

Quotes, Notes & Anecdotes

A Monthly Employee Newsletter Published by the Department of Administration

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Employee of the Month

General Services' Donnie O'Brien 'Gets the Job Done'

Donnie O'Brien, a Building Maintenance Supervisor II for the General Services Division, has been selected as the Department's **Employee of the Month** for November.

Donnie has worked in state government for 37 years! In his current position, he travels to the northern panhandle of West Virginia to supervise Facility Maintenance Technicians at three state office buildings in the area. He

oversees all work projects, ensuring that appropriate supplies and equipments are available, and troubleshoots potential problems. He is basically on call 24 hours a day.

According to one of his co-workers, "Donnie is a very conscientious worker who gets the job done. He's a go-getter who is dedicated to his job." Another co-worker adds, "The one word that comes to mind when thinking of Donnie O'Brien is dedication."

In his spare time, Donnie enjoys fishing in local rivers, lakes and ponds and also spends time reading.

Please join Cabinet Secretary Joseph Markus at a special **Employee of the Month** presentation at 11:30 a.m. on Monday, November 8 at the Rotunda in the State Capitol Building.



Donnie O'Brien
November Employee of the Month

Cabinet Secretary Joseph Markus Chooses to Stay

With the option of accepting the position of executive director of the WV Investment Management Board, Cabinet Secretary Joseph Markus chose to stay in his current position at the Department.

He explained that the public discussion of a perceived possible conflict of interest and other ancillary issues were detracting from

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Over 200 Communities Plan Events for Celebration 2000

More than 200 local, regional and statewide events will be associated with West Virginia Celebration 2000 and the number continues to grow.

Celebration 2000 was initiated to commemorate West Virginians and statewide events and to call attention to the state's bright future for the new millennium.

The activities will emphasize the state's past accomplishments, vast recreational opportunities, rich heritage and vibrant culture. "The beginning of the new millennium is a time for reflection and renewal, an opportunity for us as individuals and as a state to examine who we are, what we have accomplished

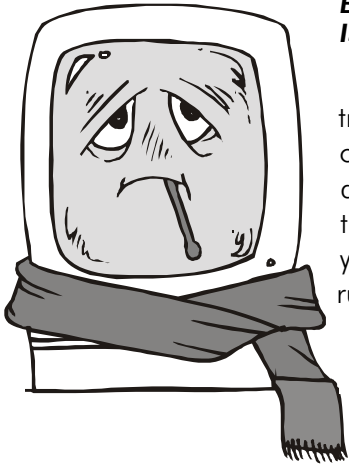


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Sneak Peek INSIDE...

- ♦ How's your computer feeling? Let's hope it is not coming down with a virus!
- ♦ What Makes People Stay in their Jobs?
- ♦ Microsoft Day offers valuable information
- ♦ Parking Issues Addressed at Public Meeting
- ♦ People Talk

Computer Viruses and Hoaxes Plague Today's Business World



By Preston Clark
IS&C

No matter how hard we try, most of us catch a virus occasionally, but after a few days we begin to feel better. Unfortunately, when your *computer* catches a virus, it can be deadly.

There are different kinds of computer viruses, as well as *worms* and *trojan horses*, and it is important to locate and eliminate them quickly. A cumulation of viruses is often referred to as 'malware', meaning 'malicious software'. Microsoft Word macro viruses are the most common examples of malware because they can spread so easily by means of email attachments.

In the past, a 'virus' meant primarily the loss or corruption of data, and this is still one of its major threats. An example which recently occurred within state government is the ExploreZip worm, which replies on its own to messages that you have sent to another user. The reply, which *appears* to come to you from that user, begins with, "I received your email and I shall send you a reply ASAP." It then invites you to look at the "attached zipped docs." If the attachment is run, it permanently deletes all Word, Excel and Powerpoint files on your local hard disk, overwrites files on network drives and sends the infecting attachment to other users, making it appear that the messages

came from you. The first sign of this infection may be angry phone calls from users you have contacted, asking why you sent infected files.

