Quotes, Notes & Anecdotes

Monthly Employee Newsletter Published by the Department of Administration

MARCH 2015 - Volume 22, Issue 3

Employee of the Month

Personnel's Aiello Strives to Make Experience the Best

Susan Aiello, a Personnel Specialist Senior for the Division of Personnel, has been selected as the Department of Administration's ***Employee of the Month*** for March.

A state government employee for four years, Aiello's primary duties include handling the evaluation of applicants requiring testing and managing the testing process.

"Susan has taken ownership of her position in that she strives to make sure that every single testing experience is the best one possible for applicants," said one co-worker. "She is quick to address any issues and is very patient with applicants who have questions."

Another co-worker commented, "Susan goes above and beyond to make sure the unit has phone coverage, even though it is not one of her regular job duties, because she sees that we are here to serve the general public to the best of our abilities."

In her spare time, Susan enjoys spending time with family, baking, and doing puzzles. She will be joined by friends and co-workers at a special ceremony presented by Secretary Jason Pizatella on Thursday, March 5, at 2 p.m. at the Division of Personnel office in Charleston.

SUSAN AIELLO
March Employee of the Month

State's Official Website Debuts Its New Mobile-Friendly Look

The recently-redesigned official website for the state of West Virginia, ***WV.gov***, shows off streamlined content, a fresh, image-rich design and customization. The goal is to enrich the site's usage on mobile devices and make information related to state government more easily accessible.

"As more citizens access the Internet from mobile devices, it is vital to keep up with technologies that make government resources easy to find and use," said State Chief Technology Officer Gale Given. "The new website offers an improvement to our existing web

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SNEAK PEEK

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EEO Office Participates in Job Shadowing Program Through West Virginia Job Corps

EEO Executive Director Jann Hoke worked with Cassia Marino, a Job Corps member who participated in the National Groundhog Job Shadow Day on Feb. 2.

Equal Employment Opportunity (EEO) Office Executive Director Jann Hoke said EEO Specialist James Rollins came to her with an idea. "James is a community council member with the Charleston Job Corps, and he made me aware of a job shadowing program that the organization participates in," she said.

National Groundhog Job Shadow Day is a campaign that gives young people a new perspective on their studies through hands-on learning and a one-day mentoring experience. Job Corps participants spent February 2 (Groundhog Day) at government offices and private companies nationwide, shadowing workers throughout the day.

Hoke said she was extremely impressed by Cassia Marino, the Job Corps participant who worked at the EEO office. "She was very self-possessed and professional and was aware that she was representing Job Corps," Hoke said.

Marino worked on various projects during her day at the EEO office, including organizing files and sorting through excess paperwork. "She was very much a self starter and was able to recognize what was important in the paperwork," Hoke said.

Rollins said that Job Corps recently opened a new center in Charleston. The mission of Job Corps is to help educate young people about

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Governor's Internship Program Offers College Students Experience Working with State Agencies

State agencies looking to tap the potential of energetic college students can do so this summer with the West Virginia Governor's Internship Program (GIP). The program, in its 26th year, matches high-achieving college students with various agencies statewide. The program allows students to gain experience through the inner workings of state government while allowing agencies to utilize the students' energy and fresh ideas.

The 2015 program is currently open and enrolling both college students and agencies. To participate, agency officials must enroll at ***www.intern.wv.gov***. Agency officials who complete the enrollment process will be provided a login code by the West Virginia Division of Personnel to an application pool which enables them to review resumes of the program participants.

Interns are required to have a minimum of 3.0 grade point average and must have completed at least one year of college. Narratives describing their field of study and work interests should be submitted along with two letters of recommendation.

Mary Jane Ayoob, the recruitment and research manager for the Division of Personnel, said the program offers students an opportunity to step outside the standard summer job. "The focus with the GIP is to take students out of those regular confines and focus on real, hands-on experience," she said.

The Division of Personnel assists the Department of Education and the Arts in managing the program. Ayoob said the program is a great opportunity fo college students. "The program is for residents of West Virginia, but they can be a student at any college," she said. "We have participants who attend wonderful schools all across the nation."

Program Director Beth Hughes, with the Department of Education and the Arts, said the program strives to increase

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an applicant's chance for placement by encouraging them to sign up early.

"The Governor's Internship Program has always had a large number of students who apply. Due to this demand, we encourage students to apply early," she said.

The Governor's Internship Program has placed students with state agencies since 1989. Internships usually last nine to 13 weeks and the program aims to match students with agencies based on the interests of both parties. Last year, 108 students participated in the program and were placed within 40 different state agencies.

