



Quotes, Notes & Anecdotes

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Employee of the Month

Attention to Details Earns OT's Bill Judy Recognition

BILL JUDY, a Programmer Analyst III for the Office of Technology (OT), has been selected as the Department of Administration's *Employee of the Month* for December.

A state government employee for 15 years, Judy's responsibilities include supporting various mainframe applications, such as the OT timesheet system, leave accrual for the West Virginia Online Leave System; generating menus; and produc-

ing mailings for various state agencies.

"Bill is a hard worker," said one co-worker. "He is very dedicated and very thorough in his work."

Said another co-worker, "He is always willing to help others learn new technologies and he is equally willing to learn new technology and apply it to his many duties. Bill has saved state agencies a lot of money by converting their print jobs to the Advance Function Preparation

system."

In his spare time, Judy volunteers as an assistant scoutmaster and treasurer for a local Boys Scouts of America Troop and enjoys spending time with his wife and two college-aged children.

Judy will be joined by his friends and co-workers at a special ceremony presented by Cabinet Secretary Robert Ferguson on December 4th at 11 a.m. at the Office of Technology Office at One Davis Square.



BILL JUDY
December Employee of the Month

'Joyful Night' Set to Offer Musical Tour of Capitol



A musical tour of the Capitol will be on tap for the annual "Joyful Night" ceremony, beginning at 6 p.m., Dec. 1, at the State Capitol.

The event starts on the north plaza of the Capitol with performances by the Cabell Midland High School marching band and the Appalachian Children's Choir; presentation of colors by the West Virginia 130th Air National Guard; and the national anthem sung by Commissioner of the Division of Culture and History Randall Reid-Smith. The tree was donated by Charles and Wilma Morris

The event continues to the south side of the Capitol with the Hampshire County High School marching band performing. The tree was donated by June Butterfield.

Into the Capitol the Rotunda event will travel, with music by the Martin Luther King Jr. Male Chorus and

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"Joyful Night," an annual celebration to kick off the holiday season, is set for 6 p.m. on December 1 at the Capitol. A musical tour of the Capitol is scheduled for the event.

SNEAK PEEK

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Parking Building Renovations Ahead of Schedule

Renovations on the Oshel B. Craig Parking Building are moving ahead of schedule, with a possible December end date envisioned by the contractor.

Once fully completed, visitors to the garage will notice new painting for parking place stripes and numbers, though unlikely to be noticed will be structural repair to the building. Those fixes include repairing floor joints, waterproofing, and fixing a water drainage issue. The project on the 765-space garage began its fifth of six steps on Nov. 3, removing and repairing inferior concrete in the building.

Don Cardinel, of Carl Walker Construction, the construction company overseeing the work, said communication between the company and the Parking Section of the Real Estate Division made the project's work flow easier. Cardinel said the project was originally proposed with a February end date, following its Aug. 18 start date.

"This whole job is nothing but communication," Cardinel said. "We are ahead because of the hard work and communication of Shelia Gray and the Parking Division."

Gray, administrative services assistant for the Real Estate Division, praised the success of the project thus far. "We have not even had a hiccup on this job," she said.

Cardinel said most work on the building was not aesthetic, but rather



Concrete repairs and repainting of parking lines are among the fixes made to the Capitol Parking Building. The building repairs are expected to be done in December, ahead of schedule.

to ensure its continued safety. Cardinel credited the division for opening up extra space at various points during the project, allowing the company to work quickly and efficiently.

Work will continue past the actual December completion date, Cardinel said, with electrical work, elevator repair and vestibule installation on the fourth floor planned. However, he added, none of the work will keep employees out of the building. Gray said those who use the building should know that

the changes and the resulting temporary inconveniences have been well worthwhile.

Employees parking in the building have been temporarily affected during each phase of repair work for three to six weeks, depending upon the degree of work during each phase. Employees affected by the renovation had two months of parking fees waived, totaling \$40, and arrangements were made for an additional shuttle to service the Capitol campus throughout the day.

Building Moves Planned Across Capitol Campus and Area

The moves by employees of the Public Employee Insurance Agency (PEIA) and the Consolidated Public Retired Board (CPRB) from the 10th floor of Building 5 at the Capitol Complex were some of the earliest of a series of planned moves projected to save the state money over the long term.

Seventy-four CPRB employees and 60 PEIA employees relocated from Building 5, freeing up the entire 10th floor of Building 5, said Chuck Lawrence, executive director of the Real Estate Division. The CPRB employees were relocated to 4101 MacCorkle Ave., S.E., in Kanawha City, while PEIA employees were moved to the Department of

Environmental Protection building at 601 57th St. S.E. in Kanawha City. Lawrence said the move by PEIA and CPRB would ultimately save taxpayers more than \$2 million over 10 years.

