



Arizona Department of Administration
News and Views

Arizona State Procurement Office Presented with Two Prestigious Awards

The Outstanding Agency Accreditation Award from the National Institute of Governmental Purchasing (NIGP) in Herndon, Virginia, formally recognizes excellence in public procurement. The NIGP's membership represents over 2,000 governmental agencies throughout the United States and Canada. The Arizona State Procurement Office (SPO) is one of 104 governments that attained this distinction. This elite group represents the highest standards of quality and efficiency in government procurement.



**NIGP's
Outstanding Agency
Accreditation Award**

In 1995, the National Purchasing Institute (NPI) established a program designed to recognize organizations demonstrating excellence in public procurement. The



**NPI's
Achievement of Excellence
In Procurement Award**

Achievement of Excellence in Procurement is awarded annually to organizations that obtain a high score based on standardized criteria. The criteria are designed to measure innovation, professionalism, productivity, e-procurement, and leadership attributes of the procurement organization. This year marks the sixth consecutive year that SPO has received this award.

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

It's that time of year again, time for the ADOA Annual Recognition Awards. We will recognize five categories in the Annual Award process:

Employee of the Year
Supervisor of the Year
Team of the Year
Career Excellence
Public Service

The event will be held on November 13th, at 2:00 p.m. in the patio area between the parking garage and our building. These awards are not given by management; they are from you nominating your peers. I think that is what makes these awards so great to receive, that you have been singled out by one of your co-workers that believes you should be recognized and appreciated for the great job you do. Congratulations to all the nominees and thanks to those of you that took the time to write a nomination form.

We have been working to update the strategic plan for our agency. This is an important tool we use in budget planning. You may be asked to participate in some of the workgroups. Your ideas and opinions are requested and appreciated!

The flu shot schedule for this year is now available on the Wellness website. The following link will provide information: <http://benefitoptions.az.gov/wellness/flushots.asp>

As the holidays approach, my wish for all employees is health and happiness!

Best regards,

A handwritten signature in cursive script 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.



July, August, September Milestones

Five years

ISD Raul Caballero, Monica Moraga
GAO Yesenia Mejia, Daniel Spencer
CP Traci Woody-Carman

Ten years

GSD Washington Pagh
MSD Doug Upshir, Cynthia Veverka
CP Bret Boettcher
ISD Jesus Uranga
SPO Maureen McGovern
Risk Korey Garland, Chris Ann Guinta

Fifteen years

MSD Abigail Williams
ISD Cliff Batchlor
HRD Rita Bray

Twenty years

BSD Wayne Pulver, Elizabeth Schafer
ISD Paula Baldovino, Juanita Hernandez, Linda Kepner, Bonnie Pandya
MSD Richard McKnight, Joe Whitmer
DO Scott Smith

Twenty-five years

MSD John Frost
HRD Antonia Griffin, Laura Krause
SPO Christine Lee



Mark Your Calendar

Toastmasters Meetings -
Every Tuesday at noon in room 400A



October

- 13th** Columbus Day Holiday - office closed
- 14th** National Dessert Day
- 15th** National Grouch Day
- 16th** Boss's Day
- 31st** Halloween



November

- 2nd** Daylight Savings Time ends
- 4th** Election Day
- 11th** Veterans' Day - office closed
- 13th** ADOA Annual Recognition Awards
- 27th** Thanksgiving - office closed



December

- 5th** International Volunteer Day
- 7th** Pearl Harbor Day
- 9th** ADOA Holiday Celebration
- 25th** Christmas Day - office closed



Cause for Applause Recipients

July

Benefits	Cap Police	GAO	HR	ISD	GSD	MSD
Stacey Marlin	Kathe Cochrane	Judi Kilgus	Sydney Standifird	Jeffrey Oliphant	Lynne Heffington	Harbhajan Singh
Wendy Hammon		Jan Sharon-Strieby	Cookie Gill	Paul Ong	Ventura Rodriguez	Connie Wheeler
Stacey Marlin		Celine Baker	Margaret Burns	Josefina Olivas	Timothy Hurst	Greg Dillard
		Amanda Bennett	Candee Samora	Matthew Wozniak	Joe Leon	Ron Pietrzyk
		Lin Ma	Manny Ramirez	Janie Armbruster	Anthony Rivera	Maggie Lam
		Mary Miller	Lorinda Frost	Patricia Coats	Tom Huckabay	Maryam Khalili-Panah
		Sam Tekien	Gana LaPaglia		Valerie O'Neal	Portia Kearns
			Lupita Castro			Berenice Ibanez
			Jaclyn Warren			Dawn Green
			Leslie Biava			
			Connie Magallanes			
			Norma Ragan			
			Janet Glover			
			Linda Rose			
			Kellie Beard			



Risk	SPO	TPO	Dir Office
Rosalinda Goshkarian	Chris Lee	Yvette Medina	Charlotte Hosseini
Cindy Rushin	James Scarboro		
Betty Lopez	Cynthia Pearson		
Janet Valdez	Jan Hart		
Terry Garcia	Elizabeth Casteel		
Julie Lilleberg			
Susan Fajardo			
Julie Cruse			
Sue Prindle			
Marsha Gaffney			
Terry Cartwright			
Shallen Cernich			

Cause for Applause Recipients

August

Benefits	Cap Police	GAO	HR	ISD	GSD	MSD
Samantha Roberts	Mark Leon David Garcia Ronald Walker Joel Birch	Debi Sawyer	Victor Machiche Laura Krause Cindy Tomko	Clif Batchlor Ray Smith Larry Chapman Luke Davis Jovonne Flores Albert Aparacio Karen Bailey Daniel Sanchez Chuck McIntosh Eleanor Linares Linda Kepner Peggy Haberli Beau Batchlor Rick Woods Jon Claxton Larry Sanelli John Brady Les O'Neal	Building Maintenance	Joe Whitmer Jeffrey A. Snyder Harbhajan Singh

Risk	SPO
Terry Cartwright Kareem Parker Josie Inhof	Chris Lee

September

Benefits	Cap Police	GAO	HR	ISD	GSD	MSD
Connie Geesey	Kathe Cochrane	Jan Sharon-Strieby	Shelly Grindstaff Norma Ragan Debi Shelton Michelle Ashley Jaclyn Warren Lorinda Frost Janet Glover Kellie Brown Gana LaPaglia Connie Magallanes	Josefina Olivas	Anne Eick	Andrew Bruner

Risk	SPO	TPO
Tom Zuppan Joseph Rodosta Kareem Parker Sue Prindle Rita Clark Sharon Buckley Theresa Cartwright Reyna Soberano	Jan Hart	Yvette Medina



The sunrise came over the Lonesome Partridge spread
Hick Chicks began to dance
and all the ranch animals, they began to prance

Way down on the banks of the Old GAO

The horse from payroll lost its head

The Spurs team built a cow

Now where is Stu?