But 'virus' can now mean something even worse than loss or corruption of data: the compromise of computer security. The Melissa virus automatically emails a randomly selected data file from your hard disk to 50 users listed in your email address book. The email is sent with your name in the **From:** field. When the data file is opened, the virus infects the recipient's Word program and distributes an infected data file from the recipient's hard disk to 50 more users,

which quickly causes an 'email storm' as the number of files being sent multiplies, potentially bringing down an entire computer system.

The Y2KCount trojan horse, which was first detected in September of this year, compromises security even more directly. The message you receive appears to come from Microsoft and announces a "Microsoft Year 2000 Counter". There is an attachment which, when run, installs files that take control of your computer when it is restarted, storing user names and passwords that can be sent to the malware author.

An effective anti-virus program is the best defense

against these threats, but will work only if the files that identify specific viruses are current and if the anti-virus program is run frequently. Virus-checking all downloaded files before opening them is a wise decision.

In addition to the actual malware that is being distributed, many of the virus "warnings" that users receive are hoaxes. At some businesses and government agencies, computer technicians spend as much time addressing these hoaxes as they do coping with *actual* viruses.

Once started, a hoax message persists for months or years, often unchanged or with only minor variants.

In the past, a 'virus' meant primarily the loss or corruption of data, and this is still one of its major threats.

There are effective anti-virus programs, but no one has devised an effective anti-hoax program.

How can you tell a real virus warning from a hoax? A true warning usually gives a specific web address documenting where and when the infection was first discovered. However, a hoax often cites an "authority" to support its predictions of disaster, but offers no information nor specific web address that could be used to confirm its warning.

A hoax almost always asks you to email the warning immediately to all your friends and colleagues, who *will appreciate your warning*. If you receive such an email, resist the urge to broadcast it, but instead call the IS&C's Help Desk at 558-1257.

COMPUTERS

The real definition of a supercomputer is a machine that is just one generation behind the problems it is asked to solve.

Neil Lincoln
Computer Architect

Microsoft Day Gives Users Insight on Software Issues

Representatives of the Information Services and Communications Division, Microsoft, and Softmart, the statewide contractor for Microsoft products, joined together to sponsor "Microsoft Day" at the Charleston Civic Center on October 4. This event, which was open to all state agencies, focused on the statewide contract, software licensing issues, and year 2000 compliancy.

Helen Wilson of IS&C's Automation Resource Center indicated that learning the extent of software piracy in the state was astonishing. Software piracy refers to software which is illegally copied, counterfeit, unlicensed, hard disc loaded, or mischanneled. Microsoft Corp. estimates that 36.4 percent of all software sold in the state last year was illegal, an increase from the 1997 rate of 24.7 percent.

According to Microsoft Corp., piracy cost the state more than \$22 million in

Secretary Markus

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the core work to be accomplished at both the Investment Management Board and the Department; therefore, he withdrew his name for the position. Secretary Markus stated that he is looking forward to adding to the long list of accomplishments which have been made during this administration.

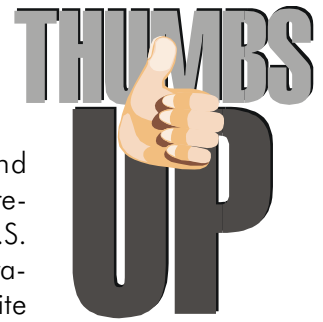
wages and salaries, \$14 million in retail sales and almost \$5 million in tax revenue.

How can you tell if the software you purchased might be illegal?

- ☒ The price is too good to be true;
- ☒ Backup discs or CD-ROMs with handwritten labels;
- ☒ Manuals appear to be photocopied or are of inferior quality;
- ☒ Products marked with a phrase, such as "Not for retail distribution."

THUMBS UP...

to Matt Short, the state's webmaster!



Information Services and Communications Division recently was notified by the U.S. General Services Administration that the state's web site was one of 40 government sites selected for review in a recent report called "Integrated Service Delivery: Governments Using Technology to Serve the Citizen."

