

Fall



News & Views

VOLUME 15, ISSUE 3

FALL 2010

ADOA PILOTS NEW EMPLOYEE TIME ENTRY

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On September 20, 2010, ADOA began a pilot of a new automated time sheet application called Employee Time Entry (ETE). With ETE, employees complete their time sheets on-line and managers will review and approve those time sheets on-line. No more paper records to create and handle and no more manual entry of time records into HRIS...saving you, your manager, our personnel and payroll staff, and our agency time and money. This pilot deployment culminates a 10 month effort by an ADOA team with staff from Human Resources, Information Services, Benefit Services, General Services and the General Accounting Office.

ETE will be available to employees and managers through YES - no new web site, user IDs, or passwords to remember.

ADOA will be deploying ETE in stages. Approximately 100 ADOA employees are currently involved in the pilot. ETE will be deployed to the rest of ADOA employees in November and December of this year. Employee briefings and comprehensive computer based training will be provided to ensure a smooth transition to the new automated process.

AHCCCS and the Department of Health Services are joining ADOA in piloting ETE for the rest of the state. At the conclusion of the three pilots, the ETE Project team will deploy ETE to other state agencies. Once fully deployed, it is estimated ETE will save the state approximately \$1.5 million annually in productivity savings.





David Raber
Interim Director

“When we began making a comprehensive list of these accomplishments I think that we were all amazed....”

The Director's Corner

It's hard to believe that summer is behind us and now we move into the fall and holiday seasons. As we come to the end of 2010 and prepare to move into 2011, it is a great time to reflect back on all of the important work we have done as an agency over the past year or so. I'm looking forward to celebrating our many successes at the upcoming Employee Recognition Event on November 9th. I hope that I see all of you at this important celebration.

The Director's Office and Assistant Directors recently held an off-site meeting to begin discussing where we have been, where we are now and where we are going in the future as an agency. In this first meeting, we spent time reflecting back on the past year and the many accomplishments that we have made as a team. When we began making a comprehensive list of these accomplishments I think that we were all amazed and proud of the depth and breadth of the many successes we have enjoyed over the last year. For example, here is a small list (just the tip of the iceberg, really) of the many important issues that we have been involved in during 2010:

- We successfully contracted and implemented four new medical vendors, as well as prescription benefits, life, short and long term disability vendors for our state employees and their families.
- We successfully managed a number of immigration protests over the summer which included 14 arrests. This was accomplished with no injuries or significant property damage.
- We developed and implemented methodology and identified properties for the sale and leaseback of more than \$1 billion in state facilities to help fund the continuing operations of state government. This was an unprecedented financial event in Arizona's history.
- We made significant upgrades to the HRIS system to the latest releases, ensuring that the state remained on a vendor-supported version of the software.
- We successfully implemented and provided design support for the American Recovery and Reinvestment Act (ARRA) website.
- We successfully implemented an automated document management system for the Property and Liability Section in Risk Management.

We successfully implemented a new procurement system – ProcureAZ – including vendor registration, solicitations, requisitions, interface with the state accounting system, purchase orders and receiving functions.

I plan to publish a list of ALL of the accomplishments and successes that we listed in the near future. I think that every ADOA employee should be proud of what we have been able to accomplish during some of the most difficult budgetary times in the history of our State.

Again, I am looking forward to seeing all of you at the upcoming Employee Recognition Event in November and the holiday parties in December!

In sincere appreciation for the work that you do every day,

Dave

DATES TO REMEMBER



October

11th Columbus Day Holiday—office closed

16th National Boss's Day

31st Halloween



November

1st – 19th Benefits Open Enrollment

11th Veteran's Day Holiday—office closed

25th Thanksgiving Holiday—office closed

26th Statewide Furlough—office closed



December

23rd Statewide Furlough—office closed

24th Christmas Day Holiday—office closed



5 YEARS

Milestones

15 YEARS

Five years

Ben Yvette Medina
 CP Joel Birch
 CP Will Mitchell
 GAO Cody Johnson
 GAO Mary Miller
 GAO Tammy Burt
 GSD Wayne Spence
 ISD Karen Hendryx
 ISD Patrick Quain
 ISD Wayne Hollingshead
 ISD Mikol Aspinwall

Ten years

GSD Alison Markow
 GSD Robert Billaber
 HR John Sheller
 Risk Guadalupe Rivera

10 YEARS

Fifteen years

DO Deborah Dominguez
 GSD Karen Treon
 GSD Michael Rank
 ISD Duane Canonic
 Risk Douglas Brown
 Risk Raymond DiCiccio

Twenty years

GSD Felipe Gonzalez
 GSD Francine Vallejo

25 YEARS

Twenty Five years

GSD Michael Wolfe



It's hard to believe that the holiday season is upon us already. Stores are putting up Christmas trees, setting out the Menorah's, filling their isles with decorations and stocking their shelves with holiday merchandise. We all love getting and receiving gifts and the excitement that comes with opening a wrapped mystery gift, or watching your loved ones & friends opening something that you've picked out especially for them.

