



2007 State Employee Charitable Campaign is in full swing!

If you haven't been to an SECC donor meeting or made your pledge yet, you better get a move on. The pledge drive for the 2007 SECC campaign officially ends at close of business on October 19th. This year we are giving away a brand new Kia Rio, donated by Michael Crawford at Peoria Kia and a \$10,000 and a \$5,000 prepaid VISA card, compliments of Canyon State Credit Union.

Last year the generous employees at ADOA donated a whopping \$66,414.83 to help others. Thank you, thank you and thank you for caring. The State hit a record high with a total over 1.8 million dollars donated through the SECC.

This year our campaign booklet has over 600 approved charities from which you can choose. Please rest assured that each charity has undergone a rigorous application process and has met the strict SECC standards for inclusion.

If you are having trouble deciding which charity you'd like to help please consider these statistics:

For every \$1 we invest in quality child care and education today, our community saves anywhere from \$6 to \$17 in future costs associated with remedial education, delinquent behavior and other support services. The Economics of Early Care and Education in Arizona, April 2004

A child is born into poverty every 16 minutes in Arizona. U.S. Census Bureau, 2005 American Community Survey

Every nine minutes in Arizona, a law enforcement officer responds to a domestic-violence call. Arizona's Uniform Law Enforcement Domestic Violence Statistical Report for 2004, Governor's Office.

Each year, nearly 586,000 Arizona residents are diagnosed with a chronic disease. Arizona Department of Health Services, Vital Statistics

A child is abused or neglected every 3.5 hours in Arizona. Arizona Department of Economic Security, Child Welfare reporting Requirements (Semi-Annual Reports), Oct 2004 – September 2005

The charities in your booklet this year have a 25 word description that should help you find a cause worthy of your donations. The SECC has been helping people in our community, across the country and throughout the world for over 15 years. Each year we impact people in ways we can't even imagine. Because of our help on this campaign someone will die with dignity, another person will learn to read, someone else will learn how to be a better parent or more capable person and still another will not die because they received emergency care when it was needed. It is no small thing we are doing here. We are changing the world. Each person we touch, touches other people. Our gift of one single dollar might turn a life around or give someone a second chance. Imagine what 10 or 20 dollars can do. Imagine what 50 or 100 could do!

Please make your pledge today!



News & Views

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

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The Director's

Corner



Director
William Bell

Right when the weather is starting to cool down, autumn finds us in the midst of our heated budget planning for fiscal year 2009. The state revenues that were projected for our current FY08 have not materialized, so I am depending on my management team to manage our budgets tightly the next few months. I anticipate the current budget issues will also have an affect on the budget planning that is now taking place for our FY09.

I have started having my meetings with the divisions this month to hear from you. I am interested in knowing how things are going in your areas, what you would like to see changed, and hear your opinion on anything you would like to discuss. I encourage you to speak up and be heard; this is your chance to have a one on one conversation with me on the issues that you would like to see addressed in your areas or just give feedback on programs or policies. These meetings were the seed that got our tuition reimbursement policy updated, because you asked for it!

We are in the final negotiations with Starbucks to become our food vendor for this building. While I know many of you have been disappointed by the length of time the negotiations and planning process have taken, I hope the final quality of the food and drink service will be to your liking and worth the wait.

A special "thank you" to the Benefits office for getting the state employees through another open enrollment period; and as you continue to work on the upcoming retiree's open enrollment, please know that your dedication to excellence is appreciated.

As I start my second year back at ADOA I want you to know I'm proud of our accomplishments and the dedication that everyone puts forth to our customers. I honestly believe our agency provides some of the best service in state government. Thank you for the jobs you do to make our agency run efficiently.

A handwritten signature in black ink that reads "W. Bell".

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.



August and September Milestones

Five years

- HRD Mary Robinson
- CP Michael Johnson, Edward Neidkowski
- GSD James Calvert
- ISD Shawn Shultz
- Risk Bruce Christianson, Reyna Sorberano
- MSD Daniel Layman, Jr.

Ten years

- GAO David Kinser, Kari Watkins
- HRD Evonne Aldana
- Risk Terry Garcia, Paul Mahacek
- ISD Gareth Hyde

Fifteen years

- TPO Nancy Johnson
- MSD Gloria Zapata
- Risk Julia Lowery

Twenty years

- HRD Marie Isaacson
- GSD Manuel Corrales, Alfred Marquez

Twenty-five years

- HRD Colette Saastamoinen

Thirty years

- GSD David Pulliam



Mark Your Calendar

Every Tuesday **Toastmasters Meeting** at noon in room 400A



October

- 22nd Flu Shots - Wesley Bolin Plaza
- 23rd Flu Shots - Wesley Bolin Plaza
- 25th Flu Shots - Tucson State Complex



November

- 12th Veteran's Day - Office Closed
- 14th ADOA Annual Awards - Courtyard 100 N. 15th Ave
- 14th Flu Shots - Wesley Bolin Plaza
- 15th Flu Shots - Wesley Bolin Plaza
- 22nd Thanksgiving Day - Office Closed
- 28th Flu Shots - Tucson State Complex



December

- 25th Christmas Day - Office Closed



January

- 1st New Years Day - Office Closed
- 21st MLK/Civil Rights Day - Office Closed



Cause for Applause Recipients Fourth Quarter



July

AzGU	HR	GAO	ISD	GSD	MSD	Risk
Jim Harris	Kim Jennings	Sherry Gates (2)	George Schoen (2)	Terry Gutman	Gloria Zapata	Penny King (2)
Karen Downs		Tiffany Franks	Russ Savage (2)	Valerie O'Neal	Tim Christiansen	Janet Valdez (2)
Harrison Vickers		Suzanne Allen	Brenda Cook (2)	Emma Ortiz	Dawn Slater	Joseph Rodosta
		Brian Nguyen		Mark Mell	Maggie Lam	Sue Prindle
		Kim Harper-Syra				Kareem Parker
		Gary Kern				Rosalinda Goshkarian
						Terry Cartwright (2)
						Candee Samora
						Sharon Buckley (2)

August

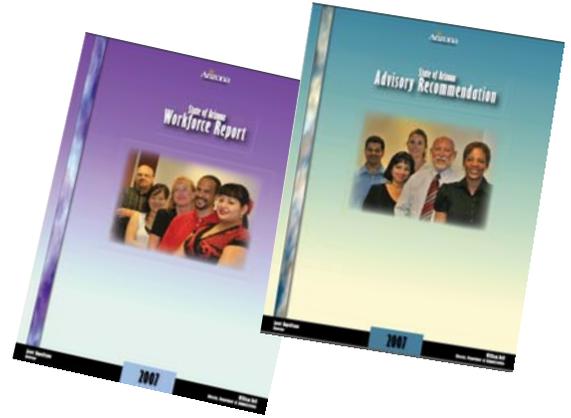
AzGU	Benefits	Cap Police	GAO	HR	ISD
Harrison Vickus	Chanelle Bergren (5)	Sgt. John Burriss	Jan Sharon-Strieby	Tracy Starling	Lee Arthurs (2)
Jim Harris	Jennifer Lybarger (2)	David Garcia	Barbara Nicholson	BJ Gottesman	Karen Bailey (2)
	Patty Pomeroy (2)		Amanda Bennett	Esther Davis	Ray Smith (2)
	Amy Kenney		Sherry Gates		George Waselus
			Celine Baker		Linda Kepner (2)
					Scott Dougherty (2)
					Larry Chapman (2)
					Laure Cevalles (2)
					Collen Mapes (2)
					Lenora Kingsby (2)
					Lupe Barrientes (2)
					Doug Roberts
					Dan Smith
					Rick Woods
					Jon Claxton
					John Brand (2)
					Marilu Montano
					Paula Baldovino
					Leslie O'Neal
					Richard Thomas
					Andrea Gillespie
					Dan Sanchez

