



# Benefits Open Enrollment is Upon Us...

The Arizona Department of Administration Benefits Open Enrollment will begin **Thursday, August 20th** at 8 a.m. and end **Friday, September 4th** at 5 p.m. (Arizona time). The Open Enrollment will be mandatory meaning employees must take action to elect their benefits online. If you do not register, you will automatically lose your benefits on October 1, 2009. Changes made during Open Enrollment will be effective for the plan year running October 1, 2009 through September 30, 2010.



## Changes

With this year's Open Enrollment, there will be many changes and you will have to make important decisions about your benefits. The biggest impact for this year are new contracted medical networks. Via a thorough and competitive process, ADOA has selected Cigna, Aetna, and AmeriBen/Blue Cross Blue Shield of Arizona as our new networks offering services to eligible employees and dependents. United Healthcare will also continue to offer services. In addition to new contracts, during this Open Enrollment you must also consider a new plan option (HSA Option), changes in tiers, rates, and service coverage.

## Benefit Expos

Open Enrollment benefit expos will be held to allow members an opportunity to meet with the medical, dental, vision, short-term disability, long-term disability, life, and flexible spending accounts vendors and representatives from ADOA. Booths will be set up to allow you to learn about your benefit options, ask questions, and choose the best plan for you. The benefit expos dates, times, and locations can be found on the Benefit Options website at [www.benefitoptions.az.gov](http://www.benefitoptions.az.gov).



Employees can expect to receive an Open Enrollment Benefit Guide prior to the start of the Open Enrollment period. The guide contains a comprehensive overview of the Benefit Options program. The ADOA Benefit Services Division strongly encourages you to carefully read all Open Enrollment materials to learn about how this year's benefit changes will impact you and your dependents.

## 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



Interim Director  
David Raber

*I want to thank everyone for the warm welcome and support that I have received since arriving at ADOA in late May. As you can imagine, there has been a whirlwind of activity in my first 60 days on the job. It was necessary for me to become quickly involved in and aware of the many issues and challenges that ADOA faces.*

*I would also like to acknowledge two of our former agency leaders who were extremely helpful in orienting me to ADOA. Bill Bell was very accommodating, involving me with various agency issues from day one. I was enlightened by Bill's wisdom and demeanor. I only wish that I had more time to learn from his vast experience. Charlotte Hosseini spent countless hours with me over the past two months, helping me to become educated on our agency. I will always be grateful to Charlotte for taking the time to impart so much information in such a short period of time.*

*ADOA remains in transition. While I have been appointed Interim Director, we will soon learn who the next leader of our agency will be. I am looking forward to working with our new Director and all ADOA employees to move our agency forward. We are working in unprecedented times in the history of Arizona State Government. As we move forward, we will need to examine ourselves, our teams and our work very carefully in an effort to realign our agency to conquer the many challenges that face us.*

*Having said that, I remain very optimistic. I am impressed with the positive attitude, resiliency, determination and customer focus that I see in our staff. These qualities remind me that "this too shall pass," and better days are ahead.*

*With gratitude,*

*David Raber*

# 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 5<sup>th</sup> year, then every 5 years thereafter. Divisions also hold celebrations to recognize **Employee and Team of the Quarter** recipients.



## April, May, June Milestones

### Five years

**BSD** Patricia Pomeroy  
**HRD** Jackie Mass, Vish Hegde  
**ISD** Adam Iten, Kevin Lawler, Ray Smith  
**GAO** Tracey Cappuccio, Brian Dodge, Van Vo  
**CapPD** Craig Sussman, Matthew Turco

### Ten years

**BSD** Jennifer Lybarger  
**RMD** Richard Guthrie, Valerie Ruelas  
**GAO** Greg Vokoun  
**SPO** Christine Fruitman, Oscar Mendez  
**CapPD** Jennifer McKee

### Fifteen years

**RMD** Irene Baskerville

### Twenty years

**GSD** Gerardo Segura  
**ISD** Josefina Olivas, Leslie O'Neal, Anny Ulrey

### Twenty-five years

**GAO** Judith Kilgus  
**HRD** Kathy Peckardt  
**CapPD** Diana Stein



## Mark Your Calendar

**Toastmasters Meetings -  
Every Tuesday at noon in room 303**



## August

- 3rd** First ships passed through the Panama Canal, 1914
- 4th** President Barack Obama born, 1961
- 13th** International Left-handers Day