But the holidays aren't only about buying and receiving gifts, the holidays are about love and sharing and caring. There are so many people in need, especially these days. Just imagine not having anything under your Christmas tree or maybe having no tree at all. Not to mention the hunger in the stomach of the child not having anything to eat on what is supposed to be a Joyous season. There are thousands and thousands of children that will wake up to just that. NOTHING, no gifts, no tree, no family gathered around creating memories, and no food. Please don't forget them this holiday season. They need U.

If you haven't seen the 2010 SECC video, check U out at www.azsecc.org. By watching the video you can get all kinds of ideas about ways you can help. We at SECC completely understand how tight money is, and it's OK if you can't donate. But don't just sit on the sideline and do nothing, there are so many ways to ENGAGE yourself. Volunteer your time at your favorite charity, serve a meal to a hungry family at your local food bank, or take an elderly relative or neighbor grocery shopping. The smallest act of kindness makes a huge impact on someone's life, including yours.

The SECC Click N Give online donating system is up and running, the response has been phenomenal!! Please join the thousands and thousands of State employees that have opened their hearts and donated already. We are so blessed to be part of such a diverse group of people that truly care for others.

Much love,

The SECC

Enduring Freedom Memorial



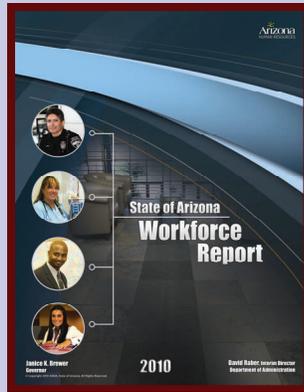
In 2004, the Legislature authorized the placement of an Enduring Freedom Memorial in Wesley Bolin Plaza. The memorial is a tribute to Arizona military personnel killed in the Iraq and Afghanistan wars.

A Sedona artist's design of a solitary soldier at a battlefield tribute to a fallen comrade has been chosen as the model for the bronze memorial.

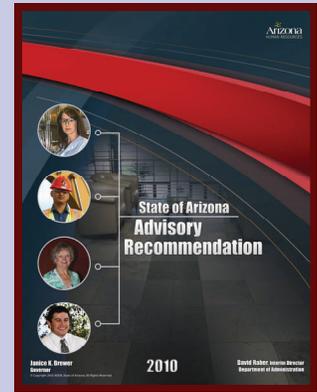
The saluting soldier symbolized the men and women who have continued to stand tall in defense of our nation's security and freedom. The field cross symbolizes a fallen comrade on the battlefield. The rifle with the bayonet stuck in the ground signifies the soldier who will never fight again and has given their last measure of devotion in the fight against terrorism since September 11, 2001. The rifle without the magazine represents the fight is finished. The dog tags, helmet and boots implies the comrade paid the ultimate price.

The memorial will be placed roughly between the Korean War and the Desert Storm Memorials.

The main portion of the memorial has long been finished, but a lack of funds has held up its installation for years. Veterans First is the non-profit organization that has been raising private funds for the memorial since former Governor Janet Napolitano gave an executive order to create it in 2003.

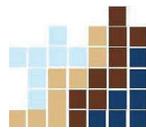


Did You Know?



- . . . the number of state employees decreased to 30,832 – the lowest level in the past decade and a decrease of 7.2% from last year and down by 17.4% from 2007 . . .
- . . . the average salary of a covered employee is \$37,684 and has remained essentially unchanged for the last three years . . .
- . . . total costs for overtime have decreased by over \$44.6 million (73% reduction) from 2007 levels . . .
- . . . the separation rate for covered employees decreased from 17.3% in 2007 to the current rate of 15.5% and is below other public sector benchmarks . . .
- . . . nearly 82% of employees in the ADOA Human Resources System are covered by the state merit system . . .
- . . . Arizona still ranks 49th in the nation when comparing total payroll to the state's population, and no other Western state has a lower payroll than Arizona when compared to the state's population. . .
- . . . the state's workforce has a similar ethnic diversity when compared to the available labor force within Arizona . . .
- . . . minorities comprise 42% of the employees in the ADOA Human Resources system . . .
- . . . females comprise 55% of the workforce in the ADOA Human Resources system . . .
- . . . the average age of employees was 46.0 years . . .
- . . . the average length of service was 10.1 years . . .
- . . . over 93% of state agencies are expected to have over 25% of their active workforce eligible to retire in the next five years . . .
- . . . state employee salaries are estimated to be 13.6% behind the market . . .

