



Quotes, Notes & Anecdotes

A Monthly Employee Newsletter Published by the Department of Administration

October 2005 • Vol. 12, Issue 10

Employee of the Month

IS&C's Eric Dye Demonstrates Exceptional Customer Service

ERIC DYE, the Database Administrator for the Development Center of the Information Services and Communications Division, has been selected as the department's **Employee of the Month** for October.

An eight-year employee of state government, Eric provides timely and quality critical database administrative support for the Division of Correction's Inmate Management Information System

(IMIS). In addition to his regular support duties, he recently was involved in providing emergency support during an unexpected system outage. The outage occurred on a Sunday and Eric worked from that time until 3 a.m. on Monday to ensure the customer's system was running properly by normal business hours.

In regard to the emergency situation, one of Eric's co-workers said, "This extraordinary example of customer

support is typical of the dedication that Eric regularly brings to his job."

In Eric's spare time, he plays the guitar and works on his computer. His favorite past-time is playing with his two children, while anticipating the arrival of his third child in November.

Please join Eric at a special ceremony in his honor on Wednesday, October 5, at 11 a.m. in IS&C's conference room at Davis Square.



ERIC DYE
October Employee of the Month

Public Service Recognition Week Celebration

The 2005 Public Service Recognition Week celebration honored our tenured state employees for their dedication and loyalty to West Virginia excellence.

On page 4 of this issue, we share a listing of our department employees who were recognized during a special ceremony on Friday, September 16. Our gratitude is extended to these dedicated employees



Completion of the State Capitol Dome Expected by Mid-October

The restoration of West Virginia's State Capitol dome is near completion. As the white covering around the dome is removed, the public can begin to see its magnificent beauty.

Great pride has been taken every step of the way to ensure the job was done with excellence. The chain of events leading up to its completion are but a faint memory, though good to reflect upon to appreciate the magnitude of the project.



The white covering that has allowed work to continue through various weather conditions began coming down in early September.

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Sneak Peek INSIDE...

- ◆ IS&C and BEP Team Up to Meet Needs of the State's Unemployed
- ◆ Department Employees Honored for Dedication and Valued Service
- ◆ The Ethics Commission Makes a Move
- ◆ PEIA's Face-to-Face Program Wins National Recognition



After being flooded out of their building, BEP set up a makeshift waiting room in the lobby of Davis Square in order to meet the needs of their customers.

IS&C and BEP Team Up to Meet the Needs of the State's Unemployed

It was 2:00 p.m. on a Saturday afternoon when Rob Norvell, an Information Services Manager for the Information Services and Communication (IS&C) Division, received a call from Administrative Service Manager Randy Bare of the Bureau of Employment Programs concerning a water problem they were experiencing. "From what I understand, BEP had an eight-inch water main to burst in the street, right behind their building," said Norvell. "The water was washing up underneath the building and shooting through the cracks on the floors. They had three to four inches of water throughout the 40,000 square foot building located at Plaza East on Morris Street."

Prior to BEP separating from Workers Compensation, Norvell served as the director of data processing for BEP. As a result, he was aware that Mondays are the busiest days of the week for BEP.

"Can you imagine losing your job and the BEP office shuts down? How would people make their house payment, car payment or feed their families?," he said.

After Bare called Norvell, he made a few calls and a group of employees quickly assisted Bare. For the next six hours, they worked at getting servers, switches and other devices off the floors and secured expensive parts of hardware. Once those tasks were completed, work was at a standstill until the water company and fire department performed their necessary tasks in the area.

The following morning, Norvell and the others began extracting person computers and removing them from the building. Helen Wilson of IS&C graciously offered BEP temporary housing at Davis Square.

Staff members of BEP and IS&C, Warren Wingo, Rob Norvell, Bob Vaughan, Deepesh Randeri, Richard Wickert, Stan Moss, Mike Belcher and Doug Schwab, worked together during that Sunday to set up the office, which entailed moving routers, personal computers, printers, copiers and telephones at One Davis Square.