There's a price on his head

Way down on the banks of the Old GAO

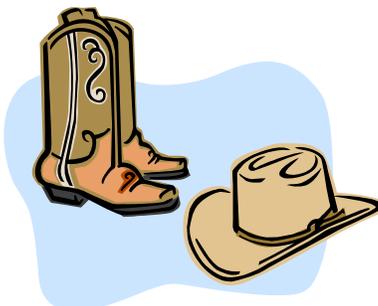
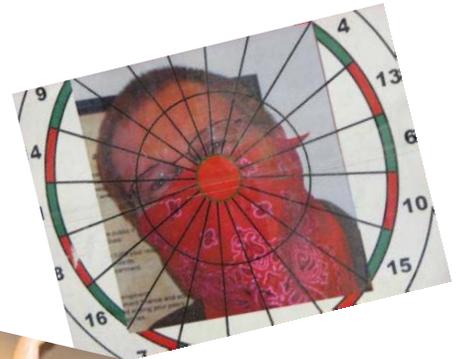
So, if you plan to visit Lonesome Partridge

To come and get the GAO slant

Remember your ropin' & ridin' skills

But, don't let your babies grow up to be accountants!

GAO's FYE Party





Let's Talk Turkey

In the past several years a trend that started in the South has become quite popular here in the Valley of the Sun. It is deep-fried turkey.

For those of you unfamiliar with this type of turkey preparation, deep-frying a whole turkey is a Cajun tradition that produces juicy meat and delicious, crispy skin. An added advantage of cooking a turkey this way is that it takes less than an hour to cook the whole bird. Unfortunately, many things can go wrong during that hour.

According to the Phoenix Fire Department, there are serious safety concerns associated with deep frying turkeys.

- Fryer units may easily tip over, spilling their contents—five gallons of hot oil from the cooking pot.
- If the cooking pot is overfilled with oil, the oil may spill out of the unit when the turkey is placed into the cooking pot. Oil may hit the burner or open flame, causing fire to engulf the entire unit.
- Handles may become overheated, and when lifted, cause serious burns to hands or other body parts if the vessel is dropped.
- Units with no thermostats may overheat and combust.

Here are some safety tips offered by the Phoenix Fire Department.

- Fry only smaller turkeys, 12 pounds or below.
- Use oils that smoke only at high temperatures—peanut, saffron or canola oils. Be aware, though, that some of your guests may have peanut allergies.
- Use fryers only outdoors and at a safe distance from structures. Never locate a fryer in a garage.
- Keep children and pets away from the fryer and place it only on a flat surface.
- Never leave your fryer unattended.
- Fry only with an all-purpose extinguisher nearby. Never use water to extinguish an oil fire.

For more turkey tips, visit the City of Phoenix [website http://phoenix.gov/FIRE/deepfry.html](http://phoenix.gov/FIRE/deepfry.html)



**HAPPY
THANKSGIVING!**



2008 Pack to School Drive

Once again, ADOA employees went above and beyond to help Arizona's children with supplies to better prepare them for their first day of school!

As a collection site, ADOA among other state agencies assisted The Salvation Army in collecting more than 17,000 backpacks and 215,000 items of school supplies! The drive supported over 38 Arizona schools and three social service agencies.



Melissa Axman, Director of Community Relations at The Salvation Army, sent a certificate and a letter thanking ADOA employees for their generosity. The letter stated, "The Salvation Army is lucky to have the support of such wonderful state employees" and "The Salvation Army's success is directly related to agencies, like yours, that are dedicated to making a difference in our community".

ADOA is looking forward to another successful year in 2009!

Pack to School

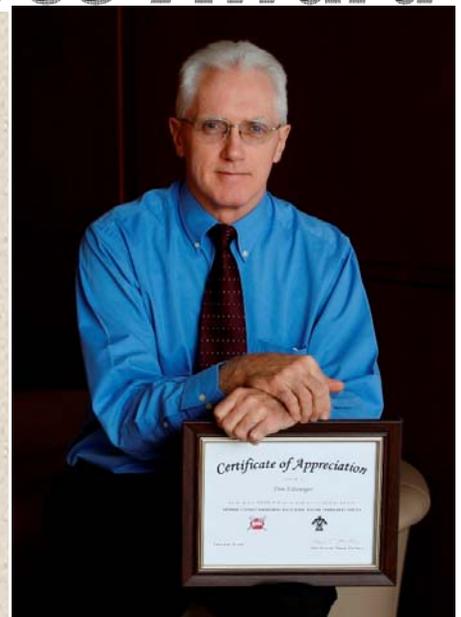


Arizona Department of Administration

Thank you for making the 2008 Pack to School Drive a huge success! The Salvation Army appreciates your dedication to Arizona's students.

Don Ellwanger Receives Award

Congratulations to **Don Ellwanger**, Senior Procurement Specialist in the State Procurement Office. He recently received a milestone award from the National Contract Management Association (NCMA) for 25 years of continuous service to the organization. NCMA's purpose is to foster the professional growth and educational advancement of its members. Each member accepts the obligation to continuously improve one's professional knowledge and job performance in the field of contract management and to abide by the letter and spirit of the highest ethical standards



MEET MAX!



What is the MaricopaXpress Ticket & Subsidy Program?

In an ongoing effort to improve air quality in the Valley, the State of Arizona has provided for and implemented a bus subsidy program for state employees working in Maricopa County. The State's official public transportation subsidy program is administered through Valley Metro's Platinum Pass program. With the recent growth in outlying communities, the City of Maricopa has begun operating a public bus route that services downtown Phoenix. Many state employees are riding this bus and have asked how the State's bus subsidy program might be expanded to include this new route.

Capitol Rideshare is pleased to announce that the State of Arizona and the City of Maricopa have worked together to establish the MaricopaXpress Ticket and Subsidy Program as a means of providing the dollar equivalent of a Platinum Pass subsidy to state employees riding the MaricopaXpress. Since the State's bus subsidy program provides a per ride subsidy up to a monthly maximum, a similar system needed to be developed for the MaricopaXpress.

MaricopaXpress route, schedule, and fare information can be found online at <http://www.maricopa-az.gov>.

If this route works for you, call Capitol Rideshare to request an application or go online to www.capitolridesshare.com. We will process your application and then issue you your first book of MaricopaXpress Tickets. There is no initial charge for these tickets. You are only charged for each ticket that you use. Each time you board the MaricopaXpress, present your ticket to the bus driver. Your ticket will be collected and billed to you, minus applicable subsidy, as a pre-tax payroll deduction the following month. The employee is responsible for any lost tickets that are used at a later date. The total monthly bus subsidy available will be equal to the dollar value of the most expensive Platinum Pass subsidy offered at that time. If you ride the MaricopaXpress in addition to riding a Valley Metro bus or light rail train, your Valley Metro subsidy will be paid first and any remaining subsidy amount will be applied toward your MaricopaXpress expenses. The balance of your expenses will be payroll deducted.

For more information, call Capitol Rideshare at 602.542.RIDE.



Out with the old and in with the new! The new Platinum Pass can be used on all Valley Metro buses as well as Metro Light Rail (when it becomes available). This card (proximity card) need only be tapped on the orange target on the farebox. Yes, it's a bit different than the previous "swipe" card but otherwise, it works the same way. It makes using transit easy. Best of all, the State will continue to subsidize a portion of your ride! If you ride the bus, you need the card! Call 602.542.7433 for your application today or visit www.capitolridesshare.com.



