



Quotes, Notes & Anecdotes

A Monthly Employee Newsletter Published by the Department of Administration

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Employee of the Month

Technology's Dave Shingleton Keeps his Customers Happy

DAVE SHINGLETON, an Information Systems Consultant III for the Consulting Services Section of the Office of Technology, has been selected as the Department of Administration's **Employee of the Month** for May.

A seven-year employee of state government, Dave assists state agencies in the preparation of complex information technology requests for quotations and proposals. He works daily in researching and expediting procurements of IT products and services, performing as the contract

coordinator for several statewide contracts, including but not limited to, the statewide contracts for information processing equipment (IPO6), local area networks (LAN04), wide area networks (WAN04), and Microsoft Select.

According to one of his co-workers, "Dave's service to the state has always been above and beyond...His customer base consistently sings his praises as a skilled, patient, informative and helpful asset to the department and state."

Another co-worker added,

"Dave exemplifies what an *Employee of the Month* is all about: service above self, teamwork before self-promotion."

In his spare time, Dave enjoys spending time playing cards, shooting pool, and watching football and soccer. He also enjoys fix-it projects and gardening.

Please join Dave and his co-workers at a special ceremony in his honor at 3 p.m. on Friday, May 18, 2007, in the Office of Technology conference room at One David Square.



DAVE SHINGLETON
May Employee of the Month



A common misconception among state employees is that if an employee changes his/her information with the Public Employees Insurance Agency that the change automatically is made with the Consolidated Public Retirement Board. That's not the case, said Contributions Manager Lisa Trump.

Pre-Retirement Beneficiary Designation Forms Revised

The Consolidated Public Retirement Board (CPRB) has revised its Pre-Retirement Beneficiary Designation form. As a result of legislation passed during the 2005 legislative session, new form changes reflect the way employees can name beneficiaries.

With five different sections contained in the packet, at first glance the form may appear intimidating. The old form consisted of three pages of which all had to be completed. How-

ever, the new form is eight pages, but the member only needs to complete the page and section that pertains to him or her.

To help employees understand the form, definitions such as 'Annuity,' 'Beneficiary,' and 'Insurable Interest' are defined on the first page of the packet.

Contributions Manager Lisa Trump said, "One of the most significant changes is located

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- ◆ BRIM Offers Vehicle Safety Guidance
- ◆ Changes to the Grievance Process and Organization
- ◆ More Tips on Gardening from our Own Expert
- ◆ Administrative Notes



Technology Consolidation Underway with Anticipated Positive Results

February 1st marked the completion of the first phase of the Office of Technology's consolidation efforts, which included the Department of Transportation (DOT) and the Department of Health and Human Resources (DHHR).

"Approximately 100 DHHR and DOT employees supporting information technology infrastructure, desk side support and common applications were transferred to the Office of Technology as part of this consolidation," said Chief Technology Officer Kyle Schafer. The next phase of the consolidation will incorporate the Department of Environmental Protection, the Department of Commerce, and the Department of Education and the Arts.

By the end of August, Schafer said he anticipates incorporating the remaining agencies in terms of the ongoing consolidation. Once this effort is complete, approximately 250 employees will have transferred to the Office of Technology.

Of the agencies that have already consolidated, Schafer said numerous benefits are expected, with immediate results in the remote field support. Instead of having Charleston as the primary area from where calls are dispatched, the Office of Technology now has employees stationed in various regions throughout the state. These employees will service a geographic region rather than a particular department. "From a recent consolidation pilot, we've seen the average response time to remote field offices reduced by approximately 90 minutes per service call and the mileage associated with the trouble ticket reduced by about 75 miles, which in a car equates to more than an hour of non-productive time," Schafer said.

After the consolidation effort is complete, the focus of the Office of Technology will shift from consolidation to standardization efforts. One of the first and most significant standardization efforts will involve electronic mail. "As part of our e-mail standardization, we will see the benefits of a common address book throughout the executive branch," he said. "Today, employees have to go to the online phone directory, hope the person they are looking for is available, then copy and paste that person's e-mail address into the message."

