



Legislative Update

April 4, 2008

We are roughly 85 days into the 2008 Legislative Session and the Legislature has yet to pass a budget. Revenues are down dramatically from last session and the State is facing a \$1.6 billion dollar shortfall in Fiscal Year '08 and an even greater revenue shortfall in Fiscal Year 2009. Unlike the past few years, it is very unlikely that the Legislature will be passing many bills that create new programs or have a fiscal impact.

ADOA has been working diligently to monitor legislation that would impact the agency. Key pieces of Legislation that ADOA is monitoring include:

[House Bill 2150 \(Retiree Accumulated Sick Leave \(RASL\)\)](#)

This ADOA bill makes clarifying changes to the existing Retiree Accumulated Sick Leave (RASL) program. These changes solidify the intent of the original program and permit ADOA to pay our RASL payments to retirees in one lump sum rather than the existing practice of paying in annual installments over 3 years.

[Senate Bill 1279 \(State Rankings; Review Committee\)](#)

This piece of legislation would establish a committee to rank Arizona schools and would charge ADOA with providing the committee staff support and resources. Unlike other statutory committees and commissions, ADOA does not have either the resources or technical expertise in house to adequately staff such a committee. ADOA is working with the bill's sponsor to remove this mandate from the legislation.

[Senate Bill 1435 \(Named Claimants\)](#)

This bill appropriates \$179,821.19 to ADOA for payment of various claims made against state agencies during Fiscal Year 2005 and 2006. Each year, a number of claims made against state agencies remain unpaid due to inadequate documentation, late filings and searches for third party liability. In order to pay claims from previous fiscal years, the legislature must appropriate monies to ADOA.

[House Bill 2159 \(State Employees; Personnel Records\)](#)

This bill would open public employee disciplinary records to inspection by the public. ADOA opposes this measure which contradicts existing rules which pertain to the release of employee personnel file information. We are currently working with the bill's sponsor and other members to address our concerns.

[Senate Bill 1297 \(Telecommunications Program; Exemption\)](#)

This bill would exempt the Cotton Research and Protection Council from participating in AZNET. ADOA opposes this measure, and all other agency exemptions from AZNET which provides a uniform telecommunications program throughout State government.

News & Views

A newsletter for employees of the Arizona Department of Administration created by employees. We welcome your comments and suggestions.

ADOA
100 N. 15th Avenue
Phoenix, AZ 85007
(602) 542-1500

Janet Napolitano
Governor

William Bell
Director

Contributing Staff:
Debby Dominguez
Editor

Tom Huckabay
GSD

Theresa Cartwright
Risk Mgmt.

Toni Towne
MSD

Jan Hart
SPO

Susan Lehr
Design

Lorinda Frost
AZGU/HRD

Jan Sharon-Strieby
GAO

Connie Wheeler
MSD

Kathe Cochrane
CAP PD

Mercy Domingez
ISD

Cindy Womack
ISD

The Director's Corner



Director
William Bell

At the start of a new year when the legislature is back in session things start to get very busy in my office. These past few months my office has been busy working on benefit and budget issues, along with all the other usual issues we attend to. I'm sure you are all aware of the hiring freeze the Governor imposed on state agencies due to the shortfall in revenues for this fiscal year. ADOA has been asked to lead the effort on the hiring freeze, and working in concert with Human Resources we have put together procedures and an approval process that agencies are required to follow if they wish to fill positions. We have not been popular having to say "no" to many of our co-workers at the other agencies.

I have had a chance to visit with most of you again in division meetings held recently. One of the subjects most asked about was the budget and the hiring freeze. I have tried to be responsive and honest about the situation. We have already given \$1.4 million dollars back this fiscal year, and more is being requested from ADOA. We have sent our justification to try to forgo further cuts, but the times are tough and every agency is having to make adjustments and take cuts to their budgets. While we are trying to get through this year, we are also trying to negotiate our budget for FY2009.

Employee appreciation day is May 7th. As we navigate through these budget issues and the extra work some have to do because we are not able to hire additional staff, I want you to know I appreciate your dedication and professionalism.

I hope to see you at the Javelina Golf Classic (The Annual ADOA Golf Tournament) on May 10th. There will be a trophy, raffles, and a silent auction with some great prizes that have been donated for this event. The proceeds of this event go to the ADOA Employee Recognition Committees. You can find out more by using this link <http://www.hr.state.az.us/worklife/>. Don't miss the fun, please join us!

A handwritten signature in cursive script that reads "W. Bell".

Available in alternative
formats. Contact:

Debby Dominguez
at (602) 542-0062

CAUSE FOR APPLAUSE

ADOA's *Cause for Applause* instant recognition program allows you to recognize fellow employees on-the-spot for doing a job beyond expectations. The program minimizes procedures and maximizes immediate feedback. *Cause for Applause* certificates are available through your division coordinator or electronic copies are available on your local area network.

ADOA has other programs too. **Take A Bow** acknowledges employees who retire from State service; **Encore** recognizes employees who celebrate a milestone anniversary beginning at their 5th year, then every 5 years thereafter. Divisions also hold celebrations to recognize **Employee and Team of the Quarter** recipients.



January, February and March Milestones



Mark Your Calendar

Toastmasters Meetings -
Every Tuesday at noon in room 400A



April

- 23rd** Administrative Professionals Day
- 26th** Surplus Property - State Auction



May

- 7th** National State Employee Recognition Day
- 10th** ADOA's annual golf tournament - The Javelina Golf Classic
- 26th** Memorial Day Holiday - Office closed



June

July

- 4th** Independence Day Holiday - Office closed



Five years

- HRD** Tracy Starling
- GSD** Patrick Michael, Monica Vazquez
- Risk** Sharon Buckley, Etrulia Hughes

Ten years

- GAO** Anita Kleinman
- GSD** Socorro Hernandez
- ISD** Janie Armbruster, Anthony Martinez
- Risk** Mariya Kopitman
- SPO** Cynthia Pearson
- TPO** Pat Mah
- MSD** Greg Dillard, David Oihus

Fifteen years

- HRD** James Harris
- GSD** John Fitzpatrick
- ISD** Barbara Jaeger, Tim Jones

Twenty years

- HRD** Christine Bronson, Michael Hammock, Jose Parra
- GSD** Ruth Alvarez, Nina Furch, Soledad Paniagua, Francisca Rodriguez
- ISD** Jeannie Lovell

Twenty-five years

- Risk** James Murray



Cause for Applause Recipients



January

GAO	HR	ISD	GSD	Risk
Marla Grossman Sherry Gates Evely Plummer	Jessica Chapman Lorinda Frost (2) Kim Jennings (2) Kellie Beard Carolyn P Wright Norma Ragan Phyllis Sonnier Lisa Hagelmann Leslie Biava Michelle Ashley	Albert Aparicio Ben Kinslow Karl Eberhardt Luke Davis Leslie O'Neal Laure Cevalles Daniel Sanchez Beau Batchlor Dhyan Hatton Monica Valenzuela Marty Rhoades	Tomas Martinez Steve Bold Kelly Stetson Richard Estrada	Penny King Alan Bickel Tom Zuppan Kristin Oster (2) Theresa Cartwright

February

GAO	HR	ISD	MSD	Risk	SPO
Patti Ferreira Sandra Monaldi	Tony Gottlob (2) Phyllis Sonnier Linda Rose Manny Ramirez Norma Ragan Connie Magallanes Gana LaPaglia (2) Lorinda Frost Jessica Chapman Leslie Biava	Khala Stanfield Beau Batchlor Julia Valdez Dorian Eberhardt (2) Daniel Sanchez Josefina Olivas Gina Apodaca	Louise Lindsey Greg Dillard Portia Kearns Derek Vigil	Sue Prindle Penny King (2) Sharon Buckley	Steve Alleman Greg Dwight Chris Lee (2) Valerie Bailey

March

Cap Police	GAO	HR	ISD	GSD	Risk
Will Mitchell	Marla Grossman Lalita Stevenson	Juan Chalarca James Harris Shelly Davis	Karen Motlok Marty Rhoades	Marco Castel- lanos Matt Lewis Daniel O'Connor	Janet Valdez Susan Fajardo Irma Mendoza Julia Lowery Irene Baskerville John Salonga

NAVAJO CODE TALKER MEMORIAL



Take a moment to visit the newest monument on Wesley Bolin Plaza – the 16-foot bronze Navajo Code Talker Monument.