Because state government administers such a wide variety of programs and services, the areas of study by potential college students must also vary. From business to legal to natural resources and more, the various fields of study can find a place within West Virginia state government.

To further the program's benefit, the GIP program also sponsors professional development activities for the interns throughout the summer. Past programs include seminars about graduate scholarship programs, roundtables with community leaders, resume and job interviewing classes, and visits to locales, such as the Governor's Mansion, Tamarack, the Capitol Dome and the State Museum.

For more details, visit the program's website or call Hughes at 304.558.2440 for questions about the Governor's Internship Program or Ayoob at 304.558.3950, extension 57280, for questions about the application process.

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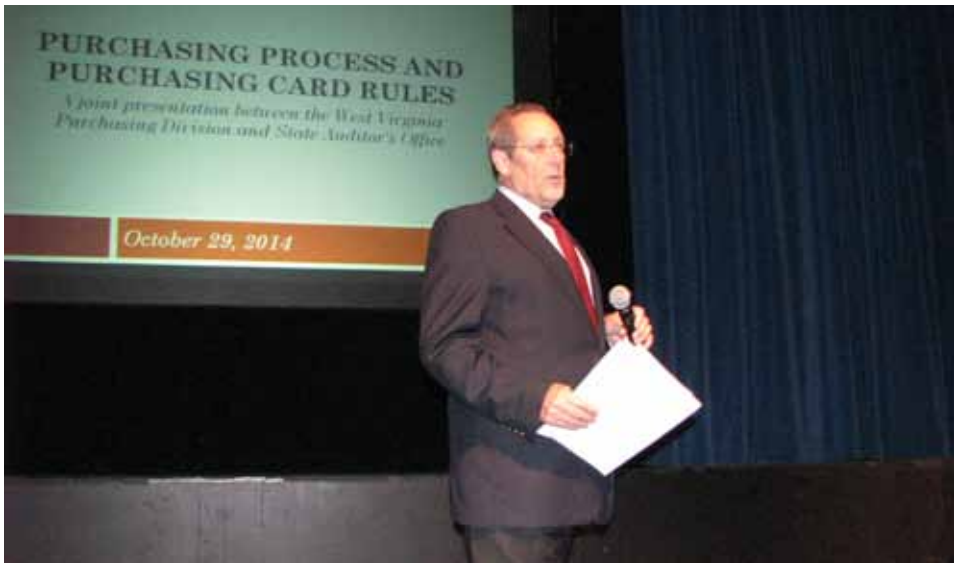
different careers, earn their high school diploma or GED, and find good jobs. "There are always spots for individuals who have dropped out of school and want to continue their education," he said.

For more information on the Job Corps, visit ***charleston.jobcorps.gov***.

Mandatory Purchasing Training for State Officials Scheduled April 22



Purchasing Director Dave Tincher is pictured speaking at the first training session on purchasing procedures and procurement cards for high-level state officials in October of 2014. A spring training event has been set for April 22.

Senate Bill 356, which was passed into law during the 2014 Legislative Session, requires the state's high-level officials to "take two hours of training on purchasing procedures and purchasing cards annually." To meet this requirement, the West Virginia Purchasing Division, in partnership with the West Virginia State Auditor's Office, has scheduled this training for Wednesday, April 22, 2015, from 9-11 a.m. The training will be conducted at the Capitol Complex in the West Virginia State Training Center's (Building 7) Capitol Room.

Individuals required to attend include "all executive department secretaries, commissioners, deputy commissioners, assistant commissioners, directors, deputy directors, assistant directors, department heads, deputy department heads and assistant department heads...," in accordance with ***West Virginia Code*** §5A-3-60.

This two-hour face-to-face training is offered twice annually. The first mandatory training was offered October 29, 2014, at the Culture Center. "This training is a great opportunity for the upper management of West Virginia's state agencies to truly gain the comprehensive knowledge and understanding of the state purchasing process and Purchasing Card rules. It is one more step toward ensuring that we remain good stewards of the taxpayers' money," said Purchasing Director Dave Tincher.

For those not able to attend this training in person, a video recording is available online and will meet the requirement as prescribed in ***West Virginia Code*** §5A-3-60. This online training, as well as the scheduled spring face-to-face training, has been approved by the West Virginia State Bar for 2.4 hours of Online/AV Continuing Legal Education credit.