## September

- 7th** Labor Day Holiday - office closed
- 11th** Patriots Day
- 13th** Grandparents Day
- 21st** World Gratitude Day

## October

- 5th** World Teachers Day
- 12th** Columbus Day Holiday - office closed
- 31st** Halloween



# Cause for Applause Recipients

## April

GAO	HR	ISD	Risk
Amy Aeppli	Omar Ordonez	David Cochrane	Theresa Cartwright
	Candee Samora	Larry Chapman	Sharon Buckley
	Lorinda Frost	Peggy Haberli	Bettye Cross
	Gana LaPaglia	Pat Coats	Janet Valdez
	Rosa Aguilar	Chris Casaletta	Terry Garcia
	Jaclyn Warren	Cindy Womack	Irene Baskerville
	Leslie Biava		Cindy Rushin
	Connie Magallanes		Rosalinda Goshkarian
	Norma Ragan		
	Linda Rose		
	Mannie Ramirez		



## May

Benefits	GAO	ISD	GSD	MSD	Risk
Jennifer Lybarger	Tami Eckloff	Lynn Dockery (2)	Bobby Locke	Gary Kern	Cindy Rushin
		Monica Valenzuela		Greg Dillard	Cheryl Roberts
		Cliff Batchlor		Cherylanne Ciaravino	
		Alex DeLaCruz			
		Kent Hepburn			
		Albert Aparicio			
		Paul Ong			
		Robert Elezian			
		Kelly Gieselman			
		Russ Savage			
		Cindy Womack			
		Daniel Sanchez			
		Beau Batchlor			
		Bruce Smith			
		Larry Chapman			
		Rick Woods			
		Ray Smith			

### ISD continued

Scott Dougherty  
 Keith Tuell  
 Karen Bailey  
 Linda Kepner  
 Armando Moraga  
 Larry Sanelli  
 Jon Claxton  
 David Atkins  
 Peggy Haberli  
 Monica Moraga  
 Janie Armbruster  
 Pat Coats  
 Irene Martinez  
 Mercy Dominguez  
 Paula Baldovino  
 Khala Walker  
 Josefina Olivas  
 Sylvia Castro

## June

GAO	ISD	MSD	Risk
Shannon Landis	Lynn Dockery	Cherylanne Ciaravino	Sue Prindle
		Ron Pietrzyk	Marsha Gaffney

# Arizona Government University, now The Arizona Learning Center

The Arizona Government University (AzGU) has transformed to a new ADOA organization, the Arizona Learning Center (Learning Center). The Learning Center will continue to provide courses previously provided by AzGU as computer based training (CBT) options. Unlike AzGU, the Learning Center will offer courses at no additional charge to state agencies.

The Learning Center's mission is to become the leader in development and delivery of electronic based training for state employees. The Learning Center will establish state-wide standards for CBT and other e-learning methods, expand the number and quality of available CBT courses, instill recognized instructional design concepts in all course development, and collaborate and leverage universities and professional organizations to support its objectives.

Automation support for the Learning Center is provided through a new component of HRIS called Employee Training (ET). **HRIS ET replaces STARS**, the state's previous automated training system. With ET, employees may review their training history, register to take a new course, launch and take a computer based training course (CBT), enjoy a quick refresher on a CBT course they had taken previously, and much more.

ET is available to employees through their existing YES (Your Employee Services) website. Employees can simply go to [yes.az.gov](http://yes.az.gov), click the YES logo at the bottom of the YES home page, and log on. Once logged on, click the Employee Training link on the left side menu.

Employees needing assistance with logging on can call the HR Service Center at 602-542-4700.



# Tiny Tots



Alayna Emmalynne Ashley  
Born May 26th at 1:40 p.m.  
Daughter of Michelle Ashley,  
Human Resources Division



Marcello Conner Ciaravino  
Born June 24th at 6:07 a.m.  
Son of Cherylanne Ciaravino  
MSD Accounting



William James Lawler  
Born March 13th  
Son of Kevin Lawler  
Information Services Division.