For additional information, please review both reports, available on the Human Resources home page (www.hr.az.gov) on the "Publications & Reports" link.



2011 Open Enrollment

The 2011 Open Enrollment will begin **November 1, 2010 at 8am** and will end **November 19, 2010 at 5pm** (Arizona time).

During the 2011 Open Enrollment you will have the opportunity to make changes to your benefits for the plan year beginning January 1 through December 31, 2011. **If you do not want to make changes to your current benefits, no action is required, your benefits will automatically continue.** However, action is required if you choose to enroll in any Flexible Spending Accounts for the 2011 plan year.

You are invited to attend one of the benefit expos to talk to plan vendors and ADOA representatives to learn more about your options. This year the Benefit Services Division has moved the benefit expos to larger locations to accommodate greater attendance. Active employees are invited to attend between the hours of 12:00pm to 4:00pm. *Please talk to your supervisor to coordinate a time to visit the expo nearest you.*

Local Expo locations:

November 2 **12-4pm**

Phoenix Convention Center
100 N. 3rd St., Phoenix, AZ 85004

Parking: West garage (Corner of 2nd street and Monroe).

An ADOA attendant will provide a parking pass to members as they enter the garage.

November 3 **12-4pm**

Renaissance Hotel
9495 W. Coyotes Blvd., Glendale, AZ 85305

Parking: The hotel garage is reserved – No parking pass is required. Parking across the street at the jobing.com lot is prohibited; this parking lot is a tow-away zone.

November 4 **12-4pm**

Fiesta Resort Conference Center
2100 S. Priest Dr., Temple, AZ 85252

Parking: Free hotel parking

For more information, please contact the ADOA Benefit Services Division at 602.542.5008 or toll-free at 800.304.3687 or visit our website www.benefitoptions.az.gov.



On October 1st, 2010, the State Procurement Office rolled out to 7 agencies the online management of requisitions, purchase orders, receipts and change orders, including a real-time interface of ProcureAZ, the state's e-procurement system to AFIS, the state's accounting system. The Department of Administration, Department of Corrections, Department of Health, Department of Juvenile Corrections, Game and Fish Department, Department of Commerce and the Arizona Lottery have all begun using this system to process requisitions and purchase orders from registered vendors.

ProcureAZ enables:

- Searching of existing contracts to build requisitions more easily
- Automated routing of electronic documents for approvals by agency personnel
- Electronic transmission of purchase orders and change orders to vendors
- Real-time budget checks, vendor synchronization and posting of pre-encumbrances and encumbrances in AFIS

A key component of this system is the real-time interface between ProcureAZ and AFIS. ADOA's AFIS team and GAO staff worked with the State's vendor, Periscope Holdings, Inc., to design and develop this interface. This represents a major step forward in the State's use of technology to manage administrative functions.

ProcureAZ reduces the use of paper, the need for manual means of routing documents for approval and manual data entry of encumbrances into AFIS, and it increases the efficiency of and controls on the purchase-to-pay process. Another major benefit of conducting the complete purchasing process in ProcureAZ is the availability of detailed purchase history data that can be analyzed by vendor, department, commodity and other criteria to inform future purchasing and contracting decisions.

The State has been using ProcureAZ since September 1, 2009 for vendor registration, solicitation management, and contract management.

The next group of agencies will begin using the system for requisitions, purchase orders, receipts and change orders on January 28th. Three other groups of agencies, constituting over one hundred agencies will complete the roll-out process through July 1st, 2011.

HAPPY RETIREMENT



Arizona State Capitol Police Chief Andrew 'Andy' Staubitz is retiring from state service November 17, 2010. Chief Staubitz has been an Arizona Police Officer for 31 years beginning his law enforcement career in 1979 with the Tempe Police Department. While with the Tempe Police Department, he worked patrol, street crimes, narcotics, crime prevention and served as the Jail Facility Supervisor. Andy came to ADOA/Arizona State Capitol Police in 2000 and has worked through the ranks serving as the Police Chief on numerous occasions.

Chief Staubitz is a native of Chicago, Illinois and relocated to Arizona in 1979. He received his B.S. from Arizona State University in Justice Studies and his Masters in 2004 from Northern Arizona University in Educational Leadership. He has also gradu-

ated from the prestigious Northwestern School of Police Staff and Command. In his spare time, he teaches Criminal Justice courses for the University of Phoenix.