During World War II, the Navajo Code Talkers were indispensable to military success in the Pacific. Countless combat commanders credited the military code they developed based on their native language with saving numerous lives of American soldiers and leading to successful outcomes in the battles of Guadalcanal, Tarawa, Saipan, Iwo Jima, and Okinawa.

The Navajo Code Talker Memorial Foundation began as a result of legislation introduced in 2003 and is privately funded and constructed. Thank you to the Building and Planning Section of the General Services Division for tirelessly working above and beyond to help make this project a success.

LEARN.

**HOW THE
NEW TRAVEL POLICY
CHANGES AFFECT
YOU!**

Arizona Government University offers "Travel Policy" web conference classes several times a month – and you don't even need to leave your desk!

Topics include: Meal and Lodging Index, Meal stipulations, Lodging stipulations, Mileage stipulations, Rental Car, State Vehicle, and Allowable expenses.

Sign up at www.azgu.gov. Click on the "search for a class" tab. Type in "travel" and enroll.



ARIZONA
GOVERNMENT UNIVERSITY

LEARN. TO BE YOUR BEST.

© Copyright 2009 ADDA, State of Arizona. All Rights Reserved.

Arizona's Vehicle Theft Prevention Day



In Arizona a vehicle theft occurs every 9 minutes and 48 seconds. In 2006, there were 54,849 motor vehicle thefts reported to Arizona law enforcement agencies at a cost of \$369,833,094. These are staggering statistics.

The Arizona Auto Theft Authority and the Arizona State Capitol Police helped keep you from becoming one of these staggering statistics. On Friday, February 29, 2008 they sponsored the 3rd Annual Kickoff Event for Arizona's Vehicle Theft Prevention Day planned specifically for state employees who work at or near the Capitol Mall and Tucson Regional Complex. The event was held on 17th Avenue between Jefferson Street and Adams Street in Phoenix and at the Tucson Regional Complex in Tucson.



Vehicle Identification Number (VIN) window etching, a deterrent against motor vehicle theft, involves etching a vehicle's VIN onto its windshield and windows. The process marks a vehicle with its own set of fingerprints making the vehicle easily traced if stolen. The etching does not change the appearance of the car. In fact you can hardly see it, but the police and the thieves know right where to look and that's what counts. The VIN etching was provided at no cost and employees had an opportunity to receive free vehicle theft prevention devices.

The event was a huge success! In fact, of the 78 VIN Etching events held on February 29th and March 1st, we had the largest turnout:

Phoenix Results	Tucson Results
188 Vehicles were fingerprinted with their VIN	51 Vehicles were fingerprinted with their VIN
112 Enrolled in the Watch Your Car Program	51 Watch Your Car Program pamphlets were handed out
150 Clubs handed out	20 Clubs were raffled

Remember, crime prevention needs your attention! Do your part!

Start using these crime prevention tips now.

- When you park your car, lock your doors, roll up your windows and take your keys.
- Never leave your vehicle running while unattended.....even for "just a minute".
- Never leave valuables such as purses, cameras, jewelry, and cell phones where they can be seen inside your vehicle.
- Use a visible anti-theft deterrent device such as a steering wheel lock or steering column collar. They may not be full proof, but thieves are usually lazy and don't want to bother with the extra work it takes to remove them.
- Alarms and kill switches are a good deterrent. Many newer car models also offer satellite tracking devices as an option. These items may even help lower your insurance rates!
- Avoid parking in locations that are dark and do not seem safe. Thieves prefer to work in dark areas of parking lots where they won't be seen.
- If you have a garage at home, use it and don't forget to close the door.
- Don't hide a second set of keys in your vehicle.
- Check out the Arizona Auto Theft Authority's website for up-to-date information regarding auto theft trends and prevention information. <http://www.aata.state.az.us> . The programs they sponsor, including the "Watch Your Car" program and the free VIN window etching project, can help you with your overall prevention strategy.



Arizona Procurement Institute

Trains Professionals in Procurement - Arizona Style

Procurement is a highly specialized field making it one of the most demanding professions in state government and presenting a tremendous need to develop staff on an ongoing basis.

In assessing the procurement training opportunities in Arizona, the State Procurement Office's management determined that a gap existed between the offerings of the national procurement associations and the training given to staff at the state agency level. National certification programs are based on a much broader spectrum, while agency training covers their own specific operating procedures. The need was to develop training that would focus on the applicable Arizona Revised Statutes, the Arizona Procurement Code, and best practices in procurement based on the Code, especially since state agencies are mandated to comply with Arizona Procurement Code.



This need for training led to the development of Arizona Procurement Institute's (API) "Certification in Arizona State Public Procurement" (CASPP). Jean Clark, prior to her current assignment as State Procurement Administrator, developed the first course. Chief Learning Officer, Pamela Reay, along with a team of Chief Procurement Officers from various state agencies, worked 8 months to develop the remaining curriculum and certification standards. The certification training is presented in 6 modules over a 2-month period with 7 full days of classroom instruction.

December 11, 2007 marked a major milestone in API history. Deputy Director, Charlotte Hosseini, presented certificates to the first group to complete the certification. There were 21 individuals from state agencies and other political subdivisions in Arizona in the group. The next certification award ceremony is scheduled for May 6, 2008.

Pamela Reay is assisted by API Trainer Terrance Scott in conducting API's training classes. In addition to the CASPP course, API also instructs classes on contract negotiations, writing specifics, using SPIRIT (the state's automated e-procurement system), and prescriptive classes as requested by agencies. API also trains vendors from the private sector on "How to Do Business with the State." It should be noted that not only procurement professionals gain from the training, but managers, auditors and any staff who work with government procurement professionals benefit from the training as well.

Find a course catalogue at: <http://www.azdoa.gov/spo/training/training-arizona-procurement-institute> and then clicking on the link for "Agency Training Course Catalogue." You can also contact Cynthia Pearson at 602-542-9131 for more information.

Looking to the future, there is a plan to go online to allow for distance learning opportunities. We hope to have the general introduction course online later this year.



MSD Surplus Property – State Auction

Surplus Property will be holding an auction on:

Date: April 26, 2008

Time: Gates open at 7:00 A.M.
Auction begins at 8:00 A.M.

Location: 1537 West Jackson Street

Bid items can be viewed on April 22nd, 23rd, 24th from 8:00 A.M. to 5:00 P.M.

Any questions please call MSD Surplus Property at 602-542-5701.



Change In Bus Subsidy

ADOA employees were recently notified regarding a change in the bus subsidy that is available to state employees. Effective April 24, 2008, the current bus subsidy of 65% will be reduced to 50%. All rides taken before this date will be subsidized at 65%.