Secondly, Schafer said the state will have a consolidated e-mail platform. For instance, if an employee transfers from one agency to another within state government, they will not have to learn a new e-mail system. E-mail standardization will also result in cost savings. Currently, the Office of Technology charges agencies \$21 per month per ID for a GroupWise e-mail account. With the new consolidated and standardized e-mail environment, the cost will be reduced to approximately \$6 per month per ID.

"In addition to driving down costs, consolidating approximately 70 e-mail servers to three or four will result in higher levels of availability and reliability," he adds. "Since we will be managing fewer devices, from a security perspective, we expect to see our patch levels remain much more current than what they are today." To summarize, with a new consolidated e-mail environment, Schafer said he fully expects reduced costs, improved system availability and reliability, fewer security risks, and enhanced overall customer satisfaction.

As a result of the consolidation and standardization efforts, Schafer does not anticipate any immediate reduction in staffing levels because of the difference in technology used by each agency. Furthermore, different skill sets are needed to support various technology hardware and software platforms. Assessments of these various technologies will be made as they continue their standardized efforts.

As a result of the consolidation effort, Chief Technology Officer Kyle Schafer said one of the benefits the executive branch will experience is having a common e-mail platform.

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

Joe Manchin III
Governor

Robert W. Ferguson Jr.
Cabinet Secretary

Diane Holley
Communication Director/Editor

Special Thanks
Betsy Chapman
Debbie Harrison
Kaye Parks

NOTICE

The Office of Technology recently released policies relevant to all state employees, which are available at www.wvot.gov. The use of state technology is for state business objectives and there should be no expectation of privacy. Furthermore, all activities are subject to monitoring and legal discovery, including individual use of E-mail and the Internet.

BRIM Offers Vehicle Safety Guidance to State Drivers

By Jill Farrar, Safety/Loss
BRIM's Control Specialist

Motor vehicle crashes are a leading cause of work-related injuries. Crashes on and off the job have far-reaching financial and psychological effects on employees, their coworkers and families, and their employers.

The real tragedy is that these crashes are largely preventable. In response, the Board of Risk and Insurance Management (BRIM) has developed vehicle/driver safety initiatives, set forth in the Standards of Participation program, to assist employers in reducing vehicle crashes.

In addition to implementing a comprehensive fleet management program, it is recommended that all employees who operate a vehicle (private and entity-owned) for work-related duties are provided training on safe vehicle operations on an annual basis.

Why implement a comprehensive fleet management program? Simply because it saves lives and reduces the risk of life-altering injuries within your workforce. It also protects your organization's human and financial resources. And lastly, it guards against potential company and personal liabilities associated with crashes involving employees driving on company business.

A comprehensive fleet management program can change driver attitudes, improve behavior, and increase skills to build a "be safe" culture. By instructing employees in basic safe driving practices and then reward-

ing safety-conscious behavior, your agency can help employees and their families avoid tragedy.

An effective program requires the full cooperation of each driver to operate his/her vehicle in the safest possible manner and to comply fully with their responsibilities as outlined in a Fleet Safety Program. This program should include detailed procedures for assigning responsibilities at all levels of employment; vehicle usage; employee driver's license checks; accident reporting and investigation; an accident review committee; vehicle selection and maintenance; training standards; car phone safety; fleet safety rules; and a driver recognition program.

A comprehensive fleet management program provides guidelines for what an employer can do to improve traffic safety performance and minimize the risk of motor vehicle crashes. Employers have enormous power to protect their businesses by educating their employees about safe driving practices.

Following these guidelines helps to ensure that you hire capable drivers, only allow eligible drivers to drive on company business, train them, supervise them, and maintain company vehicles properly. Adhering to the guidelines set forth in a comprehensive fleet safety program can also help to keep your motor vehicle insurance costs as low as possible. A comprehensive fleet management program may be found in the sample Loss Control Manual, developed by BRIM, at <http://www.state.wv.us/brim/Loss/losscntl.htm>.



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State Employees Invited to Participate in National Employee Benefits Day

State employees were invited to participate in the National Employee Benefits Day on April 2 in Building 5 at the Capitol Complex.