Arizona Government University Wins Innovations Award

In September, Arizona Government University (AzGU) was notified that they will be receiving the 2008 Council of State Governments Innovation Award. Each year the Council of State Governments recognizes state government programs that have addressed problems in their states with creative and resourceful solutions. The Council has asked that AzGU share their successful business and product model with other state governments at the Annual State Trends and Leadership Forum being held in December. AzGU has also received a request to be interviewed for an article that will be published in "State News", a monthly magazine of The Council of State Governments.



Congratulations to all the staff of Arizona Government University!

Frank Luke Jr. Monument

Lieutenant Frank Luke Jr., an Arizona native from Phoenix, is honored by a memorial in his name located between the House and the Senate. Erected in 1930, the memorial commemorates Frank Luke's service as a pilot in World War I. He is dressed in a military uniform and holds an aviator helmet in his right hand. The inscription on the 17-foot memorial reads "The State of Arizona erects this monument as a tribute to his valor, extraordinary bravery and distinguished service in the world war and in gratitude to all her sons who served."

Frank Luke joined the 27th Aero Squadron at Saints, a French village approximately 45 miles east of Paris, on July 25, 1918. His service lasted only 17 days, but in that time he brought down fourteen German observation balloons, which were used for intelligence gathering and artillery spotting from high above the battlefield terrain, earning him the title of the "Arizona Balloon Buster." His last flight was on September 29, 1918 when his plane crashed. Frank Luke was shot and killed by German soldiers as he fought to prevent himself from being taken hostage. France awarded Frank Luke the Congressional Medal of Honor for his services as an observation balloon buster.

Our recent monsoon storm on August 28 damaged the monument. The 100-mph winds slammed a tree branch into the memorial, shearing off the bolts and pushing the statue off the pedestal onto the ground. General Services Division, Facilities Operations and Maintenance quickly arranged for repairs and on September 22 Frank Luke resumed his place on the pedestal. However, this is not the first time that this memorial has fallen. On January 1, 1963, the *Phoenix Gazette* reported that a motorist traveling west on Washington at 17th Avenue struck the memorial so that it fell to the ground.



AIRBORNE - Lt. Frank Luke Jr., ace fighter pilot in World War I, took to the air again yesterday. A statue of the Arizona war hero was knocked from its pedestal on the Capitol lawn New Year's morning when an errant motorist missed

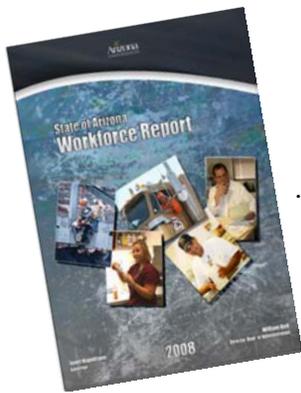
the turn onto 17th Avenue from W. Washington. Workers yesterday set the pedestal upright again, and returned Luke's statue to its former stance, looking east down Washington.

THEN

AND

NOW





Did You Know?

- . . . the number of state employees decreased to 36,442 – a decrease of 2.3% . . .*
- . . . 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 continues to be more ethnically diverse than the available labor force within Arizona . . .*
- . . . the percentage of minorities has steadily increased over the years . . .*
- . . . minorities comprise 41% of the employees in the ADOA Human Resources system . . .*
- . . . females comprise 56% of the workforce in the ADOA Human Resources system . . .*
- . . . the separation rate for covered employees decreased to 14.8% . . .*
- . . . separation rates are highest for employees with four or less years of state service . . .*
- . . . the average age of employees increased to 46.0 years . . .*
- . . . the average length of service was 9.8 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 \$49.2 million as a result of turnover . . .*
- . . . state employee salaries are now estimated to be 9.5% behind the market . . .*
- . . . the market is expected to increase by 3.8% . . .*
- . . . turnover rates remain higher than most other employers . . .*



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

News from ISD

1.) Department of Education (DOE) was searching for a new location to host 127 servers after DOE had run out of space, power and did not have adequate air conditioning to cool their racks of servers. DOE CIO Donald Houde heard Patrick Quain give a talk at the CIO Council Meeting on Server Consolidation and Integration and Facility Initiative (SCIFI) and initiated contact with ADOA. An important consideration for DOE was the close proximity of the ADOA Data Center to the DOE building. The cost savings to DOE is substantial not having to purchase air conditioning units, back-up generators and redundant power. DOE now has power to handle the entire states school data which is uploaded to their websites on a daily basis. Keith Boesel with DOE also is interested in Disaster Recovery (DR) for a failover site and will be looking at ADOA Tucson Site for their DR failover. For additional information on Server Consolidation, please contact Mercy Dominguez by email at mercy.dominguez@azdoa.gov

2.) On Sep 22, 2008 ISD released state of the art Remedy version 7.x ticketing system for general use. All ISD customers now have the capability to create or call in their service requests to the Service Desk. The best practices within the Remedy system streamlines the processes from initial service request to resolution, hence increasing productivity, efficiency and reducing costs.

The new Remedy system is available to all our existing and new customers. It is our recommendation to our customers to take the opportunity to attend one of our many on-going training classes. The 2 hour session will introduce you this system and its benefits to you and your agency. For additional information on training please contact Pat Coats by email (patricia.coats@azdoa.gov).

CAREER CENTER WORKSHOP

OCTOBER

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

NOVEMBER

S	M	T	W	T	F	S
					1	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

DECEMBER

S	M	T	W	T	F	S
	1	2*	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

To Register Contact:
 The Career Center
 602-542-2733
 careercenter@azdoa.gov
 www.careercenter.az.gov

OCTOBER

- 10/3 Resume Development @ 12pm-1pm
- 10/6 Career Talk: Making a Career Change @ 12pm-1pm
- 10/17 Interviewing Best Practices @ 12pm-1pm
- 10/21 Making Satisfying Career Decisions @ 12:30pm-1:30pm
- 10/27 Developing your Leadership Potential @ 12pm-1pm

NOVEMBER

- 11/4 Networking @ 4pm-5pm
- 11/7 Effective Career Goal Setting @ 12pm-1pm
- 11/13 Identifying Your Uniqueness @ 12pm-1pm
- 11/20 Resume Development @ 4pm-5pm

DECEMBER

- 12/2 Career Talk: Staying Motivated in Your Job @ 12pm-1pm
- 12/11 Interviewing Best Practices @ 4pm-5pm

Identifying Your Uniqueness

An interactive workshop designed to help you identify your strengths and accomplishments for resumes, interviews, career advancement, performance discussions, and much more!

Making Satisfying Career Decisions

Participants will receive a detailed report which includes information regarding career direction, interests and work satisfaction.

Effective Career Goal Setting

Learn the secrets of creating detailed and achievable career goals and objectives.

Resume Development

In this workshop you will understand the purpose, style, and various categories of resumes. Learn how to highlight your skills on a resume that will generate attention and results.

Interviewing Best Practices

A discussion of interview techniques, including: what to say, what to wear, and how to prepare yourself to ace your next interview.

Networking

Preparation and practice will help you develop the skills it takes to be effective in career networking. Learn how to showcase your strengths and get noticed in the workplace.

Developing Your Leadership Potential

A practical discussion of leadership best practices and the critical elements necessary for a leadership development action plan.

Career Talk Topics are lunchtime discussions where employees and the career center staff will share ideas and strategies. Bring your own lunch!

