



Quotes, Notes & Anecdotes

A Monthly Employee Newsletter Published by the Department of Administration

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Employee of the Month

General Services' Dale Newhouse Offers Prompt, Efficient Service

DALE NEWHOUSE, a Facilities / Equipment Maintenance Technician for the General Services Division, has been selected as the department's **Employee of the Month** for December.

An eight-year employee of state government, Dale is responsible for many services that assist in the maintenance of the state-owned buildings. Some of these tasks include the installation, maintenance

and repair of HVAC, plumbing and piping systems, electrical systems, fluid system pumps, and other equipment required in the operation of these buildings. He also maintains records of the maintenance work performed.

According to one of Dale's customers, "When Dale receives a work order, he always tries to respond as soon as he can, which is usually within a few minutes. He is always courteous and

cheerful." Another customer added, "He often surprises us by completing repairs earlier than expected."

In his spare time, Dale enjoys hunting and fishing. More importantly, he values his free time to just relax and watch sports.

Please join Dale at a special ceremony in his honor on Friday, December 2, at 11 a.m. on the first floor of the Capitol Rotunda.



DALE NEWHOUSE
December Employee of the Month

Ross Taylor Appointed Director of Finance

Cabinet Secretary Rob Ferguson recently appointed Ross Taylor as director of the Division of Finance.

Previously working as deputy director, Taylor brings a wealth of knowledge and experience to the division.

In next month's issue of **Quotes, Notes & Anecdotes**, Ross will share his goals and objectives for the division.

Weirton Building Provides One-Stop Shopping for State Citizens

In an effort to help provide "one-stop shopping" in one of the larger populated areas in West Virginia, the state began construction of a 39,020 square foot, two-story facility in Weirton last summer.

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Pictured is the Weirton State Office Building which opened in October. Several agencies are occupying the space for easy access to residents in the northern panhandle.



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Employee of the Year to be Chosen... from the *Best of the Best* of 2005

Nominees for the 2005 Department Employee of the Year



Lisa Tully
January 2005



Kellie Carper
July 2005



Monta Boggs
February 2005



Sherra Barker
August 2005



Barry Gunnoe
March 2005



Chuck Mozingo
September 2005



Martha Phillips
April 2005



Eric Dye
October 2005



Jim Wells
May 2005



Robert Fisher
November 2005



Velma Totten
June 2005



Dale Newhouse
December 2005

Drum roll, please! The announcement of the 2005 **Employee of the Year** for the Department of Administration will take place at 1:30 p.m. on Wednesday, December 14, 2005 on the House of Delegates side of the Upper Rotunda of the State Capitol. A reception will immediately follow the announcement.

Last month, our employees placed their ballots for the recipient of this year's most prestigious award. Of the 12 **Employees of the Month** this year, unfortunately, only one person can walk away with the top honor. The nominees for the 2005 **Employee of the Year** are:

LISA TULLY, our January Employee of the Month, is an Information Specialist 2 for the Office of Technology.

MONTA BOGGS, our February Employee of the Month, is a Public Information Specialist for the Consolidated Public Retirement Board.

BARRY GUNNOE, our March Employee of the Month, is an Administrative Services Assistant 2 for the Purchasing Division.

MARTHA PHILLIPS, our April Employee of the Month, is an Administrative Secretary for the General Services Division.

JIM WELLS, our May Employee of the Month, is the Assistant Director of the Employee Relations Section of

the Division of Personnel.

VELMA TOTTEN, our June Employee of the Month, is a Retirement Advisor for the Consolidated Public Retirement Board.

KELLIE CARPER, our July Employee of the Month, is an Administrative Services Manager 1 for the Public Defender Services.

SHERRA BARKER, our August Employee of the Month, is a Life Insurance Specialist for the Public Employees Insurance Agency.

CHUCK MOZINGO, our September Employee of the Month, is the Assistant Claims Manager for the Board of Risk and Insurance Management.

ERIC DYE, our October Employee of the Month, is a Database Administrator for the Development Center of the Office of Technology.

ROBERT FISHER, our November Employee of the Month, is the Deputy Director and Claims Manager for the Board of Risk and Insurance Management.

DALE NEWHOUSE, our December Employee of the Month, is a Facilities Equipment and Maintenance Technician for the General Services Division.

Congratulations to all of our well-deserved and honored **Employees of the Month** for this year!

Weirton Building

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In October, five state agencies took occupancy in the new building: the Bureau of Employment Programs, Lottery Commission, Division of Motor Vehicles, Division of Rehabilitation Services, Department of Health and Human Resources (DHHR) and the Northern Panhandle Workforce Investment Board. The Lottery Commission and Division of Motor Vehicles are new to the Weirton area.