Andy's wife, Laura has worked for the Mesa School District for 18 years as a Registered Nurse. They have five children: Candace – a Captain in the Air Force serving as a Pediatrician, Melody – an attorney in the Seattle, Washington area, Nadia – an Assistant Swim Coach at West Point (also training for the Olympics) and his boys Dean and David.

The Staubitz' plan on taking an extended vacation before relocating to the Pacific Northwest and enjoying their grandkids and their five dogs.

All of us at ADOA and the Capitol Police wish him the best!

Celebrating 100 years of Statehood

“Great Sun”

Ever wonder where the name of “Arizona” came from? How about some of Arizona’s city names?

- Phoenix
- Tucson
- Flagstaff

Arizona’s heritage is vast. How much do you know?

Paleo-Indians to European settlement

Hunting and growing crops to mining for minerals

The sun, moon, stars, mountains, rivers, trees, and animals were either the gods themselves or the abode of gods to Christianity.

Who designed the Arizona State Flag? What is the meaning of the design?

How has Arizona evolved to what it is today?

Answers to these questions and more coming up in future issues of News & Views!!

Employee Recognition

RISK MANAGEMENT DIVISION

EMPLOYEE OF THE QUARTER

REYNA SOBERANO



Reyna Soberano started in the Workers' Compensation Section, and transferred to Property and Liability Claims three years ago. From day one, Reyna has demonstrated an outstanding work ethic. She does whatever task is assigned to her and always helps her co-workers when they need it. She is a true team player.

Reyna has never said she can't take on a task, even though her caseload may be heavy. She completes her work quickly and accurately.

Reyna's outstanding work ethic is obvious to her co-workers and to her agency customers. Recently, ADOT Equipment Services came to our office and presented her with a Star Performer Special Recognition Award for helping them get caught up when they fell behind due to staff shortages. Thank you Reyna, for your dedication to ADOA Risk Management and to our customers!

Employee Recognition



GENERAL SERVICES DIVISION

EMPLOYEE OF THE QUARTER

IRMA LOPEZ

GSD introduces Irma Lopez as our Employee of the 4th quarter for FY 10. Irma started in State service August, 1999 and in the 11 years of service; she has worked for Industrial Commission, Attorney General's Office and ADOA/General Services Division. She is the Administrative Assistant to the Director of the Tucson facilities office. She handles all the administrative functions of

the office that includes work orders, purchasing, parking permits & bus passes, processes all new hire badges and also supervises inmates.

Irma is a valued employee who is a team player, she steps in when other staff are absent. Since the Tucson office is short staffed she has assisted with everything from supervising inmates to cleaning restrooms. She provides excellent customer services to the tenants of the Tucson complex and to her peers at the Phoenix office. Irma's dependable, likeable, friendly and goes above and beyond her duties.

Here are some "Get to Know" facts about Irma. She attended and graduated from El Monte High School (Lions) and went to Rio Hondo College for a mid-term only. She also attended Business Institute in El Monte, CA. In 1988 she did work as inspector in private industry and 10 years at the Bank of America before joining State service.

Irma is a single parent of 3 beautiful children (2 boys and 1 girl), ages 15, 13 and 9 years old. She enjoys spending time with her kids by watching movies. Irma describes herself as an "I love to do the I can't do by challenging and not be afraid to do it" attitude.

Congratulations Irma, and thank you, for all your support and hard work that keeps the Tucson Complex running efficiently!

Employee Recognition

HUMAN RESOURCES DIVISION

TEAM OF THE QUARTER – A4 ELECTIONS TEAM



Top L to R: Kimberly Adams, Kartik Kharbanda (KK), April Mendez, Leslie Biava, Ruby Bilagody, Rebecca Steele, Stefanie Munsey & David Montoya

Seated L to R: Debbie Taylor, Jim Spielman & Jody Lauer

Not pictured: Terri Bradford, Mary Robinson, Vish Hedge, Jennifer Bowling, Ricia Allen, Connie Magallanes

The recent change to Arizona law that amended the amounts required to be withheld for Arizona income tax withholding purposes impacted every State employee. Each employee was required to complete a new Arizona A-4 form to become effective for wages paid after July 1, 2010.

The team that worked on this very important and critical project received the required patches from Lawson to make these changes 3 days prior to the payroll deadline. And then....not only did the Lawson patches affect the withholding percentage, it also affected other payroll screens. So the team that included staff from HRIS and GAO stayed late on Friday and tested all through the weekend to ensure the patches did not change any other payroll functionality. The database maintenance was performed and in one night 32,646 employees A-4 elections were loaded into production successfully!

Congratulations to the entire team!