What This Means for Local Bus Riders:

Your current per ride cost is 44¢ and will change to 63¢.

Your current monthly maximum is \$15.75 and will change to \$22.50.

What This Means for Express/Rapid Bus Riders:

Your current per ride cost is 61¢ and will change to 88¢.

Your current monthly maximum is \$23.80 and will change to \$34.00.

The subsidy reduction is a result of the recent Valley Metro fare increase. Increased fares have resulted in bus subsidy expenditures greatly exceeding the bus subsidy appropriation.

Please know that Capitol Rideshare will continue their pursuit of securing increased appropriations. In the meantime, ADOA employees are encouraged to continue to take advantage of the bus subsidy program. It continues to be an outstanding value in regards to commute expenses, especially in light of the current gasoline prices.

Disaster Recovery Teaming for Success!

In January 2008, ADOA/ISD successfully recovered a critical mainframe application onto the ADES mainframe. This test was the first of its kind in the State of Arizona! The team's ability to plan, implement and accomplish Mainframe Data Mirroring is an achievement that marks a key technology milestone for Business Continuity and Disaster Recovery capability for the State of Arizona. This accomplishment validates the Tri-Agency Disaster Recovery Strategy, a unified initiative designed to promote cooperation between agencies, the sharing of critical technical resources and to advance the state's IT servicing capabilities.

In 2003, the Governor directed all State Agencies to develop disaster recovery and business continuity plans. Arizona Department of Administration (ADOA), the Arizona Department of Economic Security (ADES) and the Arizona Department of Public Safety (AZDPS) formed the Tri-Agency Business Continuity and Disaster Recovery Project to develop a viable Disaster Recovery solution that would maximize the use of State resources and reduce costs by procuring common systems.

The three mainframe agencies created an architectural roadmap for restoring mainframe computers that support critical business functions for the State of Arizona. The foundation of this plan was that ADOA and ADES would become recovery sites for each other, and that one of the sites would function as the recovery site for AZDPS. The solution was to be implemented in three phases. All phases of this plan needed to be successfully implemented to ensure full recovery of the three data centers. The approach provided a methodology and guidelines to attain recovery within hours, as opposed to the days or months, developed standards, implemented policy and provided leadership in creating a technology solution which would best serve the business interest of the State.

Phase I: (2003 – 2005) – Completed The Tri-Agencies aligned on common vendors, architecture and planned procurement of new technology to make significant improvements in restoring data. Phase I was successfully implemented and tested. Disaster recovery tests utilized tape backups sent to a vendor disaster recovery site in another state. Common equipment, such as magnetic tape technology, was purchased by all three agencies which improved backup recovery techniques and decreased processing time. Funding was attained from each agency's general and automation budgets. A grant provided the funding to improve the AZNet telecommunications network.

Phase II: (2005 – 2008) – In Progress ISD has installed disk mirroring and virtual tape systems in the DES Data Center which are currently in production. The State's network provides the connectivity between the mirrored sites. Plans are to continue eliminating stand-alone systems and replace them with virtual machines which are more economical and provide greater recovery capability.

The ADES mainframe will be mirrored at the ADOA Data Center. ADES will extend State network to a location outside the Capital area as part of the rollout where they plan to mirror the tape backup systems for open systems.

AZDPS has purchased a Storage Area Network (SAN) to consolidate open system data. They are also hoping to install equipment at the ADES Data Center which will allow them to duplicate their data at an alternate location.

Phase III: (2009 – +) – Future The Tri-Agencies use of each other's facilities in the event of a disaster focuses efforts on resolving the issue of data center proximity. The two primary data centers are within one mile of each other and a large scale disaster could result in the failure of both. The State will need to review the feasibility of relocating one of the primary data centers. Options for leasing or building a remote data center will be considered to fully address Disaster Recovery and Business Continuity requirements for mainframes, open systems and the state's network. Priority will be placed on the recovery of wide and local area networks and mission critical applications. Phase III will initiate a comprehensive evaluation of the technical and space requirements for each data center, assessing server recovery needs, using the latest enterprise replacement standards, determining floor space requirements, infrastructure support, facilities, communications, and power requirements.

The ultimate goal is to eliminate the State's dependence on third party vendors to supply back-up and recovery capabilities. This architecture provides the building blocks for creating resiliency and recovery as part of daily production, with the intention that the time between system failure and system recovery will be measured in minutes or hours, not in days. By developing an in-state recovery capability, the tri-agencies will be able to re-direct the funds currently earmarked for third-party recovery contracts and will be able to redirect those funds to invest in the internal resources for the State of Arizona. In doing so, the agencies will provide continuity of government in case of a manmade or natural disaster and benefits ADOA and the 140+ agencies, clients and customers that ISD supports.

Getting to Know You

Profiling Employees within ADOA

Say Hello To Melody (Mel) Nettetstad



Mel Nettetstad began her career in state service with ADOA in 2005. She worked for a large Arizona equipment company for fifteen years before joining ADOA in the Management Services Division and now the Human Resources Division, Classification and Compensation Section as the Administration Support Supervisor. Melody directs and trains staff members responsible for the input and maintenance of position data for the State of Arizona as well as participates as a team member on large scale classification projects.

Melody said "I really like working at ADOA, from day one everyone has made me feel so comfortable. I am looking forward to the vision of this agency and the growth opportunity".

Melody was born and raised in Wyoming, so she and her husband of 35 years love spending time outdoors. She says the "mountains will always be her home" and is still a "country girl" at heart. She and her husband are big Suns and Diamondback fans and enjoy going to games, sometimes planning vacations to other cities to attend games in new ballparks.

We asked Melody what is one of your major accomplishments, she said "That would have to be my daughter. She also works here in ADOA and I am proud to see what a confident, successful person she has become."

It is great to have Melody as a part of our division. Welcome Melody!

GET TO KNOW CHERYL ROBERTS FROM RISK MANAGEMENT

The Risk Management Section is honored to present **Cheryl Roberts**. Cheryl was born and raised in Fountain Valley, California. She graduated from Fountain Valley High School and has been married to Don Roberts for 30 years. They have 2 children Shane and Alyssa, and 2 grandchildren Aidan (3 years old) and Avery (17 months old). Cheryl and Don moved here from Corona, California in April 2005 to be closer to their daughter and two grandchildren. She has 22 years of experience as a Worker's Compensation Adjuster. Cheryl started as a temporary employee in 2005 and was hired in August 2006.

She enjoys boating, traveling and maintaining good health. Her all-time passion is baking. She has traveled to many places, but to mention a few Alaska, Canada, Hawaii, and Fiji. Cheryl recently entered the 13.2 mile PF Chang's Rock and Roll Marathon along with 32,000 others. Cheryl finished the race in three hours and three minutes. **Way to go Cheryl!** She stated that her goal is to improve her time. We look forward to hearing about the many other races in which Cheryl participates.



Getting to Know You

Profiling Employees within ADOA

Amy Newby GAO's Featured Addition to the Management Team

The General Accounting Office (GAO) is delighted to welcome **Amy Newby** as a new member of the management team. Amy joined the Department of Administration, GAO on December 3, 2007 as the Professional Practice Administrator. Amy is responsible for interpreting and writing policy for the GAO. Before joining the State, Amy worked as a Finance Manager for American Express in Phoenix for six years, Honeywell in Phoenix for three years and Costco in Garden Grove, California for four years. Her first position out of college was working for Arthur Andersen as an auditor in Miami, Florida for five years.