Designed by McKinley and Associates, the building was constructed by Walters Construction of Wheeling, with the city deeding the property to the state of West Virginia.

The building is the second consolidated state office facility, with Huntington being the first project that opened in April of 2003.

The concept for the Weirton Building project originated with an idea from Senator Ed Bowman of Hancock County in 1999. "I received a telephone call from some employees in the Wheeling DHHR office who wanted me to come to their office and meet with them." When he arrived, as the saying goes, a picture is worth a thousand words. "Their working conditions and the environment were absolutely deplorable...I wondered, why not create a partnership between the state and the City of Weirton to offer the necessary office space the city needs as well as the state."

Leasing Director Tammy King and Acting Director of General Services Jim Bur-

gess have been actively involved in the process from the beginning. Once they receive an idea and the directive to proceed, the two work together to bring such projects to fruition.

"Most people don't understand the intensity of putting together a project of this magnitude," Burgess said. "Overseeing a project like this involves project meetings, site visits, looking at timelines and troubleshooting."

King said the first step is looking at the leased facilities in the area and making a determination as to which agencies may potentially move into the facility. "Then we begin meeting with the agencies," she said.

Burgess said the goal is to accommodate the agencies. "With every project, we learn what to do and not to do for the next one," he said.

In addition to building equity, a maintenance fund was added in the bond issuance which will take care

of any needs that might arise during the 20-year bond schedule. The rent revenue will retire the debt and also pay for the daily operations. Once the debt is complete, the only cost incurred is operational at the facility. King added they also implemented a single data circuit to the building, saving additional money on internet access.

Senator Bowman said he was pleased with how well the Department of Administration oversaw the project. "Those people are very capable with what they're doing. I felt confident the project was in good hands," he said. "Whenever you can provide construction jobs and revenue to local businesses, create adequate office space with a better environment for employees, and also provide convenient services for the citizens...that, to me, is absolutely a grand slam."

Treelighting at the Capitol



Governor Joe Manchin and First Lady Gayle have been busy planning holiday events at the Capitol. On Saturday, December 3, the Governor plans to perform the annual tree lighting ceremony in and outside the State Capitol.

This event will coincide with the Charleston Christmas Parade earlier that the day.

State employees are encouraged to join in for this holiday event. Specific details were not confirmed at the time of publication. Additional information will be forthcoming.

Signs of the Holiday Season Begin to Appear at the Capitol

'Tis the season to be jolly....Carlos Farley of the General Services Division is pictured busily assembling the Christmas tree in the Rotunda of the main Capitol Building.

This is just one of the many holiday decorations which General Services employees assemble during the season.

Employees and visitors alike will definitely be in a 'holly jolly' mood during the month of December at the State Capitol with all of the holiday decorations.



Office of Technology Makes Positive Changes to Enhance Service to State Employees, Customers and Citizens



Chief Technology Officer Kyle Schafer outlines the future of technology in state government.

Chief Technology Officer Kyle Schafer strives to save state funds and provide employees with more tools and resources. In turn, he believes the West Virginia citizens will be provided with the enhanced services they deserve.

"Our philosophy from day one, whether we are talking about personal computers, servers or phone systems, is to reduce the cost of the total cost of ownership of our computer environment," he said. "We also want to provide timely delivery of equipment to our employees; and improve the score level that we are providing our employees. If our employees are not productive, they are not providing the services they need to the citizens of West Virginia." In addition, Schafer supports standards that promote interoperability of our computer systems.

Since taking the position in May, Schafer quickly met with every agency chief information officer and cabinet secretary to ask a primary question. "From an IT perspective, what can I do in a six-month time that you would perceive me as being successful?"

Surprisingly, their response was not technology-related, but related to obtaining equipment in a timely fashion. "With the new statewide contract for PCs, we're going to see our turnaround time cut significantly. Gov. Manchin refers to it as practicing *responsible government*. That's what we're striving to do, to get the biggest bang for our buck," he said. Other areas being reviewed are cellular telephones, voice-over IP and various software.

Some of the hardest tasks Schafer has had to tackle include paperwork, practices and procedures, and a lack of automation, with the total lack of standards topping his list. "We have five different email systems that we're trying to integrate. We have so many hardware vendor platforms and storage systems that we're trying to link together. That lack of standardization is causing a snowball effect as far as the support levels it takes to manage or maintain the entire environment," he said.

Another project Schafer is pursuing is combining other components within the various agencies under the blanket of the Office of Technology. For example, he said he hopes to have one central enterprise Help Desk in place in 18 months. "We hope to have one set of individuals responsible for client support, so if you call the Help Desk and they can't resolve that call for you, they can dispatch someone for you. You won't have to wait for a person with the Department of Administration

to be freed up," he explained. Schafer's goal is to create a technical support group that serves all state agencies, improving the overall service and savings to state government.