Compounding the savings has been using the General Services Division for renovations in Building 5. "We were able to internalize those costs," Lawrence said. "We felt very good about that."

Lawrence said about 140 Office of Technology employees will eventually move from One Davis Square, on Capitol Street near the Diamond Building, into the refurbished 10th floor of Building 5. That move, planned by the end of June 2009, will coincide with the move of

171 Department of Health and Human Resources employees in Building 3 to the former OT location at One Davis Square.

Also moving out of Building 3 will be 168 Division of Motor Vehicle employees to the Kanawha Mall in the first quarter of 2009, and 109 Division of Natural Resources to the Plaza IV Building at 318-324 Fourth Ave. in South Charleston. Already moved out of the building are employees from the Banking Division and Public Defender Servers, to office space at One Players Club Drive.

Lawrence said the State Auditor's Office and the State Treasurer's Office are looking to eventually move into Building 3 once the renovation project is completed.

Quotes, Notes and Anecdotes

MeetingPlace Software Offers Convenience and Efficiency

With the cost and inconvenience of travel continually on the rise, and the sheer difficulty of organizing a meeting, the Office of Technology is offering a possible solution to the meeting conundrum.

MeetingPlace is a web and audio conferencing tool that allows users conduct live meetings or presentations over the Internet via the telephone. Users schedule, attend or manage conferences from their desktop, and the technology generates email invitations and tracks replies. Participants can collaborate on documents, spreadsheets and presentations as if in a conference room.

Kyle Schafer, chief technology officer for the Office of Technology, said the division has tested the conferencing tool internally for several months, and is using it to roll out Microsoft Office 2007. But rather than sending out trainers, OT has been able to use MeetingPlace for training.

All state employees who have been migrated to the Executive Domain – with email addresses ending with @wv.gov – can use a MeetingPlace scheduler profile. Anyone who is not on the Executive Domain can set up a MeetingPlace scheduler account.

MeetingPlace usage is billed by the Office of Technology to the meeting organizer for the number of minutes scheduled (or actual minutes if the meeting runs over), multiplied by the number of reserved ports (or ports used if more than initially scheduled) multiplied by the service rate. “We are offering this at two to three cents per minute per connection,” Schafer said.

Schafer said before scheduling a first MeetingPlace event, the planned scheduler must contact OT and they will be asked for a billing code. Schafer said MeetingPlace keeps a log of all activity and bills according to utilization. Meeting participants are not billed for the meeting.

For more information on MeetingPlace, contact the Office of Technology Service Desk at 558-9966, toll-free at 1-877-558-9966, or by e-mail at servicedesk@wv.gov.



The Soldiers and Sailors Monument will return to its perch on the south side of the Capitol lawn once the restoration project is complete. The cracked granite foundation underneath the statue is being replaced and the four plaques and Union soldier figure will be cleaned and restored to their original finish.

Union Soldier and Sailor Monument Undergoes Cleaning and Repairs

The Union Soldiers and Sailors monument on the Capitol lawn is on a leave of absence.

The sheet coppered statue, located on the south side of the Capitol facing the Kanawha River, was dismantled on November 12 in order for the cracked granite foundation beneath the sculpture to be replaced.

The four plaques on each side of the monument, along with the Union soldier statue, were removed to be cleaned and restored to their original finish.

The items will be returned to a new granite formation shaped as the original. The foundation underneath the granite portion of the monument will be reset and solidified.

Lepi Enterprises of Zanesville, Ohio is the company contracted for the project, which should take several weeks as weather will dictate how

soon the new monument will be put fully back in place.

The Union Soldiers and Sailors monument was commissioned by the state's Soldiers and Sailors Memorial Commission in 1927. The commission was created by the State Legislature to design and erect a memorial to the 32,000 West Virginians who fought for the Union during the U.S. Civil War.

The statue faces east and depicts a Union soldier stepping forward onto his right leg. The soldier rests a flint lock musket against his right shoulder, holding it in his right hand. His proper left arm is held at his side, arm slightly bent. A bed roll is draped over his left shoulder.

He also carries a canteen, pouch, ammunition box, and a bayonet. He wears a hat and around his waist is a belt with a U.S. buckle.

Help! How Do I Handle Upset and Angry Customers?

As state employees, our jobs entail providing efficient, effective service to our internal and external customers and to the public we serve. Occasionally, this may include customers who are upset or angry.

The Division of Personnel's Organization and Human Resource Development (OHRD) section offers the following four-step model to assist in addressing these situations: 1) stay calm; 2) deal with the person; 3) address the problem; and 4) manage your stress.

Stay calm. Mary Bolton, Development Consultant with OHRD, says that this is the first skill you want to learn. It is often easier said than done when someone is screaming at you.

"Start by knowing what triggers your hot buttons and decide an appropriate way to handle them. Also, remember not to take comments personally; it's not about you," she said.

