Employee of the Month

OT's Buskirk Makes Positive Impression on Agencies

Franklin Buskirk, an Information Technology Associate with the Office of Technology (OT), has been selected as the Department of Administration's *Employee of the Month* for February.

A state government employee for nearly two years, Buskirk's primary duties are to offer technical support to various state agencies, including the Governor's Office, the Governor's Mansion, the Department of Administration Cabinet Secretary's Office, the General Services Division, the Purchasing Division, and the Finance Division, when questions and problems need addressed.

"Franklin is a hardworking gentleman. He shows great desire to assist others and resolve computer issues in a timely manner," said one employee at an agency where Buskirk makes service calls. "His knowledge of information systems is of great value to the entire state."

Another department employee said, "Franklin's work ethic and professionalism do not go unnoticed. He is very dependable and is always a reliable person to call from the OT office when systems need attention. Franklin shows a professional manner in his approach each and every time he makes a service call."

In his spare time, Buskirk likes to go to movies with his wife and enjoys television shows. He will be joined by friends and co-workers at a special ceremony presented by Cabinet Secretary Ross Taylor on Wednesday, February 5 at 11:15 a.m. at the OT office in Building 5.

FRANKLIN BUSKIRK
February Employee
of the Month

Gov. Earl Ray Tomblin Delivers His State of the State Address

In his annual State of the State Address, Gov. Earl Ray Tomblin compared governing to gardening in regards to keeping West Virginia on solid financial ground.

"Governing, like gardening, takes planning, patience and foresight," Tomblin said January 8th in the Capitol's House Chamber before members of the Legislature, Board of Public Works, State Supreme Court justices and guests. "I've learned how incredibly important it is to be a good steward of the people's money. And

Gov. Earl Ray Tomblin compared governing to gardening when referring to his plan to keep West Virginia financially sound during his State of the State Address.

SNEAK PEEK

The Office of Technology keeps state government operating efficiently by keeping the state's many operating systems running efficiently with more than 230 full-time employees. Several OT employees who assist in accomplishing this are, from left, Steve Kolar, Information Systems Specialist; Natalie Faulkner, Systems Programmer; Gene Walters, Systems Programmer; Anne Crabtree, Systems Programmer; and Kevin Kinder, Information Systems Manager.

West Virginia Office of Technology Provides Crucial IT Expertise to State Employees

Long-time state employees can readily recall how many of their daily tasks took longer and were more arduous before computers became common in the workplace. A 100-page page report that once took a week to mail to a recipient across the country can now be transmitted instantly with one click of a button. Computations which took hours to complete and compile can be done in minutes, or even seconds.

Though these many daily assignments are expedited faster than ever before, the means to make it possible has become an ever-changing challenge. The West Virginia

Office of Technology (OT) is the organization most responsible for providing the technical expertise that enables state agencies and employees to effectively serve the citizens, businesses and other connected parties in West Virginia.

Chief Technology Officer Gale Given said the Office of Technology provides remote and on-site technical support for more than 20,000 users, handles internet access to Executive Branch employees, and manages the development

LOOKING AT ADMINISTRATION:
Office of Technology

Statutory Authority: *West Virginia Code §5A-6-1*
Mission Statement: The Office of Technology will: Provide highly reliable, secure and cost effective oversight, leadership, administration and direction for activities relating to information technology to all agencies across state government; enable state agencies to better service the citizens, businesses and other interested parties in West Virginia; enhance the State's technical infrastructure in order to attract business, improve access to information and enhance educational opportunities for our children and future generations"
Website: *www.technology.wv.gov*
Telephone Number: (304) 558-3784
Physical Address: 1900 Kanawha Boulevard, East, Capitol Complex - Building 5, 10th Floor, Charleston, WV 25305

Have an Exceptional Co-Worker? Reward Them with a Nomination for Employee of the Month

It only takes a few minutes to nominate a co-worker for the Department of Administration's *Employee of the Month* award. By doing this, you are giving a potential recipient a lifelong workplace memory. This award was created in 1992 to recognize those department employees who go above and beyond their standard job duties to make their office a more efficient and pleasant workplace. Part of the uniqueness of this award is that co-workers within and outside your agency are the ones who nominate and determine who the recipients will be.