Changes have also been made within the structure of the Office of Technology. The office has been separated into six functional areas.

Client Services Delivery, directed by Kathy Moore, is accountable for dealing with the customers, the Help Desk, and training. This section is responsible for providing service level agreements on their server environment and on their storage solutions.

Information Services, directed by Jennifer McCarty, is responsible for project management and process design.

IT Security, directed by Jim Richards, oversees security and privacy efforts and provides direction for information security.

Operations Infrastructure, for which the director has not been appointed, evaluates the operations and procedures for efficiency and effectiveness.

Application Development, directed by Helen Wilson, is responsible for supporting all the mainframe-based and web-based business applications.

Administrative Services, directed by Bryan Hoffman, CPA, centralizes the financial and non-technical administrative functions of IT services.

"We're looking to implement many new tools and services that we believe are going to be for the betterment of the state," he said.

Quotes, Notes & Anecdotes

is published by the West Virginia Department of Administration

Joe Manchin III

Governor

Robert W.

Ferguson Jr.

Cabinet Secretary

Diane Holley

Public Information Officer/Editor

Special Thanks

Betsy Chapman

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Are You Guilty of the Seven Deadly Sins of Business Emails?

By Mark Isabella
Division of Personnel

The use of email as a communication tool has many advantages. When used correctly, email is an efficient method of sharing information with others, providing an ease and speed unrivaled by other forms of written communication.

Research indicates that most of us recognize the important role that email plays in our work. A survey by Information Mapping Inc. asked respondents: "How important is email writing to your effectiveness on the job?" Eighty percent of those surveyed considered email writing skills as "extremely" or "very important" to their job effectiveness.

Unfortunately, users do not always treat email with the care it deserves. Here are the seven deadly (and common) sins of business emails:

1. Wasting the reader's time. The email is too long, is irrelevant to the reader, or is too vague to be of practical use.

2. Unintentionally offending the reader. Email users often fail to consider how their message will be interpreted by the reader. Without proper care by the sender, an email message may be interpreted as being rude or sarcastic.

3. Sending confidential information. The sender transmits confidential information that receivers may easily forward to others.

4. Sending inappropriate material. Email technology lends itself to the forwarding

of jokes, pictures, and website links inappropriate for workplace settings.

5. Writing an email when angry or upset. In the heat of the moment, senders can dash off emotion-fueled messages. As a result, their relationships, and their credibility, are damaged.

6. Treating email too casually. Senders often neglect to proofread their work and check their spelling. They may also use a tone appropriate for a personal email but not a business message.

7. Using email to avoid face-to-face communication. Many people will write an email to avoid dealing directly and personally with awkward or sensitive issues.

Here are some guidelines to help you avoid these deadly sins:

- **Identify the purpose of your email and your main message.** Communicate your purpose and "bottom-line" message in the subject line and in the first paragraph of your email.
- **Keep your emails brief and to the point.** Be clear and precise. Respect your reader's time.
- **If an email requires action, make it clear to the reader.** Identify necessary action early in the email.
- **Read your message aloud to check the tone.** Make sure your message comes across as cordial and professional.
- **Don't put anything in an email that you**

wouldn't want others to know.

Remember that your emails are about as confidential as a notice on a supermarket bulletin board.

- **Keep your email business-related.** Save the jokes and cartoons for email sent from home.
- **Don't write an email when you are feeling strong emotion.** Think before you send—delay writing your message until you are calm and composed.
- **Realize that your emails are a reflection of you.** Check your spelling, usage, and grammar.
- **Deliver sensitive messages face-to-face, not in an email.** To reduce confusion and miscommunication, face-to-face dialogue is the way to go.

These guidelines should help you increase the effectiveness of your emails and avoid the seven deadly sins. Your readers will benefit and so will you! If you would like to learn more about the effective use of email, watch for a new training program from the Division of Personnel's Organization and Human Resource Development section. OHRD will be offering this program on next year's schedule.



Holiday Tips

The National Institute of Health reports holiday weight gain may last a lifetime. Though most people think they gain five to 10 pounds between Thanksgiving and New Year's, studies show that their weight a week or two later is significantly less. Unfortunately, one to two pounds may not ever come off.

Here are a few tips on avoiding a permanent extra pound.

- * Be physically active every day.
- * Eat something before going to the big dinner so you won't binge.
- * Wear clothes to the event that fit well. You'll eat less as they get tight.
- * Pick only the candy and sweets that are worth the calories.
- * At the table or buffet, decide what foods you really like. Don't eat some of everything.
- * Avoid recreational eating.
- * Choose beverages wisely.
- * Enjoy friends and family more than food.