All workshops are at 100 N. 15th Ave,
 in Room 300

*12/2 Workshop in Room 203



Getting to Know You

Profiling Employees within ADOA

The General Accounting Office (GAO) is pleased to feature Yesenia Mejia as its Featured Employee of the Fourth Quarter for FY 2008.

Meet Yesenia Mejia

Yesenia was born in Mexico and moved to Phoenix with her mother when she was two years old. She grew up in Phoenix with 15 siblings. After she graduated from Alhambra High School she took a year off of school. She continued her education by attending Glendale Community College and then on to Arizona State University where she graduated with a Bachelor of Science in Accountancy. In June of 2008, Yesenia began taking classes for her Masters degree at ASU in Public Administration.



Yesenia joined the GAO after completing her Bachelor degree in July 2003. She started in AFIS and after working with the GAAP group for a year, she returned to AFIS as a liaison. She currently works on special projects for AFIS and HRIS. She performs the reconciliation between AFIS and HRIS and is the labor distribution specialist.

Yesenia is married to Sergio Mejia who is employed with Nationwide Retirement. Yesenia and Sergio have two sons Sergio Jr. who is 12, Michael who is 10, and Princess Izel who just turned 2 years old. They moved into a new home they built last year and have a pet dog named Penny.

In between school and her children's sports Yesenia enjoys quiet time, art museums and traveling. On her travels, Yesenia has been able to visit Detroit Michigan, Kauai Hawaii, Ohio, most of California, Canada, and Mexico.

Meet Maryam Khalili-Panah

Maryam started her career 10 months ago with MSD-Accounting in December 2007. She says this is one of the best decisions that she has made in her life, joining ADOA. It is a completely different cultural environment coming from the private sector. She very much enjoys working and has fun being part of the ADOA team.

She grew up in Shiraz – Iran and comes from a big family of eight. Her father is a retired engineer of an oil company and her mom is a retired teacher. She has two brothers, both are engineers, and 3 sisters, two sisters are physical therapists and one is attending medical school in Vienna. She has two lovely nieces and one very handsome nephew.

She attended Wayne State University in Michigan where she received her Bachelor Degree in Accounting as well as her MBA. She says she is very adventurous. For two years she attended Colleen University in Germany to study Dutch. She knows three languages, Farsi (Persian), Dutch and English. She has lived in many places like Toronto (12 years), Michigan (10 years) and Connecticut for one year. But, the most beautiful and enjoyable place she's lived is Arizona. She loves dancing, playing volleyball, windsurfing, swimming, juggling and traveling. There are many places she has visited like; Frankfurt, Bonn, Stuttgart, London, Vienna, Paris, Madrid, Bombay, Miami, New York, Long Island, Vermont, Key West and Cozumel.



Prior to living in Phoenix, Maryam was one of the founders of a Women's Organization in Toronto. She also was very involved with a women's club, the Persian House of Michigan where she was the chairperson for three years and served one year as President. In the future she would like to get more involved in social work.

Getting to Know You

[Profiling Employees within ADOA](#)



Nick Phelan is a new compliance auditor with the ADOA Telecommunications Program Office (TPO). The objective of the audit team within TPO is to provide oversight for the State to assure the contractors involved in Arizona's telecommunications statewide enterprise network implement the project in the most efficient way with the greatest cost savings. It is interesting and genuinely rewarding work.

Nick Phelan TPO's Featured Employee

Prior to working for Arizona, Nick was a federal compliance auditor to the telecommunications industry providing federally mandated Federal Communications Commission (FCC) audits to telephone companies. His telecom experience comes from more than 30 years

with several telephone companies including Cincinnati Bell, AT&T and Bell Atlantic (Verizon) as an officer or contractor. He has also worked in the Middle East and in Western Europe working for international companies based in Switzerland and Israel.

Nick was telecom advisor to the US Senate in Washington, DC, under Senator Nickles, during the 102nd through 104th congresses.

Born in Montreal, he came to the USA to attend MIT, Notre Dame and later Purdue. After school, he lived in New York working as an airline pilot, eventually moving away from flying into information technology.

Nick lives in South Phoenix. He enjoys motorcycling ("Hell's Accountants"), exploring the back roads of Arizona, California and New Mexico in his four-wheel, and flying. "This is a very picturesque place to explore," he says. "I think many of us really miss out on seeing what great sights Arizona has to offer." In his off time, Nick works with Phoenix animal shelters to rescue and adopt out stray and abandoned animals. "It's both very sad and very personally rewarding at the same time."

At home, Nick is an avid gardener and has made his standard Arizona tract home into an unusually treed and shaded oasis in the desert. "Even on some of the warmest days, my garden is a pleasant place to sit and read or just relax."

We'd like you to meet **Diane Gray**. She is the new Benefits Contracts Administrator in SPO, and is an essential part of the team that is responsible for the state employees' benefits package. Contracting for benefits is challenging and within the next year there are several contracts that will be re-solicited.

Diane joined SPO's staff on September 8, 2008 coming from the Department of Environmental Quality.



She has been a state employee since 1981. After visiting her brother who was living here, she decided to leave the cold and ice of Milwaukee, Wisconsin and move to Arizona. Within a month of her move, she landed her first job with the state. She has worked for the Arizona Game and Fish Department, the Department of Economic Security, and Arizona State Parks.

Her higher education includes an AA Degree and a Certificate in Paralegal Studies, which is very helpful in her work with contracts. Diane has also earned her Certified Professional Public Buyer (CPPB) certification, which recognizes a standard of competency in the public purchasing profession.

Away from work, you might find her traveling around the state exploring sites of interest. She also likes spending time with her two sons, daughter-in-law and her friends, or enjoying a good book or movie.

Welcome Diane Gray, CPPB to ADOA and SPO

Getting to Know You

[Profiling Employees within ADOA](#)

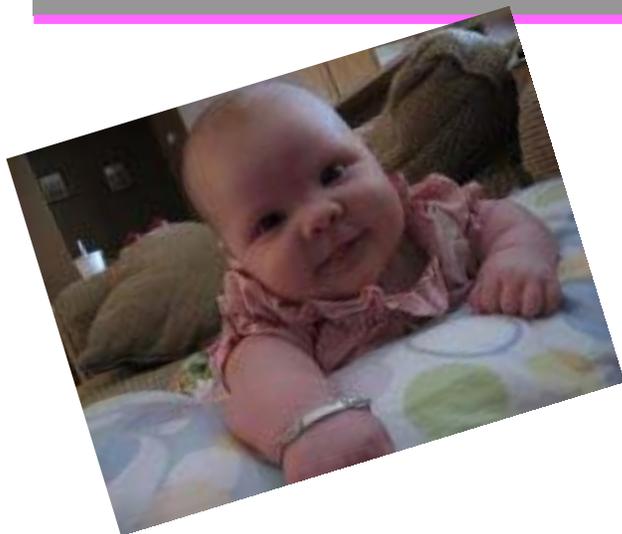
Getting to Know Dan Wheeler From Risk Management Division

The Risk Management Division is honored to present, **Dan Wheeler**. Dan was born and raised in Roswell, New Mexico until age 4, when his family moved to Albuquerque, New Mexico. Roswell is widely-recognized for an alien craft that crashed in 1947. The United States military maintain that all that was recovered was a weather balloon and a crash test dummy.

