LISA MAURER, an Information Technology Client Analyst with the Office of Technology, has been selected as the Department of Administration’s Employee of the Month for December.

A state government employee for more than 12 years, Maurer is the point of contact for state employees’ technology needs. She provides technical support for end users and resolves issues to prevent user down time.

“Lisa is a very valuable member of the Service Desk Team. She handles all calls with professionalism and patience,” said one co-worker. “In fiscal year 2011, Lisa logged 10,433 tickets. I think that says a lot about the hard work she puts into her job.”

One of Lisa’s customers commented, “I am glad to hear Lisa’s voice when I call. She is always so helpful and always very professional. I am always pleased with the results.”

In her spare time, Maurer likes to spend time gardening and canning and she also likes to read.

She will be joined by friends and co-workers at a special ceremony presented by Cabinet Secretary Rob Ferguson on Thursday, December 1 at 11:15 a.m. at the Office of Technology offices in Building 5.

Gov. Earl Ray Tomblin, First Lady Joanne Jaeger Tomblin and their son, Brent, will lead participants in Joyful Night, the state’s annual tree-lighting holiday celebration beginning at 5:45 p.m. on December 1st at the State Capitol Complex. All activities are free and the public is invited to attend.

The evening’s event will begin with musical selections by the Richwood High School band and the Appalachian Children’s Chorus Cantare Choir of Southern West Virginia. The Posting of the Colors, the singing of the Star-Spangled Banner, the recitation of the Pledge of Allegiance and the tree lighting by the governor and first lady on the North Plaza of the Capitol will follow.

Gov. Earl Ray Tomblin and First Lady Joanne Jaeger Tomblin help Santa Claus during the 2010 Joyful Night celebration held at the State Capitol Complex. This year’s event is set for December 1. The event includes music and the lighting of the Capitol holiday tree.

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Tree Lighting and Holiday Music Highlight Joyful Night Activities

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The Aviation Division’s annual Aviation Safety Day gives the division its one day a year to stand down all flights and focus on safety. It gives the usually-in-the-air agency a chance to return to the basics of safety following a year that finds it constantly on the go.

“What people fail to realize is that the Aviation Division supports every agency in state government,” said Aviation Director Keith Wood. “Every agency can use our services, and because of that we have no fixed schedule. The customer’s schedule is our schedule.”

And while Woods emphasizes that safety is always a priority for the division, the annual Aviation Safety Day lets the division concentrate on the issue solely. “Because of our 24/7 availability, we often do not have time for a down day, so we take this day once a year to discuss the operation of the aircrafts, emergency procedures, and just safety in general.” Included in that is aviation safety and training videos; first aid and CPR instruction; engine, propeller and rotor system reviews; in-flight emergency scenarios; and security familiarization with the aircrafts.

This year marked the event’s 19th year, and Wood said he is proud of the division’s safety record. “The Aviation Division has not had an accident or an aviation incident in my 20 years as director.”

The division is assigned two planes and three helicopters, all of which it operates out of the state hangar facility located at Yeager Airport. In the 2011 fiscal year, the division flew 1,599 flights and carried 1,550 passengers.

Charles “Chip” McDowell, center, reviews safety procedures during the Aviation Division’s annual Aviation Safety Day. McDowell has been a pilot with the division for 12 years. This annual event enables the division to train its staff on safety initiatives.

The constant and rapid change within technology was among the topics covered during the 2011 West Virginia Information Technology Summit, held Oct. 25-26 at the Charleston Civic Center and sponsored by the West Virginia Office of Technology (OT).

Chief Technology Officer Kyle Schafer said the event allows an opportunity to connect on a more personal basis with its customers. “This is our way of keeping our customer base up to date on technological changes and on what we will be employing throughout the state,” he said.

Schafer said that those technological changes continue to come at an unprecedented pace. “We continually see technologies leapfrogging one another,” he said, citing the increased popularities of the iPad and iPhone. “There are just more and more advances in mobile technology that allows individuals to do their work almost anywhere.”

Gov. Earl Ray Tomblin addressed the 2011 West Virginia Information Technology Summit on Oct. 25-26 at the Charleston Civic Center. The West Virginia Office of Technology sponsored this event.

**IT Event Connects WVOT with Customers**

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There are many unique pieces of history still visible throughout the Capitol which can be traced to when the building was dedicated in 1932. Such items include original fixtures which are still present in some of the Building 1 restrooms.

According to Culture and History, these peg legs underneath some of the building’s bathroom sinks were a common and popular design in the 1920s. These original peg legs are made of porcelain.

What is That?