By the end of the day, in less than 24 hours, BEP was ready to meet Monday's crowd. A makeshift waiting room was set up in the first floor lobby where clients enter and are given instructions on what to do next. Two deputies and thirteen interviewers shared the large conference room to perform their daily tasks, while other employees were located in other

various offices throughout the building.

"The main thing that pleased me the most out of the whole deal," said Norvell, "was how everyone came together as a team. BEP employees as well as the IS&C team. There wasn't a stitch missed."

Despite IS&C's important role, Norvell refused to take any of the credit. "Basically, our part was to wade through some water, drag out some computers and do our technical stuff. But the real heroes in the whole thing were the BEP employees themselves," said Norvell. "They've been trained not to take no for an answer when it comes to serving their customers. They came in, did their job and I never heard one complaint and the people got the service they deserve." It is estimated that BEP employees will be at the IS&C temporary location until the mid-November.



In less than 24 hours, IS&C had the BEP operational at Davis Square, after they experienced water problems in their building.

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
Debbie Harrison
Kaye Parks
Sandy Singleton

State Capitol Dome

Continued from Page 1

In 1999, General Services' officials noted an intense surface restoration was desperately needed on the dome. Swanke, Hayden, Connell Architects (SHCA) was hired to provide architectural preservation consulting services. In 2001, SHCA performed a hands-on physical inspection of the dome with Vertical Access, a company that specializes in difficult to access building components.

During 2001-2004, project plans and specifications were developed by SHCA, including a testing program involving the removal of about eight square feet of original lead-coated copper sheet metal. The samples were tested under an accelerated weathering program to determine which coating was best for the project.

In October, 2004, Wiseman Construction Company, Inc. began its work as general contractor, with an expected completion date of November, 2006. To assure proper progression of the project, monthly meetings took place with the project director, manager, architect, conservator, structural engineer, general contractor, foreman, inspectors, gilding subcontractor and the sheet metal/painting subcontractor.

The work included addressing water infiltration problems; replacing rusted steel with specially coated galvanized steel; removing, cleaning and painting the medallions; repairing the copper coating; stripping and reapplying paint; and, finally, the gilding process.

Ever wonder exactly what those black streaks on the dome were and can we be assured they will not return? "When we got the scaffolding up, we found out it wasn't actually mold. The previous sizing that holds the gold leaf had been mixed on the job and the sizing had never set up. Consequently, it was attracting dirt," General Contractor John Wiseman said.

In the current restoration project, Wiseman said a five-step process was followed that began with stripping off the old coatings and acid-etching the surface. An epoxy primer was applied, followed by the sizing and gold leaf. Only the painted areas received a final epoxy clear coat in order to protect the paint from chalking and discoloring.

"Before beginning this project, an extensive testing program took place. Based on similar exterior gilded domes on a sheet metal surface, if done properly, this work should last from 25 to 50 years. And, this one was done properly," added Project Conservator Elizabeth Moss of Swanke Hayden Connell Architects.

In a project of this magnitude with as many parties involved, cooperation was the key. As a result, this project has been completed one year ahead of schedule. With unanimous agreement, the project team attributes its success to a team effort built on pride. "The main reason," said Moss, "is everyone involved was very excited to be involved and the ultimate goal was for the gilding. From my point of view, coming out of New York as a preservation architect, this is a significant project and we're proud to have been able to work on it. It's not just a building of state's significance, but of national significance. Cass Gilbert is one of the preeminent architects."

Wiseman Construction Company utilized all local subcontractors, with the exception of John Canning of John Canning Studios of Connecticut, which specializes in gold leaf (gilding). "In addition to the subcontractors, we've had good cooperation from the state with the Project Director Jim Burgess and Project Manager Frank Drobot of the General Services Division," he said. "If any questions came up as to how things should be done, they have a lot of expertise and would instruct us on how to do it. There have been no glitches."

Richard Hanlon, District Manager for KTA, Inc., applauded the cooperative spirit of this project. "I've never been on a job where everyone worked together so well to get to the point where we are now. Projects don't normally work that way," he said. Mark Hunt, an Inspector for KTA, Inc, added, "On my resume, I consider this as one of the best things I've ever done. People should get out their binoculars and look at the detail because it is just beautiful."