This report describes what the web sites of international, federal, state and local governments are doing to provide electronic services to their citizens.

Quotes, Notes & Anecdotes

would like to continue recognizing employees who deserve a pat on the back. But...we need your help.

Let us know who has helped make your job run more smoothly.

It's simple...If you would like to include someone in this column, please forward his/her name and reason for inclusion to Diane Holley at 558-0661 or e-mail at dholley@gwmail.state.wv.us.

What Makes People Stay?

Retention is a serious matter for any organization. A survey of 352 senior human resource executives asked what strategies their organizations are using to persuade employees to stay on the team. Their answers are listed below:

Sending employees to conferences/seminars	78%
Tuition reimbursement	67%
Managerial training	67%
Company support for degree programs	62%
Pay for performance programs	59%
Flexible work arrangements	57%
Interpersonal skills training	57%
Technical training	55%
Employee empowerment	46%
Employability training	35%
Professional accreditation	32%
Physical fitness benefit	31%
Extended parental leave	23%
Financial planning assistance	23%
Stocks grants/ESOP's	21%
Job rotations	20%
Child care assistance	16%
Matching charitable contributions	16%
Legal assistance	12%
Paid time for volunteer work	11%
Sabbaticals	7%

Source: American Management Association

The human race is divided into two classes — those who go ahead and do something, and those who sit still and inquire, 'Why wasn't it done the other way?'

Oliver Wendell Holmes, Jr.

Parking Issues Addressed During Public Meeting

This is a win-win solution for all parties involved. An expected increase in parking availability should be realized by state employees, visitors and legislators.

*Dave Tincher
Purchasing Director*

Nearly 40 state employees and concerned citizens gathered at a public meeting on October 13 to learn more about parking plans at the State Capitol Complex.

Purchasing Director Dave Tincher, who oversees parking at the Capitol, and Parking Manager Janice Boggs offered a visual picture of parking availability before and after the opening of the Capitol Parking Building on October 25.

The new parking building offers 788 spaces, with 587 allotted for state employees, 194 (on the first level) for visitors and seven for the Capitol Press Corps.

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Two maps were made available at the public meeting showing a before and after picture of parking at the State Capitol Complex.

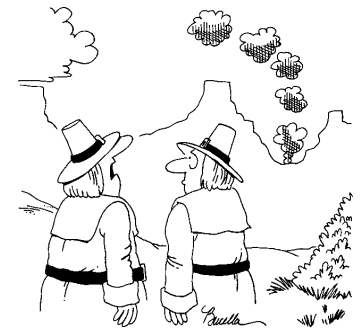
Ever Wonder Why Thanksgiving Always Falls on a Thursday?

Our Thanksgiving Day falls on Thursday as the result of a long chain of circumstances.

As an annual festival, it is a legacy from the New England colonists. Of course they brought the idea with them from England, where it was customary to observe special thanksgiving days after events of national importance. After the defeat of the Spanish Armada, two days were designated for offering thanks.

The custom of celebrating Thanksgiving on Thursday arose with the pilgrims. As Puritans, they selected Wednesday or Thursday for festive occasions because they wanted them as far as possible from the Sabbath, which they observed with simplicity.

In the autumn of 1621, William Bradford, governor of the Plymouth Colony, called for a day of thanksgiving after their first harvest.



"It says, 'Wednesday is no good, how about Thursday?'"

Indian Chief Massasoit and 90 of his people joined the three-day feast, contributing deer to the menu.

Four of the colonists also hunted for the feast. Prominent on the menu were numerous wild turkeys, then common in the woods of Massachusetts. From this circumstance, the Thanksgiving feast was associated with turkey.

In 1863, President Abraham Lincoln proclaimed Thanksgiving Day national holiday and chose Thursday, in recognition of the pilgrim tradition.