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Governor Tomblin Recognizes Three Department Agencies for Their Outstanding Fiscal Reporting

Gov. Earl Ray Tomblin recognized three Department of Administration agencies in November for earning a Certificate of Achievement for Excellence in Financial Reporting from the Government Finance Officers Association of the United States and Canada (GFOA).

The honors come from the state's submission of its comprehensive annual financial reports for Fiscal Year 2011 to the GFOA, which is a nonprofit association serving approximately 17,500 finance professionals. The Certificate of Achievement is the highest form of recognition in governmental accounting and financial reporting.

This is the 16th consecutive year that the Finance Division and the Board of Risk and Insurance Management have received this recognition and the 13th consecutive year for the Public Employees Insurance Agency.

Finance Division employees recognized with Gov. Tomblin are, from left, Jane Shinn, Jordan Clay, Sheila Straley, Jeff Perkins, Betsy Frame, Chris Sforza, Connie Byrne, David Mullins, Shawn Carper, and Kaye Walden.

BRIM employees recognized with Gov. Tomblin are, from left, Chuck Jones, Melody Duke and Stephen Schumacher.

PEIA employees recognized with Gov. Tomblin are, from left, Ted Cheatham, Jason Haught, and Larry Stover.

Purchasing Conference Provides Avalueable Training to Agencies

The Purchasing Division’s Agency Purchasing Conference in November at Stonewall Resort was one of the agency’s best-ever attended. More than 300 attendees and presenters participated in the annual event which offers state agency procurement officers and their staff numerous opportunities to learn more about purchasing requirements.

The conference agenda presented topics for new and experienced agency purchasers alike. More than 50 training sessions covering approximately 30 topics were offered. Close to 100 of the attendees were participating in their first purchasing conference. A six-topic Beginner’s Track specifically designed for those new to procurement and an Advanced Track for experienced purchasers were part of the agenda.

“I was very pleased with the conference. From the excellent turnout in attendance to the wide variety of classes offered, I think we accomplished our objective to give agency procurement officers a renewed sense of ownership of the information they manage every day,” said purchasing Director Dave Tincher.

One of the annual fixtures of the conference is the mix of training under the guise of a
The event had approximately 250 registered attendees and several keynote speakers. Gov. Earl Ray Tomblin opened the event. The summit concluded with the presentation of the 2011 Recognition Awards for Excellence in Information Technology.

The categories and award winners are listed below:

**WEST VIRGINIA STATE TECHNOLOGY CHAMPION**
- State Auditor Glen Gainer

**DEMONSTRATED LEADERSHIP IN MANAGEMENT OF INFORMATION TECHNOLOGY**
- Jim Richards (Office of Technology)

**DEMONSTRATED LEADERSHIP FOR TECHNOLOGY-DRIVEN BUSINESS TRANSFORMATION**
- Jimmy Gianato (Homeland Security)

**BEST APPLICATION SERVING THE PUBLIC**
- Child Support Payment Notification System

**BEST APPLICATION SERVING THE BUSINESS COMMUNITY**
- Workers Compensation Subsidy

**BEST IN-HOUSE DEVELOPED APPLICATION**
- eRAPIDS Client Scheduling Module

**BEST IT COLLABORATION AMONG AGENCIES**
- Underground Mining Permits Map

**BEST APPLICATION SERVING AN AGENCY’S BUSINESS NEEDS**
- JCQ Project

**MOST INNOVATIVE USE OF TECHNOLOGY IN SERVICE DELIVERY**
- Web Filtering Application
- Risk Management Initiatives Information Security Strategic Plan

**EXCELLENCE IN IT SERVICE AND SUPPORT AWARDS**
- Joey Moles (State Auditor’s Office)
- Richard Ballard (Secretary of State’s Office)
- John Szasz (Department of Environmental Protection)
- Beverly A. Raynes (State Tax Department)
- Ronald Brotherton (Department of Commerce)

**STATEWIDE EXCELLENCE IN IT SERVICE AND SUPPORT AWARD**
- Brian Dunbar (Office of Technology)

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Send Us Your New Year’s Resolutions!

Lose weight?  
Exercise more?  
Finish that big project?  
World travel?

A new year is approaching and with it comes a new chance for change. With 2012 just around the corner, *Quotes, Notes & Anecdotes* would like Department of Administration employees to share their New Year’s Resolutions. We will run the resolutions in the January 2012 issue of *Quotes, Notes and Anecdotes*. Send your resolutions for 2012 to chad.b.williamson@wv.gov. The deadline is Dec. 15.

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**EEO**

Continued from Page 3

Conference attendees participated in role playing exercises on how to counsel an employee who comes to them with a potential EEO problem and work through the issue at hand. A new EEO Intake form, a new Rights and Responsibilities handout and a new EEO Counselor Report Form were presented.

