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MyFloridaNet:The Future Has Arrived



On April 9, 2008, CITS completed one of its biggest projects. Three years in the making, MyFloridaNet involved multiple vendors and customers and re-shaped telecommunications for the State of Florida.

MyFloridaNet is the most high-tech, world-class data transport network in the country. It's the network that connects your phone, Internet, e-mail and other systems. By combining voice, video and data networks into a single network it enables technology to run more efficiently. It also provides customers with increased security and capacity to transfer information, and has the ability to evolve as needs change.

"I am proud of the performance of the MyFloridaNet team for getting this monumental project finished on time and on budget," said Deputy Secretary Terry Kester. "Mr. SUNCOM Charles Ghini and his team should be commended for not only designing this world-class network, but making it a reality."

With advancements in technology and an increase in Florida's growth, the previous data transport network could no longer handle its demands. To maximize product quality, Ghini worked with CITS vendors to create an advanced network that uses state-of-the-art technology. We won't go into specifics on how the technology called Multi-Protocol Label Switching works, but rest assured that because of it, the state prioritizes its critical data more efficiently. This is especially crucial during times of emergency.

cretar

Secretary South at a Leadership Florida event in Arcadia.

"Picture a huge, heavy flywheel — a massive metal disc mounted horizontally on an axle, about 30 feet in diameter, two feet thick, and weighing about 5,000 pounds. Now imagine that your task is to get the flywheel rotating on the axle as fast and long as possible. Pushing with great effort, you get the flywheel to inch forward, moving almost imperceptibly at first. You keep pushing, and after two or three hours

of persistent effort you get the flywheel to complete one entire turn... then, at some point — breakthrough! The momentum of the thing kicks in, in your favor, hurling the flywheel forward, turn after turn...whoosh!... its own heavy weight working for you."

~ from the book, Good to Great by Jim Collins

Ever have one of those days when you felt like you were pushing and pushing but not getting anywhere? I had one of those days recently. It made me think about this excerpt from *Good to Great*. The author describes what it took for companies to go from good to great and points out that all of the executives they interviewed in these successful companies could not identify any one single action that led to their breakthrough. It was always a series of small steps, determination and building one piece at a time. To me, this particular day felt like all push and no movement — my flywheel was going nowhere.

Deep down I believe that the flywheel moves, even if it is at a pace that I sometimes personally or professionally struggle with in the moment. It's not unique to state government; even our corporate counterparts face challenges at getting the job done. But what is important to remember is that no matter how small the effort seems, it is effort in the right direction, and eventually we realize the breakthrough we are all working so hard to achieve.

Each legislative session, every customer moment and that stronger contract move our flywheel forward. Even on those days when you feel like you're standing still, keep your momentum and I promise to do the same.

Moving forward,

Mouth

continued from cover story

The MyFloridaNet team also advanced the network to make it easier for customers to order. MyFloridaNet now combines all services that customers use into a single contract and serves as single point of contact for the customers for all their telecommunication needs. Different vendors may provide the services, but our customers deal with only MyFloridaNet team members to get the products they need.

Other states and national vendors have contacted CITS to learn more about this revolutionary network so they can build a similar network. As the saying goes, "imitation is the sincerest form of flattery."

"This process was a long and complicated one, but seeing how happy our customers are using its features, makes all the hard work worth it," said Ghini.

2008 Priorities

- I. Develop HR practices that recruit, retain, develop, recognize and reward employees making DMS a workplace of choice
- 2. Improve our contract management abilities
- 3. Create a strong strategic plan for each program area
- 4. Create world-class performance by focusing on our core competencies
- 5. Improve our quality of services by measuring what matters

DMS SERVICE MOTTO

We Serve Those Who Serve Florida

DMS SERVICE VISION

Engaged Employees; Satisfied Customers

DMS SERVICE MISSION

Providing Smarter, Better, Faster Services

OUR SERVICE PROMISE

To Serve with CLASS

- **C** ommunicate Concerns Immediately
- L isten, Learn and Grow Together
- A ct with Integrity and Honor
- **S** trive for Greatness
- **S** erve with a Servant's Heart



Holding our co-workers in our thoughts



Kurt Eckel, engineer in our NOC (Network Operations Center) was recalled to active duty in the Army National Guard for his third tour. His 18-month tour began this month. Kurt's wife, Daniell, works in the CITS order entry section and is also in the Army Reserves. Daniell expects to receive orders for active duty in June. Kurt and Daniell are the parents of infant daughter, Allyson. DMS thanks you both for your service.

Frank Cutchen, husband of **Laura Cutchen**, DSGI, was recently diagnosed with brain cancer. We send our positive healing thoughts your way.

diversity details

work is poetry in motion

By Melissa Leon, Office of Supplier Diversity

Business is not about race.