Employee Recognition

ISD Team of the Quarter

Arizona Financial Information System (AFIS) Team



Team members: Marty Marsh, Karen Motlok., Gary Glatting and Debbie Roff

This small group has been the key in supporting and maintaining the State of Arizona’s Financial Information System since its inception. The team participated in multiple project planning meetings and supported a wide variety of Requests for Services (RFSs) including the support of the successful implementation of enterprise document management and integration with the ProcureAZ system (scheduled to go live October 1st), all while maintaining the AFIS mainframe system. Their dedicated efforts and drive for excellence lead to the successful AFIS financial roll and timely opening of FY11. The system processed an amazing 47,826,922 general ledger records in only 2 hours and 42 minutes. That is an increase of over 2.1 million records over the FY08 roll! When the FY10 closeout was delayed due to systems limitations, the team ensured that a new closeout plan was created and disseminated. For 3 days, the team tracked the progress of the AFIS closeout and provided updates to all parties.

Although this group flies “under the radar”, their manager, Marty Marsh, was recognized at the 2010 Arizona Digital Government Summit where she was presented with the “Outstanding IT Professional Award”. Her ability to gain the enthusiastic cooperation of her group in accomplishing their customer’s mission is the key to the entire team’s success! Congratulations AFIS Team !

Employee Recognition

INFORMATION SERVICES DIVISION

EMPLOYEE OF THE QUARTER

KELLY GIESELMAN



Kelly is a valuable member to our entire Finance and Planning team. Aside from his assigned job duties, he is always willing to assist whenever and wherever help is needed. Additionally, he continually shares his knowledge and is willing to teach others how to perform better in their jobs. Kelly is constantly thinking ahead and finding ways to make the Finance and Planning team accomplish their functions with more efficiency. Thank you for all you contribute to the team and congratulations Kelly!

Employee Recognition

INFORMATION SERVICES DIVISION

EMPLOYEE OF THE YEAR

GEORGE WASELUS



As ADOA/ISD continues to provide services for new customers, including Cities, Counties and Universities, and the demand for additional processing and storage capacity must be met. In addition to assisting with Service Agreements, George has provided a great deal of time and effort to ensure the projects move forward. George comes in some evenings and on his days off to make sure that he stays on top of all projects that are in various stages. George had been extremely helpful to both ADOA/ISD and SPO with several contract negotiations that have saved the State hundreds and thousands of dollars just this year alone. Thank you, George for all your hard work and dedication. Congratulations on winning ISD's Employee of the Year!

Employee Recognition



HUMAN RESOURCES DIVISION

EMPLOYEE OF THE QUARTER

VISH HEDGE

Vish is known for his research, expertise and tireless work on Lawson databases and environment. Vish spends a lot of his time researching for solutions to problems experienced with the HRIS system software. He also maintains the tax accounting software patches and critical notifications, ensuring our payroll software is up to date with the latest releases.

Most often, Vish works nights and weekends performing database maintenance to ensure HRIS is always operational with little to no downtime experienced by the HRIS user community. In addition to his regular duties, Vish recently became the primary database administrator for the Information Services Division as they began to support the ASU legacy accounting system. Vish is well deserving of the Employee of the Quarter award.

Employee Recognition

BENEFITS SERVICES DIVISION

Employee of the Quarter: Rose Bernal

Leadership Award: Jerry Freeman

Team of the Quarter: The Healthcare Reform Team:
Marcia Jarvis, Michael Meisner and Jerry Freeman



James Scarboro

Appointed to

**Deputy Assistant Director of
Benefit Services Division**

Welcome James! James Scarboro is joining the Benefit Services Division as the Deputy Assistant Director and will be overseeing Contract & Compliance, Audit and Actuarial Services.

James Scarboro has over 14 years of contracting experience, nearly 10 of which with the State of Arizona, State Procurement Office (SPO). Since 2006 James has served as the Deputy State Procurement Administrator with SPO, where he was responsible for the procurement operations including Statewide Contracts, Agency Contracting and ADOA Procurement. During this time James also served as the Arizona representative to the Western States Contracting Alliance (WSCA).

James is a member of several professional associations including the National Institute of Governmental Purchasing (NIGP), the Institute for Supply Management (ISM) and the National Contracts Management Association (NCMA). James holds a number of certifications including the CPPO, CPPB and the C.P.M. James is a proud Pirate from East Carolina and holds undergraduate and graduate degrees in Public Administration. He has also completed the University of Virginia's graduate program in Procurement and Contracts Management.

James is a native of Raleigh, North Carolina and moved to Arizona with his wife Megan in 1999. James and Megan currently live in Peoria, Arizona with their three children, Jack, Kate and Will.