Amy obtained her Bachelor of Science with a double major in Accounting and Management Information Systems from the University of Arizona. She received her Master of Business Administration (MBA) from Barry University in Miami, Florida. She achieved her Certified Public Accountant (CPA) certification while working for Arthur Andersen as an auditor in Florida and her Six Sigma Certified Black Belt while working for American Express in Phoenix.

Amy was born in Chicago, Illinois and moved to Tucson, Arizona with her family when she was in second grade. She graduated from Tucson High School. Amy has two beautiful daughters, Lauren who is twenty and is attending ASU majoring in pre-med and Porsha who is ten years old and is in the 5th grade at Anthem School. Her husband Bud owns a pool servicing company named pHerfect Pool.

Amy's hobbies consist of coaching and playing softball as well as being the President of Anthem School PTSA and the Chairman of the Finance Committee at Anthem. She also takes her non-profit espresso trailer to church on Sundays and donates all of the profit to the youth groups.

While working for Arthur Andersen, Amy specialized in governmental accounting and she is excited to be able to get back into it again. Amy, welcome to the GAO!



Getting to Know You

Profiling Employees within ADOA

Let's Get to Know.....

Sean Phillips – MSD Accounting

Sean Kennedy Phillips grew up in Cleveland Heights, Ohio but spent most of his time in East Cleveland. He attended Christ the King from 1st thru 8th grade and attended Villa Angela St. Joseph High School. He has 12 years of Catholic diocese education. While attending high school he played varsity football where he played against NBA great LeBron James and also played on the golf team.

Sean graduated from high school in May 2000 and attended the University of Akron, where he received his Bachelor's degree in Business Organizational Communication. After graduating in the fall of 2004, he worked as a banker for Charter One Bank in Mayfield, Ohio but decided he needed a change in his life so he packed his bags, left Cleveland headed west to Phoenix, Arizona in September 2005.

Sean started with MSD Accounting as a Fiscal Service Representative before being promoted to an Accountant I with HITF group. On a side note; you may have seen Sean's face promoting the Career Center's poster and Juvenile Corrections HR ads. Sean enjoys his job and really loves working with his co-workers.

Sean's interests are playing basketball, flag football, weightlifting and hanging out with his friends. He is very much into fashionable attire and owns over 70 pairs of shoes. "Hard to believe for a guy," Sean says. He is also involved with a music label named Blaquot, Inc., which he started with his younger brother, Stephen who is an R&B artist. Sean loves soul food and works part-time at the downtown YMCA where he announces for the men's basketball leagues.

Sean says 'government employment' is in his blood. Since graduating from college, he has always wanted to be a state employee. His father retired from JOBS and Family Services as a Benefits Recovery Coordinator for the state. His mother and stepmother are currently employed with the State of Ohio.

Sean's future plans are to get his MBA to further his skills in Government and his small business ventures with music.



Elizabeth Anne Neves
Arrived February 19, 2008
6 pounds, 12 ounces
Proud parents are Stephanie (GAO)
and Brian Neves

Tiny Tots

Chris Freitag GAO's Featured Employee



The General Accounting Office (GAO) is happy to present **Chris Freitag** as The GAO Featured Employee. Chris began his employment with the State of Arizona on February 1, 1999 with the Department of Health Services in Internal Audit. He joined the GAO in August of 2000 and has been with the Financial Accounting Group better known as the GAAP Group since. The GAAP Group is responsible for publishing the State of Arizona's Comprehensive Annual Financial Report (CAFR).

Chris was born in Rockford, Illinois and moved with his family to Scottsdale, Arizona when he was four years old. After graduating from Coronado High School in Scottsdale, he attended Arizona State University and in 1987 he achieved his Bachelor Degree of Science in Accounting. Chris moved to Los Angeles, California and worked in Waste Management's accounting office for three years and then with Pacific Energy for five years. He returned to Arizona in 1994 where he was self employed doing tax work and consulting with various firms in the Phoenix area for five years before joining the State.

Chris is a very devoted single parent. He has two magnificent daughters who achieve straight A's at Montevista Elementary in Ahwatukee; Noelani who is 10 years old and participates in gymnastics and Aisia who is 8 years old and participates in soccer and track. His girls have a pet guinea pig named Cookie. Chris is very active with his daughters and family. He takes his daughters camping, hiking, fishing, swimming, bicycling, and claims to have seen every child's movie available. Chris spends time with his older brother who has a son, his mother and with his fabulous 93 year old grandmother all who live in Scottsdale. Chris helps his grandmother every weekend. When his daughters are not with him he enjoys camping or going out to the lake with his friends. Chris works out every day and is training for the MS 150 Benefit Ride (all pledges benefit Multiple Sclerosis Research).

According to Chris, the best part of his job is that financial reporting is never the same. It is always changing and it is very challenging. He has a great manager and supervisor, both of whom are supportive, yet trust their employees to work independently. He also says that the GAO is very friendly and has a relaxed atmosphere even though everyone works very hard. Chris has made some good friends while working in the GAO.

Get to Know SPO's Pamela Stinesprings Reay

Pamela Stinesprings Reay has been a resident of Arizona since 1978 – heading west from Ohio after two consecutive especially hard winters. As a lover of the outdoors, she enjoys horseback riding, gardening and hiking. It's no surprise that she enjoys going the long distance and is committed to accomplish great things in her personal life and professional career.

Pamela has 30 years in public service, beginning as the JOY (Job Opportunities for Youth) Coordinator in Wayne County, Ohio. She first entered state service in Ohio as the Director of Volunteer Services and Public Relations at Apple Creek State Institute.



Following her move to Arizona in 1978, Ms. Reay worked in manpower services program management and development for both the private and public sectors. Ms. Reay was the Director of Intake and Placement for the Phoenix Urban league, taught vocational development courses for Pima Community College, and served as consultant to community-based service agencies, such as Chicanos for La Causa. She was a Manpower Specialist with the Arizona Department of Corrections, and coordinated the Job Training Partnership Act (JTPA) program at the Oracle Juvenile Corrections Center. In that capacity Ms. Reay procured mobile classrooms, vocational materials and computer equipment. Ms. Reay was as a lead planner for the director's office of the Department of Economic Security, (DES) for five years. As a contract officer (CMSIII) for the Arizona Department of Education and Department of Health she specialized in service and advertising contracts.

The last 7 plus years of her career have been here at SPO. She currently serves as the Manager of Compliance and Training. In that capacity she is the Chief Learning Officer for the Arizona Procurement Institute (API), which is dedicated to advancing compliance and best practices in public procurement in Arizona. She also directs her staff in reviewing procurement practices at state agencies for compliance to the Arizona Procurement Code and applicable state laws.

She graduated from Kent State University with a Bachelor of Arts in English, with secondary concentration in technical writing, and minor in Sociology, Psychology, Biology, and Zoology. She earned her Certified Professional Public Buyer (CPPB) in 1999. Pamela graduated *summa cum laude* from the University of Phoenix in 2006 with a Master's dual degree in Adult Education and Distance Learning.

Ms Reay is married to Luke Reay, retired rancher. Jointly, they are the parents of 10 children, grandparents of 23 and great-grandparents of seven. The Reays own and operate a small horse boarding facility in Laveen, Arizona.