Dan graduated from Albuquerque High School in 1963. After graduation he served in the United States Navy for 4 years as a Boatswain's Mate. After completing basic training and A school he was stationed on the USS Ranger. Dan is a Vietnam Veteran. During his service career he enjoyed visiting Hong Kong, Japan, the Philippines and Hawaii.

In 1967 he married Dorothy. They have 2 children, Sean and Denise, and 4 grandchildren, Brandon, Cody, Joei and Meadow. He lived in the San Francisco Bay area for about 4 years and worked for Bank of America as an Operations Officer. He then moved back to Albuquerque and graduated from Albuquerque Technical Vocational Institute with a major in accounting. In 1982 he moved to Arizona and worked for the Salvation Army Divisional Headquarters as the Chief Accountant for the South West Division. In 1990 he started his career with the State of Arizona, Department of Revenue. Dan accepted a position with, Risk Management Division in November 1991 and has worked his way up to Lead Accountant. He collects revenue from all state agencies for insurance premiums, performs reconciliations and accounting reports. He also reviews the work of 6 other employees.

Dan and his wife enjoy exploring the state of Arizona and traveling to San Diego, California to visit their granddaughters Joie and Meadow. His favorite place in Arizona is Bisbee (an old mining town), because of the weather and old fashion, living in the past atmosphere. Dan is looking forward to retirement, in approximately 2 years, so he and his wife can travel more often.



Olivia Grace

Dickey

Daughter of Rebecca (Human Resources) and John Dickey.

Born June 5, 2008

8 lbs 1 oz

Tiny Tots



GET TO KNOW ALEX TURNER

September was a busy month for ADOA's Assistant Director for Legal Services, Alex Turner. In addition to his regular duties in the Director's Office, Alex is a member of the National Association of Government Defined Contribution Administrators, NAGDCA. Through that association, he was asked to speak at the Republican National Convention held in Minneapolis, Minnesota. Among the topics discussed were "preparing today's youth for tomorrow's retirement". A week later, he was on his way to Baltimore Maryland, where he was installed as the President for NAGDCA's national board. As the president, it will be his honor to preside over all of the meetings and numerous committees for the national board as well as the 2009 national conference in Austin, Texas. Congratulations Alex!



Alex has been actively involved in the activities of NAGDCA and the Arizona Deferred Compensation Board over the last fifteen years. From 1989 to 1997, he served as the Board's legal counsel, and currently represents the Director as ADOA's Board designee. Prior to serving as a Member at Large on the NAGDCA Executive Board, he served on the NAGDCA Legislative Committee and Membership Committee. He also takes time to teach night classes on contracts and business law for Glendale Community College.

Below is a copy from NAGDCA's article.

Alex Turner President of NAGDCA

Graham Alex Turner serves the NAGDCA Executive Board as a Member at Large. He is also the Assistant Director of the Arizona Department of Administration. The activities of the Department of Administration include the State's finance, general accounting and procurement operations; the State's non-highway construction program; the operation of State buildings and leased offices; the administration of the State's Human Resources Division; and the operation of the State's Risk Management program.

During the 1998 legislative sessions, Turner served as the Chief Rules Attorney of the Arizona House of Representatives. The rules attorneys serve as the non-partisan attorneys for the House, and review all proposed legislation to determine whether it is constitutional and in proper form, advise the House on issues of legislative procedure, and provide advice to the House Ethics Committee.

Turner previously was Chief of the Procurement & Contract Law Unit in the Administrative Law Section of the Arizona Attorney General's Office. The attorneys in the Unit provided advice to the State on procurement, contract, grant, revenue bond and intergovernmental agreement matters. In addition, the Unit provided day-to-day legal services to the Finance and General Services Divisions of the Department of Administration, the Departments of Commerce, Tourism, Lottery, and Coliseum, as well as the State Retirement System, Deferred Compensation and Private Enterprise Review Boards. Turner also served for five years as an Assistant Attorney General in the Transportation Section, representing the Department of Transportation and Department of Public Safety in contract and procurement matters, and construction litigation. Prior to joining the Attorney General's Office, Turner spent five years representing the Federal Government in contract matters, as well as construction, eminent domain and flood-control project litigation.

Turner has been actively involved in the activities of NAGDCA and the Arizona Deferred Compensation Board over the last fifteen years. From 1989 to 1997, Turner served as the Board's legal counsel, and currently is the Department of Administration's Board designee. Prior to serving as a Member at Large on the NAGDCA Executive Board, he served on the NAGDCA Legislative Committee and Membership Committee.

Meet Melissa Espino and Brent Dohogne

Melissa Espino and **Brent Dohogne** are both employees of the Human Resources Division who started their careers in State service as interns! These two talented individuals are part of the new wave of government employees of the future.

Melissa Espino came to HR in September 2006 as an intern in the Staffing and Recruitment section, and then barely a year later, accepted a permanent position as a “Recruiter.” Today, she administers the Summer Internship Program for the Department of Administration. And her first official recruitment was none other than (you guessed it) Brent Dohogne!

Melissa has a Bachelor’s degree in Business Administration from Grand Canyon University and is now working on her MBA. She thinks she will most likely stay in the HR field because of how much she enjoys the people side of business.

Outside of work, Melissa is actively involved in her church where she serves on the Youth Board and Praise Team. She’s quite excited about her upcoming marriage next May, and proud that she doesn’t need to drink coffee to get her through her busy days!

Brent Dohogne came to Human Resources in January of this year as an intern in Arizona Government University (AzGU). Less than a year later, he accepted a permanent position as a “Trainer.” He’s involved in creating computer-based training courses and will begin teaching Grammar Basics in the classroom later this month.

Brent holds Bachelor’s degrees in English and Philosophy and a Master’s degree in Accounting. Brent left a position in the retail world to finish school and then take on a new job in State Government—all steps in pursuit of his goal to become the ADOA “beat writer.”

Outside of work, Brent loves to read and enjoys betting on sports. One of his favorite pastimes is to play chess online every morning before work!



As a side note, if you are interested in the Internship Program offered by ADOA, you can contact Melissa in Staffing and Recruitment at melissa.espino@azdoa.gov or by phone at 542-4133.

Employee Recognition



Risk Management's Team of the Quarter



Gwen Lopez, Liz Pence, Nancy Germond, and Tom Zuppan, are RMD's Team of the Quarter. These four individuals have had to bear the brunt of six vacant positions which could not be filled due to the hiring freeze. They have demonstrated their loyalty and dedication to their jobs by building teamwork and completing each task in a timely and exceptional manner. The Loss Prevention Consultants assist agencies in developing and implementing loss prevention programs statewide. These consultants have reduced the frequency and severity of losses in employee safety in the workplace, real and personal property protection and negligent acts that cause third-party claims. Thank you for your teamwork, training, and keeping us safe.

MSD Team of the Quarter ADOA Interagency Mail Room

This year's Team of the 4th Quarter consists of the following staffers: Johnny DeLeon, Fernando Lopez, Roy Stubblefield and Jeffrey Snyder (Supervisor). The Mail Room team has worked hard to improve performance and as a result, has turned in some of the best VOC scores in the history of the Mail Room program.