Honoring America's Veterans During the National Holiday



The Veterans Memorial at the State Capitol Complex reminds us of the dedication and patriotism which many of our state residents demonstrated during battle. Remember all of America's soldiers on Veterans Day, November 11. This national holiday became official by presidential proclamation in 1926. Gov. Cecil H. Underwood will honor our state veterans at a special ceremony on Veterans Day at 1:00 p.m. on the Capitol grounds.

COMMUNICATION THE PEOPLE FACTOR



Diane Holley, the Department's Public Information Officer, will explain different facets of communication each month in **Quotes, Notes & Anecdotes**.

You can **say** the words, but if your nonverbal cues are relaying a different message, which one has the most influence on the listener?

As you probably guessed, the nonverbal message is much more powerful than the spoken word. For example, if your boss comes into your office and requests that you take on a new project, you may respond by saying, "Sure thing!" However, if your eyes roll while saying the words and your posture slumps, the enthusiasm of the words vanishes quickly.

It is important to understand nonverbal cues and their effect. Within your own organization, you need to be cautious of the message you are relaying to your boss, co-workers and customers. In many cases, you may not even be aware of such cues as eye contact, facial expressions, posture, hand gestures and proximity (the distance you place between yourself and the receiver).

The morale of the story is to understand that communication is more than the spoken word and to be cautious of the nonverbal messages you may be conveying to the receiver.

Parking Meeting

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Prior to implementing a two-phase improvement plan, there were 19 lots with a total of 2,410 spaces for employees and visitors, which was insufficient in satisfying the parking needs at the State Capitol, Tincher said. More than 50 percent of state employees working on campus did not have an assigned parking space.

An improvement plan was developed to increase the number of lots to 23 and the total number of spaces to 3,128. Already completed, phase one consisted of renovating and paving smaller lots and constructing the parking garage.

Phase two includes reallocating parking spaces on a department level; renovating parking gates, access cards and decals; and converting parking meters to pay-by-space machines, which will provide more security and accuracy in the collection process of visitor parking fees. The charges are 50

cents per hour, except at the Laidley Field lot where the hourly rate is 25 cents.

As to the reallocation of employee parking, the Capitol Parking Unit previously assigned each agency parking spaces to be disbursed among its employees, often based on tenure.

The new plan places this responsibility at the department level. Each department will receive the specified parking spaces, and it is at their discretion as to how the spaces will be assigned to each agency or division under its jurisdiction.

Tincher explained that once the second phase of the plan is complete, the percentage of state employees with assigned parking will jump from slightly under 50 to 84. The available spaces for visitors will also increase from 285 to 403, a 41 percent increase.



Purchasing Director Dave Tincher answered questions from state employees and private citizens about the parking at the State Capitol Complex.

How Can You Get a Straight Answer?

Set Deadlines to Get Direct Answers

You know the problem. You need a decision from someone who refuses to say "yes" or "no."

Employees and supervisors alike frequently waffle about saying "no" outright. The best way to prod such people into making a decision is to set a deadline.

Do not just ask them to review a document and get back with you "as soon as possible," which gives the other person an excuse to delay in responding.

Instead, try something different by offering more specific instructions. For example, "I need you to get back to me by noon on Friday with a decision."

This approach should help the person focus on a conclusion.

Quotes, Notes & Anecdotes

is Published by the Department of Administration

Cecil H. Underwood
Governor

Joseph Markus
Cabinet Secretary

Diane Holley
Public Information Officer/Editor

Special Thanks
Lee Ann Carnahan
Carolyn Coiner
Kaye Parks

Celebration 2000

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and where we hope to go," said Governor Cecil H. Underwood. "Most important, it must be a time to work together to ensure a bright future for our children."

West Virginia Celebration 2000 activities include parades, car shows, festivals, concerts and arts and craft shows. The participating events will honor local history, reflect on current challenges and devise projects to prepare communities and citizens for the 21st century.