Isaac Henry Iten  
Born March 14th  
Son of Adam Iten  
Information Services Division.



Vivian Rose Timberlake  
Born March 16th  
Daughter of Matt Timberlake  
Information Services Division.

# Capitol Mall Monument Tour

## 9/11 Memorial Dedication

Governor Janet Napolitano dedicated Arizona's 9/11 Memorial Moving Memories on September 11, 2006 in commemoration of the attack on September 11, 2001.

Moving Memories contains metal from the north tower of the World Trade Center. It sits on a concrete pedestal that contains rubble and dust from the Pentagon, and earth from the field in Shanksville, Pennsylvania. Etched phrases narrate the events of 9/11 with the precise times that the planes hit and the World Trade Center's towers fell. Other phrases show sentiments, rescue efforts, the names of Arizonans killed and a timeline of events.



The monument is designed with a circular steel visor, which is tilted so that the sunlight will shine through etched phrases and project the words onto the concrete base. As the sun moves throughout the year, different sections of the phrases come into focus. At noon on September 11, the sun directly illuminates the steel remnant from the World Trade Center.

## ISD Employee Earns Toastmasters Certifications



**K**hala Walker with ISD's Finance and Planning section recently received her Competent Communicator and Competent Leadership Certifications in Toastmasters. Khala joined the AZ You Like It Toastmasters club in April of 2007. She is currently the President of the club.

Toastmasters utilizes certification programs to help members develop their communication and leadership skills through a supportive and positive learning environment to promote self-confidence and personal growth. The AZ You Like It club meets every Tuesday at noon in Conference room 303 in the ADOA Building. Contact Khala at 364-1856 for more information.



Looks like fun!! This photo was taken in Wesley Bolin Park on May 18th at the Disney promotion of their new movie "UP." The guy in the chair in the cloud of balloons is Bruce Haffner, reporter from KTVK Channel 3.

(Photo courtesy of Tony Gottlob, Human Resources Division)

# Tech Talk

## How Secure is Your E-mail?

E-mail might be the most or at least, one of the most, critical business applications a company uses. ADOA, like most other agencies and businesses rely on e-mail even when sending sensitive information such as private employee information or other confidential information.



## So, just how secure is our e-mail system?

We are fortunate that GroupWise is one of the few e-mail systems that, out of the box, encrypts all internal e-mail and stores all e-mail in an encrypted format. When you send an e-mail to another ADOA employee, the message cannot be read if the data going across the wire is trapped and copied by a hacker. As long as you follow ADOA policies and keep your password private and lock your desktop when you are away from your desk, you can be assured your internal messages are secure. You and whomever you may have specifically granted proxy access to your e-mail can read your messages via the GroupWise client but nobody can randomly go through the e-mail files on the servers and read your e-mail.

## Okay, so internal e-mail is secure. What about e-mail you send to another agency, company or private citizen?

By default, all e-mail systems send e-mail messages across the internet in plain text. It's akin to sending a postcard via regular mail.

Anyone who might intercept the message can read it.

However, GroupWise has always been able to create a secure connection on the fly to any other capable e-mail server and pass the messages securely, though they are still in plain text. But, if a server cannot reciprocate with a secure connection, GroupWise will still pass the message to the external server. In fact, we force secure connections with a couple of our vendors. This means we will not pass e-mail to or from those vendors unless their server does make a secure connection. Unfortunately, it is impossible to always set up a reciprocal agreement between everyone we may send/receive e-mail to force a secure connection. Some e-mail systems simply cannot comply and there are far too many e-mail servers out there communicating with us to manage the enforcement.

Regardless, the e-mail is still passed in plain text and may remain in plain text on another e-mail system and easily readable by anyone who may intercept the message on the other side or possibly searching through files on their file server.

All messages whether internal or received from the internet are secure once they are inside of GroupWise. But, once they leave our servers, we don't know how secure the messages are at another agency or company. The answer is maybe.

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## Ugh! What can be done to ensure private or sensitive information is protected?

I'm so glad you asked. MSD LAN is pleased to announce our newest service now provided to everyone in ADOA. It is called the Secure Messenger Gateway. We have been running the service for a few years for some members of Benefits Division and more recently for some members of Risk Division.