And it's certainly not about gender.

At the Office of Supplier Diversity,

We match "vendors with spenders."

You guessed it. April is Poetry Month and OSD is in full swing geographically rhyming the timing of our Regional MatchMaker workshops and trade shows to find minority vendors who may be "economic" poets, but just don't know it.

While I am no Dr. Maya Angelou, one of the great voices of contemporary literature, I work hard, along with the entire OSD team, to be the voice of minority vendors throughout the state of Florida.

Much like the founders of National Poetry Month, who united thousands of publishers, booksellers, literary organizations and poets since April 1996, OSD paired hundreds of minority vendors with state purchasing agencies and universities.

This "matchmaking" success is directly related to the greatest accomplishment of state agencies and universities, which during the past fiscal year spent more than \$1.1 billion with certified minority-and women-owned business enterprises.

And, like Dr. Angelou, who wears the hats of poet, educator, historian, best-selling author, actress, playwright, civil rights activist, producer and director, OSD team members are advocates, consultants, trainers and certification and compliance officers to ensure that economic development continues to benefit all Floridians.

So throughout this month
We'll keep searching to find
More certifiable minority businesses,
Of each and every kind.





Ladies first...

Just what does the governor's photographer do?

Caroline: We spend a portion of our time traveling to events attended by Governor Crist or Lt. Governor Kottkamp and of course photographing them. After returning to our office in the Old Capitol, we edit the photos and provide the finished product.

ET: We document for legacy and for state history. Our work reflects what a governor does on the road and in-house, and we create keepsakes for the people.

What takes up most of your time each day?

Caroline: Responding to requests for photos from constituents, the press corps and staff.

ET: Thirty percent of our time we spend shooting photos; 30 percent is spent editing and organizing; 30 percent is follow-up, working with the design team at the governor's office to get photos to the people; 10 percent is spent on paperwork.

Where are you from originally and how did you land at DMS?

Caroline: I am a 23-year resident of Tallahassee. I started my photography career in the Florida Senate and moved to DMS a little more than two years ago.

ET: I have 31 years with the state. When I started we were part of the Department of Commerce. That evolved into tourism and eventually the governor's office. Nine years ago I asked Governor Bush to move us to DMS, and we are still here today.

What motto/phrase/advice do you try to live by?

Caroline: "What has happened has happened. What will come will come. You can make a difference. You can take positive action" ~ Ralph Marston

ET: "Every day's a holiday!" and "Good morning, Florida!"

What's the last book you read?

Caroline: I read A Thousand Splendid Suns by Khaled Hosseini. Shortly before that I read The Kite Runner by the same author. I enjoyed The Kite Runner so much I was afraid Splendid Suns would disappoint but it proved to be equally as remarkable.

ET: I read a lot of technical stuff, travel photography. I also do some French reading.

ET was born in Belgium, which is French speaking, and moved to Montreal, Canada (also French speaking) when he was 10 years old. About 13 years later, he moved to Daytona.

What is a unique or startling fact about you that people may not know?

Interestingly, both said, "I don't like to have my picture taken."

What is the best thing about your job?

Caroline: Travel...the opportunity to take photographs of "The People's" governor and the many interesting people he interacts with on a daily basis.

ET: Seeing people so pleased and tickled to get their photos taken with the governor, and meeting lots of people.



Informal brainy learning is where the Action Is By Barry Krauss, Chief Learning Officer

Last month, we talked about lifelong learning something you do all your life, not just in school. This month let's talk about something closely related to lifelong learning and that's informal learning. When we think about learning in the organizational or "corporate" setting, we think of classes, courses or workshops. These are formal, instructor-led, classroom-based events and are one-size-fits-all experiences for the participants; however, "formal" events account for only about 20 percent of our learning. We remember only a little from those learning settings and we lose it quickly. Think back to the last class you took how much of it do you remember? "Informal" learning, on the other hand, accounts for close to 80 percent of our learning and stays with us much

What is informal learning?

longer.

Informal learning is everything that formal learning isn't! Instead of learning in a structured class setting, informal learning happens everywhere, it is unstructured; comes from your peers, colleagues, communities, professional associations, mentors, and above all, yourself. Often it's learning by doing, or from trying something new, making mistakes, teaching someone else how to do something, on-the-jobtraining, meetings, casual conversations by the water cooler or surfing a Web site.

Because it's unscheduled and unstructured (unlike a class), it can happen anytime, and the best part is that you are in charge of it. You decide the what, when, where, how and from whom you will learn. Formal training is still important and much of what we will put in place in the way of learning at DMS in the next year will be just that. I also want to encourage you to explore your own informal learning opportunities — don't wait for a class; informal learning is where the action is.