GSD	MSD	Risk	SPO
Deanna Rope	Connie Wheeler	Penny King	Valerie Bailey
Valerie O'Neal (2)	Jim McCormack	Valerie Ruelas	
Benjamin Whisenant	Gergana Kovatcheva	Kareem Parker	

September

Benefits	HR	ISD	MSD	Risk
Michael Meisner	Wendy Walther	Karen Bailey	Brian St. Andre	Kris Rowen
Diana Gomez		Howard Richardson	Gergana Kovatcheva	Kareem Parker
John Li (2)				Tim Vaugh
Jennifer Lybarger (2)				
Jerry Freeman				
Marcia Jarvis				
Robert Hadley				

Did You Know?



- . . . the number of state employees increased to 37,306 – an increase of 3.5% . . .*
- . . . over 81% 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 continues to be more diverse than the available labor force within Arizona . . .*
- . . . the percentage of minorities has steadily increased over the years . . .*
- . . . minorities comprise 40% of the employees in the ADOA Human Resources system . . .*
- . . . females comprise 56% of the workforce in the ADOA Human Resources system . . .*
- . . . the separation rate decreased for covered employees (17.3%) . . .*
- . . . separation rates are highest for employees with four or less years of experience . . .*
- . . . the average age of employees increased to 45.7 years . . .*
- . . . the average length of service was 9.5 years . . .*
- . . . half of the state agencies are expected to have over 25% of their active workforce eligible to retire in the next five years . . .*
- . . . the State spent an estimated \$58.2 million as a result of turnover . . .*
- . . . state employee salaries are now estimated to be 7.1% behind the market . . .*
- . . . the market is expected to increase by 3.8% . . .*
- . . . turnover rates remain higher than other employers . . .*
- . . . the Department of Administration is recommending a 4.40% increase . . .*

More information on the 2007 Advisory Recommendation and the 2007 Workforce Report can be found on the Human Resources website at www.hr.state.az.us

2007 DIRECTOR'S AWARDS

MANAGEMENT SERVICES DIVISION

On September 4, 2007, Director Bell presented the Management Services Division with 9 Director's Excellence Awards! The awards were earned by scoring 6.5 or greater on the annual ADOA Customer Satisfaction Surveys. Congratulations go out to MSD!

EXCELLENCE AWARDS (EXTERNAL SURVEY)

- * State Boards Office - Provides Office Support
- * Business Services Mailroom - Collects & Distributes Mail
- * Business Services Repair Services - Maintains & Repairs Office Machines
- * Business Services Print Shop - Provides Printing & Copying Services
- * Travel Reduction - All Services
- * Surplus Property - Administers Disposition of Surplus Property

EXCELLENCE AWARDS (INTERNAL SURVEY)

- * Payroll Unit - Processes Payroll
- * Accounting Unit - Provides Internal Financial Reports
- * Rule-Writing - Provides Rule-Writing Services

RECOGNITION AWARDS

- * State Boards Office - For increase of 1.0 or more in satisfaction





ADOA Pilots E-Verify – The New Employee Verification Process

On July 2, 2007, Governor Napolitano signed into law HB 2779, the “Legal Arizona Workers Act”. Among other things, this bill will require all employers in Arizona (including all state agencies) to use the Federal E-Verify Program to verify the identity and work authorization for all new hires effective January 1, 2008.

E-Verify (formally called the Basic Pilot Program) is an Internet-based system operated by the Department of Homeland Security’s (DHS) United States Citizenship and Immigration Services (USCIS) in partnership with the Social Security Administration (SSA). E-Verify provides an automated link to a federal database to help employers determine the work eligibility of new hires and the validity of their Social Security numbers.

The Human Resources Division began using E-Verify on September 4, 2007. ADOA is piloting the program to ensure that we are familiar with all the details of the system and can ensure a smooth transition for all state agencies. Although HR has only been using the system for a short time, **Ron Loyd**, Program Administrator, stated “So far our users have reported that the system is easy to use and the response time is very fast. We will continue to test the system and evaluate the results.”

2007 Director’s Excellence Award Presented to Risk Management

This award is the highest award offered – for service ratings above 6.5. ADOA has administered this survey for the past 10 years.

The survey asks the customer agencies to evaluate the importance of the services provided, and the level of satisfaction with the services.

Property & Liability Claims - manages all property and liability claims submitted by agencies, as well as claims and lawsuits filed against the State by the public. Over the last 4 years, this service has averaged a satisfaction rating of nearly 6.47.

Workers’ Compensation - provides benefits to state employees for work-related injuries and occupational diseases arising from employment. Over the last 4 years, this service has averaged a satisfaction rating of nearly 6.53.

Self-Insurance - provides a combination of self-insurance and purchased insurance to pay certain types of losses for which the State may be legally obligated. Over the last 4 years, this service has averaged a satisfaction rating of nearly 6.57.



Paperless Classroom Evaluations



In July 2007, Arizona Government University (AzGU) began using a new method to collect evaluations at the end of each training class. It is a hand-held device purchased from eInstruction Corporation that works like a small remote control. At the end of each class, the facilitator supplies each participant with the hand-held device then gives instructions to collect anonymous data from everyone. The hand-held devices replace older "bubble sheets", filled in using a #2 pencil and optically scanned into a computer file. The new devices by-pass the manual operations sending evaluation data directly to a computer file. This reduces manual steps and increases efficiency as a team. Participants who use the devices have very positive comments. According to one of our participants, "It's about time we entered the 21st century." AzGU has collected input from over 2,000 classroom participants using the new hand-held devices. In the near future, AzGU will begin using the same device for classroom testing. This will replace the "bubble sheets" and manually scanning operations. For additional information, please contact Joellyn Pollock at (602) 771-2949 or Pat Dunbar at (602) 771-2955.

HRD Quarterly Recognition Event

HRD celebrated quarterly accomplishments with pie crazed creativity. Ten teams stretched their creative talents to produce a winning kite. Yes, a winning kite. Despite strong debate over the aerodynamics and flightworthiness of some of the team products, there was one model voted the winner. It was a sweet victory for the team members but the event got even sweeter as the Division then observed the ravenous rivalry amongst contestants in the HRD Pie Eating contest. John Sheller took the lead as he shamelessly shoveled pumpkin pie barbarian style (bare handed) into his mouth. Travis Butchart fell behind after finding his pie partially frozen and Mel Brender's steady coconut cream consumption was not enough to match Greg Carmichael's persistence with his chocolate cream pie. Not even Don Bergeson with his Key Lime pie could catch up to the chocolate craving Carmichael. Greg Carmichael claimed the high calorie victory with a giant pie eating grin. It was great fun for all but no one asked for seconds.



ADOA OPENS CAREER CENTER FOR ALL STATE EMPLOYEES

In November, The Department of Administration will open a Career Center for all State employees. The decision stemmed from survey results that indicated that key satisfaction issues for employees were career development and opportunities for advancements within State government. The employees' voice was heard.