Employee Recognition



Human Resources Division's Employee of the Quarter Norma Ragan

Since **Norma Ragan** began employment with HR in July of last year, she excelled in learning the duties of her job. Not only does Norma administer our purchasing, accounting and payroll, she also serves as our division Fixed Assets Coordinator, Fleet Vehicle Coordinator, serves on our Employee Recognition Committee and has the never ending task of keeping the supply room clean and organized.

During this past quarter, Norma went above and beyond her normal duties and December was exceptionally busy. In early December, ADOA conducted its annual fixed assets inventory. This process includes locating and identifying approximately 450 fixed assets that belong to Human Resources, i.e., computers, furniture, copiers, etc. Norma completed this report on time and identified all but 2 items - and this is after being with our division only 5 months!

Also in December, Norma volunteered to participate in the ADOA Holiday Volunteer Program. After arriving at the shelter at 6:00 a.m., Norma cheerfully served breakfast to approximately 400 individuals and then returned to the office to do her "normal job."

Norma is a great team player and provides excellent service to our customers. Over the past quarter, she received numerous comments regarding her customer service skills that always included the phrase "your doing a great job"! Congratulations to Norma as Human Resources Employee of the Quarter!



RISK MANAGEMENT'S EMPLOYEE OF THE QUARTER MARIYA KOPITMAN



During this quarter **Mariya Kopitman** has demonstrated herself as a hard-working and dedicated employee. She is loyal by always being at work and on time. Mariya is dedicated to ensure the disability checks are sent to state employees in a timely and daily basis. She works closely with the Worker's Compensation Adjusters to make sure the disability checks are sent to correct and current address. Mariya is devoted to the State of Arizona and the Risk Management Section, by always verifying the calculation of warrants and will go above and beyond to ensure accuracy by questioning any and all calculation that she has questions or concerns about. She believes in doing things right the first time, thus saving the state money and time. She is also responsible for vendor setup and gets it done ASAP. She takes care of 65% of the vendors for fiscal year 2008. Mariya as played a major role in receiving money back from unclaimed property. She is a go-getter and her co-workers enjoy working with her. Congratulations Mariya!

Employee Recognition



GAO's Team of the Quarter - AFR Preparation Group

(Left to Right): Mary Miller, Anita Kleinman and Judi Kilgus (missing Barbara Nicholson who has transferred to GITA)

The General Accounting Office (GAO) is thankful to have the Annual Financial Report (AFR) Preparation Group as its Team of the Second Quarter. Even though this team is small they have proven themselves by turning in the AFR on time. They work very well together and they keep up with all of their current deadlines while working short-staffed. Below is an excerpt from their nomination that describes their dedication and commitment:



The AFR report took five people almost full time last year to take care of the appropriated and the non-appropriated (fund balance) sections of the report. Due to automation and process improvements identified during the prior year preparation, the report this year was completed by essentially ONE full time equivalent (FTE) with assistance by other group members at various times. It was not the original intent to have only one person working on the report. That just happened to be the situation they were faced due to turnover and the freezing of various positions. This group did miracle work in not only completing the report timely, but also in giving the OSPB a greater comfort level in the General Fund reconciliation.

Great job, Team! Your book of numbers is a success this year!!

Luke Davis is ISD's Employee of the Quarter

Luke Davis is a great teammate and is always willing to help. You can trust that when Luke says he is going to do something, it will be right the first time and on time.

The quantity of the work he has done is immeasurable. He regularly puts in long hours both in supporting customers and in the construction of the new ISD. The quality of his work is reflected in the documents he creates and the effort he makes to ensure customer satisfaction.



Employee Recognition



SPO's Employee of the Quarter Maureen McGovern!

If you are a supervisor and have a very challenging task to assign, you would be extremely grateful to have **Maureen McGovern** on your staff. She has the positive attitude and an outstanding work ethic that enables her to say, "I can do it!"

Maureen joined the Strategic Contracts Unit of the State Procurement Office in October of 2007; however, she is not new to the state. She has 17 years of experience with the state, having worked at the Governor's Office under Rose Mofford, the Office of Strategic Planning and Budget, DHS, DES, Weights and Measures, and the Arizona Lottery Commission. Prior to state service, she worked for former Arizona Senator Dennis DeConcini.

A few years ago Maureen suffered a personal loss, which caused her to rethink her career. At that time she was the Executive Director of the Arizona Lottery. She decided to step down and take over the responsibilities of the Chief Procurement Officer for the Lottery. Maureen found that procurement was a perfect match for her. She says, "It's practically like being a lawyer without having to go to law school." She enjoys the research, documenting the history, and following the procurement rules and laws to come to an end result.

Last year she decided to step down from management and came to SPO as a Senior Procurement Specialist. Since her arrival she has completed the difficult Master Lease solicitation, formalized and negotiated a software development contract, and taken on solicitations that are not in her commodity group in order to assist other procurement officers. She also worked with the Strategic Contracts staff to develop standardized forms for various procurement processes.

On a personal note, Maureen enjoys biking, golfing, ballet dancing, yoga, and going to museums and the theatre. She also thoroughly enjoys spending time with her 2 pugs, Zoe and Margot. She stated that the two dogs have totally different personalities, provide good company, and are a lot of fun.

Maureen's pleasant personality, positive attitude, and outstanding work ethic make her a great team player. Her supervisor says she never misses a deadline and always accepts assignments with a smile. SPO is extremely fortunate to have Maureen on staff!



Employee Recognition



David Oihus, MSD's Employee of the Quarter

David Oihus is our Employee of the Quarter for MSD-Travel Reduction. David returned to us about five months ago safe and sound from serving our Country for almost a whole year.

Since returning he's gotten himself back on track without missing a beat, like he'd never been away from his job or co-workers. Of his many duties, he is agency liaison for Travel Reduction Office and overseeing the training of his new assistant. David took on the task of rewriting four PDQ's for positions affected by our recent downsizing and reorganization. David took it upon himself to relinquish this arduous and tedious task from his supervisor. He has also taken the lead on the hiring of a new secretary.

Without the help of David this past quarter would have been more difficult for his supervisor and co-workers. These were tasks that were not being asked of him – instead, he took it upon himself to get them done and the effort has paid off for his office.

As part of the restructuring of the office, David has taken responsibility for the State of Arizona Telework and Virtual Office Program. This meant he had to take a crash course in all the programmatic. He has given presentations of Telework and Virtual Office Program to upper management at agencies, and his supervisor is very comfortable with him being the Travel Reduction representative on these programs.

Thank you, David, for stepping up to the plate, and making MSD Travel Reduction effectively streamline in operations and reduce expenditures during these tight budgetary times. So let's give David a well deserved round of applause on a job well done!



GSD's Employee of the Quarter

GSD is proud to announce **Steve Summers** as GSD Employee of the Quarter. As State Locksmith and Electronic Security Technician with GSD Physical Security, Steve helps the team maintain the physical security of our buildings by installing and maintaining mechanical and electronic security hardware. He also provides backup support for the State Badging Office as needed.

Steve was nominated by his peers for his excellent customer service and for going above and beyond on a daily basis to ensure quality work. For example, Steve has always ensured that all emergency work orders are completed within an hour of the request. Steve began his State service in November 1997 and started with GSD Physical Security in September 2004.

Congratulations Steve! We're proud to have you as one of our star performers.

Employee Recognition



Seated left to right: Ron Loyd, Norma Ragan, Gana LaPaglia and Laura Krause
Standing left to right: Wendy Walther, Betsi Newbury, Thomas Szewczyk, Tony Gottlob, Kellie Beard and John Sheller

Human Resources Division Team of the Quarter Automated I9 Team

The Automated I9 Team was responsible for implementing an automated I9 and E-Verify application in time to meet Arizona's new immigration law deadline of December 31, 2007.