Various agencies provided valuable information to employees about benefits available to them. Agency representatives were available to assist state employees on specific questions and concerns.

Agencies participating in this event were the Public Employees Retirement System, who responded to issues about the state retirement contributions and benefits; the Treasurer's Office, answering questions relating to the 457 Plan; the Public Employees Insurance Agency, addressing open enrollment and benefit questions; and the State Credit Union which discussed various ways for saving for the future.



State employees visited the various display tables on National Employee Benefits Day to learn more about the benefits available to them through various state agencies.



"The new grievance procedure is intended to be less adversarial. It goes back to the employer and employee working together to solve their own problems before they go through an adversarial grievance process," said Ed Maxwell, Director of the West Virginia Public Employees Grievance Board.

Grievance Director Maxwell Summarizes Changes to the Organization and Process

Director Earl Maxwell of the newly established West Virginia Public Employees Grievance Board offers a summary of the changes to the process as a result of the passage of legislation during the 2007 Legislative Session.

"There were two committees charged with reviewing the grievance process," said Maxwell. "The first was Subcommittee C, which was created by the Legislature. It is a subcommittee of the Joint Committee on Government Organization, co-chaired by Senator Ed Bowman and Delegate Dale Martin."

In addition, Maxwell said a separate work group was created by Gov. Joe Manchin with representation from state government, private sector, lobbyists and employment unions.

The work group conducted a complete review of the grievance process, soliciting experts from the WVU School of Law to address mediation and arbitration, and to offer an explanation of methods of alternative dispute resolution. "This group met after actually having four years of legislative studies performed. So, it started with a very long laundry list," said Maxwell.

The group narrowed down to a three-step process. A smaller work group was chosen to draft the proposed legislation. "Everyone agreed the process needed to be changed," said Maxwell. "There were three things we looked at in order to simplify the process and to make it more accountable."

1. Direct Access to Decision-Makers
2. Alternative Dispute Resolution
3. Impartial Adjudication

Level One

The new grievance procedure begins when an employee files a complaint with the chief administrator of their agency, department or school. The chief administrator or a person they appoint as a designee is the first step of the grievance process.

Level one is similar to the current level one and two in the previous employee system. It is an informal meeting between the employee and employer, where the employee is allowed to explain their grievance. The major difference is the new level one begins with the chief administrator.

The complaint must be filed within 15 days of the event that caused the grievance. The employee must request either a conference or a hearing; a hearing is recorded, whereas a conference is not.

The chief administrator or designee must meet with the employee within ten working days after the grievance is received, and then respond *in writing* to the grievant within the following 15 working days.

The parties may skip directly to Level 3 if both agree to do so, or if the complaint relates to discharge, suspension or demotion which effects wages or benefits.

Level Two

Three alternative methods for resolving disputes are available at the second level of the procedure. These methods are available to help the employee and employer negotiate a settlement through a non-adversarial process.

The first alternative is mediation by an administrative law judge (ALJ) employed by the Public Employees Grievance Board, who brings the parties together with an expert, neutral mediator, employed at no cost to either party. The ALJ facilitates discussion and options for settling the dispute.

The second method is mediation with a private mediator selected by the parties. This allows the same type of agreed resolution as using a Grievance Board mediator, but the parties must agree to share the cost of hiring the private mediator.

The third method is mediation-arbitration, which the mediator helps the parties agree to a settlement. If they cannot fully agree, the mediator rules on the outstanding issues as an arbitrator and adjudicates a final and binding settlement for the parties. Mediation-arbitration is only by agreement of both parties; the mediator is not required to rule, but will do so if they determine that they have sufficient basis to rule on the remaining issues.

If, at the end of level two, there is no resolution, regardless of what method is used, the mediator provides the parties with a neutral evaluation

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Our In-House Gardening Expert Answers More Employee Questions

In last month's issue of **Quotes, Notes and Anecdotes**, our employees asked our in-house expert, General Services Grounds Manager Kenny Young, questions on gardening tips. Below are some remaining questions:

Q. What are some colorful plants that grow well in the shade besides impatiens?

Jack Rogers - Public Defender Services

A. There are many colorful plants for shade, such as Hosta, Helleborus, Foxglove, Astilbe, Caladiums or Lobelia, to name a few.