The Career Center will offer comprehensive services in career development and management with tools and resources for employees to proactively develop a career strategy and action plan to achieve their career goals. Services will include: assessments to identify skills and interests, workshops, resume development, writing effective letters, interview techniques and strategies, and career counseling to successfully navigating through the internal hiring process.

Jackie Mass, ADOA Staffing and Recruitment Manager, described the center as a tremendous step forward for both the State and its employees. "We want to equip our employees to have greater success and movement in their careers with the State of Arizona. The career center will provide comprehensive career services to assist State employees in effectively managing their careers. We see our role as assisting employees to discover their strengths and give them the tools to help them pursue opportunities that require those strengths. We have an incredibly talented workforce, but sometimes people just need a little help finding their place of greatest effectiveness. We want to provide that assistance. Employee success is our success."

CAREER CENTER

JUST WHAT YOU NEED TO SUCCEED!

The Career Center will be located at the Department of Administration; 100 N. 15th Avenue in Suite 103.

STATE JOB FAIR

The State Job Fair held on Saturday, September 22nd was a huge success that exceeded all expectations. Last year approximately 3,000 job seekers attended the fair – this year we had over 3,800 attend! About 300 dedicated state employees spent their Saturday ensuring every applicant received the attention and information they were seeking. We would like to extend our sincere thanks to each and every one of you for making this event a huge success!



Fall Cleaning Goal - Let's Reduce Data Storage Costs by 20%!

Data storage sizes are at an all time high and continue to grow rapidly. Please help ADOA reduce costs by removing unnecessary files and emails.

Here are some tips on things you can do to help reduce storage requirements on your I: drive.

- Delete extra copies and unneeded versions of documents being saved.
- Delete documents you don't need any more. Look at the last accessed date of files in your I drives. Anything not accessed in over a year could be a good candidate for removal. You can sort the items in your I: drive folders by date.
- Sorting your files in your I: drive by size, will allow you to see the largest files in your folders. If any of your files are extremely large (possibly files of pictures, drawings or videos). Evaluate whether you really need to store them. Are they duplicates of documents stored elsewhere? If so, please delete them. Are they non-business related files?
- Please refrain from storing non-business related files.

Many of the same tips can be applied to your email messages. But here are a few more tips:

- Instead of keeping a copy of a file on your I: drive and emailing it to others, utilize the J: drive shared areas to share your files and then send a message with links to the document or instruct others where to look for the document.
- An easy way to see how much space your emails are taking, and which messages are taking up the most space is to use the Check Mailbox Size tool in GroupWise.
 - ◆ Simply go to Tools | Check Mailbox Size.
 - ◆ Here, you can see how much space your mailbox is using (it includes any emails you may have in folders).
 - ◆ You may click on a radio button to switch from viewing items in your Trash to items in your Sent Item folder, your Received Items folders and draft items, which include items in your Work In Process folder and personal posted items.
 - ◆ Items are listed in size order. You may choose to Archive or Delete the items from this screen.
- Please do not keep large emails, which usually have large attachments such as pictures. Save the attachments and delete the email. You can easily do this by right clicking on the attachment and selecting Save As.
- Please do not keep non-business related emails.
- Empty your Trash folder regularly. Do not use your Trash folder for long term storage.
- Don't forget to delete old Sent Items.
- Consider using the auto-cleanup settings, within your GroupWise client. You access those features by selecting Tools | Options | Environment | Cleanup tab.

There you see auto-cleanup settings for Mailbox items, Calendars/Tasks and Trash. You may choose to have items automatically Archived or Deleted.

I suggest you set your Calendar items be deleted after 365 days or even sooner and to have your Trash automatically deleted at 14 days.

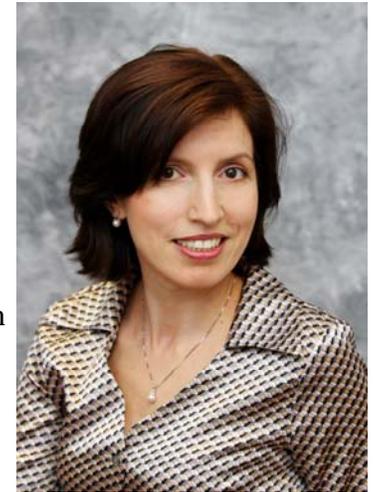
Please note – deletion settings affect all online email and include items in your inbox as well as items you have "moved" to folders. However, auto-delete settings do not affect items that are in your Archive.

Please make it your personal goal to take a few minutes each day or week to tidy up your data storage areas, just like you would your workspace.

Get to Know.....Gergana Kovatcheva

Management Services Division

Accounting Department



Gergana Kovatcheva was born in Karlova, Bulgaria. She grew up in her dad's hometown of Lubimetz. The town is on the Southern border of Bulgaria, about 20 miles from the Greek and Turkish borders. Her parents own a small company that manufactures custom furniture. Her father, Angel Trendafilov, spent eight years as the mayor of Lubimetz.

Gergana graduated from Lubimetz Comprehensive High School with honors and attended the University of National and World Economy in Sofia, the capitol of Bulgaria. During her years in college she witnessed many changes in the Bulgarian society, including the biggest one in our modern history – from a communist regime to a democracy. When the Berlin Wall came down in 1989, it caused a wave of college student demonstrations in Sofia. The younger generation asked for political and economic changes that supported the birth of new political parties and movement of democracy. On November 10, 1989, the rule of the Bulgarian Communist Party ended after 45 years, and democracy in Bulgaria was reborn.

In 1991 Gergana graduated from college with a Bachelor Degree in Business Administration and immediately started working as an accountant for a clothing manufacturing company in Lubimetz. A year later she married her college sweetheart, Kamen. They moved to the City of Russe which is the biggest port in Bulgaria on the Danube River (which is famous for the Italian architecture from the 19th century). While in Russe, she worked as an accountant for the First East International Bank. In 1994, Gergana and Kamen were blessed with their daughter Simona. In 1997, they filled out the applications for the USA Green Card Lottery. After a few months they received a letter notifying them they had won and on August 31, 1998, they landed at JFK Airport in New York, and started a new chapter in their lives.

They lived in Norwalk, Connecticut for 3 ½ years. While there, Gergana worked at a small printing company as a bookkeeper. In 2002, her husband's employer, transferred him to their company headquarters in Tempe, Arizona. So, they packed their bags and headed out west to the valley of the sun. In January 2005, she accepted a job as a financial analyst with Department of Economic Security; and in July 2006, she transferred to an accountant position in ADOA MSD working on the Health Insurance Trust Fund.

Gergana has a Post Baccalaureate Certificate in Accountancy from Arizona State University and has recently passed four parts of the CPA exam. She hopes to achieve her goal of becoming a CPA by the end of the year!

Gergana enjoys Bulgarian folk dancing and was part of the Russian and modern dance group in high school. Now both Gergana and her daughter participate in the Bulgarian folk dance group with the Bulgarian Orthodox Church in Phoenix. She is also active in her community's effort to popularize the cultural and historical heritage of Bulgaria, a beautiful nation, more than 13-centuries old. Gergana enjoys being with her family and traveling, and has visited many places including Greece, Turkey, Germany and Great Britain. She also has traveled around the U.S. admiring the beauty and magnitude of America's wilderness and natural wonders. Moving here to the United States has presented her with many opportunities and has changed her family's lives for the better.