Another key performance measure is the quarterly Interagency Mail Turn-around Survey. This survey is sent to 30 clients located throughout the interagency mail route system and has a set performance standard of 1.2 days. Impressively, the Mail Room achieved a .7 of a day turn around on the 4th quarter survey which is almost one-half day better than the standard!

The Mail Room's good performance has attracted new customers; the Department of Revenue (DOR) is the most recent addition. The addition of DOR has added over 50,000 pieces of mail per month to the current workload and the team has worked hard to maintain a high level of service. The team is fully cross-trained and should one team member be on leave, any of the other staffers can cover the pertinent routes without issues, and process mail from any source without problems.

So here's to the ADOA Interagency Mail Room Team on a job well done!!



Employee Recognition



GAO's Supervisor of the Year Tiffany Franks

Tiffany completed her first degree from Arizona State University West, Bachelor of Applied Science in 2002. After completing her second degree Bachelor of Science in Accountancy in May of 2005, Tiffany joined the General Accounting Office (GAO). Shortly after she joined the GAO, she was promoted to a Statewide Accountant III. In October of 2006, Tiffany was promoted to Supervisor of the Arizona Warrant Reconciliation (AWR) group. Tiffany's latest accomplishment was completing her CPA in the spring of 2007.

Tiffany enjoys spending time with her family. Her husband John Franks is employed by Southwest Ambulance as a Paramedic. They have two wonderful children, Michael who is 14 years old and plays football and Isis who is four years old and loves preschool and cheerleading.

Portions of Tiffany's nomination below emphasize how her performance is recognized by her manager:

"During the entire FY08, Tiffany has been involved in several major projects and assignments. She has had to balance her normal daily work load, which includes supervising and training staff with all of these projects. Specifically, she has been the lead person in the implementation of the new P-Card and Travel Card with US Bank, Disaster Recovery testing, fiscal year-end testing, assisting the CSB due to staff shortages, and a handful of other large Requests for Services (RFSs) to enhance or "fix" AFIS.

With the implementation of a new program with a new vendor, Tiffany has dealt with many of the agency staff on a daily basis assisting and educating them with the US Bank implementation process. She has maintained her patience and calm demeanor and has walked agency staff through the implementation process, which gets somewhat confusing and frustrating at times.

Tiffany was assigned as the lead person on the last AFIS Disaster Recovery testing in May. She spent several hours gathering data and coordinating before the test date (including evenings and weekends). The test was rescheduled from April to May and her manager was on vacation when the actual live testing occurred. Tiffany handled the whole process like a true professional. She has coordinated testing with all of the liaisons and has scheduled all jobs without a single reminder. Her organization, coordination and hard work during this fiscal year-end were a huge contributing factor to the success of closing out the year with very few flaws. The whole process went very smooth.

Tiffany is always willing to come in early, stay late or even put in time on weekends to get things done. She is an integral part of the AFIS Team and the GAO is extremely grateful to have her!



Employee Recognition



Joanna Greenaway GAO's Employee of the Year

The General Accounting Office (GAO) is excited to feature Joanna Greenaway as its Employee of the Year for FY2008. Joanna began her State service in 1993 with the Department of Economic Security (DES). She held several positions at DES before joining the GAO. 1998 was a big year for Joanna, she graduated from Arizona State University (ASU) with a Bachelor of Science in Accounting, she became a United States citizen, and she joined the GAO.

Working for the GAO is an important part of Joanna's life and she considers her co-workers as part of her family. Joanna has made many long lasting friendships while working in the GAO and hopes that she will continue to establish more friendships in the years to come. The GAO has provided many challenges for her to learn and grow in her career.

Joanna's nomination below emphasize how her performance is recognized by her manager:

"Joanna's knowledge of both AFIS and HRIS give her the ability to analyze complex issues in both systems and the interfaces between them. Having this knowledge is one thing, but where Joanna excels is in helping solve issues with her internal and external customers. She teaches others in the GAO, within ADOA and outside agency employees how to do their jobs more efficiently and effectively.



Joanna was heavily involved with the Travel System implementation and was instrumental in making the project a success. With the IRS compliance date looming less than two months away, Joanna helped to establish a method for paying travel reimbursements through HRIS, to ensure taxes were withheld on reimbursements that the IRS deemed as taxable payments. Joanna helped accomplish what some said was 'impossible' in the short time period to ensure compliance with the IRS requirements. Not only did she help meet the deadlines imposed by IRS, the project was a success."

One of Joanna's co-workers summarized her value to the GAO when he wrote the following:

"Joanna always has a positive and uplifting attitude towards others. Furthermore, her spirit many times is contagious and positively impacts others around her making their day brighter as well. She is an inspiration and pleasure to work with. Joanna is always saying she likes to work on her "PR" skills, and in my view, this is just a modest way of saying that she loves to provide great customer service."

Gonzalo "Go" Ortiz, MSD Employee of the Quarter

MSD is pleased to announce that Gonzalo "Go" Ortiz is MSD's Employee of the Quarter. Go has been employed with ADOA since 1979 (29 years) in Repair Services. That says a lot about him being a hard worker and his dedication to ADOA. Go is an employee who takes pride in his job. He comes to work everyday with a positive attitude and is willing to help others whether it is related work or just being involved in division activities.

Repair Services handles more than 100 agencies which includes services in the metropolitan area, Tucson, Florence, Buckeye, and Flagstaff, if needed. Go still finds the time to help in the mailroom. As one co-worker put it, "Go Ortiz has gone above and beyond his normal job duties by helping the mailroom when it is short handed. He has volunteered, at least a dozen times, to drive out to Scottsdale to pick up and deliver mail or to do the Insurance run at the end of the day. This enables the remaining mailroom staff to maintain schedules and the processing of out-bound mail in a timely manner. One time he helped stuff mail for Bomex in order to get it out the same day. He is always friendly and smiling and has always been available to help if we need him." Congratulations Go for a job well done!



Employee Recognition



GAO's Team of the Quarter Financial Accounting Group (GAAP)

The General Accounting Office (GAO) is pleased to have the Financial Accounting Group (the GAAP Group) as its Team of the Fourth Quarter for FY 2008. This team provides excellence year after year with the issuance of the State of Arizona's Comprehensive Annual Financial Report (CAFR). Below is their nomination that describes their dedication and commitment:

"The GAO GAAP Group was awarded the prestigious Government Finance Officers Association's Certificate of Achievement for Excellence in Financial Reporting for the 2006 CAFR and has continued their high standard of excellence in their recent completion of the fiscal year 2007 CAFR. The Certificate of Achievement is awarded to state and local government entities that have achieved, in the preparation of the CAFR, the highest quality of conformity with Generally Accepted Accounting Principles (GAAP). In order to reproduce this award, the State believes that its fiscal year 2007 CAFR continues to conform to the Certificate of Achievement program requirements and has submitted it to the Government Finance Officers Association (GFOA) to determine its eligibility for another certificate. The Certificate of Achievement received for the 2006 CAFR was the *third consecutive year* that the State of Arizona has received this award.