Deal with the person. Focusing on facts and not the emotions displayed



For more information about OHRD's **Dealing with Upset and Angry Customers** class, call **558-3950, ext. 57204**. Offered throughout the year, this class provides participants with a conceptual analysis of conflict, a plan for dealing with challenging customers and opportunities to practice new skills.

while customers are venting will help

you find a resolution. Active listening skills, such as taking notes and rephrasing, can demonstrate understanding and respect. If the customer is shouting or acting aggressively, be sure not to mirror their behavior or speech pattern — this may inflame the situation. Instead, lower your voice and advise the customer that you want to assist them in resolving the matter.

Focus on finding a solution. Accept responsibility for resolving the problem. If

you cannot resolve the matter, identify who can. Be certain to follow up with the customer, where necessary.

Manage your stress. Dealing with upset and angry customers can cause tension and stress. Identify and practice methods of managing and defusing stress, such as walking, taking deep breaths or mediating. Reducing the amount of sugar and caffeine consumed in your diet can also reduce the physical effects of stress.

Aviation Division Uses Day as Reminder of Importance of Safety

On an unseasonably warm and sunny November day, the Aviation Division took one day to not schedule any flights and emphasize the importance of safety for the division.

Aviation Safety Day marked its 16th year, said Keith Wood, director of the Aviation Division. An annual event, Aviation Safety Day offers the division a chance to review safety procedure and offer classes, including aviation safety and training videos; first aid and CPR instruction; engine, propeller and rotor system reviews; in-flight emergency scenarios; and security familiarization with the aircrafts.

"It is a day where we focus on our number one mission, which is getting individuals from one place to another safely," Wood said.

No flights are scheduled for the day, Wood said, allowing all Aviation Division personnel and security detail to focus on safety. As a division "on call" 24 hours a day, Wood said it is important to take this time annually.

"Not only is it a day for our staff to get together, but to remind us that safety is job one," he said.

The Aviation Division operates two planes and two helicopters from its hangar facility at Yeager Airport, as well as a helicopter based in Elkins.



Members of the Aviation Division look over one of the airplanes at the division's hangar near Yeager Airport. The Aviation Division's Safety Day is an annual event, a day for the division not to schedule any flights and to focus on safety procedures and offer a variety of educational classes.

Celebrate the Holidays with Special Events and Places to Visit...All within West Virginia

Some of the best places to enjoy the winter holiday season in West Virginia are at the state parks. Throughout December, many state parks host a variety of holiday-related activities which appeal to visitors of all ages.

One such activity is the annual **18th Century Christmas Market** held at Prickett's Fort State Park in Fairmont. The fort is a replica of the one built in the area in 1774 which served as a refuge for colonial settlers from Native American war parties. Join the park staff from Dec. 5 – 8 for hot food and live music during a special winter tour of the fort and the Job Prickett House. Buildings will be decorated for the season and interpreters will be on hand with information and demonstrations about 18th and 19th century holiday traditions.

Tomlinson Run State Park in the northern panhandle has a **Christmas Light Up** show for several weekends in December. Visitors can drive through the park for a wide array of dazzling holiday light displays.

On December 20 at North Bend State Park near Parkersburg, children (and adults!) can have **Breakfast with Santa Claus** before he departs for the North Pole. North Bend State Park, along with Canaan Valley Resort State Park, Tygart Lake State Park and Chief Logan Hotel and Confer-



West Virginia's state parks are some of the best places around the state to enjoy the winter holiday season with special events and great lodgings deals.

ence Center are all having New Year's Eve dinner and lodging specials. For more information about holiday and non-holiday events at all state parks for the month of December, go to www.wvstateparks.com for the latest information.

Other notable holiday events include the annual **Appalachian Coal Town Christmas and Light Festival** at the Beck-

ley Exhibition Coal Mine on Dec. 5 and 6 and the famous **Olgebay Festival of Lights**, which continues now through January 4. Cedar Lakes Conference Center in Ripley and the State Farm Museum in Point Pleasant also have notable holiday light displays. For a list of holiday events around the state throughout December, go to www.wvtourism.com.

BRIM Director Chuck Jones Elected to National Post

The State Risk and Insurance Management Association (STRIMA) is a national organization of insurance professionals who analyze the risks that jeopardize the ability of state government to operate in a fiscally sound manner.

STRIMA conducts an annual conference each September and this year, West Virginia was the host state. The Board of Risk and Insurance Management (BRIM) facilitated the conference which was held September 14-18 at Quotes, Notes and Anecdotes

Glade Springs Resort near Beckley. There were approximately 170 insurance professional attendees from 35 states and three Canadian Provinces, along with many insurance industry representatives.

One main highlight of the conference was the election of Chuck Jones, BRIM executive director, as the new president of STRIMA.