Cause for Applause



BENEFITS

Darcia Everett
 Jennifer Lybarger
 Kristy Bolin
 Marcia Jarvis - 2
 Raquel Garcia

RISK MGMT

Ariadna Morales
 Arlita Campbell -2
 Betty Lopez
 Kris Rowen
 Rebecca McVey
 Terry Cartwright -2

HUMAN RESOURCES

Angel Cazares
 Annette Fettig
 April Mendez
 Brachel Gonzales
 Brisa Daniel
 Candee Samora
 Debbie Taylor
 Grisel Salas
 Jennifer Bowling
 Karie Miller
 Lisa Calvin - 2
 Margaret Burns
 Melody Nettekstad
 Mike Hammock
 Rebecca Dickey
 Rosa Aguilar
 Ruby Bilagody
 Susan Laurence
 Tony Gottlob
 Travis Butchart
 Wendy Walther

GSD

Deanna Rope
 Cherylanne Ciaravino
 Ron Pietrzyk
 Sandy Laude
 Steve Perica

SPO

Don Ellwanger
 Jan Hart

ISD TPO

Mickey Loeb -2
 Wayne Hollingshead

GET TO KNOW FEATURED EMPLOYEES



MEET ELIZABETH THORSON

Elizabeth Thorson is the newest member of the Employee Relations Unit in the Human Resources Division. Elizabeth joined the Employee Relations team in July 2010 as a Statewide Employee Relations Administrator. Elizabeth has been a human resources professional for over 15 years, specializing in employee relations, diversity, and performance management in both private business and the non-profit sector.

Previously Elizabeth served as the HR Liaison for Blue Cross and Blue Shield of Arizona, and most recently served as the HR Manager for the College of Nursing and Health Innovation at Arizona State University. During her tenure at Arizona State University, Elizabeth served on the board for the University Career Women at Arizona State University, and was an active member of the Phoenix Safety Advisory Committee for the Downtown campus, and served as a mentor for the President Barack Obama Scholarship Mentor Program.

Elizabeth and her family have a passion for community activism and education. They regularly volunteer with Hands on Greater Phoenix, Free Arts of Arizona and AZ Reads programs. Elizabeth has served as a facilitator for Arizona State University's Hispanic Outreach Program, which is designed to address the student dropout rate in Phoenix, AZ. She has been a panelist for Women in Business and Leadership at the Arizona State University's Women's Consortium on Ethics and Leadership, and in 1999, she was part of a team at Blue Cross and Blue Shield of Arizona that received the prestigious President's Points of Light award to honor outstanding volunteer service directed at solving critical social problems. She is currently a member of the American Political Science Association, and the Society for Human Resource Management.

Elizabeth has resided in Phoenix, Arizona for 42 years. She is a graduate of St. Mary's High School and earned a B.A. in Political Science with a minor in Psychology from Arizona State University. She is currently pursuing a master's degree in Applied Ethics with an emphasis in Leadership. Elizabeth has been married to Kevin Thorson, a high school English teacher for 21 years. They have two daughters, Jessica and Maria.

GET TO KNOW FEATURED EMPLOYEES



Marni Money

ISD would like to introduce you to Marni Money, Security Compliance Analyst with ADOA Information Security (AIS). Marni comes to us from the W.P. Carey School of Business at ASU where she recently completed her MBA. Marni has over 8 years experience in Big Five IT audit and information security consulting. Some of her key experience includes assessing clients' existing network infrastructure, conducting gap analyses of policies, standards, and assessing operational procedures against ISO-17799 code of practice for information security management.

In her free time Marni enjoys reading and spending time with her family outdoors camping, hiking, and mountain biking.

Please join us in welcoming Marni to ADOA ISD.



Raquel Lind

Raquel Lind comes to the Benefit Services Information Technology Team from AmeriBen as a Client Service Coordinator. She has been in the health industry since 1995.

Her background includes insurance billing, coding, customer service, and information technology. She is a three time recipient of the Federal Express Bravo Zulu award for Stellar Customer Service.

Raquel is the proud mom of twin boys and is originally from Long Island, NY. Prior to moving to Phoenix she lived in Boise, Idaho for two years.

Welcome to the team, Raquel!

GET TO KNOW FEATURED EMPLOYEES



Katie Lynn Irby

BSD Customer Service Representative

Benefit Services welcomes Katie Lynn Irby to our team as a Customer Service Rep 2. Katie transferred from the Arizona Department of Transportation, Motor Vehicle Division.

Katie is a single mom of a beautiful little girl and enjoys spending time doing outside activities with her daughter. Katie is very outgoing person and enjoys travel and being near the ocean.