Getting to Know You

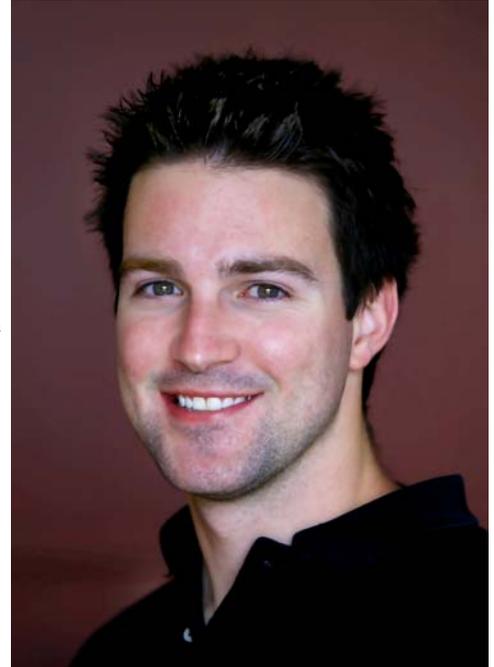
Profiling Employees in ADOA

A First for SPO!

The State Procurement Office welcomed **Nathan McAlpin** to our staff this summer as its first State Procurement Intern. Nathan, a.k.a. Nate, is a senior at Arizona State University in Tempe and is on course to graduate in May 2008 with a double major in Accounting, and Supply Chain Management.

Double major? Wow, you say, that's ambitious. We definitely say he is ambitious and it's demonstrated to us by the way he has wholeheartedly taken on the responsibility given him at SPO. He has successfully awarded two contracts for the Arizona State Fair, managing all phases of the contracts from the proposal plan, solicitation, publication in SPIRIT, questions from the vendors, and the evaluation committee. He says the biggest challenge of his job is learning the Arizona Procurement Code and then applying that knowledge.

Nate, a.k.a. NTI (Nate the Intern), was born in Warren, Michigan. His family relocated to Tucson when he was just a year old. He enjoys hanging out with his friends and playing Madden on X Box. He also enjoys working out at the gym and swimming. As for the future, he is unsure right now of the career direction he will take after graduation. We hope his experience as a state employee will have a positive impact on that decision.



Meet Pat Dunbar



When you think of dedication to public service, you immediately think of **Pat Dunbar**. Pat is Arizona Government University's (AzGU) Operations Administrator. This is just one of many roles she has performed in her 29 years with state government.

Pat entered the training profession when she developed the first training offered to foster parents by the State of Arizona to meet the new DES licensing requirements. Pat spent 24 years with the training department at DOR creating high quality training and developing self-managed work teams in her department.

Pat likes breaking new ground and creating new systems. She was one of the pioneers in state service for developing self-study learning guides and deploying training via distance learning media. Pat was the project leader for developing the centralized training record keeping system (STARS). She worked across the enterprise to determine the needs, requirements, and actions required to achieve this complex goal. On top of that, she designed an activity-based costing (ABC) system for the state that Arizona Government University uses to track training costs.

Pat is originally from the Severna Park, Maryland near the Naval Academy at the mouth of the Severn River and the Chesapeake Bay. She says she used to love sailing but hasn't figured out how to do it in Arizona without getting cacti in the sails. Knowing Pat, she'll figure out a way to make that happen.

Pat moved to Phoenix with her husband in 1967. That makes her a native, right? Her favorite thing is being a grandmother and holding little babies. She claims not to have a green thumb but loves to garden, another challenge to accomplish in the desert.

Getting to Know You

Profiling Employees in ADOA

Meet Holly Adkins

Holly Adkins joined the Human Resources Staffing and Recruitment Unit at the beginning of September. Holly is new to State service and is the Manager of the newly developed Career Center that will open in November.

Holly has an extensive career in human resources management and consulting with an emphasis in career counseling. She has also worked with consulting firms that are global leaders in career transition and outplacement. Holly offers a broad human resources and organization development background with success in employee and leadership development, performance improvement, and learning and development environments. She has a master's degree in human resources with an emphasis in organizational change and a bachelor's degree in business administration.

While not at work, Holly enjoys hiking, skiing, baseball and basketball.



Human Resources Welcomes Evonne Aldana



Evonne is accustomed to throwing really big parties. If you have ever gone to one of the new Freeway opening events in the past few years, the person responsible for making it all come together and for making sure everyone had a good time was Evonne Aldana. Evonne recently joined the HRD Work-Life unit where she is responsible for coordinating ADOA's and HRD's employee recognition programs. She also administers the State Employee Discount Program and helps out with other Work-Life assignments.

Evonne has been a state employee for 10 years. Her first job was with Human Resources where she was an administrator for the Resumix system. She moved to Department of Transportation's (ADOT) Human Resources Division and later joined ADOT's Community Relations Division as an event planner. She was involved in everything from small ribbon-cutting events to the big freeway events that attracted upwards of 15,000 people. Her most memorable event was the opening of the Santan Freeway (loop 202) in Gilbert, which included a 5-k run, free food and drinks, entertainment, and prizes.

Evonne is looking forward to working with the ADOA and HRD Employee Recognition committees. In this role she will coordinate fundraisers such as the ASU/UA Tailgate event later this fall, the ADOA Annual Awards Celebration, and the golf tournament being planned for next spring, among others events.

Evonne describes herself as an "Arizona Cowgirl". She is an Arizona native, raised in Laveen, riding horses and barrel racing. Evonne has three daughters including a set of twins, a son, and one grandson. Her family also includes two Chihuahuas. Evonne is a member of the Society of Government Meeting Professionals and is interested in returning to school to complete her undergraduate degree.

The General Accounting Office (GAO) is pleased to welcome **Jaimie Soulvie** as its new manager. Jaimie joined the GAO on August 6, 2007. Jaimie began her State service in 1985 as Financial Auditor in the Auditor General's Office. In 1990, she decided to broaden her horizons and move to Norwalk, Connecticut, to work as a Government Practice Fellow with the Government Accounting Standards Board (GASB). She missed her family and returned to the Auditor General's Office in 1992 as the Manager of Professional Practice. She joined the Department of Economic Security (DES) in 1993 as the Accounting Administrator and was promoted in 1999 within the Financial Services Administration as the Manager of the teams who worked on the divisions of Administration, Child Support, and Aging and Adult Services. In 2004 she was promoted to the Deputy Administrator for the Financial Services Administration.

Jaimie Soulvie, Internal Audit Manager

Jaimie was born in Tucson and raised in Glendale, Arizona. She was the middle child of three. Her sister Rene' Soulvie-Ostapuk lives in Arizona and teaches gifted students in the Cartwright School District and her brother Dan lives in Chicago working for the Chicago Transit Authority. Jaimie attended Alhambra High School and received an academic scholarship to the University of Southern California where she graduated in 1981 with a Bachelor of Science in Business Administration with a specialty in Accounting. After graduation she obtained her Certified Public Accountant (CPA) and Certified Government Financial Manager (CGFM) certifications.

Jaimie has two children that she adopted in 1994 from Russia Erin is 16 and Collin is 13. At the time of their adoption, they were three and one years old. Erin and Collin are Jaimie's heart and soul, but being teenagers they can also be her biggest frustration. Erin attends Millennium High School and Collin attends Wigwam Creek Middle School. Collin lives and breathes football, while Erin loves to go to Mercury games. Erin has been a Girl Scout for ten years and Jaimie has been with the Girl Scout organization for sixteen years. Jaimie has been a Girl Scout Leader and the Cookie Mom for several years. If anyone would like to purchase Girl Scout cookies, give Jaimie a call.