Develop Positive Work Habits

In today's workplace, you need to develop good habits, so that your life can run smoothly. The best thing you can do is set goals, set priorities and come up with a plan.

Once this is accomplished, you will want to establish the following positive work habits:

- **Keep clutter to a minimum.** Schedule a few minutes each day to get rid of junk mail and old papers that build up. Once a week set aside 15 minutes to do a thorough sweep of clutter in your workspace.
- **Minimize potential distractions.** If you procrastinate by talking on the phone, set a limit of talking time for each call. Close doors. Learn how to tactfully get rid of people who are interrupting your work time.
- **Know your style.** Don't work against your inner nature. Schedule your toughest work for the times when you have the most energy.
- **Get rid of redundant tasks.** Look at every process. Are there steps that could be eliminated?
- **Seize the moment.** Gather simple tasks that need to be done and keep them by the phone. If you are put on hold, start working on them.
- **Emulate someone who is successful at what you are doing.** Find a person who is succeeding at juggling school and work and ask how they do it.
- **Make accomplishing tasks fun.** Challenge yourself to get a certain amount of work done in a given time, see if you can get through a task that is difficult for you without making mistakes.

—adapted from "Time Management Tips," by Jeanette Wick on the American Society of Consultant Pharmacists Website

Welcome!...to the employees who recently joined our department: **Bill Hicks** and **Joyce Jones** (Secretary's Office), **Kerry Jones** (CPRB), **Andrew Lawrence** and **Debra Rayburn** (Aviation), **Monica Rogers** and **Amanda Shirey** (PEIA), and **Robert Seabolt** and **Diane Hudnall** (Finance).

Congratulations...to **Marie Edwards** of the Division of Personnel and **Ron Wright** of the Grievance Board, who recently retired from state government.

Best Wishes...to the following employees who recently resigned from the department: **Charles Bradley** (Office of Technology), **Carla Savage** (BRIM), **Danny Scalise** (Personnel), **Houston Woodson** (CHIP), **Oral Newsome** (General Services), and **Amber Stansbury** (CPRB).

Movin' on Up...Congratulations to **Susan Pauley** of the Consolidated Public Retirement Board, who was promoted from an Accounting Technician II to an Accounting Technician III.

In Remembrance...Our condolences to the family of **Robert Lawrence Vaughan**. Robert passed away on October 31, 2005. He was an employee of the Office of Technology.

PEOPLE TALK

Kickin' Strong...Personnel's **Carleen Wilkerson's** son, **Kwesi**, plays for the University of Charleston's soccer team. On October 28, the UC Eagles won the Snowball Tournament in the U9 Division held in Johnson City, TN. Go Eagles!

Got News?...Let us know what's going on with you and your family. Contact Diane Holley, Editor, at (304) 558-0661 with information to share with the Department's employees.

HAPPY BIRTHDAY...in December

- | | | | |
|----|--|----|--|
| 1 | Ralph Booher Technology
Tim Lee Gen. Svcs. | 17 | Charles McDowell .. Aviation
Lisa Tully Technology |
| 3 | Ann Mollohan Purchasing
Ron Price Purchasing | 18 | John Fernatt BRIM
Dan Miller Purchasing |
| 4 | Betty Francisco Purchasing | 21 | Sylvia Brown Gen. Svcs.
Robert Bush CPRB
Bill Dodson Gen. Svcs. |
| 5 | Felice Joseph PEIA
Jan Long PEIA
Paul Marteney Grievance Bd. | 22 | Pam Clark.. Public Defender
David Lester Technology
Jennifer Perry PEIA |
| 8 | Wilma Garbett Technology
Louise Miller Finance
Iona Keller Grievance Bd. | 24 | Billy Miller Technology |
| 9 | Cynthia Booth Technology
Keith Wood Aviation | 25 | Robert Hensley Gen. Svcs. |
| 10 | Charles Forsythe Personnel
Erik Hawkins Technology | 26 | Chester Dean Technology
Bobbie Seyedmonir Personnel |
| 12 | Marcus Soulsby Technology | 27 | Matthew Carr Technology
Jeff Long Personnel |
| 13 | Theresa Kirk Ethics | 28 | Derrick Cannon . Technology
Linda Lyter Finance
Chip Myers PEIA |
| 14 | Joseph Estep PEIA
Max Farley Personnel
Greg Keene IS&C | 29 | Charles Black Gen. Svcs.
Jim Burgess Gen. Svcs.
Barbara Ray Gen. Svcs. |
| 15 | Cynthia Burr Pros. Atty. Institute
Will Cook Technology | 30 | Teresa Morgan Personnel |
| 16 | Sandy Singleton Purchasing | 31 | Chuck Jones BRIM |
| 17 | Cecil Hill CPRB
Sandy Joyce Purchasing | | |