Tracey Sotelo

Contracts and Compliance Administrator

Welcome back Tracey Sotelo! On August 30, 2010, Tracey Sotelo returned to the Arizona Department of Administration as a Contracts and Compliance Administrator with the Benefits Services Division. Tracey joins us from Banner Health where she served under

the Associate General Counsel for Research as a Contracts Management Specialist negotiating clinical trial and device study agreements.

Tracey originally hails from Nebraska. She has received a Bachelor of Arts degree in Communication from the University of Arizona and a Master of Business Administration from Webster University at Luke Air Force Base.

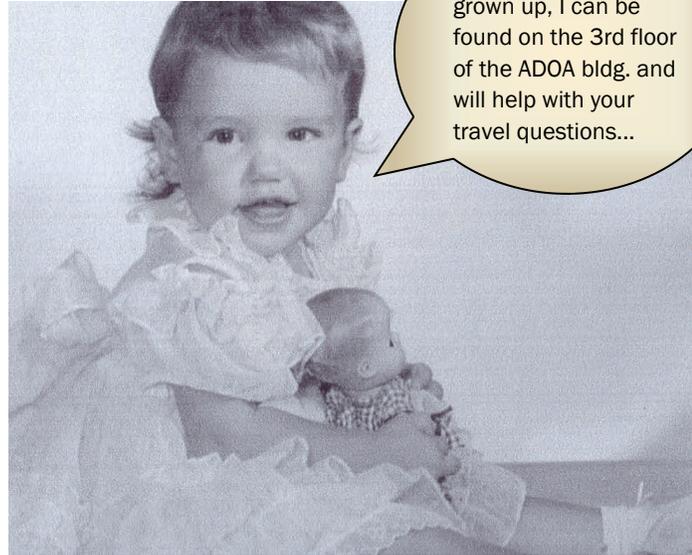
Tracey and her husband, Antonio, live in Chandler where they are raising their daughter Katalina Cassandra and son Carlos. Tracey enjoys teaching communication classes, the new shorter commute to work and training their 6 month old Belgian Malinois named Isa.

WHO'S THAT?!

1 - I can be seen working and walking around on the 2nd floor of the ADOA bldg.



2 - Now that I am all grown up, I can be found on the 3rd floor of the ADOA bldg. and will help with your travel questions...



3 - Can you guess who I am? I work on the 2nd floor, too! I will greet you with a smile...

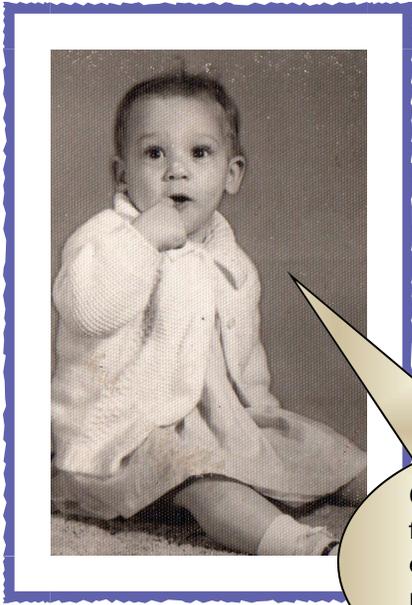


4 - I work the graveyard shift, and am all over the Cap Mall area - so you probably cannot guess who I am.....



5 -You can find me working on the 4th floor of the ADOA bldg. and I help keep track of every penny you spend...



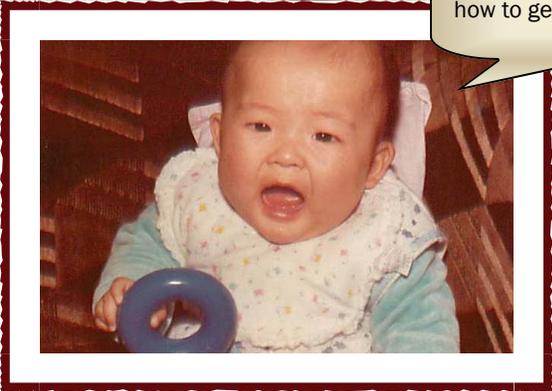


6 - I work on the first floor . That should be easy to at least guess my division... We are VERY busy right now!



7 - Ok, so this is not my baby picture, but it is the youngest one of me I could find! Come see me on the 3rd floor and I'll tell you some war stories.....

8 - I manage accounts receivables and payments. I definitely know how to get the bills paid!



9 - You need a public record? I'm the one to come and see up on 4.