The GAO GAAP Group encountered numerous challenges in the completion of the fiscal year 2007 CAFR. Instead of the use of four additional staff members that are normally borrowed from other GAO groups to assist in preparation of the CAFR; one dedicated staff member was assigned to this task. The GAO Group members accepted greater work loads to compensate for this loss of personnel and were able to complete this work on a timely basis. Additionally, 14 of the 18 contract audits/prepared by client financial statements received from State agencies and incorporated into the CAFR were submitted late. This put pressure on the GAO GAAP Group to quickly turn these compilations around so that a manageable timeline could be achieved in the CAFR's completion. Furthermore, errors were found in these submitted financial statements that required the GAO GAAP Group to coordinate and provide guidance to these agencies for the appropriate correction of this financial information.

The preparation of the CAFR requires highly specialized knowledge of governmental GAAP accounting principles and concepts. The team members have demonstrated a great propensity to understand and incorporate this accounting framework in the completion of the State's financial statements. This increased knowledge is apparent in the reduced number of proposed recommendations by the Auditor General in their statewide test work. The team members consistently accept ownership for creating a CAFR document that embodies exceptional workmanship and quality. They challenge themselves in their own personal growth and do not accept mediocrity in their work product. They have shown great pride and sound work ethics in the completion of their daily assigned tasks. Even with the frustrations experienced with the late issuance of the fiscal year 2007 CAFR, the staff remained focused and committed to its completion. The GAO GAAP Group team members personify the type of work force that the State will depend upon to continue to provide outstanding service and products in the wake of diminished resources."



Back Row left to right: Chris Freitag,
Cody Johnson, Ron Santa Cruz, and
Evan Chang

Front Row: Michael Kallaur
and Gary Kern

Employee Recognition



Megan Duty

GAO's Employee of the Quarter

Megan Duty began her State service in December of 2004 immediately after completing her Bachelor of Science degree in Accounting from ASU West. Megan was born and raised in Glendale, Arizona. She attended Ironwood High School, Grand Canyon University, Phoenix College, and ASU West before joining the Department of Administration General Accounting Office. Megan began working in the Audit Group of the GAO and then moved into the AFIS Group as a liaison for the statewide accounting system. Megan enjoys being a liaison as she works with some wonderful people and encounters a variety of different experiences every day.

Megan met her wonderful husband Keith while working at a car dealership with his mother and sister in 2002. After dating for 3 years, they were married in 2005. Megan keeps very busy with her two beautiful daughters; Lauren, whom she has raised since she was 10 months old and is now seven and Bella who was born on December 6, 2007. Megan enjoys spending time with her family, relaxing, and participating in community activities such as her Home Owners Association and her Neighborhood Block Watch program. Megan's favorite place to visit is Disneyland. Megan is a princess at heart and loves to vacation there.

Both of Megan's nominations below, by a GAO manager and her peer, indicate her abilities and job performance:

"Megan has been 'quite a strength' with the GAO. Because she is so often quietly working away at her cubicle, you may not be aware of the many things that she does.

During these past few months, Megan has played a pivotal role in the FY08 budget reduction bill (HB2620). She was the key contact in submitting all documentation. She would establish the appropriate profiles on AFIS to facilitate the processing of the transactions. She kept things rolling and would send out reminders to staff on what they were to follow up on. She was able to give a current update of the status of the bill at the drop of a hat.

Megan also kept current with her work involving system testing, taking care of her assigned agencies, trouble shooting vendor issues, etc. Recently I was able to observe Megan during a meeting with an agency over an issue that has not come up before (we seem to get a lot of those at the GAO). Megan provided a great deal of research before the meeting and was able to communicate the issue very well. As questions would come up, she had the answer ready. It was clear that she had gone the extra step to pull information beyond what would have been expected. This is typical of the type of work I have observed in working with Megan over the years, both in the internal audit group and in AFIS."

"The biggest reason Megan deserves this award is because not only has she done the things mentioned above but she never hesitates to help when needed. Anytime that I have a question regarding HB2620 or anything else she is always willing to drop what she is doing and to just give a quick answer, but give an explanation as to why something is the way that it is. If feel that she is a great resource and has taught me a great deal since I have been with the GAO."



Employee Recognition



Travel Implementation Team

GAO's Team of the Year

The General Accounting Office (GAO) is excited to have the Travel Implementation Team as its Team of the Year for FY 2008. Below is their nomination that describes their dedication and commitment:

“With an IRS compliance date looming less than two months away, GAO had to pull together a team of individuals to establish a method for paying travel reimbursements through the payroll system, HRIS, to ensure taxes were withheld on reimbursements that the IRS deemed as taxable payments. This group of GAO employees accomplished what some said was ‘impossible’, in this short time period, to ensure compliance with the IRS requirements, without adversely affecting the timely reimbursement of State employees for their travel costs.

Some examples of the tasks that they had to complete in order to make this happen are:

- Establish and test new pay codes in HRIS for taxable and non-taxable travel reimbursements.
- Develop training materials for agency staff on how to enter these transactions in HRIS.
- Train several hundred employees, just prior to and during the December and January holidays.
- Establish a new job role in HRIS and ensure agency staff passed the required training for this role and then set them up with security access in the HRIS system.
- Develop interfaces with agencies that have their own accounting system (DES, ADOT and AHCCCS) to accept and process travel transactions in HRIS.
- Develop a database to correct the allocation of ERE charges to the correct labor distribution accounts.
- Re-write, publish and distribute new travel policies.

This team was able to complete their regular job functions on top of meeting the deadlines imposed for a successful implementation of the new travel process. The team worked together, supported each other and demonstrated excellent teamwork, which is why they are the GAO Fiscal Year 2008 Team of the Year!



Back Row left to right: Sherry Gates, Joanna Greenaway, Yesenia Mejia, Shannon Landis, Angela Dillard, and Amy Aeppli

Front Row: Karen Turner and Tracey Cappuccio

Employee Recognition



Elizabeth Casteel, CPPB – SPO's Employee of the Quarter

Elizabeth Casteel joined the staff at the State Procurement Office in February of 2008 and is a Senior Procurement Specialist in the Strategic Contract Unit. Her supervisor, Doug Milford, states, "Although being a relatively new procurement officer with 3 years of experience prior to coming to SPO, Elizabeth has proven she has the knowledge and ability of a seasoned veteran." She will tell you that she has a continual itch to improve.

Her degree is in accounting from Southwest Baptist University in Bolivar, Missouri. She began her career in government procurement at the Arizona Game & Fish Department after working there for a year as a project accountant. She has earned her Certified Professional Public Buyer (CPPB) certification, which recognizes a standard of competency in the public purchasing profession.

Elizabeth performs her duties at a very impressive rate and the quality of her work is superb. She takes her work very seriously and would obviously feel embarrassed by anything less than doing the best job possible. The amount and quality of research Elizabeth performs, the speed at which she performs it, as well as the professionalism Elizabeth brings to the table, have served SPO's customers well.

She says the part of her job she enjoys the most is writing a good contract. The first contract she wrote at SPO was the Energy Performance Contract, which involved a lot of research and challenges.

In her free time, you are likely to find her reading—especially biographies about successful people! Elizabeth also enjoys traveling, riding her motorcycle, and playing with her puppy, Buddy the Beagle.

She is always willing to pitch in where needed whether it is taking notes at a meeting or stepping in to run the meeting. She is always pleasant to work with and is a fantastic ambassador for SPO, whether dealing with the public or internal customers. Elizabeth is truly well-deserving of being chosen as SPO's Employee of the Quarter award.