Instructions on how to obtain credit for viewing the online version may be found at the link below. For attorneys who attend the training in person, no action is required other than to note his or her first and last name and Bar ID No. during registration check-in prior to the training.

To view this online training, visit: ***www.wvsao.gov/PurchasingCard/StateGovernment/SOP_PCardTrain.aspx***. To register for the upcoming spring training, visit: ***www.state.wv.us/admin/purchase/training/MandatoryTraining.shtml***.

Questions regarding the training may be directed to Purchasing Division's Samantha Knapp at 304.558.7022 or ***Samantha.S.Knapp@wv.gov***.

The West Virginia Office of Technology continues to educate state employees on helpful methods to protect themselves from phishing attempts through e-mail.

Be Careful and Don't Get Hooked with These 'Phishing' Tricks

Courtesy of the Office of Technology

The most common technique that hackers and identity thieves use to compromise accounts and install malware is phishing (pronounced *fishing*). Why is this?

Quite simply, it is *effective*. These scammers want users to either reply with information, open attachments, or follow a link. The tactics are becoming much more sophisticated and convincing – using common business words like "invoice," "reports," or "late fees."

That makes it very important for users to be diligent, even when opening e-mails they believe come from co-workers or friends.

THINK BEFORE CLICKING!

1. FROM: Do you know the person or agency that is e-mailing you? Were you expecting an email from them? Does it make any sense for that person or that agency to be contacting you? If an unexpected e-mail arrives from an unknown individual, do NOT click on any links in the email or open any attachments.

2. TO: Is the e-mail directly to you? Was it sent to a random group of people? If the "To" field is empty, it means the sender is hiding that information. While this is a legitimate tactic when sending e-mails to large groups (ex. newsletters), scammers use it so you can't see how many people are getting the same e-mail.

3. SUBJECT LINE: Is the subject relevant to you? Is it relevant to your agency? Most phishing e-mails will have a short subject line that catches your attention, while providing no specific information. If the subject line or message body before the attachment seems unusually vague, incoherent, or incomplete, delete the e-mail.

4. ATTACHMENTS: Does the attachment have a random name or number? Does the attachment seem relevant? Were you expecting an attachment from that agency or person? Never open unexpected attachments. Assume an attachment is hostile. If you do know the person in question, but weren't expecting them to send you an attachment, contact them and confirm that they sent it before you open it. If you do know the person in question, but weren't expecting them to send you an attachment, contact them and confirm that they sent it before you open it.

5. MESSAGE: Does the message text have grammatical errors? Does it threaten to close or limit your accounts? Or, does it provide no information at all? Be suspicious of any e-mail that requires immediate action or creates a sense of urgency. Be suspicious of grammar or spelling mistakes; most people proofread their messages carefully before sending. This is a common method used to trick people. If a link in an e-mail seems suspicious, hover your mouse over the link WITHOUT

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Fleet Emphasizes Defensive Driving with Monthly Online Program

To Fleet Management Office (FMO) Executive Director Kenny Yoakum, safety while driving should be something emphasized frequently. He said the need to reinforce safe driving habits led FMO to begin posting monthly defensive driving topics to its website.

"Previously, we offered an online two-hour program that drivers of state vehicles could take once a year, but that did not seem sufficient," Yoakum said. "We decided to switch to a monthly topics' format, where individuals could come onto the FMO website and receive information on a new driving-related subject every month."

Yoakum said the program is intended to fill the gap between the

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Online Typing Classes Available to State Employees

As state agencies and employees prepare for the implementation of Phase D of *wv*OASIS, the state's enterprise resource planning system, the West Virginia Office of Technology (OT) is reminding those who do not have typing skills – or simply want to refresh their skills – that an online class is available.

State employees interested in taking the typing class may self-enroll at ***www.onlinelearning.wv.gov***. Participants log in with normal credentials. The course, which is titled "Keyboarding Skills," can be found under the ID OT1103.

Marilyn Padon, lead of OT's Technology Learning Center (TLC), said the center has received inquiries from state employees concerned about their

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Preparing for PEIA's Open Enrollment

As Open Enrollment for the Public Employees Insurance Agency (PEIA) in April nears, employees should be familiar with the online enrollment system, *Manage My Benefits*, on PEIA's updated website at ***www.peia.wv.gov***. This site, which has realized continual improvements toward user friendliness and has assisted the agency in becoming more environmentally sound.

From PEIA's website, members can click on the green *Manage My Benefits* button, register or log in, and check out their benefits. Members can also opt to receive their plan information electronically, saving PEIA money on printing and mailing the Shopper's Guide, Summary Plan Description and other publications.