The Secure Mail Gateway allows you to send secure messages to anyone by simply putting a code word in the subject of an e-mail message. The Secure Mail Gateway then encrypts the message and either sends it on if the receiving end is able to decrypt the message, or else it stores the message and alerts the recipient they have a secure message waiting and provides a link for them to pick up the message providing they enter a secret pass phrase they have previously been invited to set up.

Furthermore, some messages to some recipients might always be encrypted. For instance, messages to/from DES, DHS, AHCCCS, the AG and some other agencies or companies might always be encrypted and sent securely because they also offer the Secure Mail Gateway service. If they offer it system wide, like we do, all e-mail is automatically encrypted/decrypted.

Some agencies/companies might use a different secure mail technology, but you should still be able to send and receive secure e-mail in a normal manner by having them send you their secure key in an e-mail message. Once our Secure E-mail Gateway detects a valid key, you should be able to send encrypted e-mail directly to the recipient's inbox without having them pick up the message via the Secure Messenger web page of our Secure E-mail Gateway.

When you receive a secure e-mail, you shouldn't have to do anything special to read it. It will appear just like any other regular e-mail, except it will have 2 attachments. They will be named GlobalCerts.txt and GlobalCerts.html. The attachments give general information about the certification and decryption.

### One last tip.

No matter what, NEVER put sensitive or confidential information in the subject line of an e-mail message. The subject line is NEVER encrypted for any e-mail going out to the internet.

For more information, the special code word and complete instructions on how to utilize the Secure Mail Gateway services please look in your NAL window on your task bar for an icon entitled Secure E-mail User's Guide.



# Employee Recognition



## Alison Markow MSD Employee of the Quarter

The Management Services Division (MSD) is proud to announce Alison Markow as the MSD Employee of the Third Quarter. Alison started with the Attorney General's Office in May 2000. In February 2006 she went to go work for General Accounting Office (GAO) in the Central Services Bureau (CSB) Unit. The Unit was transferred over to MSD in August 2008.

Alison was born in England then came to the United States with her family as a young child. While living in Pittsburgh, Pennsylvania her father went on a business trip to Arizona which made him fall in love with Phoenix and move his family west. While living here, she attended Phoenix College and Arizona State University (ASU). At one point, a great job opportunity came her way when she was offered and accepted to go to work and live in Scotland as a bilingual executive secretary, an unbelievable experience. Alison has one son John who graduated from ASU.

Alison's hobbies are gardening, needlework, reading and traveling. She has traveled to many countries throughout the world, most recently visiting Ireland this past March with her son and sister's family.

Alison's work ethic is very professional and she proves that by providing the best customer service to her customers. She is readily available when they have questions or to assist them in anyway possible. Alison's customers continually provide positive feedback. Here are a few of those comments on the CSB VOC cards.

The CSB inter-agency service agreements commit CSB to process accounting documents within 3 business days. Her average processing time is less than one day (.897) for all accounting documents in the 3<sup>rd</sup> quarter. This same timeliness of document processing was also met during the last period.

Alison has brought good suggestions to the CSB group. One suggestion was to update the resource binders weekly to help the other CSB liaisons have a better understanding of an agency. This also provides better cross-training across the group. The other suggestion a process improvement for the delivery of GAO-60 forms to the General Accounting Office (GAO). Alison began making copies of these forms so that customers would not be inconvenienced with having to re-do the form.



# Employee Recognition



## ISD Team of the Quarter - Remedy Team

Remedy Team - Patricia Coats, Chris Casaletta and Atul Patel

By providing Remedy and Service Desk Support to ISD and its customers, the Remedy team distinguished themselves by managing and executing numerous projects in a timely and cost-effective manner. The team maintained an aggressive program for Remedy Development and Implementation. The team also deployed Configuration Management Data Base (CMDB) and a simple asset management functionality while managing user training, implementing ITIL processes, managing AZNet Remedy 7 development and agencies transitions. Effective planning, implementation and teamwork have been the keys to the success of the entire team. The hard work and the can-do attitude demonstrated by the Remedy team personnel has been outstanding. Congratulations!!!



CIO, Patrick Quain presented Pat Coats and Chris Casaletta with their certificates. Atul Patel was absent due to military deployment.