"West Virginia has always thrived from its spirit of imagination, volunteerism, creativity and innovation in the arts, humanities, education and technology," according to Scott Padon, Executive Director of West Virginia Celebration 2000. "...Under the banner of West Virginia Celebration 2000, the state can band together to celebrate our heritage and demonstrate our commitment to the future." For more details, call 1-800-CALLWVA.

Personnel/Payroll Seminar Scheduled

The Division of Personnel will conduct its next quarterly State-wide Personnel/Payroll Seminar on Thursday, November 4 from 9:00 a.m. to 3:00 p.m. at the Division of Rehabilitation Services in Institute.

The seminar is open to all state agency personnel with special interest in learning more about the personnel function and payroll processing.

Pre-registration is required by contacting Loretta Evans, at 558-3950, ext. 231, or Teresa Martin at 558-3950 extension 229. For additional information, contact Teresa Bowles, at 558-3950, ext. 221.

Welcome...to our new employees: Lisa Summers (Grievance Board); Beth Ludwig (Ethics); Marsha Holliday (Personnel) and Keith Burdette (General Services).

Congrats!...to **Jane Patterson** (Information Services and Communications Division) who was recently promoted from an Office Assistant 2 to an Accounting Technician 3. *Way to go!*

Best Wishes...to **Linda Adkins** (Finance) who recently resigned from the Department. *Best of luck to Linda!*

Brain Power!...The Division of Personnel announces classes scheduled for November: [November 5] Listening More than Just Hearing; [November 8] Harassment in the Workplace; [November 9 and 10] Project Management; [November 16] Running Effective Meetings; [November 23] Preventing Loss and Litigation. For more information or to register, please contact the Division of Personnel at 558-3950, ext. 508.

"Celebrate Women" Nomination Forms Available...Do you know a special woman or girl who serves as a role model for other West Virginians? Recognize this person by nominating her for the "Celebrate Women" program. For more details, call the Women's Commission at (304) 558-0070.

PEOPLE TALK

Speak Up!...Congratulations to Finance's Diana Schwab who placed first in a Toastmasters humorous speech contest at the club and area levels and qualified for the division level in Kentucky. Diana is president of the Marvin G. Rook Toastmasters club in South Charleston, which is a non-profit self-help organization that teaches communication and leadership skills.

ADMINISTRATIVE NOTES

HAPPY BIRTHDAY... in November

- | | |
|--|--|
| 1 Joyce Christenson Personnel
Steve McCloud IS&C
Yvonne McCormick .. Personnel | 17 Debra Pendleberry IS&C
Bill Ward IS&C |
| 3 Anna Jarrett-Jones ... Personnel
Regina Tallman IS&C | 18 Lisa Sword Finance
Sarah Tignor Purchasing |
| 4 Perry Dotson Personnel | 19 Laura Bentley IS&C
Hugh Chambers Personnel
Charles Strickland . General Services |
| 6 Michael Kincaid Purchasing | 21 Carol Jarrett Purchasing
Angela Townson CPRB
Waltt Vest Finance |
| 7 Paul Prendergast... General Services | 22 Lorena Dotson CPRB
Charles Mozingo BRIM |
| 8 Robert Lewis .. General Services | 24 Loretta Evans Personnel
Susan Lowe Finance
Carleen Wilkerson ... Personnel |
| 9 Diane Connelly Finance
Ricky Morris ... General Services | 25 Charles Hager General Services
Sam Snead IS&C |
| 10 Ella May Bowman . General Services
Matt Brown IS&C
Susanna Hall IS&C
Randy Hughes Purchasing | 26 Barbara Bowe Personnel |
| 11 Jack Buckalew... Secretary's Office
Stephen Dolly ... Pros. Atty. Institute
Bill Judy IS&C
Billy Tincher ... General Services | 28 Lillian Branham .. General Services |
| 14 Vivian Roberts PEIA | 29 John Brown IS&C
Patricia Nichols BRIM |
| 15 David Groves General Services | 30 Stan Moss IS&C
Ron Robinson General Services |
| 17 Bernard McClanahan
..... General Services | |