The *Employee of the Month* award is presented by the Cabinet Secretary each month to a nominated recipient. Each December, the 12 monthly winners gather at a special ceremony for the *Employee of the Year* award. The department employees vote to determine the one honoree.

Nominating a co-worker is easy. Complete guidelines and the nomination form can be found at *http://www.administration.wv.gov/employee-of-the-month/Pages/default.aspx*.

Members of the Employee of the Month Committee are pictured, front row from left: Donna Lipscomb Spano (chairperson), Candi Moore (Consolidated Public Retirement Board) and Clyde Arline (Board of Risk and Insurance Management, Real Estate, Ethics Commission, Public Defender Services, Prosecuting Attorney's Institute, Grievance Board, and Children's Health Insurance Program); middle row, Jessica Virtz (PEIA), Anita Allen (committee secretary) and Carolyn Hager (General Services); and back row, Brian Holmes (Personnel), Chad Williamson (Purchasing), Joan Chapman (Finance) and Tim Pauley (Office of Technology).

Opportunities Abound with Learning Events for Employees

Agencies within the Department of Administration continue to offer and expand training options, not just for employees within their own agencies but throughout state government.

The Division of Personnel's Organization and Human Resource Development (OHRD) unit continues to offer an expansive course listing, with classes geared to employees at every level. "Our goal is always to better serve our customers so we are always expanding our offerings," said Development Consultant Hannah Toney. The unit's 2014 schedule is expanding its online resources with "Learning Blasts." "Learning Blasts are short lessons, usually five minutes or less, that are available on the OHRD website or at onlinelearning.wv.gov," Toney said.

Training Information

For additional information on classes offered by these agencies, please visit the websites below:

- **DIVISION OF PERSONNEL:** www.personnel.wv.gov/ohrd
- **OFFICE OF TECHNOLOGY:** www.onlineregistration.wv.gov
- **PURCHASING DIVISION:** www.state.wv.us/admin/purchase/training

Toney said OHRD is utilizing its Facebook page to keep state employees updated on upcoming classes and offering other extended learning options. OHRD continues to offer an extensive array of face-to-face class options as well.

The Office of Technology (OT) continues to offer courses on changing technology through its Technology Learning Center (TLC). Classes tend to focus on Microsoft Office products, the most ubiquitous of computer tools for the modern office worker. Classes can be either hands-on or online seminars offered through OT's learning management system.

"Regardless of how long you have used Microsoft Office products, there is

Policy Makes Clear Harassment is Not Tolerated in State Workplaces

Bullying has become a much-discussed issue in recent years in the news with notable attention on how it occurs and affects school-age children. However, bullying is not limited to classrooms and playgrounds and it is certainly not limited to students. It occurs in all circles of society and the workplace, and state government is no exception.

The West Virginia Division of Personnel has in place the Prohibited Workplace Harassment policy to give individuals recourse should they become victims of such unwanted behavior.

Illegal harassment as defined by state and federal anti-discrimination laws includes the use of words, conduct, or action, usually repeated or persistent, directed at a specific person that annoys, alarms, or causes substantial emotional distress in that person and serves no legitimate purpose.

The purpose of this Personnel policy is to prescribe a work environment where illegal harassment based on sex (with or without sexual conduct), race, color, religion, national origin, ancestry, age, disability, and protected activity (i.e., opposition to prohibited discrimination or participation in the complaint process) or status explicitly defined as protected under applicable State and federal law as well as non-discriminatory hostile workplace harassment – commonly referred to as "bullying" – does not occur.

"I find it encouraging though that workplace harassment for the most part is very minimal in our state government workplaces," said Linda Coleman, Department of Administration Human Resources Coordinator. "If such dreadful behavior takes place, state employees need to remember that they have a sound remedy in this policy."