Q. How can I keep weeds,

like violets and sourgrass, out of my garden without killing the nearby bulbs? Is there a time of year that I can spray that will not affect the other bulbs?

Cathy McClung - Office of Technology

A. Weeds can be carefully sprayed with Roundup. Make sure herbicide is applied only to foliage that you are wanting to eradicate and not to your desirable plants. This is a systemic herbicide and will not travel underground to other plants when used. Definitely avoid spraying on a windy day.

Q. What's the best way to keep weeds out of mulch beds?

Rob Worledge - Finance Division

A. Hand weeding and herbicide

Q. What type of flower would best survive the direct sunlight that receives no shade?

Tammie Means - Office of Technology

A. Lantana does well in full sun. Its tolerates dryness and heat.

Grievance Process Continued from Page 4

of the grievance, and a plan if pursued to level three.

Level Three

At the final level of the grievance procedure, if the parties cannot resolve the grievance at an earlier level, there is a formal hearing before an ALJ employed by the Public Employees Grievance Board.

This level is a formal hearing before a neutral ALJ who has no affiliation with the employer and was not involved in the case in an earlier proceeding. The hearing is recorded, follows standard hearing procedure, and allows the ALJ to take the testimony of the parties and their witnesses.

The parties at this level may be represented by attorneys

at their own expense. The ALJ will issue a written decision that is binding upon the parties and which may be appealed to the Kanawha County circuit court only under limited circumstances.

"I think it is going to be a very good system," said Maxwell. "It is intended to be less adversarial. It goes back to the employer and employee working together to solve their own problems before they go through an adversarial grievance process." For more details, please contact:

**WV Public Employees
Grievance Board
808 Greenbrier Street
Charleston, WV 25311
(304) 558-3361
(866) 747-6743 (toll free)**

...or contact your chief administrator, union representative or the Division of Personnel.



General Services Grounds Manager Kenny Young keeps the State Capitol with an array of color during the spring and summer months. He graciously shared his expertise with our readers on gardening questions, such as:

What are some colorful spreading perennials?

Some recommended spreading perennials include Ajuga (Burgundy Glow), Centaurea Montana, Plumbago, Lily of the Valley, Dianthus, and Primrose (Rosea).

Q. What plant would survive the hot, humid weather on a covered porch, not requiring much work?

Jennifer Sharp - Personnel

A. Schefflera would do well on a covered porch without much maintenance, but will need to be watered.

Q. Last year, I planted my first tri-colored butterfly bush. It bloomed wonderfully. Do I need to cut it back? If so, how far down and when? I imagine if I do, it is too close to spring.

Ellen Fleet - CPRB

A. It can be cut back as much as you like even to the ground in the spring. It will grow at least five feet in a season. Remember to remove spent blooms; this will keep it blooming.

on the first page showing specific categories that each member falls under. The stipulations are now based upon hire date, in addition to the past stipulations of years of service and marital status."

As family situations change (birth, death, divorce, etc.), employees should re-evaluate their beneficiary designation.

"A very common misconception among PERS members, who also have PEIA life insurance, is that changing their beneficiary for their PEIA life insurance also changes their beneficiary information with the retirement system." But, Trump said that this is not the case. Changing a beneficiary with your life insurance does not change this information with the Consolidated Public Retirement Board.

When employees fail to notify CPRB of the changes in family situations, various problems may surface. For example, imagine the problems resulting when an employee divorces, and later remarries, but fails to name the new spouse as the beneficiary and the employee dies prior to retirement. "We try to encourage everyone that anytime there is a life change to contact the Retirement Board," said Trump.

CPRB will send new beneficiary forms to employers this year requesting that each PERS member update his or her beneficiary information. However, should you prefer to update your beneficiary form now, the new form can be found at www.wvretirement.com.

Trump said the Consolidated Public Retirement Board is also in the process of adding beneficiary information to the annual member statements.