The team worked together to implement an entirely new application in 112 agencies and accomplished this in 10 weeks. The team also embedded a new business process (E-Verify) in the same 112 agencies in approximately 3 weeks.

A comprehensive user training manual and user reference guide was created for employees that were identified as I9 users in the agencies. Over 20 training sessions were held in Phoenix, Tucson, Flagstaff and Yuma to provide training to 719 employees (I9 users). Training participants stated that the training was extremely effective and gave the class 7.8 rating in customer satisfaction.

Employee Recognition



Information Services Division Team of the Quarter - Clarity Implementation Team

The Clarity Implementation Team joined forces to create a viable Clarity implementation in ISD. Clarity is a project management tracking tool. The group quickly and efficiently tackled issues with limited resources and questions on funding and architecture. In spite of a short implementation timeline, the team pulled together to create a new line of business for the Project Management Office (PMO). The system "Go Live" date was on time and the project came in under budget. KUDOS to the entire team and thank you ISD for your support.



The Clarity Implementation Team: (pictured) David Cochran, Jason Richardson, Jared Clarke and John Harrell (not pictured) Mickey Loeb and Matt Wozniak

You're Invited

Join Capitol Rideshare for a fun Spring Fling event! Games, prizes, and lots of information about healthy "Green" living, rideshare, and clean air will be featured. Every year, the transportation fair attracts about 500 employees; so come and join in the fun!

Spring Fling *Alternate Mode Info • Food • Prizes • Games*

*Blue Skies • Clean Air
SPRING INTO RIDESHARE!*

Earth Day - Tuesday, April 22 11:30am-1pm
Capitol Lobby

Capitol Rideshare 602.542.RIDE www.capitolrideshare.com

Employee Recognition



GAO's Employee of the Quarter is Mary Miller

The General Accounting Office (GAO) is fortunate to feature **Mary Miller** as the GAO Employee of the Second Quarter. Mary started with the GAO in August 2005 and was recently promoted to supervisor over the Appropriation/Non-Appropriated Group. Prior to joining the State, Mary completed her third degree, a Post baccalaureate Accountancy Certification, from Arizona State University (ASU) after a long hiatus from her MBA and undergraduate degrees.

Mary was born in Minneapolis, Minnesota and moved to San Bernardino, California in her teens where she graduated from San Gorgonio High School. She attended the University of California before moving to Arizona and meeting her husband, Roy, who was a young Second Lieutenant Instructor Pilot at Williams Air Force Base (and Mary was the only single woman working at the base). Mary and Roy dated for seven years and completed their MBA's together before they were married. They have three lovely daughters; Rachel, 25, a graduate from Northern Arizona University who teaches at Mountain School in Flagstaff; Allison, 23, who is graduating this year from ASU with a degree in meteorology (you may occasionally see Allison doing the weather for Channel 5), and Katherine, 21, a junior in the Business Honors Program at ASU.

Mary has worked as the Phoenix Zoo Lady on the Wallace and Ladmo show, started a retail dancewear and musical instrument retail store with a friend, been a commercial loan officer for Valley National Bank and Citibank, dabbled in real estate, and still owns and operates the Phoenix Dance Academy, which her daughters think is 'home'. Her entire family dances, including her husband, and two of her daughters continue to participate in competitive ballroom dancing. Mary's hobbies consist of dancing (of course), gardening, hiking, Scrabble, and weekend jaunts around the great state of Arizona. Her husband has retired from the Air Force and various other careers and spends his time as a management consultant and political activist.

Mary's latest career at GAO makes good use of her banking experience and education. She enjoys her four minute commute, the people at GAO, putting her accounting skills to work, being involved in the State's legislative process, and hand-jiving.

Portions of both of Mary's nominations emphasize how her performance is recognized and appreciated by her manager and the GAO staff.

"Mary coordinated the production for the GAO staff to participate in the ADOA holiday event. This is the THIRD year that Mary produced the event and it gets better and better every year.

While going through a time of being short staffed, Mary has had to quickly learn the processes using the desk top procedures. If there are any technical questions, she runs them by her manager but tries to figure things on her own as much as possible, especially to identify a faster way to take care of something. The desktop procedures and the processes are being much improved with Mary's approach.



Accessing the ADOA Special Events Calendar



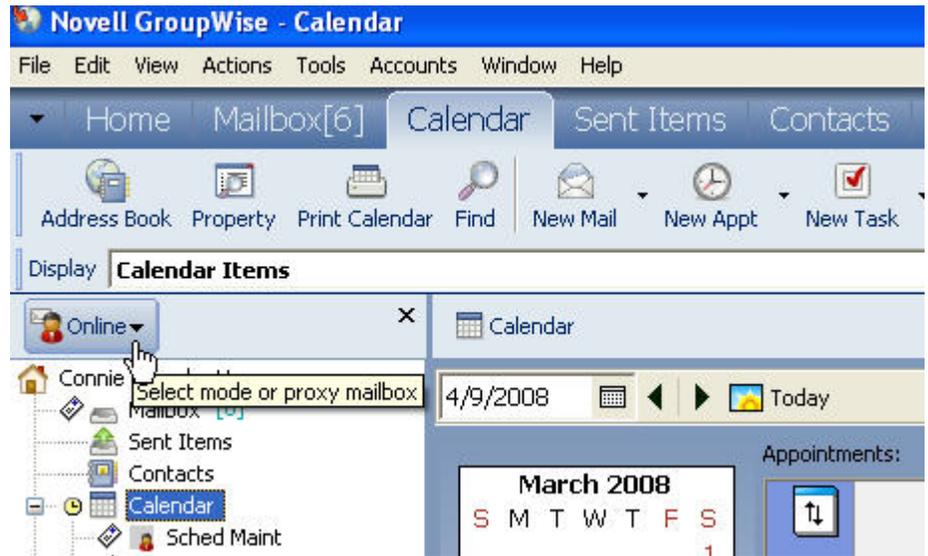
This Tech Tip explains how to access the new ADOA Special Events Calendar announced in an earlier article of this issue of *News & Views*. GroupWise offers many ways to view other calendars that you have been given access. I will explain three of the main methods in this Tech Tip.