Coleman said the policy defines various types of harassment, which include sexual, nondiscriminatory, retaliation and third-party, the latter which includes harassment of a state employee by a non-state worker such as a vendor or client. The policy also details how employees can seek relief from a harassment situation by first reporting any incident to the agency's Equal Employment Opportunity (EEO) Coordinator/Counselor or immediate supervisor.

In addition, employees have the right to file a complaint regarding illegal harassment with the state Equal Employment Opportunity Office; West Virginia Public Employees Grievance Board; West Virginia Human Rights Commission; or the U.S. Equal Employment Opportunity Commission. Complaints regarding nondiscriminatory harassment must be addressed through the grievance procedure.

"The state not only provides recourse for those in these difficult situations but the state also has a legal obligation to ensure such harassment does not occur," Coleman said. "Likewise, employees who witness harassment are obligated to report it through the proper channels. This is a matter the state takes very serious."

For additional information regarding any of the policies issued by the Division of Personnel, please visit Personnel's website at ***www.personnel.wv.gov*** or contact Coleman at (304) 558-6181, ***Linda.F.Coleman@wv.gov***. To view the Prohibited Workplace Harrassment policy, visit ***www.personnel.wv.gov/SiteCollectionDocuments/Policies/Harass.pdf***.

Fleet Management Office Offers Announcements

The Fleet Management Office is pleased to offer two new announcements for agency fleet coordinators.

Everyone enjoys saving money. Now, state agencies participating in the Fleet Management Office's Wright Express (WEX) Fuel Card Program are eligible for a monthly rebate. In order to qualify for this rebate, each participating agency must pay its bill, in full and on-time. The amount of the monthly rebate will be .675% of the total monthly bill. The rebate will appear as a credit on the agency's bill two months following its on-time payment.

Additionally, IGS CNG Services' Jane Lew Compressed Natural Gas (CNG) station is open for business. This is the third station IGS opened in West Virginia in 2013, in addition to the Bridgeport and Charleston locations. This is intended for the refueling of natural gas vehicles. The station is located off the Jane Lew exit of I-79 inside the Lewis County Industrial Park at 533 Industrial Park Road (US Well Services Building) in Jane Lew.

If you have any questions, please contact Donna Wellman in the Fleet Management Office at (304) 558-2614 or ***Donna.G.Wellman@wv.gov***.

LEARNING
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always something new you can learn," said Debbie Pendleberry, an Information System Specialist and software trainer for OT.

The Purchasing Division is expanding some class time from one hour to 90 and 120 minutes for some of its in-house training sessions. The change came following feedback from last year's sessions that participants wanted more time allotted for certain subjects. Additionally, more half-day classes will be offered.

"Our three-hour and full-day classes were well received last year, so we wanted to expand the opportunity for those attending to learn more of the complete process, instead of just parts of the process," said Staff Development Specialist Samantha Knapp. Purchasing Division classes are limited to those individuals who procure under **West Virginia Code** 5A-3.

how important it is to say yes when you can and being strong enough to say no when you can't. That's the key to fiscal responsibility."

Gov. Tomblin noted, "We pay our bills on time … and we will not impose financial burdens on future generations. In fact, our reserve fund is one of the healthiest in the nation," he said. "We have not had a general tax increase since 1996, and unlike other states that had to drain their reserve funds during the recent recession, West Virginia did not have to borrow one dime."

The fiscal restraint coupled with past and planned initiatives is allowing the state to position itself as an ideal business location. Gov. Tomblin named several international companies which have recently located operations in West Virginia, bringing hundreds of new jobs. The expansion of existing international businesses like Hino Motors, NGK Spark Plugs and Toyota, and an increase in West Virginia exports have played a key role in keeping the state in good financial standing, he added.

Regarding the coming year, Gov. Tomblin spoke of various initiatives which include enhancing the state's infrastructure; a greater emphasis on steering students toward careers in science, math and technology; and calls for pay raises for public school teachers and state employees.

Gov. Tomblin concluded with an appeal to students and those who have moved out of state.

