



# Quotes, Notes & Anecdotes

Monthly Employee Newsletter Published by the Department of Administration  
**NOVEMBER 2009 - Volume 16, Issue 11**

## Employee of the Month

### Terry King Makes CPRB A Great Place to Work



**TERRY KING**  
 November Employee  
 of the Month

**TERRY KING**, an Account Technician III with the Consolidated Public Retirement Board (CPRB), has been selected as the Department of Administration's *Employee of the Month* for November.

A state government employee for seven years, King's primary duties include verifying information for those enrolled in the Teachers Retirement Systems and Teachers Defined Contribution plans. She also

serves as an assistant to the CPRB deputy director.

"Terry is a very out-going person. She goes above and beyond her assigned duties to make our office a great place to work," said one co-worker. "She is part of our Employee Activities Committee and assists with planning for our agency's Public Service Recognition Week events."

Another co-worker added, "Terry was nominated for Em-

ployee of the Month so she knows that all she does for this office and our employees does not go unnoticed."

In her spare time, King likes to attend flea markets, yard sales and auctions. She will be joined by her friends and co-workers at a special ceremony presented by Cabinet Secretary Robert W. Ferguson on Monday, November 2 at 1 p.m. at the CPRB offices at 4101 MacCorkle Avenue in Charleston.

### Relationship Managers Offer Human Face to Technology

Technology can often seem to be anonymous and faceless. With technology changing practically in the blink of an eye, keeping up with it can be intimidating for individuals, much less on an agency-wide level.

The West Virginia Office of Technology (OT) is working to help remove some of that intimidation through a new program of relationship managers, designed to put a personal touch to both concerns of and the potential for technological expansion for agencies.

The relationship manager program began in October 2008, said Kathy Moore, an assistant director at the Office of Technol-



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Office of Technology's relationship managers are (pictured, back) Ed Dolly and Chris Bailey; and (front) Janice Morgan, Kathy Moore and Sue Lore.

**SNEAK  
PEEK**

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# It's Time to Select our 2009 Employee of the Year

## Deadline for Ballots Set for November 16



**Wanda Casto**  
January Recipient



**Caroline Brady**  
February Recipient



**Lora Reese**  
March Recipient



**Randy Briscoe**  
April Recipient



**Tammy Patton**  
May Recipient



**Greg Hubbard**  
June Recipient



**Tom Allen**  
July Recipient



**John Fernatt**  
August Recipient



**Nathan Merritt**  
September Recipient



**Jeanne Barnhart**  
October Recipient



**Terry King**  
November Recipient



**Carles Farley**  
December Recipient

Department of Administration employees will receive their ballots in the next few days to vote for the 2009 *Employee of the Year*. This is the 17th year of this program.

Cabinet Secretary Robert W. Ferguson will make the official announcement of this year's selected honoree on Dec. 10 at 11 a.m. in the upper rotunda (near House Chamber entrance). A reception will immediately follow the announcement.

The nominees for this honor are the 12 *Employees of the Month* who were selected throughout this year. Unfortunately, only one will receive this prestigious award.

The winner of this award receives a certificate of recognition signed by Gov. Joe Manchin and Cabinet Secretary Ferguson, along with a monetary award. The 2009 nominees for the *Employee of the Year* are listed below:

**WANDA CASTO**, our January *Employee of the Month*, is an Accounting Tech III for the West Virginia Children's Health Insurance Program.

**CAROLINE BRADY**, our February *Employee of the Month*, is an Assistant Manager of the Public Employees Retirement System for the Consolidated Public Retirement Board.

**LORA REESE**, our March *Employee of the Month*, is an Administrative Secretary for the Finance Division.

**RANDY BRISCOE**, our April *Employee of the Month*, is a Master Electrician for the General Services Division.

**TAMMY PATTON**, our May *Employee of the Month*, is an Information System Specialist II for the Consolidated Public Retirement Board.

**GREG HUBBARD**, our June *Employee of the Month*, is a Maintenance Operator for the Grounds Unit of the General Services Division.