Welcome!...to our new employees: **Charles Endres** and **Matthew Cordie** (General Services); **Jane Lilly** (CPRB); **Kelli Doyle** (Office of Technology); **Shelda Martin** (PEIA); and **Jennifer Schiefer** (BRIM).

Time to Relax...The Department of Administration extends its best wishes to **Marvin Barker** of the Office of Technology, who retired from state government.

Best Wishes...to **Mary Evans** and **Sheila Chapman**, both of the Office of Technology, who recently resigned from our department.

PEOPLE TALK

LAST CHANCE: Calling All Graduates...In next month's issue of **Quotes, Notes & Anecdotes**, we will be recognizing all of our graduates for this year. If you have a child or grandchild graduating from high school or college and have not already notified us yet, please email Diane Holley at dholley@wvadmin.gov with the name, school and future plans of your special graduate.

Our Condolences...In sadness, we express our sincere condolences to the families of Ellie Bowman of the General Services Division and Gloria Brown of the Division of Personnel, who both recently passed away. Our thoughts are with their families.

Golden Horseshoe Award Winner...Samuel Jordan, son of CPRB's Ellen Fleet, recently won the West Virginia Golden Horseshoe award, receiving the second highest score in Kanawha County. Samuel is in the 8th grade at MicKinley Middle School in St. Albans.

HAPPY BIRTHDAY ... in May

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|--|--|
| <p>1 Jerry Digman Technology
Susan Samples Personnel
Brian Shields Technology
Roger Wines Gen. Svcs.</p> <p>2 Lewis Withrow Gen. Svcs.</p> <p>3 Elias Majdalani Technology
Christy Romeo Personnel
Larry Stover PEIA</p> <p>4 Jeff Bartlett Technology
Carolyn Hager Gen. Svcs.
Larry Thaxton Purchasing</p> <p>5 Kristina Raynes Pros. Atty. Inst.</p> <p>6 Caroline Brady CPRB
Cindi Cvechko Technology</p> <p>7 Jane Bracken Technology
Priscilla Burford PEIA
Robert Henry Technology
Tom Lucas Gen. Svcs.</p> <p>8 Anthony Cooper Purchasing</p> <p>9 Don Clark Technology</p> <p>10 Cynthia Boyd CPRB</p> <p>12 Carolyn Saul Technology
Kyle Schafer Technology</p> <p>13 Kenny Lucas Gen. Svcs.</p> <p>14 Paula Atkinson WVCHIP
Sherra Barker PEIA
Earl Maxwell Grievance
Ed Trader Technology
Burley Williams PEIA</p> <p>15 Debra Asbury CPRB
Fred Mason Gen. Svcs.</p> <p>16 Liz Martin Finance
Martha Mohammad Personnel</p> | <p>16 Amanda Shirley PEIA</p> <p>17 Charles Curkendall Technology</p> <p>18 Louie Davitian Technology
Charles Warner BRIM</p> <p>19 Andrea Darr Pros. Atty. Inst.
Kerry Jones CPRB</p> <p>20 Junior Blount Purchasing</p> <p>21 Chuck Bowman Purchasing
Ellen Fleet CPRB</p> <p>22 Beth Williams Personnel</p> <p>23 Pat Huffman Technology
Mary McFarland Grievance</p> <p>24 Jennifer Lovejoy Purchasing
Lisa Rogers Technology
Maria Yoakum Technology
Susan Young Technology</p> <p>25 Brett Clutters Technology
Diane Fletcher Technology
Brenda Jones WVCHIP
Shannon Looney Personnel</p> <p>27 Janice Boggs Purchasing
Matt Hackworth Purchasing
Carolyn Thomas Gen. Svcs.
Jean Tucker Sec. Office
Beth Ward Technology
Kenny Young Gen. Svcs.</p> <p>28 Kelly Williams Finance</p> <p>29 Robert Dixon Technology
Sara Poe CPRB
Rob Roberts Technology
Gene Walters Technology</p> <p>30 David Mullins Finance</p> <p>31 Jeff Swisher Gen. Svcs.</p> |
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