"Our state has never had the solid financial security you enjoy today or the opportunities you will have tomorrow and for decades to come. The jobs will be here for you. The present is bright. And the future is brighter," he said. "For those who have left the Mountain State — come home. Come home to take advantage of the growing opportunities we are creating for you. West Virginia's garden is thriving and we will yield a great harvest for years to come."

of the numerous applications required by agencies while developing some of those applications in-house.

"Our staff is always on the front line. We have a very qualified team with a wide breadth of experience and expertise and are committed to providing excellent service to our agency customers," Given said. "The many state employees we serve have a very wide range of know-how with today's technology. I think our staff does an excellent job in providing the proper attention each employee needs whether it is a very basic task or a very complex situation."

"I'm very proud of these groups and the work they do to keep our customers happy," Given said. "We get numerous compliments every day from across the state. But we need to continuously improve and are focused on developing better processes to better enable our agency customers to serve the citizens of West Virginia.

Taking an Inside Look into OT…

There are 233 full-time OT employees who comprise seven sections that serve the Executive Branch agencies and others on an ad-hoc basis. The sections and their primary responsibilities are listed below:

- **Application Solutions:** Responsible for assisting customers in the application of technology to support their business needs, including application development and deployment, configuration and implementation of off-the-shelf packages, and assisting customers in the daily operations and support of existing applications.

- **Network Architecture and Engineering:** Manages the platform used for state computers and users to utilize transmission media, voice/data circuit lines, routers switches, wireless access points, and other devices that control network connectivity paths, and the state's print shop and mail room operations.
- **Customer Services Delivery :** Provides a single point of contact for our customers on technical needs, including the Service Desk, the Enterprise Operations Center, Field Technicians and Threat Preparedness. The Service Desk receives work requests and resolves the issue or dispatches a technician. The Enterprise Operations Center manages the resolution of more complex issues. The Threat Preparedness unit works in collaboration with many partners to assure systems are up and running during disasters and health crises to provide timely response to the state's citizens.
- **Computing Architecture:** Responsible for design and third level support of computing infrastructure resources, including mainframe, physical and virtual servers, storage, email, instant messaging, PC operating systems and other infrastructure applications and devices.
- **Project Management Office (PMO):** Includes four disciplines: customer relationship management, project management, consulting services, and training. The PMO staff helps state agencies determine how technology can best serve their business needs and deliver public services more efficiently. .
- **Security Operations Center (SOC):** Manages and monitors the State's Intrusion Detection System and the Security Information and Event Management for network security anomalies, threats, and/or attacks. The SOC manages web filtering servers, conducts forensic investigations, and testify as a Subject Matter Expert in court cases. The Administrative/Auditing Unit develops, reviews and updates executive wide policies, third-party audit support, vulnerability scanning, security awareness training and community outreach for security matters.
- **Administration:** Manages accounting, procurement, human resources, and inventory management. The accounting section develops the agency's technology rates which provide our operating revenue and manages the agency's budgets, accounts payable, accounts receivables, and invoicing. Human resources oversee the job posting, hiring processes and personnel forms. Inventory management manages the agency's assets, items for resale, and the e-recycle program.

EOM
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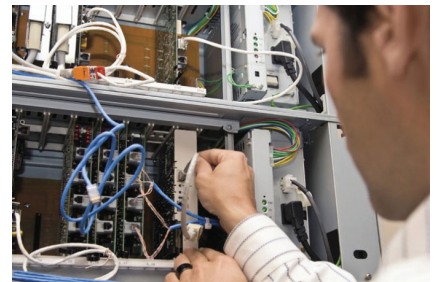
All nomination forms are confidential with the nomination committee, which is represented by the department's agencies. The committee meets monthly to select a recipient.

Nominations can be made by co-workers, supervisors or subordinates. Nominations can also be made by customers, including employees from other state agencies and the general public. When completing the nomination form, employees should provide specific details as to why the person should be selected and identify how that employee proves to be a superior employee.