Standard Proxy Method

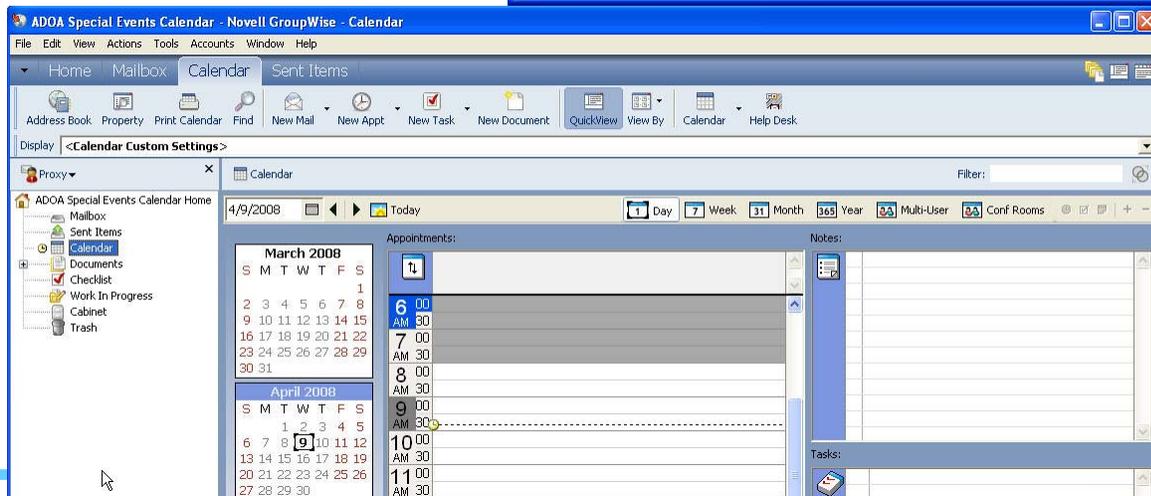
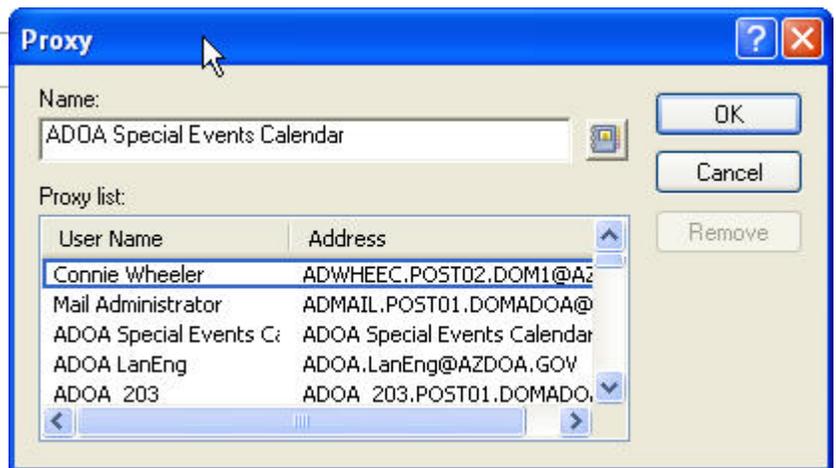
1. Point to your calendar then click the Online Mode/Proxy selector button.
2. Click on Proxy from the pop up list.



You will now be proxied to the calendar.



3. Type in ADOA Special Events Calendar in the Name field and click OK.



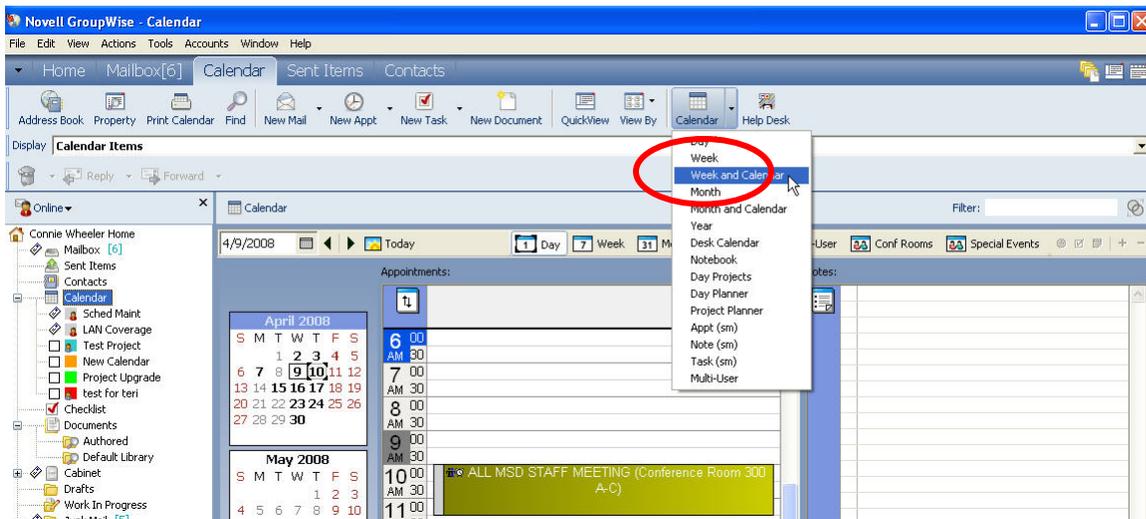
To return to your own calendar/mailbox, click on the Mode Selector button again and select your name at the top of the list.



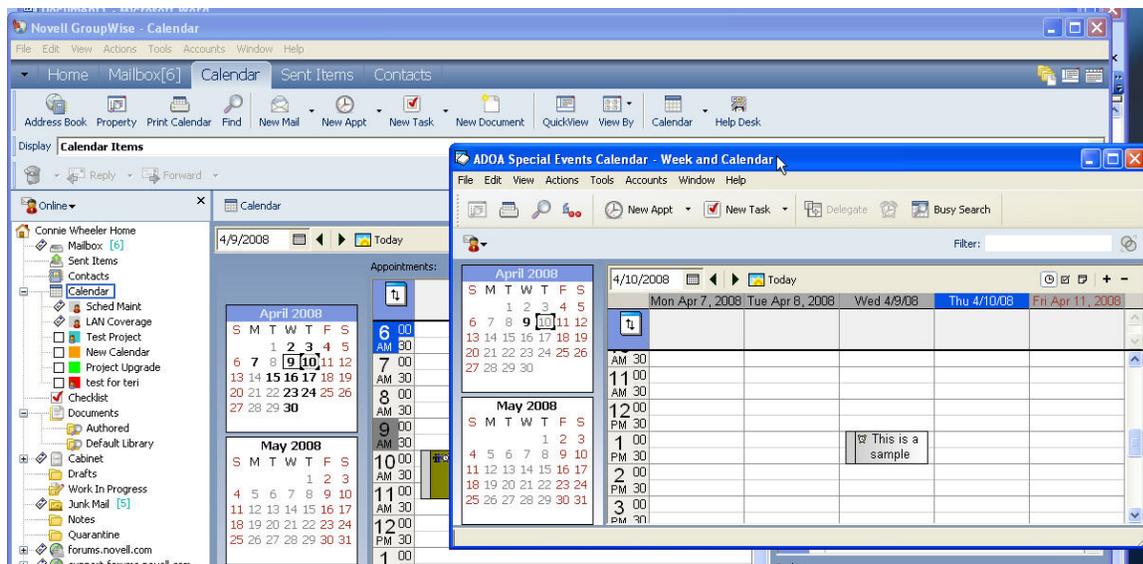
Proxy a New Calendar Window

An alternative is to open a new calendar window as follows:

1. Click the Calendar Icon on your toolbar and select the focus of the calendar (i.e. Daily, Weekly, Monthly, etc.).

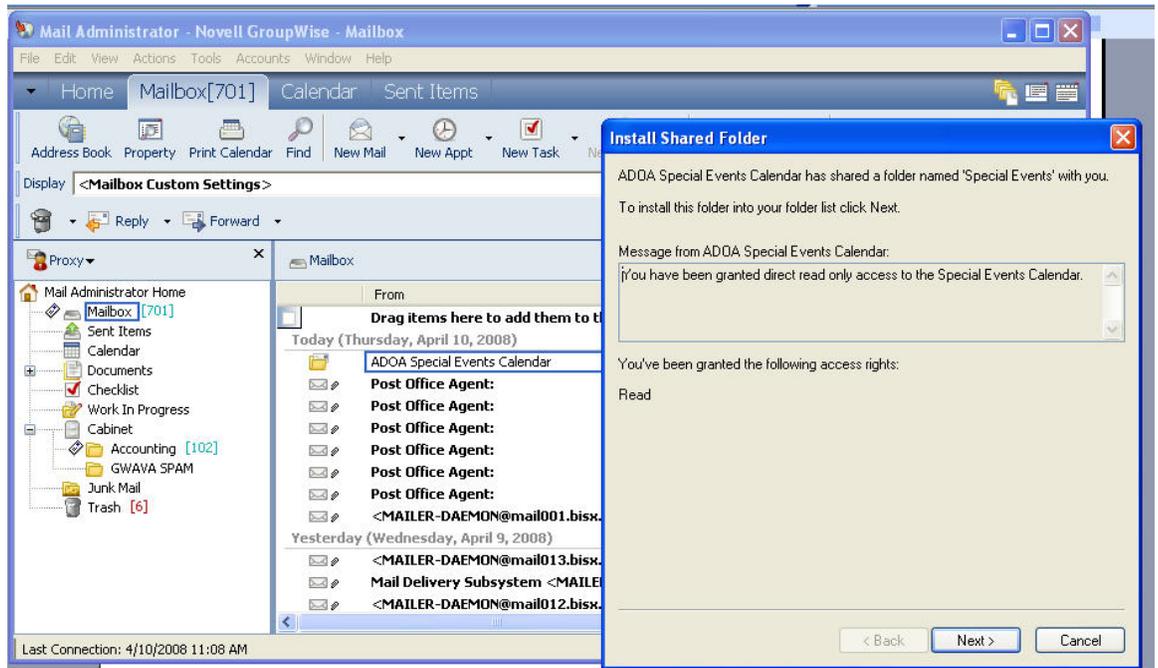


2. From the window that opens, click **FILE /Proxy** and select the **ADOA Special Events Calendar**. The Special Events Calendar displays in a new window.

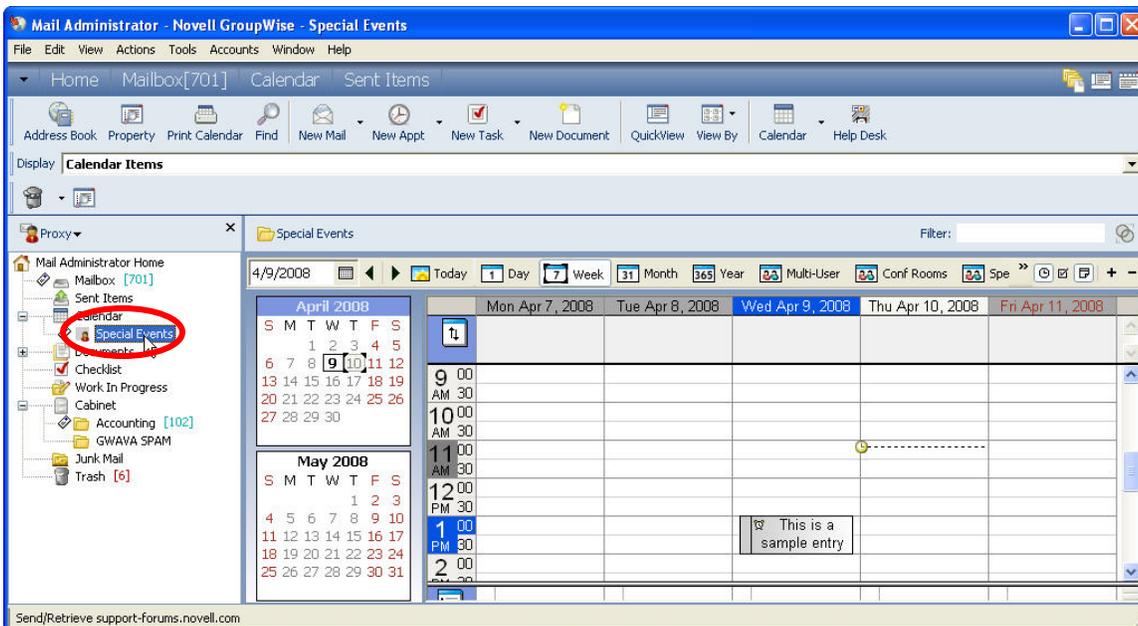


Direct Sub-Calendar Access

A third way to view the Special Events calendar is to request your name be added to the direct sharing list. Contact Candee Samora or Lorinda Frost to be added. When added to the list, you will receive a notification e-mail. Open and follow the directions by clicking the **Next** button then the **Finish** button to accept the shared calendar.



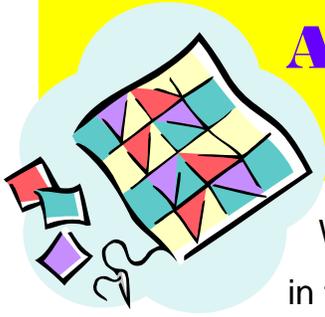
From that point, you will see a sub-calendar beneath your regular calendar. Simply click on the sub-calendar to view.



I explained three of the easiest methods of accessing the Special Events Calendar. In the future, MSD LAN will be enabling a feature that will allow publishing the calendar as a web page.

Now you can easily keep track of all the fine ADOA special events being offered, so you won't miss out.

SECURITY AWARENESS UPDATE



Apply Patches to Your Home Computer



When vendors become aware of vulnerabilities in their products, they issue patches to fix the problem. Be sure to apply relevant patches to your home computer so your system is protected.

What are patches?

Similar to the way fabric patches are used to repair holes in clothing, software patches repair holes in software programs. Patches are updates that fix a particular problem or vulnerability within a program. Sometimes, instead of releasing a patch, vendors will release an upgraded version of their software, although they may refer to the upgrade as a patch.

How do you determine what patches you need to install?

When patches are available, vendors usually put them on their web sites for users to download. It is important to install a patch as soon as possible to protect your computer from attackers who take advantage of the vulnerability. Some software applications automatically check for updates and many vendors offer users the option to receive automatic notification of updates through a mailing list. It is recommended that you take advantage of automatic options if they are available. If not available, check your vendors' web sites periodically for updates. Make sure that you only download software or patches from web sites that you trust. Do not trust a link in an e-mail message — attackers have used e-mail messages to direct users to malicious web sites where users install viruses disguised as patches. Also, beware of e-mail messages that have the patch attached to the message--these attachments are often viruses.



ADOA Information Security

AIS

Managing Our Information Safeguards



People on the Move



Division	Welcome	Good-bye, Good Luck
Benefit Services		<ul style="list-style-type: none"> • Diana Gomez - left state service • Claribel Guevara - left state service
General Services		<ul style="list-style-type: none"> • Alma Valenzuela - left state service
TPO	<ul style="list-style-type: none"> • John Kelley - new hire • David Taylor - new hire 	
Human Resources	<ul style="list-style-type: none"> • Heather Scott - new hire 	<ul style="list-style-type: none"> • Jessica Chapman - transferred to Building and Fire Safety • Cynthia Pena - left state service
Information Services		<ul style="list-style-type: none"> • Bernie Shimkus - retired
Management Services	<ul style="list-style-type: none"> • Andrew Bruner - transferred from DES • Craig Furst - new hire • Teckla Passon - transferred from DHS 	<ul style="list-style-type: none"> • Carrie Jo Ashmore - left state service • Wendy McCullough - left state service
AzGu		
Director's Office	<ul style="list-style-type: none"> • Tanya Larese - new hire 	
Capitol Police		
General Accounting		
Risk Management		<ul style="list-style-type: none"> • Nicole Salerno - left state service
State Procurement		