Jaimie's hobbies include Phoenix Mercury basketball games, reading, watching sports, Sudoku, and traveling. Jaimie has traveled to 40 of the 50 states plus Russia, England, Wales, France, Belgium, Netherlands, Cayman Islands, Bahamas, Mexico, and Canada. She has a Caribbean cruise coming up in October. Jaimie says there are still a lot more places to visit on her list. One of her favorite travel adventures was climbing Chichen Itza. She has enjoyed swimming with sea turtles and sting-rays. She even slept with the Beluga whales at Sea World!

According to Jaimie, everyone in the GAO has been smart, friendly and terrific to work with. Welcome to the GAO Jaimie!



Getting to Know You

Profiling Employees in ADOA



Amy Aeppli, Project Group Manager

The General Accounting Office (GAO) is excited to feature Amy Aeppli as a new manager. Amy was born in Warren and raised in Youngstown, Ohio. She graduated from Poland Seminary High School in Poland, Ohio before attending Youngstown State University.

The year 2000 was a huge year for changes in Amy's life. In March she graduated from Youngstown State University in Ohio with a Bachelor of Science in Business Administration. In early June, her soon to be husband Tim Aeppli graduated from the ITT Technical Institute and was hired by Intel in Phoenix. She married Tim, whom she had been dating since high school, on September 16th and two days later she packed up everything and they U-Hauled it across country from Ohio to Phoenix. In November of 2000, Amy began working with the GAO in the Operations Group. As a celebration of her new career, they bought their Shiba-Inu puppy named Kia who is still considered to be her baby. Wow, what a year!

Amy began working in the Arizona Financial Information System (AFIS) Group in June of 2001. Over the years Amy has worked on various special projects with the AFIS Group. She was promoted to the Vendor Supervisor position in December of 2004, and became the Arizona Warrant Reconciliation (AWR) Supervisor a few years later. In May of 2007, Amy was promoted to Manager of the new GAO Special Projects Group. Amy is currently working on the Travel Management Subsystem (TMS).

In February of 2002, the most exciting thing happened to Amy, her daughter Kaitlyn was born. Amy was able to stay at home for ten months to care for Kaitlyn before returning to work in December of 2002. The next thrilling event in Amy's life was when her son Colton (which is Amy's maiden name) was born in March of 2004. Amy enjoys swimming, family time and bowling with her husband Tim.

According to Amy, "The best thing about the GAO is everyone works well together and they are a great team. They are very understanding of the importance of family within the work life."

Introducing Rita Marie Clark

Rita has been with Risk Management for the past seven

months. She returned to this country in 2000 after serving as a Department of the Army Occupational Health Program Manager in Germany for ten years. Upon her return to the United States, Rita served as an Occupational Health Consultant for the U.S. Navy in California. She retired from Federal Service after serving at the Presidio of Monterey. Rita is also a retired Lieutenant Colonel, U.S. Army Nurse.

Rita is a Board Certified Occupational and Environmental Health Nurse Specialist, in Occupational Health Services. Rita says "we are a closely knit team". She coordinates with 30 contracting clinics to provide examinations of applicants who require special medical surveillance for their work.

Some of Rita's hobbies are traveling, visiting her family in Colorado and Oregon as well as friends and family in Europe. She has two grown children, four grown grandchildren and eight great grandchildren. Rita loves to cook especially Italian cuisine; and is a member of a Tudor Renaissance Guild.

Rita says "I am very happy to be part of the Risk Management Team". We are so glad to have you as part of our **TEAM!**



Getting to Know You

Profiling Employees in ADOA

Debra Davis GAO's Featured Employee

The General Account Office (GAO) is happy to present Debra Davis as its Featured Employee. Debra began her career with the State of Arizona in February 1999 working at the Juvenile Corrections. She joined the GAO in October of 1999. Debra manages the front desk which has a favorable impact on representing the GAO. She is the first face agencies and customers see when they come to the GAO. Debra is a fan of her customers and she loves them very much. She has developed a very good rapport with them over the many years as she has worked the front desk. The most exciting event in Debra's work career was receiving the Employee of the 2nd Quarter Award in FY 2006.

Debra was born in Los Angeles and raised in Fresno, California. She moved with her family to Arizona in 1972. She graduated high school in 1977 and began a brief career with the State working with the Department of Economic Security when she was 16. She returned to work with the State in 1999. Debra has three children, a son James Stanfield and two daughters who both work for the State; Sharonda Holleman who is employed with the Attorney General's Office and Portia Jones who works for the Department of Economic Security. The most exciting events in Debra's life were the birth of her four (soon to be six) grandchildren. Debra's love is grandchildren and her passion is children. She enjoys arts and crafts, collecting cows (ornamental), and working with children. While doing her arts and crafts, Debra was able to sell her famous Debbie's Designer Gift Bags during Mother's Day this year. Debra was amazed that others were able to enjoy and explore her gift of creation. She is very active with volunteer work for her church and is the Director of the Children's ministry. She has also been able to participate in the Ad ministry school through her church for the last three years and is looking forward to completing her classes.

Debra is very grateful for the GAO and being able to work here. She has acquired numerous lasting friendships over the years. She said she is very fortunate to have met and worked with all the wonderful people who have worked in the GAO and whom she has met while working the front desk.



Tiny Tots



Jack William Frerichs

*Born: June 19th in Illinois
Weight: 8 pounds 10 ounces
Length: 20 1/2 inches
Parents: Bill and DeDe Frerichs
DeDe is the daughter of Dennis and Julie Lilleberg
(Risk Management)*

Employee Recognition



MSD Accounts Payable/Receivable

Team of the Quarter

MSD's Team of the Quarter is Tim Christiansen, Harbhajan Singh, Fanny Light, Debi Sawyer, Mark Clark and Cherylanne Ciaravino. This team knows how to keep their customers happy and vendors paid. They have worked long hours and gone above and beyond to get the job done. They were without a supervisor for an extended period of time and Cherylanne took over the task to lead this group that managed to maintain time limits. They were challenged with the fact that most of the team members were new and needed training. Despite these challenges, survey results for the monthly report and the quantity and accuracy of the work produced did not drop. They were able to meet the objectives for accuracy which are included in the ADOA Performance Pay Plan. Specific examples of outstanding services are as follows:

- **Tim** – went out of his way to make sure a vendor was paid and was also commended by GSD for his attitude and willingness to get work done.
- **Singh** – researched and found problems with AzGU at least three times and found that we were in jeopardy of billing more than once. Singh is meticulous with his tasks.
- **Fanny** – found invoices where the vendor had billed us twice with different dates and invoice numbers. When she does not have the information or paperwork to complete a task, she will go to the sources and gets what is needed.
- **Debi** – who works month after month to get AMEX paid on time to avoid penalties. She calls the customers or goes to their offices to walk the paperwork through the process so that we incur no late fees.
- **Mark** – continues to work with customers to resolve problems and pay their bills. Mark also stepped up and trained team members to get work done. Moreover, a letter praising the Accounting team for prompt payment of Accenture invoices was given to Joe Whitmer from Director Bell. But it is Mark Clark who, in cooperation with Joyce Wright from the ADOA budget office, orchestrates the work.
- **Cherylanne** – made sure that all of utilities were keyed and paid once funds were released. She prepared and keyed over 300 invoices in one day. This is not unusual for her.