In 1999, intense surface restoration was desperately needed on the dome, with dark streaks visible.



The dome has been hidden by a white covering, creating great anticipation by the public.

FALL FESTIVAL OCTOBER 14, 2005

Join Gov. Joe Manchin III on October 14 on the northside of the Capitol grounds, beginning at 10 a.m. to celebrate the completion of the Capitol dome and for the release of the commemorative West Virginia quarter.

Department Employees Honored for their Dedication and Valued Service to the State of West Virginia



For more than twenty years, state and federal government agencies have set aside a week to pay homage to individuals who dedicate their careers to public service. This year, the tradition continued in West Virginia the week of September 12.

Public Service Recognition Week reminds us how all citizens are affected by the programs and services offered by our state employees, whether they are recipients of special benefits or drive on roads maintained by state employees. Our valuable state employees make a positive difference in the quality of life in West Virginia.

On September 14, Gov. Joe Manchin III met with employees at the Cultural Center for a ceremony honoring employees with 30, 35, 40, and 45 years of service.

Cabinet Secretary Rob Ferguson recognized our department employees with 20, 25, 30 and 35 years of service as well as those with superior attendance (no sick leave taken during calendar year 2004) on September 16 at a special ceremony. The individuals honored are listed below:

20 Years of Service

- Diana Arden, IS&C
- Jeanie Bowe, Personnel
- James Casto, Gen. Svcs.
- Anne Crabtree, IS&C
- Erline Davis, CPRB
- Susan Estep, CPRB
- Susan Evans, Personnel
- Ginny Fitzwater, Personnel
- Darlene Fletcher, Personnel

- DeMeire Fletcher Gist, IS&C
- Tammy Haynes, IS&C
- James Hudson, Purchasing
- Theresa Kline, CPRB
- Harold Loy, Gen. Svcs.
- Robert Norvell, IS&C
- Tammy Patton, CPRB
- Carolyn Saul, IS&C
- Carla Savage, BRIM
- Sheila Straley, Finance
- Marjorie Wilson, PDS

25 Years of Service

- David Adkins, IS&C
- Pricilla Bickley, PEIA
- John Carter, Gen. Svcs.
- JoAnn Edwards, PEIA
- Mark Erb, Aviation
- Kenneth Frye, Purchasing
- Sharon Gill, PEIA
- Susan Lowe, Finance
- Kenneth Lucas, Gen. Svcs.
- Diana Lunsford, CPRB
- Ann Mollohan, Purchasing
- Ricky Morris, Gen. Svcs.
- Roger Paxton, Gen. Svcs.
- Brian Pratt, IS&C
- Elaine Riner, IS&C
- Yolonda Tyler, PEIA

30 Years of Service

- Antonia Anderson, IS&C
- Marta Dean, IS&C
- Roger Haynes, Gen. Svcs.
- Cecil Hill, CPRB
- Mable Jones, Finance
- Ronald Price, Purchasing
- Valerie Rist, Grievance Board
- Kathy Thomas, IS&C
- Jim Wells, Personnel

35 Years of Service

- Jo Ann Dunlap, Purchasing
- Marie Edwards, Personnel
- Barbara Haddad, IS&C
- Elaine Hudson, Aviation
- Joyce Larrabee, IS&C

Continued on Page 6

Ethics Commission Makes a Move

On July 8, 2005, the West Virginia Ethics Commission relocated its office to 210 Brooks Street, Suite 300. Previously located in the Litton Building on Quarrier Street since it was first established by the Legislature in 1989, the Commission was in need of additional space to perform its expanded role under the Ethics Act.

As part of legislation supported by Gov. Joe Manchin III in the first special session of the State Legislature this year, the Commission was given additional authority to

enforce the state's conflict of interest rules, including the ability to initiate its own investigations, authority to randomly audit lobbyists, and to administer expanded financial disclosure requirements for public officials and lobbyists.