## Chris Garland, RISK Management's Employee of the Quarter

During this quarter Chris Garland took great pride in her work and the work of those who report to her. She is an active member of the Arizona Workers' Compensation Claims Association (AWCCA), serves as a board member with the Arizona Self-Insureds Association (ASIA) and is an appointed member with the State Board of Pharmacy. These external professional memberships benefit Chris and the Risk Management Division. Because of her activity and time spent in the industry, she is recognized by her peers as a leader in the insurance community.

Chris is committed to maintaining and enhancing Risk Management's relationships with external agency customers by reaching out to the agencies individually and by organizing and leading bi-annual seminars. In addition to her work ethic and professionalism, perhaps Chris's greatest value is her ongoing, non-stop commitment to enhancing the morale of her co-workers.



# Employee Recognition



## Margaret Burns Human Resources Employee of the Quarter



During the past quarter, Margaret was involved in two very significant efforts in support of critical initiatives in Human Resources.

The first of those efforts helped AzGU remain a viable organization in the face of dramatic personnel reductions driven by our budget challenges. Most agencies made decisions to discontinue employee training and payments to AzGU as tactics to control budgets. Since AzGU's funding source comes from agency training funds, those decisions threatened their very existence. Margaret volunteered to become a collections agent. The first two months of her efforts resulted in over \$25,000 of revenue and was forecasted to total over \$60,000 by the end of the fiscal year. As a result, AzGU remained a viable organization and allowed us to re-establish financial stability through FY2009.

Her second significant effort was in support of an HRIS data cleansing initiative. This critical initiative was aimed at improving Human Resources executive reporting quality by cleaning incorrect HRIS data. Again, Margaret volunteered to contact agencies with particularly difficult data clean up issues to offer advice and

encouragement. The results were spectacular - 100% of the agencies contacted cleaned their data that in turn led to an overall 96% cleanup rate by the entire project team.

## Information Service Division's Employee of the Quarter Monica Valenzuela

Monica has been a State employee for 30 years for the ADOA Data Center, Operations Support section. She is dedicated to whatever task is given to her. Without her assistance, scheduled deadlines would not have been met. Her dedication has gone far and beyond her normal duties. Many of Monica's projects are behind the scene and go unnoticed, except to her customers. She consistently provides excellent customer service to ADOA customers and fellow employees. Congratulations!



# Employee Recognition



Seated left to right: Summer Canfield, Jody Piper, Jim Speilman and Ron Young.

Standing left to right: Debbie Taylor, Jennifer Bowling, Grisel Salas, Kimberly Adams, Ricia Allen, April Mendez, Sydney Standifird, Ruby Bilagody, Saurabh Dikshit, Stefanie Munsey, Leslie Biava, Betsi Newbury and Connie Magallanes.

Not pictured: David Montoya, Rita Bray, Omar Ordonez, Terri Bradford, Rebecca Steele, Mary Robinson, Vish Hegde, Raul Caballero, Heather Scott and Matt Timberlake

## Human Resources Team of the Quarter HRIS Upgrade Team

As state employees we have an expectation to be paid for the work we do – on time and accurately. We also have an expectation that our personal information will be kept secure and confidential. State employees that process payroll, personnel actions and benefits have an expectation that they will have a system that is available to them to input data, time records or benefit options. State officials also have an expectation that if they need information about the state's workforce, that information is readily available.

During the past quarter, this team worked exceptionally hard and went above and beyond their normal job duties not only to ensure that all of these expectations are met but also successfully complete an upgrade to the state's human resource information system (HRIS) that took months of planning to implement.

**Congratulations to all of you!!**



# PEOPLE ON THE MOVE



Division	Welcome	Good-bye, Good Luck
Human Resources		<ul style="list-style-type: none"> <li>• Maria Murphy - transferred to ASDB</li> </ul>
General Accounting		<ul style="list-style-type: none"> <li>• Megan Duty - transferred to Game and Fish</li> </ul>
Information Services		<ul style="list-style-type: none"> <li>• Pat Coats - retired</li> <li>• Paul Ong - retired</li> </ul>
Director's Office		<ul style="list-style-type: none"> <li>• William Bell - retired</li> <li>• Ken Jacuzzi - left state service</li> </ul>