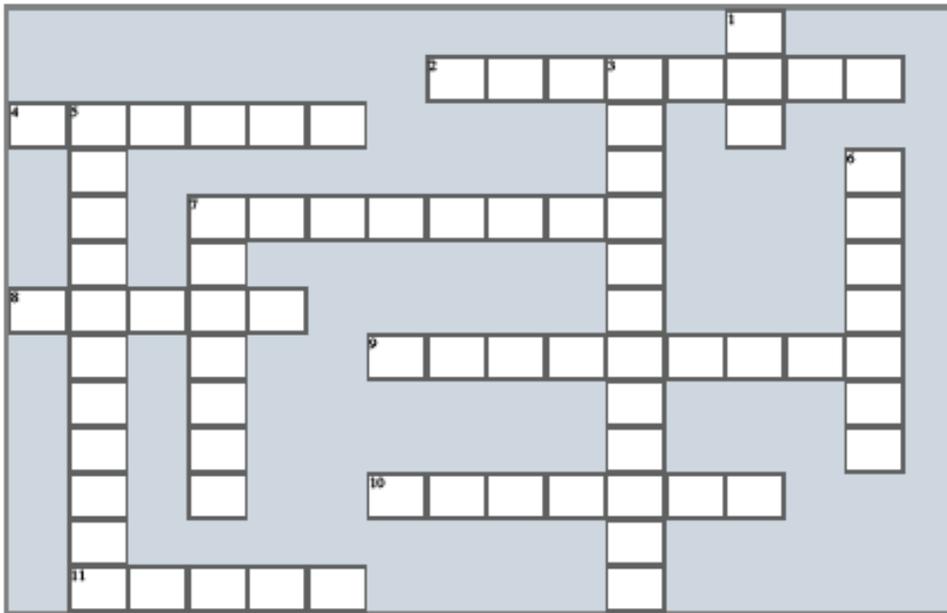


10 - I work for an AD on the 2nd floor .



Autumn

Autumn



Across

2. A sport that starts in Autumn
4. Shakespeare play that opens with a witch stirring a cauldron asking, "When shall we three meet again, in thunder, lightning, or rain?"
7. Dried aromatic inner bark of certain tropical Asian trees; used as a spice
8. A deposit of minute ice crystals formed when water vapor condenses at a temperature below freezing
9. Plants and trees that keep their leaves all winter are
10. Recreational journey upon straw
11. Horoscope sign for most of October

Down

1. Tree that produces acorns
3. A feast in fall
5. What do trees stop producing which causes their leaves to change colors?
6. Either of the two times during a year when the sun crosses the celestial equator and when the length of day and night are approximately equal
7. An outfit or a diguise worn on Mardi Gras, Halloween, or similar occasions





Risk Mgmt



*Edilia Romero and Josue Diarte
Proudly Announce the Birth of Their
Daughter
Giselle Naimah Diarte
Born: June 6, 2010
Weight: 6lbs 14oz
Height: 20 inches*





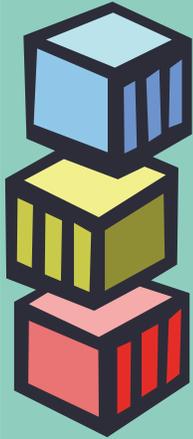
Who's That Baby? (Pages 25 & 26)

1	Toni Towne - GSD	6	Rosie Huntley - BSD
2	Sherry Gates - GAO	7	Greg Vokoun - GAO
3	Candee Samora - HRD	8	Maggie Lam - GSD
4	Ignacio Daniel, Jr - GSD	9	Alan Ecker - DO
5	Joyce Wright - GSD	10	Jo Olivas - GSD

Please share your photo!

Submit to:

debby.dominguez@azdoa.gov



Sizzlin' Summertime Puzzle Key (From Summer 2010 Issue)



Across

Down

3 Summer resort ocean - Pacific	1 Outdoor events in summer - Picnics
5 Summertime structures - Sand Castles	2 Short Sleep - Siesta
6 Summer activities may be canceled if its bad - Weather	4 Head covering for summer - Hat
8 Gardners place them in their gardens - Plants	7 Spell that's hot in the summer - Heatwave
10 Composer of many popular summer themed songs- Brian Wilson	9 Summertime sign - Leo
13 Summer time dring - Iced Tea	11 Protective lotion - Sunblock
14 Rode the waves - Surfed	12 Shore of the sea - Coast

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**NEWS & VIEWS is a
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comments and suggestions!**



Photo by: Greg Dillard

The Arizona Department of Administration was established in 1972 by the State Legislature to provide centralized support to the operation of state government. Our customers consist of all state agencies, boards and commissions. We also partnership with other municipalities and universities for IT services in our state of the art data center.

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