Since 1989, the State Legislature has expanded the Commission's duties to include providing guidance on the state's Open Meetings Act and the eligibility of school board members to hold other public positions, as well as administering a code of conduct for all administrative law judges and hearing examiners in the executive branch of state government. According to Executive Director Lewis Brewer of the Ethics Commission, the move enabled the Commission staff to work more efficiently in performing their new responsibilities.



On July 8, the West Virginia Ethics Commission relocated to 210 Brooks Street, Suite 300. Previously, the Commission was located on Quarrier Street in the Litton Building.

It's Official...IS&C Trainers are 'Masters'

By Roger Williams, IS&C

Training is like the principle of raspberry jam...the further you spread it, the thinner it gets. State employees are trained for their jobs, at least initially. But as times change, technologies change, and, thus, the nature of the work changes.

If the initial training is not supplemented, the employee eventually resorts to tips or intuition. Expensive tools, such as software products, are underutilized and minimalism sets in. Habits reign. The jam thins.

IS&C's Technology Learning Center (TLC) can help you avoid such dilemmas. TLC supports state agencies in their daily office automation needs. An employee is more productive if he/she knows how to effectively and efficiently use the tools available. Therefore, it offers classes for various software packages supported on the personal computer. A monthly class schedule is posted on its website (www.wvtlcclasses.com) each month.

TLC's training program has been developed for general State government activities, and because classes are small (only ten students), individual instruction is emphasized. All of the trainers are Microsoft Office Specialist Masters.

Classes are designed to meet each individual's needs, whether he/she is a new or advanced user. Certificates are awarded upon course completion. TLC's training classes include hands on experience (one student per computer); class workbook; down to earth explanations; state government situations; an atmosphere that encourages questions; and telephone support.

TLC's flexibility in training includes conducting classes at the agency's location and customizing courses to address an agency's specific needs. New classes will be introduced as agency requests become significant and new software is supported.

The instructors have extensive educational backgrounds and industry certifications, along with vast experience in teaching and job production with the software products.

The Technology Learning Center trainers are Marilyn Padon [M.S., OSMI, Word-Perfect CR]; Debra Pendleberry [OSMI]; and, Susan Jenkins [OSMI, CTT +]. The OSMI designation stands for Microsoft Office Specialist Master Instructor (refers to instruction in such Microsoft desktop applications as Word, Excel, Outlook, PowerPoint, and Access).

Microsoft recently awarded OSMI certificates to IS&C's trainers. With only about 7,500 Microsoft Office Specialist Master Instructors in the world, three are within the Department of Administration.

PEIA's Face-to-Face Program Wins National Recognition

The West Virginia Public Employees Insurance Agency has been awarded \$2,500 by the National Committee for Quality Assurance (NCQA) for its Face-to-Face Program.

The award falls under the NCQAs Quality Profiles: The Leadership Series – Focus on Diabetes, which examines barriers to effective care and highlights strategic interventions to help healthcare organizations and employers prevent diabetes and improve diabetes management. PEIA plans to offer the award money as a contribution for Hurricane Katrina relief efforts.

2005 Public Service Recognition Week

Continued from Page 4

35 Years of Service, Cont.

Ada Louise Miller, Finance
Robert Nichols, CPRB
Velma Totten, CPRB

Superior Attendance

Monta Boggs, CPRB
Chris Branham, Gen. Svcs.
William Cook, IS&C
Evelyn Davis, Personnel
Mart Denison, IS&C
Willadean Fisher, Purchasing
Steve Forsythe, Personnel
Jane Fouty, Personnel
Thomas Harper, PEIA
Tammy Haynes, IS&C
Bernard Huffman, PEIA
Randy Hughes, Purchasing
David Lee Ingraham, IS&C
Chuck Jones, BRIM
Thomas Lambert, Gen. Svcs.
David Lawrence, Gen. Svcs.
Jeff Long, Personnel
Sue Lore, IS&C
Charles McDowell, Aviation
Larry Meninger, IS&C
Billy Miller, IS&C
Ricky Lee Morris, Gen. Svcs.
Stanford Moss, IS&C
Edward Nelson, IS&C
Oral Newsome, Gen. Svcs.
Philip Nicholas, IS&C
Mick Olah, IS&C
Louis Pishner, Gen. Svcs.
Denise Lynn Russe, IS&C
Jane Ann Shinn, Finance
Daniel Shriver, IS&C
John Smolder, Finance
Larry Stover, PEIA
Joe Thomas, Personnel
Billy Tincher, Gen. Svcs.
Diane Tittle, PEIA
Hugh Warner, IS&C
Keith Wood, Aviation