"I am truly excited and humbled to be elected to such a prestigious position. I think this honor

is a reflection of a very dedicated BRIM staff that has enabled my peers to recognize the great proactive work we are doing here in West Virginia," said Jones.

There were 11 educational sessions for attendees, along with daily round-table discussions at the conference. During the round table discussions, attendees focused on areas that were problematic to their state risk management programs and

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CHUCK JONES
BRIM Director

JOYFUL

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the Covenant School chorus. In the governor's reception room, Governor Joe Manchin and First Lady Gayle Manchin will read "Twas The Night Before Christmas." There will also be a performance by the Doddridge County Elementary School chorus and the Mountaineer Barbershop Singers.

At the Capitol Entrance, the Marshall University Fife and Drum Corp will perform. Scheduled for the Governor's Mansion is the Appalachian Children's Choir, individual soloists and the Governor's School for the Arts, as well as presentation of the 2008 holiday tree ornament winners.

In the Cultural Center Great Hall, the Winfield High School Show Choir will perform, as well as the First Presbyterian Bell Choir, Vocal Tapestry, RM Dance Productions, and the St. Albans Jazz Band.

BRIM

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also initiatives that proved successful. This generated discussions in which recommendations were discussed in an open forum. Two key topics in which all attendees had a concern were areas of disaster recovery and pandemic illness risks that affect the continuity of operations of state government.

"Many of the attendees had never visited our lovely state before," Jones said. "It was the objective of BRIM to showcase the state's beauty by providing not only an informative conference, but an enjoyable one as well."

Jones said he enjoyed hosting the STRIMA conference and welcoming its attendees to West Virginia. "To be able to network with other risk managers enables us to constantly review our processes, and work towards improving the service we provide to all state agencies," Jones said.

Welcome! ... to our new employees: **Liza Chiles, Shelia Robertson and Virginia Wright (CPRB); Carol Thornton (Finance); Larry LeRose (General Services); Kenneth Jackson (Real Estate); Angela Rogers (Public Defender); and Eric Evans, Janice Shelton and Nicholas Smith (Technology).** Transferring from BRIM to General Services is **Charles Warner.**

Time to Relax ... After years of hard work, the following employees are now ready to kick back and relax. Those employees who recently retired from our department include: **Marie Thomasson (Personnel), and Shephanie Chafin and Helen Wilson (Technology).**

Best Wishes ... to our employees who recently resigned from our department: **Shannon Looney and Sheryl McGinnis (Personnel), Norma Priddy (PEIA), and David Prince (Technology).**

New arrivals ... Let's all wish a hearty congratulations to **Sharon Thompson (Purchasing).** Her grandson, **Nicholas Owen Danter,** was born Aug. 2, weighing 7 pounds, 4 ounces. On Oct. 3, she welcomed her granddaughter, **Brianna Susan Hunley,** who weighed 7 pounds 1 ounce.

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



Administrative Notes

HAPPY BIRTHDAY ... in December

2 Glenn Briscoe Gen. Svcs.	18 John Fernatt BRIM
Robin Ann Hill Finance	Dan Miller Purchasing
Donna Meadows Technology	20 John Bowyer Personnel
3 Ann Mollohan Purchasing	21 Sylvia Brown Gen. Svcs.
Ron Price Purchasing	Robert Bush CPRB
5 Felice Joseph PEIA	Bill Dodson Gen. Svcs.
Jan Long PEIA	Michael Hardt Technology
7 Bill Holmes Technology	Jonathan Trout Gen. Svcs.
8 Wilma Garbett Technology	22 Pam Clark Public Defender
Brian Holmes Purchasing	David Lester Technology
Ada Miller Finance	Jennifer Perry PEIA
9 Anita Allen Secretary's Office	23 Carol Dukate Technology
Stephen Schumacher BRIM	Billy Miller Technology
Keith Wood Aviation	24 David Parsons Gen. Svcs.
10 Steve Forsythe Personnel	25 Howard Harris Technology
12 Michael Manning Jr. . Technology	Robert Hensley Gen. Svcs.
Shelda Martin PEIA	27 Matthew Carr Technology
Lynn Sisson Technology	Jeff Long Personnel
13 Theresa Kirk Ethics	Michael Szantyr Gen. Svcs.
Rebecca Mott-Bentley..Sec. Office	Lester Thomas Technology
14 Joseph Estep PEIA	28 Chip Myers PEIA
Steven Phillips Gen. Svcs.	29 Charles Endres Gen. Svcs.
17 Sandra Joyce Purchasing	30 Gary Mullins Technology
Cecil Hill CPRB	Teresa Morgan Personnel
Charles McDowell Aviation	31 Susan Chapman Gen. Svcs.
Nancy Shaver Technology	James Foster Gen. Svcs.
Kara Tully Technology	Chuck Jones BRIM

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