**TOM ALLEN**, our July *Employee of the Month*, is a Programmer Analyst II for the Office of Technology.

**JOHN FERNATT**, our August *Employee of the Month*, is an Information Systems Specialist III for the Board of Risk and Insurance Management.

**NATHAN MERRITT**, our September *Employee of the Month*, is an Information Technology Associate for the Client Services Section of the Office of Technology.

**JEANNE BARNHART**, our October *Employee of the Month*, is an Office Assistant III for the Communications and Technical Services Section of the Purchasing Division.

**TERRY KING**, our November *Employee of the Month*, is an Accounting Technician III for the Consolidated Public Retirement Board.

**CARLES FARLEY**, our December *Employee of the Month*, is a Capitol Grounds Supervisor for the General Services Division.

All department employees are encouraged to attend the *Employee of the Year* ceremony in December to support our outstanding employees. A special congratulations is extended to our well-deserved *Employees of the Month* for this year!



# Information Security Seminar Increases Awareness

The West Virginia Office of Technology's Informational Seminar on Cyber Security, Risk Management and Privacy Issues, held October 19 at the Culture Center in Charleston, marked a dramatic growth for the event, said Chief Information Security Officer Jim Richards. The event's second year found close to 200 in attendance and approximately 150 viewing through the internet or at remote viewing locations.

"We felt very good about the increase from last year's attendance," Richards said. Last year's event was decidedly more low-key, Richards said, with a short video presentation and a "Meet Your Security Team" theme. This year offered four speakers, including Ira Winkler, author of "Zen and the Art of Information Security," and Greg Schaffer, Assistant Secretary of Cyber Security and Communication for the U.S. Department of Homeland Security, as well as opening remarks by state Chief Technology Officer Kyle Schafer and a proclamation by Gov. Joe Manchin of October as National Information and Cyber Security Month.

Richards said he knows that information security may not be the most exciting subject for many, but its relevance and importance cannot be over-



**Gov. Joe Manchin spoke during the West Virginia Office of Technology's Informational Seminar on Cyber Security, Risk Management and Privacy Issues. Also pictured are, from left, Information Security Specialist Sue Ann Lipinski and WV Chief Information Security Officer Jim Richards.**

emphasized. "It certainly is not what everyone thinks about, but there must be governance to what people do on computer systems," he said. "We can not just allow people to introduce viruses and malware into our systems."

The entire seminar is available for viewing on the Web through a link at

[www.wvot.gov/itsecurity](http://www.wvot.gov/itsecurity). Until November 15, the Office of Technology will be accepting evaluations for online and remote users. After viewing, return to the page to complete an evaluation form for a chance to win an autographed copy of Winkler's book, "Zen and the Art of Information Security."

## Common Sense and Contingency Plan Best Way to Tackle H1N1

Marsha Booth has been the Capitol dispensary nurse for the past 20 years, and she anticipates the next few months to be some of the most taxing ones ever.

With numerous health officials on local, county and state levels predicting the H1N1 flu virus - commonly referred to as "swine flu" - to spread widely across the state, Booth knows the Capitol will be a ripe area for people to become infected, especially when the Legislature convenes in January.

"We are used to what I call the 'southern germs and viruses' around here but when people come in from the Eastern Panhandle and the Northern Panhandle and bring viruses unique to those areas, they all get mixed together in this giant petri dish that is the Capitol. With H1N1 on the horizon, it is going to be a real challenge around here to prepare and deal with this."

Booth said H1N1 is like many other viruses in that it moves by region, noting how swine flu began in earnest in Mexico and continues to move northward. Quoting federal Center for Disease Control data, Booth thinks the H1N1 cases documented in the state so far is just the tip of the iceberg.

"What we saw last spring up until now is just the first wave. We are now seeing the beginning of a second wave of H1N1 hit this state and there could quite possibly be a third wave," she said. "Everything seems to indicate this next wave of H1N1 will be more widespread."