HRD's EMPLOYEE OF THE QUARTER DEANN ALCANTAR

DeAnn Alcantar works in Arizona Government University, loves being in the classroom as a trainer and excels at helping participants achieve performance goals.

Recently, DeAnn offered to step out of the classroom to handle business tasks in AzGU Operations. This included reviewing and adjusting monthly billing files, handling customer interactions about billing statements, becoming a STARS expert and troubleshooting issues, overseeing the Registrar team and working on the issues with the STARS stabilization team.

DeAnn has worked excessive hours coming up to speed on the processes. She is one of the first team members in the door (the early shift) and often one of the last out the door (the late shift) in order to keep the AZGU processes on track. She has exceeded expectations by taking college courses on instructional design that allows her to better evaluate work that is submitted to post in STARS. AZGU team members have expressed great gratitude to DeAnn for willing to accept this extremely challenging and taxing leadership role.

We are all grateful to DeAnn for taking on added responsibility to enable Arizona Government University to run as efficiently as possible.



Employee Recognition



SPO Team of the Quarter – SFY 2008



Front: John Red Horse, James Scarboro
Back: Lucy Mandelholm-Couch, Connie Ickes, Christine Fruitman, Valerie Bailey, Barbara Dull
Not Pictured: Stacy Ingalls, Nathan McAlpin

Fiscal-year end is about to close!!! All orders complete and on-time: check. Blanket purchases orders all completed: check. Requisitions have been processed: check. All Purchase Orders have been issued: check; Customers received goods and services: check. All goals met: check, double-check!!!

Congratulations to SPO's Team of the Quarter – ADOA Procurement Unit, for an outstanding job handling the multitude of fiscal year-end processes and responsibilities. Their manager resigned midstream, so James Scarboro, Deputy State Procurement Administrator, stepped in to lead the team and motivated them to successfully meet their goals. Procurement officers not only worked on contracts, but assisted with purchase order placement. It was a true team effort.

Team includes: James Scarboro, Valerie Bailey, Barbara Dull, Christine Fruitman, Stacy Ingalls, Lucy Mandelholm-Couch, Nate McAlpin, and John Red Horse. Also, special mention is given to non-team members Cindy Pearson and Chris Lee, who assisted when needed.

Human Resources Division - Team of the Quarter

The HR Morning Training, developed and presented by HR staff, was truly a HUGE team effort and a HUGE success! The HR Morning Training Schedule lists training offered for the month of June as, "Personnel Rules Update" and the presenter(s) as Greg Carmichael and a Cast of Many. Some consider the rules, and training on the rules, as boring. However, the June training can hardly be described as boring. Training was presented in a game show format, dubbed the "Battle of the Agencies" with agency staff enrolling in teams of 4 or 5 on each team.

Because of the overwhelming response of registrations, a second session was scheduled to accommodate all the participants. Between the two sessions, there were 178 attendees. The sessions received an overall satisfaction score of 7.41 (scale 1-8). Following are some of the comments received:

- "This is so much fun and a great learning tool."
- "This was by far the best meeting I've been to. It was very informative, fun. Everything from the presenter, presentation and inter-activeness of the group was awesome. Learning can be fun!"
- "Informative and interesting – not boring at all."

Morning Training Session Team



(left to right) Grisel Salas, Michelle Ashley, Christine Bronson, Linda Rose, Gana LaPaglia, Tracy Starling, Jaclyn Warren and Greg Carmichael (not pictured) Jan Plank and Maria Murphy)

Employee Recognition



ISD Announces Its Quarterly and Yearly Winners

ISD is proud to announce the Employee of the quarter is **Daniel Sanchez**. Daniel works at the ADOA Data Center in IT Support Services as a Help Desk Analyst. Recently, Daniel was appointed the team leader for the Aventail to Cisco VPN migration over 1,500 new Cisco VPN accounts. Daniel was the main point of contact for ADOA divisions and other state agencies, creating over 1,500 new accounts and ensuring compliance to the time table for this project. This was no easy task! Daniel's leadership and positive attitude were key factors in ensuring a smooth migration and successful completion of the project. Great Job and Congratulations!



ESS Team of the Quarter and Team of the Year
Tony Wilcox, Angie Bailey, Howard Richardson,
Heather Page-Farlow and Jeremy McCown

External Support Services (ESS) has been named ISD's Team of the Quarter and Team of the Year. The team consists of Howard Richardson, team leader and team members Heather Page-Farlow, Tony Wilcox, Angie Bailey and Jeremy McCown. This team was established in July 2006 with only a handful of agencies. They now provide services to more than 20 state agencies, boards and commissions. Their mission is provide a wide variety of IT services to any agency outside of ADOA.

The ESS team is very customer service oriented as they continually meet face to face with outside agencies. Customer service satisfaction is evident by the numerous positive comments ISD has received after the team has completed assisting the customers. They constantly go beyond their scope to help solve customer issues, and always keeping the customer informed of the status until the issue has been resolved. Congratulations ESS Team!

ISD is proud to announce **Albert Aparicio** as Employee of the Year for 2008. Since accepting the position as ADOA Data Center Facilities Manager, Albert has put in a vast amount of hours making sure all data center projects are completed on time. Albert oversees all data center construction, equipment and electrical installs and equipment removals. Recently, Albert was assigned the task of overseeing the facilities at our Tucson Business Continuity and Disaster Recovery site.

Albert is a hardworking, dedicated, thoughtful and all around outstanding employee who seems to love his new position. One thing to note about Albert is that he continually goes well beyond the call of duty and maintains a standard of excellence in his work as Data Center Facilities Manager. Congratulations Albert!





PEOPLE ON THE MOVE



Division	Welcome	Good-bye, Good Luck
Benefits Services	<ul style="list-style-type: none"> • Denisa Brown-Perkins transferred from DHS • Rosalie Huntley - new hire 	<ul style="list-style-type: none"> • Maria Catalan - left state service • Stacey Marlin - left state service
General Services		<ul style="list-style-type: none"> • Ellis Jones - transferred to Pest Management • Tony Palmisano - left state service • Ben Whisenant - left state service
Human Resources		<ul style="list-style-type: none"> • -Lupita Castro - transferred to Early Childhood Development • Karen Downs - left state service • Frankie Morin - left state service
Information Services		<ul style="list-style-type: none"> • Brenda Cook - retired • Andrea Gillespie - left state service
Management Services	<ul style="list-style-type: none"> • Tammy Gallagher - new hire 	<ul style="list-style-type: none"> • Craig Furst - left state service • Patricia Sharpe - left state service
Capitol Police	<ul style="list-style-type: none"> • Sonny Chavez - new hire 	<ul style="list-style-type: none"> • Chris Burris - left state service • Barbara Estrade - left state service
Risk Management		<ul style="list-style-type: none"> • Beverly Adelman - retired
State Procurement	<ul style="list-style-type: none"> • Diane Gray - transferred from ADEQ 	<ul style="list-style-type: none"> • Jamielynn Larocco - left state service
General Accounting	<ul style="list-style-type: none"> • Greg Vokoun - transferred from BSD 	<ul style="list-style-type: none"> • Evelyn Plummer - left state service