Self-Empowerment

It doesn't matter who you are or where you come from. The ability to triumph begins with you, always.

Oprah Winfrey

Welcome!...to the employees who recently joined our department: **Carol Crites** (Secretary's Office), **Jacqueline West** and **Lietta White** (Ethics); and **Alicia Legg** (CPRB).

Congratulations...to Purchasing's **Jo Ann Dunlap** and Aviation's **Elaine Hudson**, who recently retired from state government.

Best Wishes...to the following employees who recently resigned from the department: **David Gilbert** and **Marc Roberts** (Purchasing), **David Pentz** and **Craig Kinder** (General Services), **Jay McFarland** (Office of Technology), **John Beane** (CPRB), and **Deepesh Randeri** and **Lorie Humphrey** (IS&C).

PEOPLE TALK

Baby News...CPRB's Terasa Miller and her husband Terry are happy to welcome Teagan Leigh Miller, who was born on September 1. She weighed 6 lbs. and 11 ounces. Congratulations to the Miller family!

Expressing Gratitude...General Services' Keith Moss would like to thank everyone who has been supportive during his recent battle with cancer. Due to the donations received of leave, he never missed a paycheck and has now begun receiving his medical retirement.

Good News...Personnel's Jeannie Bowe is proud to inform us her husband, Ronald, was awarded the position of State Command Chief Master Sergeant for the WV Air National Guard. He is a full-time technician with 35 years of service in the Air National Guard.

Want to Share YOUR Good 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.

ADMINISTRATIVE NOTES

HAPPY BIRTHDAY...in October

- | | |
|--|---|
| 1 Tom Vaughan IS&C | 17 Lynn Schillings Personnel |
| 2 Carol Crites Secretary's Office
Scott Padon Purchasing
Diane Tittle PEIA | 19 Ross Taylor Finance |
| 3 Carla Bright IS&C
Jacquelyn Custer Grievance Bd. | 20 Gary Gillispie IS&C
Bobby Mitts BRIM |
| 4 Andrew Fizer Finance
Shelia Gray Gen. Svcs. | 21 Barry Arthur IS&C
Steven Bratchett .. Gen. Svcs.
Rebecca Keathley .. Personnel
Sharon Thompson Purchasing |
| 5 Diana Arden IS&C | 22 Stephen Kerns CPRB
Lisa Trump CPRB |
| 6 Carla Kennedy CPRB | 23 Jennifer Ayers IS&C
Sharon Lacey IS&C
John Wimmer IS&C |
| 7 Sandra Deel IS&C | 24 Michael Campbell Personnel
Joselyn Casto Finance
Hilda Gravely CPRB |
| 9 Larry Chancey PEIA
Scott Dobson IS&C
Ginny Fitzwater Personnel | 26 Jim Casto Gen. Svcs. |
| 10 Mark Null IS&C | 27 Russ Cook... Public Defender
Juan Haynes Gen. Svcs.
Andrew Mitchell . Gen. Svcs.
Jim Roberts Gen. Svcs. |
| 11 Joe Thomas Personnel | 28 Stefaney Williams..Grievance Bd. |
| 12 Melody Duke BRIM
Paul Griffith Gen. Svcs. | 29 Amy Langenbrunner... CPRB |
| 14 Katherine Blizzard Personnel
Mary Bonham CPRB | 31 Tammy Scarberry PEIA |
| 15 Roger Paxton Gen. Svcs. | |
| 17 Monroe Gillespie IS&C | |

