in managing diabetes. We instituted what is called a value-based benefit program. We are giving our members the tools necessary to manage their disease successfully. Basically we are saying to participants, 'if we give you what you need, will you better manage your diabetes?' And we are seeing great results," said Dr. Martin.

Dr. Martin said for the first several years, the costs incurred by waiving the member copayments for diabetes-related prescriptions and labs, along with pharmacist consultations, were nearly even with the costs incurred by members with diabetes who were not participants in the program. This was largely due to the necessity of getting the Face-to-Face participants current with all recommended exams and tests.

Now the program is realizing the benefits of providing persons with diabetes the necessary support to successfully manage their disease. "The Face-to-Face participants have become a healthier group of people since the program began. And in the last year, we have seen a savings in this group compared to those diabetics who are not in the program," Dr. Martin said. "We have seen a decrease in emergency room visits and hospital admissions because the 4,000 Face-to-Face participants are

Please see PEIA, Page 4

TECHNOLOGY

Continued from Page 3

ing systems which were not operating efficiently,” Parsons said. Those units, many in operation since the 1970s, were typically pneumatically operated systems, inefficient and costly to the state. Parsons said one of the first steps was to begin slowly moving the systems out and replacing them with more up-to-date technology.

Among those pieces of new technology was the addition of a water treatment system. Since heating and cooling for buildings on campus is dependent on pushing either hot air or chilled air through pipes, a water treatment system would ultimately save on the cost of pipes since untreated steam or water vapor contains deposits which build up over time, cutting the effectiveness of the system.

To demonstrate this, Parsons held up a length of pipe which had been replaced in Building 4. Years of untreated vapor had led to so much build up within the pipe only a thin stream of light could shine through. “This only goes to show that if you cut back on maintenance, you pay more in the long run,” Parsons said.

But it is the real-time monitoring of the heating and cooling systems, of which Parsons is most proud. Modeled after the system used by the federal government, the system allows Parsons to know the temperature in virtually any location in buildings on the system. It also allows the heating and cooling system to be monitored distantly, so that if someone calls in with a complaint, the



General Services Division Maintenance and Operations Manager Dave Parsons demonstrates the real-time monitoring of units at the chiller plant. The General Services Division has begun real-time remote monitoring of heating and cooling of more state buildings.

unit may be checked on to ensure it is operating properly before sending out a technician.

“This allows us to save much time and trouble,” Parson said. “Many of our buildings may not have a person available on site, so by checking on the issue this way, we can save from having to send out a contractor or technician, which can be very expensive. There is no need to send out a surgeon for just a band aid.”

Parsons added that the system also promotes the most efficient use of

the heating and cooling systems at the chiller plant on the Capitol campus. The system monitors the units and selects the most efficient combination of units for use at any particular point.

Parsons said the eventual goal is to consolidate the various systems into one monitoring system and to include functions such as light usage into the system. With the added technology, Parsons said the benefits and cost savings for government would continue to grow as efficiency continues to grow.

PEIA

Continued from Page 3

actively engaged in their personal health care. While we have given them the necessary education, we have also provided them with the economic incentives that drive behavior. I had one woman call and tell me this program literally saved her father’s life because now he knows how to effectively manage his diabetes on his own.”

Crystal Cunningham, PEIA’s Face-to-Face coordinator, is responsible for the daily operations. She explained that the Face-to-Face pharmacists are read-

ily accessible and are true members of the health care team. They work with participants and their physicians, by keeping them on track with set goals and recommended appointments. Most participants visit their pharmacists five to 10 times more than their physicians, which is why she and others work closely with these professionals.

“The pharmacist is another partner in this whole health care scenario,” she said.

Face-to-Face pharmacies are available

in 49 of the state’s 55 counties and at 150 select sites. Those enrolled with PEIA or Coventry are eligible to apply. For more information, contact 1-866-688-7493.