The committee uses the following criteria about the nominees in selecting a recipient:

- Producing work-related service above and beyond the norm
- Promoting harmony with co-workers
- Promoting a positive image of the department/section/unit
- Maintaining exemplary work standards
- Presenting a helpful/cooperative attitude
- Demonstrating exemplary use of time (includes work time and leave use)
- Service to the community

Nomination forms must be signed to be considered and submitted to the Cabinet Secretary's office in Building 1, Room E119. They are filed in confidence at all times and remain on the nomination list for an unspecified period of time after submission. To learn more about the program, visit the website or speak to your agency's representative.

Welcome! ... The Department of Administration is pleased to welcome our new employees: **Nancy Sarver** (Aviation); **Eddie Bell** and **Crystal Brooks** (CPRB); **James Parsons** and **Michael Powell** (Finance); **Bill Barry**, **Paul Harless** and **Gary Pennington** (General Services); and **Breanne Myers** (Personnel)**.**

Best Wishes ... to **William Dolin** (General Services), **Maureen Barista** (Personnel), and **Laura Hooper** (Purchasing), who recently resigned from our department**. Roberta Wagner** has transferred from Purchasing to Office of Technology.

Mileage Reimbursement Rate ... West Virginia Department of Administration officials announced in January that the state mileage reimbursement rate for privately-owned vehicles for state use will remain at 47 cents per mile. The state of West Virginia is not statutorily required to follow the federal mileage reimbursement rate set by the Internal Revenue Service. This state rate will be in effect until further notice or after the next review is published in July 2014.

Taking the (Cyber Security) Pledge ... State employees can assist in keeping government work safe in cyber space by taking the Cyber Security Pledge. The Multi-State Information Sharing and Analysis Center (MS-ISAC) sponsors this national program to promote information and cyber security best practices. The West Virginia Office of Technology is a member of this public organization. All state and local governments are encouraged to compete for the honor of having the highest number and/or percentage of state residents signing the Cyber Security Pledge. The West Virginia Office of Technology encourages employees to take the Pledge which serves as a reminder of the basic rules of survival in cyberspace and takes only a minute to complete. To learn more, please visit: *msisac.cisecurity.org/cyber-pledge*.

HAPPY BIRTHDAY ... in February

2	Crystal Brooks .... CPRB	17	James Bateman .... Personnel
	Michael Ebert .... Technology		Mickianne Henkels .... PEIA
	Diane Holley-Brown ... Purchasing		Kenneth Jackson .... Gen. Srvs.
3	Kara Anderson .... Personnel		Misty Moore .... Real Estate
	Willadean Fisher .... Purchasing		Julie Shoup .... Personnel
4	David Lucas .... Ethics		Victoria Sutton .... CPRB
	Edward McMinn .... Technology	18	Leah Barker .... Public Defender
5	Carrie Lefevre .... Grievance		Heather Holstine .... Purchasing
	Debbie Watkins .... Purchasing	19	Rick Counts .... Gen. Srvs.
6	Sheryl Goodwin .... Personnel		Gary Goble Jr. .... Personnel
	Hannah Toney .... Personnel		Lisa Green .... Technology
7	Marsha Casto .... Personnel		Teresa Martin .... Personnel
	Jackie Linthicome .. Public Defender		Gary Pennington .... Gen. Srvs.
8	Chris Bailey .... Technology	20	Harold Loy .... Gen. Srvs.
	Brusanna Jackson .... Gen. Srvs.		Tracy Richardson .... Personnel
9	Linda Coleman .... Finance	21	Carrie Childress .... Gen. Srvs.
11	Ryan Frampton .... Technology	24	Chrissy Courtney .... CPRB
12	Breanne Myers .... Personnel		Amber Hawkins .... CPRB
14	Landon Brown .... Grievance	25	Thomas Barton .... Real Estate
16	Matt Fenney .... Technology	27	Lisa Conley .... PEIA
	Adam Robinson .... Technology		Alexander Gamma .. Technology
	Mark White .... Technology		Greg Welch .... Gen. Srvs.