No personally identifiable information will be sent electronically -- just the public plan information PEIA normally mails. Members who sign up to obtain information electronically will receive an e-mail notice whenever a new document is posted.

Members who have already registered but experienced an e-mail change may update that information by logging into the site and clicking on the *My Account* option on the menu bar. Members should then scroll down to *Contact Information*, enter and confirm their new e-mail address, and click *Save* at the bottom of the page.

Starting April 2, members will be able to process their Open Enrollment online in the *Manage My Benefits* system, as well as select a primary care physician (PCP) if they have not already done so. Additional information on PCP designation will be shared in next month's issue of ***Quotes, Notes and Anecdotes***.

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years that the Board of Risk and Insurance Management (BRIM) offers its defensive driving course, which is every three years. A percentage of drivers for each state agency must complete the BRIM course in order to receive a discount on that agency's premium.

"We feel that by offering the constant repetition every month, safety becomes a learned behavior," Yoakum said. "The goal is to create a grassroots effort to reinforce the importance of safety in driving every month."

Yoakum credited Fleet Analyst Donna Wellman for finding and researching the materials posted to the website. "There are many free resources available online, and Donna does a great job of keeping the information fresh," he said.

For more on FMO's defensive driving monthly topics, go to ***www.fleet.wv.gov/Pages/Defensive-Driving-Monthly-Topics.aspx***.

PHISHING

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clicking. This will show you the true destination where you would actually go if you clicked it. The link that is written in the e-mail may be very different than where it will actually send you.

If you encounter a suspicious e-mail, please forward it to ***OT.Phishing@wv.gov*** or the ***ServiceDesk@wv.gov***. If you have fallen victim to a phishing attempt or you believe your account or computer was compromised, please contact the Service Desk immediately.

WEBSITE

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presence and remains an important aspect of the state's continual effort to make government more accessible to West Virginia citizens."

User feedback and analytical data were utilized to guide the redesign toward a more streamlined portal. Usage statistics showed that the site search feature was heavily utilized, especially by mobile users, so among the new design is the site search box featured prominently on every page, and even more so, on the mobile view. The mobile-friendly aspect of the design automatically detects the size of the user's screen and scales content to fit.

In addition to the new design aspects, the new ***WV.gov*** also features a state agency social media directory. Users can now easily find the official social media pages for state agencies. Included in the directory are Facebook, Twitter, Flickr, RSS, Instagram, Vimeo, Pinterest and YouTube.

Additional features in the new ***WV.gov*** include:

- **Enterprise News Center:** News and announcements from over 30 agencies are accumulated and made available on the site and through a single RSS feed. Also new is a searchable news directory and archive.
- **Customer Support:** Customer support options have been featured prominently, including the online chat service and Live Help.
- **Location-Based Maps:** Enter a location or grant permission to use a mobile device's location automatically to find nearby resources.
- **Highlighted State Scenery:** Beautiful imagery from around the state will be featured and changed regularly.
- **Touch-Friendly Features:** Easily use a touch-enabled computer or mobile device to navigate the site.

The ***WV.gov*** website was redesigned at no cost to taxpayers through West Virginia Interactive's partnership with the state of West Virginia. West Virginia Interactive also works with more than 70 state agencies, managing over 140 online applications through a self-funded model. For more information about the state of West Virginia, please visit ***www.wv.gov***.

Smart Money Series Helps Prepare for Bi-Weekly Pay

With the anticipated transition to the bi-weekly pay schedule for state employees through *wv*OASIS, the State Auditor's Office, in conjunction with West Virginia University and *wv*OASIS, launched the ***Smart Money Series*** to help prepare employees for this change.

These hands-on personal finance and budgeting workshops are offered as *Lunch and Learn* sessions to interested agencies. They include example budgets and budget worksheets to teach employees how to adjust their budget to adapt to the new pay cycle. State agencies interested in participating may reach out to their county WVU Extension Offices to set up a date and time to offer the workshops.

For state employees unable to attend a live session, a video series is available online for viewing. For more details, visit ***www.wvsao.gov/communications/smartmoneyseries***.

TYPING

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own typing skills with the advent of *wv*OASIS. "People will have new computer duties due to *wv*OASIS, and this online class is a great place to start to develop those skills," she said.

Padon said the online classes move at the speed of the individual, and each section within the course ends with games that test what they have learned. "This gives participants the opportunity to improve their keyboarding skills, or develop a new skill," she said.