“It is nice to get calls from health care professionals from around the country asking us how we have structured our Face-to-Face program. West Virginia was the first to implement a statewide program of this type,” Dr. Martin said. “It is a win-win situation for everyone involved both in better health and in saving money.”



Office of Technology Honored for IT Achievement at National Conference

Kathy Moore, Director of Client Services Delivery for the Office of Technology (OT), accepted the Enterprise IT Management finalist award on behalf of OT at the annual National Association of State Chief Information Officers (NASCIO) conference in Austin, Texas, on October 26.

The award was presented by Gopal Khanna (CIO for the state of Minnesota) and Joe Fleckinger (CIO for the state of Oklahoma). In addition to the award, West Virginia's Chief Technology Officer Kyle Schafer was elected vice president of NASCIO.

HEAT

Continued from Page 1

vice, a follow-up e-mail confirms the work is finished and gives the option for the customer to complete a satisfaction survey on GSD's performance.

Sue Chapman, business manager for the General Services Division, said the new system was implemented to enhance customer communication. "With the e-mails, customers know they have contacted us. They receive a clear, written expectation of what will be done," she said. "Also, the system offers a way to communicate back to us if the General Services Division is not doing something properly."

The system maintains a historical database of all service requests, allowing GSD to chronicle repeated issues in a particular area. "This system lets us see if problems re-occur," Chapman said. "We can look at individual buildings, floors within the building, and what type of problems we have had in those particular areas, and decide if there is action that needs to be taken."

Chapman said the emails are also visible by the building supervisor, who will coordinate the assigned Call Ticket and use HEAT to track service requests.

Chapman credited Department of Administration Secretary Rob Ferguson's involvement in bringing the system to GSD. "The General Services Division had been talking with the Office of Technology on other partnering projects when it became apparent we needed to strengthen project tracking and customer communication," Chapman said. "Secretary Ferguson really tasked us to come up with a simple solution, and we were really able to have resources on both sides focus on the issue. The Office of Technology had this system already in place and was able to modify it for our business needs."

Chapman said surveys completed by customers relating to both the service and work performance offered by GSD have been excellent.

AWARDS

Continued from Page 2

DIGITAL GOVERNMENT: GOVERNMENT TO BUSINESS

- John Saucer, John Bocan, Susan Kite, for Pipeline Plus

DIGITAL GOVERNMENT: GOVERNMENT TO BUSINESS

Honorable Mention

- D. Michael Johnson, Laura Currey, Raghav Mekala, for automated placement referral

DIGITAL GOVERNMENT: GOVERNMENT TO CITIZEN

- Margaret Lovejoy, Leslie Ventrua, Amanda Sullivan, for InRoads – My Benefits Account

DIGITAL GOVERNMENT: GOVERNMENT TO GOVERNMENT

- Matt Barger, Sue Lore, for Meeting-Place implementation

ENTERPRISE IT MANAGEMENT INITIATIVES

- Rob West, for active roles server project implementation

DATA, INFORMATION AND KNOWLEDGE MANAGEMENT

Honorable Mention

- Sue Lore, Janice Morgan, Chris Bailey, Ed Dolly, as customer relationship managers

INFORMATION COMMUNICATIONS TECHNOLOGY INNOVATIONS

- Dempsey Totten, Wilbur Thaxton, for West Virginia eCDL

DATA, INFORMATION AND KNOWLEDGE MANAGEMENT

- Eric Dye, Aaron Riley, and Kitty Wilson for WV Line of Business Interface for Public Defenders

DATA, INFORMATION AND KNOWLEDGE MANAGEMENT

- Marilyn Padon, Brian Hively, Debbie Pendleberry, for WV Learning Management System

WEST VIRGINIA INTERN OF THE YEAR

- Kyle Hickernelle (Commerce), upgrade for Secretary of State's office
- Jeremy Azevedo (WVOT), e-mail archive for WVOT

Employee of the Year Ceremony Scheduled for Dec. 10

Department of Administration employees are reminded of the *Employee of the Year* ceremony scheduled for December 10, at 11 a.m. in the upper Rotunda near the House Chamber entrance.