These model forms help agency EEO counselors do their jobs more easily and quickly; allow an employee with a complaint to ascertain if the issue is an actual EEO complaint or may be a Grievance Board or Division of Personnel matter; and to aid in keeping track of EEO issues which are arising within the state.

“Oftentimes a complaint may not be an actual EEO issue, so this allows the employee to work through that with the EEO counselor and find that out,” Hoke said. “Many times, these circumstances can be mediated by helping someone understand EEO law and procedure. Then an effective EEO counselor prevents an EEO counselee from ever becoming an EEO complainant.”

Hoke said the goal is for EEO counselors to assist with resolving problems at the beginning of the complaint process before it progresses to the formal EEO complaint stage, and then to formal EEO investigation, thus saving on time and resources.

The event’s main speaker was Vicki Wright of V.M. Wright and Associates, a federally-certified EEO trainer, who spoke on EEO counseling skills and techniques. West Virginia State University President Dr. Hazo Carter delivered the keynote address on the challenges of diversity in the workplace.

New forms are available on the EEO website at http://www.eeo.wv.gov.

For more information on EEO, please contact the EEO office at (304) 558-0400.
Welcome! ... to the Department of Administration our new employees: Sherry McCormick (CPRB); John Dotson (Real Estate); and James Ferris, John Sandoro and Naomi Ward (Technology).

Best Wishes … to our employees who recently resigned from our department: Joseph Debord and Phil Kingrey (General Services); Teresa Tarr (Prosecuting Attorney’s Office); and Stephen Abshire (Technology).

Time to Relax … After years of hard work, congratulations to David Mason (BRIM), who can now kick back and relax. Happy retirement!

Our Condolences … The Department of Administration wishes to express its deepest sympathies to friends and family of Judith King, a Consolidated Public Retirement Board employee who recently passed away.

COOP Tip of the Month … Does everyone know what is expected of them in a crisis? As much as possible, inform and train all staff on what is in your agency’s Continuity of Operations Plan. For more about this topic and other COOP tips, contact John Fernatt or Chuck Mozingo of the Board of Risk and Insurance Management at (304) 766-2646.

HAPPY BIRTHDAY ... in December

2 Glenn Briscoe ............... Gen. Srvs. 18 David McCauley ............... CPRB
   Robin Ann Hill ............ Finance 22 Robert Bush ............... CPRB
3 Ann Mollohan .......... Purchasing 24 Steven Monroe .......... Real Estate
   Jan Powell ............... PEIA 26 Cher House .......... Personnel
   Wilma Garbett ......... Technology 28 Jeffrey Miller .......... Technology
   Brian Holmes .......... Personnel 29 Jennifer Perry .......... PEIA
9 Anita Allen ........ Secretary’s Office 30 Carol Dukate .......... Technology
   Stephen Schumacher ........ BRIM 32 Sharyn O’Dell .......... Technology
10 Keith Wood .............. Aviation 33 Tony King .......... Personnel
15 Steve Forsythe .......... Personnel 34 Lester Thomas ........ Technology
16 Michael Cafone .......... Technology 35 Dan Miller .......... Purchasing
12 Alan Cummings .......... Purchasing 36 David Monroe .......... Technology
   Michael Manning Jr. .... Technology 37 Mark Hall .......... Personnel
13 Lynn Sisson .............. Technology 38 Tony Ricketts .......... Personnel
14 Pamela Holt .......... Personnel 39 Chip Myers .......... PEIA
   Theresa Kirk .......... Ethics 40 Teresa Burdette .......... PEIA
   Joseph Estep .......... PEIA 42 Teresa Morgan .......... Personnel
   Kim Hensley .......... BRIM 43 Gary Mullins .......... Technology
15 Holly Devins .......... PEIA 45 Felicia Joseph .......... PEIA
17 Justin Alston .......... Gen. Srvs. 46 Chip Myers .......... PEIA
   Cecilia Hill .......... CPRB 47 Charles McDonald .......... Aviation
   Charles McDowell .......... Aviation 48 Robert W. Ferguson, Jr.
   Bob Paulson .......... Sec. Office 49 Beth Blank .......... Technology
18 John Fernatt .......... BRIM 51 Chuck Jones .......... BRIM

Quotes, Notes & Anecdotes

Earl Ray Tomblin
Governor
Robert W. Ferguson, Jr.
Cabinet Secretary
Diane Holley-Brown
Communication Director / Editor
Production
Tony O’Leary
Chad Williamson
Special Thanks
Kaye Parks