There is reason for optimism, though. Booth recently attended the National Legislative Services and Security Association (NLSSA) conference in South Carolina. The NLSSA hosts the only national training designed exclusively for state legislative staff, which deals with

capitol campuses.

"It was encouraging to see we are being very proactive here compared to other states," Booth said, such as placing hand sanitizers throughout Capitol buildings, promoting awareness campaigns and working with the Kanawha-Charleston Health Department to offer flu shots on campus. "It is very important that individuals and agencies as a whole be prepared and have a game plan in place."

For individuals, Booth said parents in particular need to consider what they will do if their children have to stay home from school for several days or longer. The highest risk group is children four years old and younger. Likewise, Booth said, agencies need to know how to adjust work duties if a notable number of employees are sick at the same time.



# WV Public Service Recognition Week



West Virginia state government celebrated Public Service Recognition Week during the week of September 21 – 25. Gov. Joe Manchin III offered the keynote speech at an awards ceremony held at the Culture Center for those state employees with 30, 35, 40, 45 and 50 years of service on September 24.

During a ceremony for Department of Administration employees on September 25, Cabinet Secretary Robert W. Ferguson recognized our department employees who have 20, 25, 30, 35 and 40 years of services. Those honored include:

## 40 Years of Service

- Pat Quinlan – Division of Personnel
- Mike Riggs – Office of Technology

## 35 Years of Service

- LeAnn Arthur – Office of Technology
- Delores Huffman – Division of Personnel

## 30 Years of Service

- Jean Ann Brown – Division of Personnel
- Joe Estep – Public Employees Insurance Agency
- James Farmer – Purchasing Division
- Jane Fouty – Division of Personnel
- Stanford Moss – Office of Technology
- Chip Myers – Public Employees Insurance Agency
- David Nearhoof – Office of Technology
- Twila Neal – Public Employees Insurance Agency

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**40-year Employees:** Pat Quinlan, Division of Personnel; Secretary Ferguson; and Mike Riggs, Office of Technology.



**35-year Employees:** LeAnn Arthur, Office of Technology; Secretary Ferguson; and Delores Huffman, Division of Personnel.



**30-year Employees:** Anthony Thaxton, General Services Division; Secretary Ferguson; David Nearhoof, Office of Technology.



**(Above) 20-year Employees:** Teresa Siders, Public Defender Services; Secretary Ferguson; Willadean Fisher, Purchasing Division; and Tami Reed, Consolidated Public Retirement Board.

**(Left) 25-year Employees:** Deanna Karlen, Office of Technology; Pamela James, Office of Technology; Secretary Ferguson, John Patton, General Services Division; and Teresa K. Morgan, Division of Personnel.

# PEIA Schedules Public Hearings on Proposed 2011 Financial Plans

The Public Employees Insurance Agency (PEIA) has scheduled public hearings to take comments for the proposed financial plans for Plan Year 2011.

Registration for the public hearings begins at 5:30 p.m. and hearings start at 6 p.m. Those wishing to speak at the hearings must indicate so at registration. To review the PEIA Finance Board's proposals, visit [www.wvpeia.com](http://www.wvpeia.com).

PEIA will provide customer service in each location from 4 to 6 p.m. for those members who have questions about medical, prescription or life insur-

ance benefits.

The public hearing schedule is listed below:

• **Monday, Nov. 9**  
Civic Center Little Theater  
200 Civic Center Drive  
Charleston

• **Tuesday, Nov. 10**  
Tamarack Theater  
One Tamarack Park  
Beckley

• **Monday, Nov. 16**  
Holiday Inn  
301 Fox Croft Avenue  
Martinsburg

• **Tuesday, Nov. 17**  
Ramada Inn  
20 Scott Avenue  
Morgantown

• **Wednesday, Nov. 18**  
West Virginia Northern  
Community College  
704 Market Street  
Wheeling

• **Thursday, Nov. 19**  
Marshall University  
Medical School  
Harless Auditorium  
1600 Medical Center  
Drive  
Huntington

Additionally, individuals may submit comments in e-mail to [peia.help@wv.gov](mailto:peia.help@wv.gov) or in writing to:

PEIA Finance Board  
601 57<sup>th</sup> Street  
Charleston, WV 25304

## WEEK

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- Susan Samples – Division of Personnel
- Anthony Thaxton – General Services Division
- Rebecca Whetzel – Office of Technology
- Carleen C. Wilson – Division of Personnel

### 25 Years of Service

- Donna Amos – Office of Technology
- Cynthia Boyd – Consolidated Public Retirement Board
- Lillian Branham – Finance Division
- Gary Burns – Office of Technology
- Natalie Faulkner – Office of Technology
- Wilma Garbett – Office of Technology
- Pamela James – Office of Technology
- Deanna Karlen – Office of Technology
- Steven McCloud – Office of Technology

- Yvonne G. McCormick – Division of Personnel
- Teresa K. Morgan – Division of Personnel
- John Patton – General Services Division
- Chriceous Powell – Public Employee Grievance Board
- Garry Shively – Consolidated Public Retirement Board
- Roger Williams – Office of Technology

### 20 Years of Service

- Willadean Fisher – Purchasing Division
- Elizabeth Humphreys – Office of Technology
- Marilyn J. Padon – Office of Technology
- Harold Kim Painter – Real Estate Division
- Tami Reed – Consolidated Public Retirement Board
- Lora Reese – Finance Division

- Daniel Shriver – Office of Technology
- Teresa Siders – Public Defender Services
- Kelly Williams – Finance Division

Also recognized at the Department of Administration awards ceremony were employees with superior attendance for not having taken any sick leave during the 2008 calendar year. The Department of Administration wishes to applaud the dedication and valuable service demonstrated by all of our tenured employees.

Although Public Service Recognition Week may only be celebrated once a year, please know that your service is greatly appreciated throughout the year!

## RELATIONSHIP

Continued from Page 1

ogy and an OT relationship manager. "It was something we felt we needed from the beginning of consolidation," Moore said, referring to the consolidation of state information technology resources beginning in February 2007. "As the Office of Technology grew, we knew we wanted to have more customer focus. There were many things in the Office of Technology to offer and we needed a better way to communicate with customers."

The intent was to place faces for agencies to refer to when looking for technological solutions, Moore said. The relationship managers became the single point of contact for departments and agencies, simplifying the process. "The relationship managers hold regularly scheduled meetings with customers," Moore said. "It offers the chance to identify projects and issues, and to prioritize those issues. Also, if there are issues that need immediate attention, the relationship managers can get involved if the normal process is not working."

Currently there are five relationship managers, each working with a variety of agencies as well as performing other duties. The other relationship managers are Chris Bailey, Ed Dolly, Sue Lore and Janice Morgan. Moore praised each manager for their abilities to work with both technology and human need. "Everyone who is doing this is what I would consider expert-level technologists," she said. "They must be able to understand all effects and needs of a problem, and also be able to understand what works in OT."

Morgan, a relationship manager with OT, said the human aspect of the job cannot be overemphasized. "Relationship managers must understand the missions of our customer agencies and how the technology can tie into that," she said.

Moore said feedback has been overwhelmingly positive for the program. "We have had nothing but positive reactions," she said. "Customers appreciate it and have said so. It gives them the opportunity to see every aspect of where we are going next."

Those future plans include continuing to work on email consolidation, standardizing desktops and bringing the rest of the state agencies into the executive domain, Moore said.



# Veterans Day: Americans Take the Date Seriously

On Wednesday, November 11, while we continue to lean strongly on our military forces, we celebrate Veterans Day.

Originally called Armistice Day, the day commemorated the end of World War I. The war officially ended with the signing of the Treaty of Versailles, but the temporary cessation of hostilities went into effect on the 11th hour of the 11th day of the 11th month: November 11, 1918. On November 11, 1919, as President Wilson proclaimed the first Armistice Day, Americans celebrated by holding parades, public meetings and a pause of business at 11 a.m.

After World War II and following the war in Korea, veteran groups lobbied for a change to honor all who served America in the armed forces.