A reception will immediately follow the announcement. Come support the 12 *Employee of the Month* recipients who are the finalists for this year's award, which is now in its 17th year. The winner of this award receives a certificate of recognition signed by Gov. Joe Manchin and Cabinet Secretary Rob Ferguson, along with a monetary award.

PEW

Continued from Page 2

areas. Secretary Ferguson said the initiatives resemble the best practices that have been successfully implemented in other states.

"Given this valuable resource from the Pew Center on the States, West Virginia is anticipating great ideas to develop as our own representation from our key experts in the financial arena work hand-in-hand for positive outcomes," said Ferguson.

The project's objectives and outcomes will soon be viewed on a state Web site, which is currently under development. This site will be dedicated to making the process transparent and more straightforward for state employees and the public to follow.

The Department of Administration Wishes You and Your Family a Wonderful Holiday Season!

Welcome! ... to the Department of Administration to our new employees: **Thompson Midkiff** (Aviation); **Ronald Bolin** and **Michelle Perry** (Office of Technology); and **Matthew Harper** (Surplus Property).

Time to Relax ... After many years of hard work, **David Nearhoof** and **Frank Stolper** (Office of Technology); **Michael Adkins** (PEIA); and **Alice Thibodeaux** (Purchasing - Surplus Property) are now ready to kick back and relax. Happy retirement to all!

Best Wishes ... to our employees who recently resigned from our department: **Jane Lilly** (CPRB) and **Michael Szantyr** (General Services).

Welcome to the Family ... **Syble Atkins** (Office of Technology) is proud to announce the birth of her first grandchild, David Braydan Dunkley, born Oct. 22. David weighed 7 lbs., 12 oz., and was 21 inches long. Her parents are Danielle and Jeremy Dunkley of Poca.

Got News? ... Let us know what's going on with you and your family. 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 December

2 Glenn Briscoe Gen. Svcs.	18 Dan Miller Purchasing
Robin Ann Hill Finance	20 John Bowyer Personnel
Donna Meadows Technology	21 Sylvia Brown Gen. Svcs.
3 Ann Mollohan Purchasing	Robert Bush CPRB
Ron Price Purchasing	Bill Dodson Gen. Svcs.
5 Felice Joseph PEIA	Jonathan Trout Gen. Svcs.
Jan Long PEIA	22 Pam Clark Public Defender
7 Bill Holmes Technology	David Lester Technology
8 Wilma Garbett Technology	Jennifer Perry PEIA
Brian Holmes Purchasing	23 Carol Dukate Technology
9 Anita Allen Secretary's Office	24 Billy Miller Technology
Stephen Schumacher BRIM	David Parsons Gen. Svcs.
Keith Wood Aviation	25 Howard Harris Technology
10 Steve Forsythe Personnel	Robert Hensley Gen. Svcs.
12 Michael Manning Jr. . Technology	26 Philip Kingrey Sec. Office
Shelda Martin PEIA	27 Matthew Carr Technology
Lynn Sisson Technology	Jeff Long Personnel
13 Theresa Kirk Ethics	Natalie McBrayer Personnel
Rebecca MottSecretary's Office	Lester Thomas Technology
14 Joseph Estep PEIA	28 Chip Myers PEIA
Steven Phillips Gen. Svcs.	29 Charles Endres Gen. Svcs.
17 Cecil Hill CPRB	30 Teresa Morgan Personnel
Charles McDowell Aviation	Gary Mullins Technology
Bob Paulson Sec. Office	Robert Penn Gen. Svcs.
Nancy Shaver Technology	31 Susan Chapman Gen. Svcs.
Kara Tully Technology	Chuck Jones BRIM
18 John Fernatt BRIM	

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