To learn more about this course or the offerings of the TLC, contact Padon at ***Marilyn.J.Padon@wv.gov*** or call 304.558.6384.

Administrative Notes

Welcome! ... The Department of Administration is pleased to welcome **Rosa Burgess** (CRPB); **John Poindexter** (Ethics); **Timothy Thomas** (General Services); **Andrew Spangler** (PEIA); **Elizabeth Arthur** and **Jacquelyn Hoppe** (Personnel); **Kimberly Bennett** and **Brenda Thompson** (Public Defender); **Laura Hooper** (Purchasing); **James Peters** (Real Estate); **Leslie Townsend** (Secretary's Office); and **Madeline Harper**, **Sarah Knight** and **Joshua Peal** (Technology). Stephanie Gale transferred from the Division of Personnel to the Purchasing Division.

Best Wishes ... to **Ariana Kincaid** (Prosecuting Attorneys Institute), **Alan Cummings** (Purchasing), **William Parrish** (Real Estate), and **Michael Ebert** (Technology), who recently resigned from our department.

Happy Retirement! ... After years of hard work and dedication, we would like to congratulate **Sylvia Brown** (General Services) and **Warren Wingo** (Technology) on their retirements.

Congratulations! ... **Melissa Pettrey** of the Purchasing Division is proud to annouce the birth of her grandson, Abram Wayne Bickoff, on January 25, 2015. Abram was 8 lbs. 6 oz. and 21 inches long. His parents are Manda and Eric Bickoff.

Blood Drive ... The American Red Cross will conduct a blood drive from 9 a.m.-2:30 p.m. on Monday, March 16, in the Capitol Room of the Caperton Training Center (Building 7). To schedule an appointment, call 1.800.RED.CROSS or visit ***redcrossblood.org*** and enter "sgn",

HAPPY BIRTHDAY ... in March

1 James Fields ..... Gen. Srvs.
Thomas Harper ..... PEIA
Sandra Henson ..... Technology
Therman Mullins ..... Technology
3 Mischa DiFilippo ..... BRIM
Ray Toney ..... Technology
Staci Young ..... CPRB
4 Shelly Eads ..... Real Estate
5 Billie Catlett ..... Grievance
6 Sandra Shaffer ..... Technology
Jeremy Wolfe ..... BRIM
7 Chris Chapman ..... Technology
Jeff Williams ..... Technology
8 Catherine DeMarco .. Purchasing
Timothy Hyatt ..... Technology
Thomas Williams ..... Personnel
10 Kevin Kidd ..... Technology
11 Mary Bolton ..... Personnel
12 Cleophus Booth ..... Gen. Srvs.
Christine De Rienzo ..... PEIA
Jamie Hardman ..... CPRB
Alisha Pettit ..... Purchasing
Lisa Scarberry ..... CPRB
13 Greg Harman ..... Gen. Srvs.
15 Lori Cottrill ..... CPRB
Charlene Good ..... Technology
16 Darlene Fletcher ..... Personnel
Jason Haught ..... PEIA
17 Anna Holstein ..... CPRB
18 Daniel Ball ..... Gen. Srvs.
Leah Basford ..... Personnel
Brad Phelps ..... Aviation
20 Tammie Means ..... Technology
Timothy Hall ..... Gen. Srvcs.
21 Lori Waller ..... Pub. Def.
22 Crystal Rink ..... Purchasing
Jack Toler ..... Technology
23 Clyde Lee Arline ..... Pros. Atty.
Chadwick Lynch ..... CPRB
George Muncey ..... Technology
Robert Worlledge Jr. ..... Finance
24 Joshua Elkins ..... CPRB
Leslie Townsend ..... BRIM
25 Jyotshna Arjunu ..... Technology
John Dunlap ..... Technology
26 Natalie Faulkner ..... Technology
Robert Hovatter ..... Gen. Srvs.
Ora Salyers ..... Personnel
Marilyn Summers ..... Technology
27 Crystal Nichols ..... Technology
29 Cheryl Garner ..... Finance
Philip Morrison..... Pros. Atty. Inst.
Aaron Pusateri ..... Technology
30 William Hargus ..... Technology
Tara Lyle ..... Purchasing
31 Krista Charley ..... Grievance

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Earl Ray Tomblin
Governor

Jason Pizatella
Secretary

Diane Holley-Brown
Communication Director

Samantha Knapp/Editor

Production
Chad Williamson

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