Cherylanne and the rest of the team understood the situation and pitched in to ensure that the work got done. This was teamwork and congratulations are in order for them.



Employee Recognition



SPO's Employee of the Quarter—Stacy Ingalls

If you spent some time in SPO, it wouldn't be long until you met the very friendly and pleasant Stacy Ingalls. Stacy is a Senior Procurement Specialist in the SPO's Strategic (statewide) Contracts Team, hired in June of 2006—her first job with the State of Arizona.

Stacy loves her job and it's obvious that her customers appreciate her timeliness and professionalism in handling their requests. Her manager, Doug Milford, reports that on several occasions, her customers have gone out of their way to express their appreciation for Stacy. Doug also stated that her natural ability to be both a leader and team player has been a significant asset to SPO. While covering the administration of hundreds of statewide contracts and moving current solicitations for new contracts forward, she also had the time to mentor a new member of the Strategic Contracts Team—all while the team was very short staffed.

One aspect of the contract solicitation process is working with an evaluation committee. Stacy proved her efficiency in dealing with a very complicated solicitation by providing the evaluation committee with well organized information for a thorough review. Her commitment to improving the evaluation process proves to be extremely valuable in creating a much needed and valuable contract set in a time efficient manner. She also took on a special assignment recently that required a quick and thorough analysis for a proposed project for DOA. Her analysis was on time, thorough and very impressive. Her recommendation was accepted by the Efficiency Review Committee.

SPO is fortunate to have Stacy on staff—she's a most valuable player and well deserving of the Employee of the Quarter award!



Risk Management's Employee of the Quarter Robert Manson - Loss Prevention Consultant



Robert has demonstrated the qualities of a successful Loss Prevention Consultant in his efforts to reduce the number and frequency of claims within his assigned agencies. He takes initiative and pursues loss prevention exposures within multiple agencies. He demonstrates a tactful and respectful attitude when dealing with agency representatives. He has demonstrated a supportive role of both his agency goals and those of state risk management. He demonstrates effective communication within the work unit to ensure that the Loss Prevention Unit continues to work as a team.

Thank you Robert for your positive roll and hard work!!

Employee Recognition



GSD's Employee of the Quarter

William Teyla

GSD is proud to announce **William Teyla** as GSD Employee of the Quarter. William is a Security Technician in Physical Security. William was nominated because of his many accolades from customers and co-workers, as well as consistently high assessments on the Voice of the Customer cards. William's work practices are second to none and he is the driving force within his team for training and performance. William is a genuine team player who is an example of professionalism. He is punctual and hard working at all times and a credit to Physical Security.

William grew up in Chicago, IL and enlisted in the U.S. Air Force in 1993. He started working for State of Arizona in 2001, and has worked at ADOT and MVD, where he won 2003 Employee of the Year. William now is a well respected worker in GSD, Physical Security as a Team Lead. William's interests include musical instruments, travel, and spending time with his family.

Sandy Laude GSD Supervisor of the Year

Sandy Laude was awarded Supervisor of the Year for General Services Division. Sandy works as the Executive Staff Assistant to Lynne Smith, GSD Assistant Director. Sandy was nominated for her leadership and fairness. Sandy is always on top of any problems or crisis that may arise in GSD. Sandy is calm during a crisis and has a calming affect on others. Sandy works well with and is respected by the managers in GSD. Sandy is a good listener and is fair in her solutions to the problems.

Sandy has been with the State for 5 years. She started at the Department of Economic Security, doing administrative work for the Division of Business and Finance. Sandy came to ADOA in January, 2006.

Away from the job, Sandy enjoys scuba diving and has a passion for art. Congratulations, Sandy. We are proud to have you as our Supervisor of the Year!

Wayne Spence GSD Employee of the Year

During GSD's recent Ice Cream Social, Lynne Smith presented **Wayne Spence** as the GSD employee of the year. Wayne is a Project Manager and CAD Designer in Building and Planning Services.

Wayne was nominated for providing excellent customer service and a quality end-product. He holds his work to high standards and often goes above and beyond to ensure ADOA and GSD goals and mission are met. His work ethic and dedication are in keeping with the highest standards of ADOA and as a representative of the State.

Wayne started State employment as a K-9 Officer for the Department of Corrections in 1999. While employed as a K-9 Officer, he attended college and graduated with an Associates Degree in Applied Science for CAD and Architectural Design. In September of 2005, he was hired as a CAD designer for Tenant Improvement. He was later promoted to the position of Senior CAD Designer. In April 2006, Wayne and his teammates were awarded GSD's Team of the Quarter. The following month, he assumed the additional duties as part-time Project Manager for Tenant Improvements. In May 2007, Wayne was promoted to Project Manager. In addition to this promotion, Wayne continues to offer his abilities as CAD designer.

Wayne originates from Minnesota. He served for 8 years as a United States Marine. His time in the service included a combat tour during Desert Shield and Desert Storm. Wayne enjoys music, building models, and shipwreck diving in his spare time. We are proud to have him a part of our Division and proud to have him as our Employee of the Year.

Employee Recognition



Human Resources Division Employee of the Quarter - Rebecca Dickey

Rebecca Dickey was named the Human Resources Employee of the Quarter because of the impact she made as a member of the Staffing and Recruitment Unit. Rebecca learned the Hiring Gateway system on her own by sitting with one of the analysts for half a day. She learned so quickly that when a training class became available she was able to teach the instructors a few things that they were not aware of in the system. During the quarter, she recruited for 171 positions in various agencies and filled 89 requisitions! Her overall service score from her customers averages 7.2 out of a possible 8. Rebecca always volunteers to help where needed. At the time of the award, Rebecca had been in her position for approximately 7 months.

Fanny Light MSD Employee of the Quarter

The Management Services Division is proud to announce Fanny Light as their Employee of the 4th Quarter for 2007. She has worked for MSD almost a year.

Fanny was born in Lima Peru and moved to the United States in May 1979. She has been happily married to Gary for 28 years and has two wonderful sons (Shane & Bret). In a family of attorneys, Fanny is the only one with a Bachelors Degree in Accounting.

After working in the private retail clothing industry, Fanny began her career in ADOA working as the 4th floor receptionist for the Director's Office. She worked there for 5 months before moving to MSD Accounting Payable/Receivable. When she arrived at MSD Account/Receivable, she was, in one employee's words, "very shy and not sure what she got herself into". The first thing she learned in the payable area was the utility bills which was a very difficult first assignment. "How that did not discourage her," said another associate, "I don't know, because that's not the first thing I'd like to learn." Fanny struggled at first, but over time she learned the mechanics of the invoice paying process and now she is a high performing member of the team!