On June 1, 1954, President Eisenhower signed legislation changing the name of the legal holiday from Armistice Day to Veterans Day.

However, the date was not written in stone. In 1968, Congress passed the Monday Holiday Law that established the fourth Monday in October as the new date.

An outcry went up. Initially, all states except Mississippi and South Dakota followed the federal observance the first year. But popular support was for the original date.

By 1975, the federal government passed legislation to return the national observance to November 11. This took effect in 1978. Popular sentiment won out. While Memorial Day is reserved to honor those who have died fighting, America now honors all Service members, past and present, living and dead, on Veteran's Day.

**Welcome! ...** to the Department of Administration to our new employees, **Steve Tucker** (Ethics). Also, **Paula Lowe** transferred from General Services to Surplus Property.

**Best Wishes ...** to our employees who recently resigned from our department: **Liza Chiles** (CPRB) and **Heather Bartholomew** (Grievance Board).

**Save the Date ...** for the **West Virginia Technology Summit 2009**, sponsored by the **West Virginia Office of Technology**, set for Nov. 3-5 at the Charleston Civic Center. For more information, please visit <http://www.techconference.wv.gov>.

**Welcome to the Family ...** **Joe Estep** (Personnel) and his wife **Susan Estep** (CPRB) are proud to announce the birth of their first grandchild, **Mallory Jade Estep**, born August 19 at 2:53 a.m. Mallory weighed 5 lbs, 11 oz., and was 19 inches long. Her parents are **Cody** and **Melinda Estep**.

**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](mailto:Diane.M.Holley@wv.gov) with information to share with the department's employees.

## On Management ...

"Don't dwell on what went wrong. Instead, focus on what to do next. Spend your energies on moving forward toward finding the answer."

*Denis Waitley*

## HAPPY BIRTHDAY ... in November

1 Steven McCloud ..... Technology	18 Tammy Lambert ..... Personnel
Yvonne McCormick ..... Personnel	Sarah Tignor ..... Aviation
2 Sam Payton ..... Technology	Lisa Worledge ..... Finance
3 Shane Hall ..... Purchasing	19 Kathy Bowling ..... PEIA
Carla Hoyman ..... Technology	Gregory Finley ..... Technology
5 Paula Lowe ..... Purchasing	Pamela Hodges ..... Purchasing
Terry Young ..... Technology	Phillip Roberts ..... Technology
6 Kathy Moore ..... Technology	20 James Peters ..... Finance
8 Melody Bailey ..... CPRB	21 Margaret Ingram ..... Purchasing
Molly Mullins ..... Technology	Carol Jarrett ..... Purchasing
9 Derek Bailey ..... CPRB	Mark Sizer ..... Technology
Melissa Hapney ..... PEIA	Waltt Vest ..... Finance
Charles Lawrence ..... Real Estate	22 Chuck Mozingo ..... BRIM
Ricky Lee Morris . General Services	23 Mark Barney ..... Grievance
10 Tierra Gable ..... Aviation	Gilbert Richard ..... Technology
Michael Slaughter .... Technology	24 Matthew Barger ..... Technology
Robert Surface ..... Technology	Terry Friend ..... Technology
11 John Abbott ..... Purchasing	Mariama Kouroma .... Grievance
Bill Judy ..... Technology	Susan Lowe ..... Finance
12 Carrie Casto ..... Technology	Carleen Wilson ..... Personnel
13 Janese Sexton ..... PEIA	25 Charles Hager .. General Services
14 Marvin Crawford ..... Technology	Pamela Russell ..... CPRB
Jennifer Tucker ..... Personnel	26 Barbara Bowe ..... Personnel
15 Cammie Parker ..... Ethics	Timothy Pauley ..... Technology
17 Chris Avis ..... Technology	28 Lillian Branham ..... Finance
Rob Ferguson . Cabinet Secretary	John Mann ..... Technology
Debra Pendleberry....Technology	29 Robin Rose ..... PEIA
Bill Ward ..... Technology	30 Stanford Moss ..... Technology

# Administrative Notes

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

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