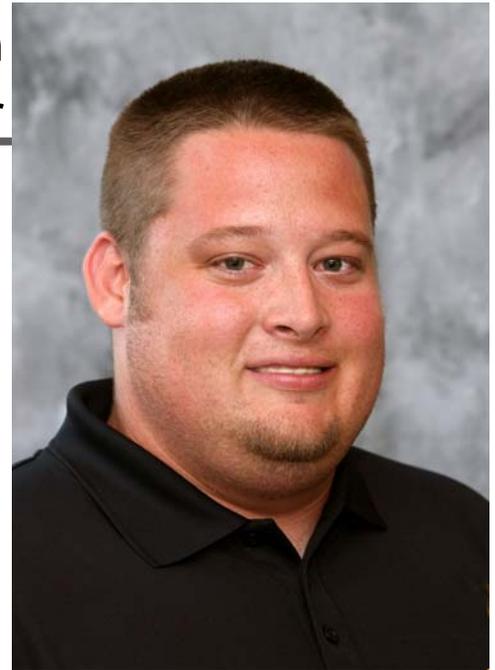


Fanny strives to show her customers the best customer service. She is always excited about the work and is not afraid to ask questions when she needs help. She is willing to help others on the team when the work load gets a little overwhelming. She is a great co-worker to train and to work along side of. She will walk invoices through the process in order to get them paid, and has also caught a few items that would have been paid twice if she had not researched them. She is still learning, but she is proactive when it comes to getting things done. She always comes in with a smile and a good attitude that the staff loves to deal with. She is a delight to have on staff and definitely a team player!

Congratulations go out to Fanny for work well done!

Cody Johnson

GAO's Employee of the Quarter



The General Accounting Office (GAO) is honored to feature Cody Johnson as its Employee of the Fourth Quarter for FY 2007. Cody was born and raised in Phoenix. He was the middle child of six and has 3 brothers and 2 sisters. He graduated from Phoenix Bourgade Catholic High School in 2001 and received a partial football scholarship to the University of Redlands in California. During his college football career as a Offensive Tackle, the University of Redlands won the Conference Championship twice while Cody was playing with them in 2002 and 2003. Cody obtained his Bachelor Degree of Science in Accounting in 2005 from the University of Redlands. Cody is currently working on his Master's Degree in Business Administration with emphasis in Accounting from Grand Canyon University. He currently holds a 3.9 GPA. He would like to acquire the CPA designation after his Master's Degree.

Cody is still very active with football. Cody volunteers as the Assistant Football Coach for Bourgade Catholic High School. He enjoys teaching teenagers football but admits it can be very time consuming. His hobbies are playing with his godchildren (niece Madison and nephew Landon), country music, working out in a weight room, hanging out with his roommates, and going to the Cardinal games.

Both of Cody's nominations emphasize how his peers feel about him:

"Cody is one of the most efficient and optimistic team players we have at the GAO. He is an excellent example of a GAO employee. He provides outstanding customer service to both his internal and external customers. He not only successfully and effectively completes his own tasks but he is always willing to help out whenever and wherever he is needed. He has served on the SPIRIT Committee for the past year and is enjoyable to be around as he makes people laugh. Cody has a "can do" attitude. He is glad to pitch in and help to make the job easier."

"Support Services is extremely grateful and appreciative to Cody as they have asked him many, many times to go above and beyond his GAAP job responsibilities in assisting us with the logistics, moving and disposal of furniture and equipment. Not only is he always happy to assist but he's motivated, adapts easily to change and always ensures the job is completed before moving on."

GAO's Team of the Quarter Support Services

The General Accounting Office (GAO) is honored to have Support Services as its Team of the Fourth Quarter for FY 2007. This group is the backbone for support in the GAO. Each staff member is unique and brings a multitude of talent and dedication. Support Services is the "glue" that keeps the GAO together and running smoothly. You could say that Support Services is the window of GAO to the customers. No matter how small or large the task, Support Services steps up to the plate and handles any situation professionally and with a smile. They are always very helpful with any question asked and are eager to help in

(Continued on page 23)



**Back: Tammy Burt, Sherry Gates, Debra Davis, Joyce Rhine
Front: Tami Eckloff and Cheryl Wilcox (missing Jan Sharon-Strieby)**

Employee Recognition



GAO's Team of the Year is the Projects Group

This team has been “quietly” performing a great deal of work behind the scenes and without too much pomp and circumstance. Well, it’s time to give them the POMP!

This is a fairly new group in the General Accounting Office (GAO), but the team members have been doing a lot of great things impacting other work groups before they were combined together. They are great and deserve to be recognized.

Angela Dillard began as the main point of contact for the system design, documentation and test plan for the new travel management subsystem (TMS). This will have a major impact on the state as a whole. It is a huge undertaking and Angela has not been shy about it taking on. Now the work will flow to Shannon and Joanna to assist with the testing, documentation and implementation.

Shannon Landis has done a huge, fantastic, enormous project for the Central Services Bureau (CSB) by automating the monthly financial reports. She has created a simple process to basically use “click and run” for these reports. This will greatly enhance the turn-around time for the CSB agencies and allow the staff to spend more time assisting the agencies in other ways, such as compliance matters.

Joanna Greenaway has been responsible for most of the Human Resources Information Source (HRIS) testing and enhancements – much of what we are not aware of that is required to ensure that we get paid correctly. That is always an important item.

The Projects Group provides excellent customer service and good humor.



Back Row (Left to Right): Angela Dillard and Shannon Landis

Front Row: “Princess” Joanna Greenaway

(Continued from page 22)

any way possible on top of their countless duties which include operating the front desk, answering incoming phone calls to the main GAO phone lines, opening and stamping a ton of mail, sending out reports, warrant and payroll reconciliation, sorting and distributing warrants, maintaining GAO fixed and capital assets, retention of materials, budget, administrative support for the State Comptroller, GAO Management team and GAO staff and many other administrative and support type functions.

Support Services also is responsible for maintaining copiers, printers, and fax machines, maintaining and pulling cancelled warrants, fulfilling warrant copy requests, distributing supplies, updating the travel website, processing travel exceptions for all agencies, arranging training for GAO employees, coordinating meetings and web casts, set up audio and visual equipment, codes and records payables, processing new hires and exits, reviewing and distributing payroll stuffer requests, assisting other groups with payroll entry, and assisting with evacuation procedures.

The Support Services team also finds time for participating on the GAO SPIRIT Committee and Employee Recognition Committee, ordering and stocking supplies, typing minutes for Chief Financial Officers meetings and Managers meetings, writing articles, notarizing documents, stamping hand write warrants, and trying to keep track of the very busy State Comptroller, Clark Partridge.

Employee Recognition



Human Resources Division Team of the Quarter 07 Salary Adjustment Team

Team Members: Ricia Allen, Leslie Biava, Zelle Rodriguez, Vish Hegde, Rita Bray, Kimberly Adams, Lisa Hagelmann, Matthew Timberlake, Jody Piper, Karen Battilana, Patsy Bergdahl, Mike Hammock, John Murrin, Travis Butchart, Evelyn Flores and Karen Dillinger.

This past Legislative session was the fifth longest, which meant that the Salary Adjustment team had to very quickly pull together a plan to implement the 2007 salary increase. In fact, the team which consisted of staff members from Classification & Compensation, Human Resource Information Systems and the General Accounting Office, had less than two weeks to test and implement the salary adjustment which impacted over 40,000 state employees. In years past, the team had the luxury of several months of planning and testing to make sure that everything was ready to go.



Photo: (sitting left to right) Travis Butchart, Karen Battilana and Matt Timberlake (standing left to right) Mike Hammock, Lisa Hagelmann, Evelyn Flores, Leslie Biava, Rita Bray, Jody Piper and Zelle Rodriguez.

What was really significant about this year's Salary Adjustment team is that for many team members, it was their first time to implement a salary increase. This called for collaboration and streamlining internal processes to ensure the Salary Adjustment was processed correctly and on time. Congratulations to the team for this outstanding effort.

Joyce Rhine, GAO's Employee of the Year

The General Accounting Office (GAO) is delighted to have Joyce Rhine as its Employee of the Year for FY 2007. Joyce began her employment as a Clerk Typist III with the State in the General Accounting Office in November of 1999.

Joyce was born and raised in Arizona. She has lived in Alaska, Indiana, and New Mexico while raising her five children. She currently has 13 grandchildren who live in Arizona, Texas, Indiana, Oregon, and New Mexico. She enjoys reading, crocheting, walking and doing arts and crafts. Her favorite past time is going to the flea market. The most enjoyable and hardest place that Joyce has worked was the Phelps Dodge copper smelter in Playas, New Mexico. She actually operated the equipment to produce copper. She said it was a fascinating process to watch ore converted down to copper. Joyce takes pleasure in working with the employees at the GAO.

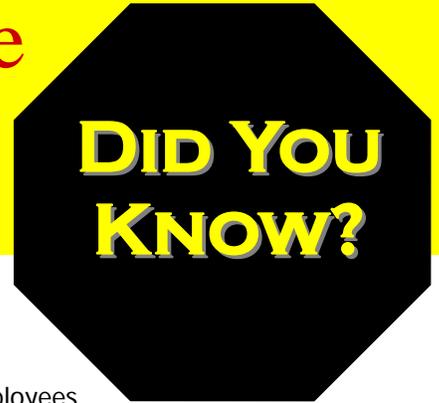
Joyce's nomination emphasizes how her peers feel about her and her work ethics:

Joyce Rhine has been with the GAO for about 8 years and is very knowledgeable. In that time, she has proved her ability in her work, her attitude, and customer service. She is very conscientious of her work ethics and protecting the security of the State's information. The Control Room houses proprietary information. She understands how important it is to keep the environment safe. She demonstrates excellent customer service skills for internal and external customers. She is very friendly and helpful at all times. She is continuously looking for ways to improve her work.



Security Awareness Update

Safely Using Instant Messaging and Chat Rooms



Although they offer a convenient way to communicate, there are dangers associated with tools that allow real-time communication.

First, let's look at the different types of tools used for real-time communication.

- Instant messaging (IM) is commonly used to communicate one-on-one with employees, friends and family members.
- Chat rooms, whether public or private, are forums for particular groups of people to interact. Many chat rooms are based upon a shared interest or characteristic. For example, there are chat rooms for those who love cats, dogs, baseball or rafting. Chats are traditionally many-to-many.
- Bots are software that interact with users through either IM or chat rooms so you can receive information such as current weather reports, stock status or movie listings. With bots, users are often not interacting with a person. With more sophisticated bots, you may be fooled into thinking the responses you receive are from a person.

So what are the dangers?

- Identities can be vague or ambiguous. It is often difficult to identify if the person you are communicating with is human.
- People may lie about their identity, accounts may be compromised, users may forget to log out or an account may be shared by multiple people. This makes it difficult to know who you are communicating with.
- Users are especially susceptible to certain types of attack:
 - Convincing you to run a program or click on a link is a common attack method that is especially effective through IM and chat rooms. In a setting where you feel comfortable with the "person" you are communicating with makes you more vulnerable to receiving malicious software.
 - You don't know who else might be seeing the conversation. Online interactions using a free commercial service may be archived on a server. You have no control over what happens to those logs. You also don't know if an attacker might be "sniffing" your conversation.
 - The software you are using may contain vulnerabilities. Like any other software, chat software may have vulnerabilities that attackers can exploit.
 - Default security settings may be inappropriate. The default security settings in chat software tend to be relatively permissive to make it more open and usable. This can make you more susceptible to attacks.

How can you use these communication tools safely?

- Evaluate your security settings. Check the default settings in your software and make adjustments if they are too permissive. Make sure to disable automatic downloads. Some chat software offers the ability to limit interactions to only certain users. You may want to take advantage of these restrictions.
- Be aware of what information you reveal. Do not reveal personal information unless you know who you are communicating with. You should also be careful about discussing anything you consider sensitive information over public IM or chat services (even if you are communicating with someone you know in a one-to-one conversation).
- Try to verify the identity of the person you are communicating with. In some forums the identity of the "person" may not matter. However, if you need a degree of trust in that person, either because you are sharing certain types of information or being asked to take an action like following a link or running a program, make sure you know the "person" you are communicating with.
- Don't believe everything you read. Information or advice you receive in a chat room or by IM may be false or worse, malicious. Try to verify the information or instructions from outside sources before taking any action.
- Keep software up to date. This includes the chat software, your browser, your operating system, your mail client and, especially, your anti-virus software.



ADOA Information Security

AIS

Managing Our Information Safeguards



People on the Move



Division	Welcome	Good-bye, Good Luck
Risk Management	<ul style="list-style-type: none"> • Alan Bickel - new hire 	
General Services	<ul style="list-style-type: none"> • William Anderson - new hire • Anthony Bellanger - transferred from DES • Alfred Francis - new hire • Desiree Galaz - new hire • Andrew Gertz - new hire • Brian Johnson - new hire • James Montgomery - new hire • Aisha Muhammad - new hire • James Patterson - new hire • Anthony Rivera - new hire • Diana Sandy - new hire • Kimberly Van Doren - new hire 	<ul style="list-style-type: none"> • Larry Valenzuela - left state service • Kendra York - left state service
Benefits	<ul style="list-style-type: none"> • Nanette Bailey - transferred from Auditor General 	
Human Resources	<ul style="list-style-type: none"> • Guadalupe Castro - new hire • Melissa Espino - new hire • Thomas Szewczyk - new hire 	<ul style="list-style-type: none"> • Paneen Bjorn - left state service • Thomas Frost - left state service • Wayne Mannheimer - retired • Clarence Williams - retired
Information Services	<ul style="list-style-type: none"> • Mikol Aspinwall - transferred from DHS • Scott Burzynski - new hire • Larry Sanelli - new hire 	<ul style="list-style-type: none"> • Roger Baune - transferred to Revenue • Mohibul Arefeen Khan - transferred to DHS
Management Services	<ul style="list-style-type: none"> • Carrie Jo Ashmore - new hire • Ronn Brooks-Cannon - new hire • Heather Casey - new hire • Portia Kearns - new hire • Fernando Lopez - new hire • Tracy Mosier - transferred from GAO 	<ul style="list-style-type: none"> • Michael Burrell - left state service • Joshua Davis - left state service • Robert Gandara - left state service • Chris Gawthrop - left state service • Daniel Layman Jr. - left state service • Debbie Oland - left state service • Debi Sawyer - transferred to GAO • Tyrone Sneed - left state service • Tim Walker - left state service
General Accounting	<ul style="list-style-type: none"> • Tabitha Coker - transferred from AHCCCS • Jenifer Espinoza - transferred from DES • Gretchen Gillian - new hire • Sandra Monaldi - transferred from House of Representatives • Konstantinos Katsiris - new hire • Debrah Sawyer - transferred from MSD • Jaimie Soulvie - transferred from DES 	<ul style="list-style-type: none"> • Delphina Begay - transferred to DES • Keren Carbajal - left state service • Greg Carlson - left state service • Kim Harper-Syra - transferred to Early Childhood Development • Mohammad Khaksari - retired • Tracy Mosier - transferred to MSD
AzGU	<ul style="list-style-type: none"> • Shelly Davis - new hire • Peter Hanlon - new hire 	<ul style="list-style-type: none"> • Irene Simonette - retired