Earns Davis Productivity Awards

DMS received six 2008 Davis Productivity Awards, including five team awards and one individual award!

The winners and their awards are:

Raghib Qureshi and Mohammed Amirzadehasl

SUNCOM Call Center/Wireless Services Team

\$1,500 for developing a cost-effective solution to standardize how wireless calls are routed to 2-1-1 call centers throughout the state, saving the state more than \$500,000.

Rachael Lieblick, Lori Potts and Debbie Gries MyFloridaMarketPlace (MFMP) Process Improvement Team. \$300 for developing and executing a comprehensive training system for the MFMP upgrade.

Gary McGee, Cyndee Sams and Ommet Mbiza

Public Purchasing Training Services Procurement Team
Plaque for developing a state contract for public purchasing training services.

David Faulkenberry, Dick Barnum, Michelle Robleto and Tom Lockridge

MyBenefits Web Site Creation Team

Certificate of Commendation for creating an interactive state benefits Web tool that helps employees better understand the benefits options available to them.

Robin Collins, Garry Green, Shirley Beauford and Pat Connolly

<u>Creative Enhancement Team for Address Changes</u>
Certificate of Commendation for automating retiree address changes via a Web-based process.

Robin Collins

Certificate of Commendation for Developing a downloadable version of the 1099-R Forms for retirees.

Congratulations to you all! The first three teams listed here will receive their awards at a ceremony in June. If you are interested in nominating an employee or team for the 2009 Davis Productivity Awards, contact our DMS Communications Office at Communications@dms.MyFlorida.com.



Going Green Paper or Plastic?

Choose neither. Instead bring a reusable canvas bag to the store and help reduce the use of paper and plastic.

Recycling and Community Service at Alachua Regional Service Center

The Alachua Regional Service Center (ARSC) completed its Fourth Annual Phone Book Recycle Project for students from Sidney Lanier Anchor School. Sidney Lanier, a public school in the Alachua County School District, serves students with severe developmental or multiple disabilities.

Jean Calderwood and **Ed Wilson**, ARSC, coordinate the phone book project each year. With the help of the ARSC team, the students win first place in the recycling competition each year!

On February 22, students made a "field trip" to the ARSC. They picked up the phone books and got goodie bags made from recycled materials filled with donated items to thank them for their hard work.

This project provides these special students with a rewarding and fun community project, and in keeping with the governor's initiatives to protect our environment, helps conserve our natural resources.

Special thanks to Jean and Ed for coordinating this great effort and getting all those phone books recycled!



Sidney Lanier students received a big thumbs up from Big Blue the mascot for the Alachua County Waste and Recycle Office.



So long, farewell...

Secretary South said good-bye to her mini-fridge and microwave this month. Aron King (right) and Brian Fienemann (center) from Real Estate helped take the appliances out of her office to comply with our agency's Going Green standards. A bit sad to see them go, Secretary South was happy to take another step toward reducing our energy usage.

Party on!

Real Estate employees in CCOC Building 4050 in Tallahassee, celebrate employee birthdays every month. One of the March honorees, **Marty Blair**, building inspector who works from his home in Winter Springs, was in 4050 and got to share some of the hummingbird cake at the March 27 celebration, but missed the photo opportunity.



(Left To Right): Roy Waddell, Christine Brandon, Mike Bell, Brian Blair

Spring cleaning

The Real Estate Division consolidated the HVAC shop from the Durra Print Building and the Fire and Safety shop from the Winchester building, along with all the files that had been stored at Winchester, into the Coleman building. Both buildings are located in Tallahassee. These DMS files include building plans and years of other files, including contract files, work orders, travel authorizations, etc.



Marvin Allen, left, and **Van Tyre**, Real Estate, with some of the plans being moved and organized.

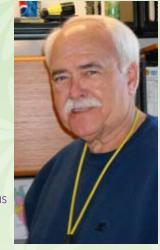
Retirements



Chief of Staff **Ken Granger** presented **Lionel Thompson**, Finance and Accounting, with a plaque on March 27, when Lionel retired after more than 27 years with the state.

After more than 30 years of service to the state, **Paulette Solomon**, CITS, retired March 31.

After more than 34 years with DMS, Harold (Bud)
Moore, CITS, retired from state service. Bud came to us from the Kennedy Space Center where he worked with the Apollo Space Program, and over the years was instrumental in numerous key CITS programs. Thanks for all your contributions and handiwork, Bud. You will be missed.



New Hires/Job Changes

JOB CHANGE

Dwayne Gordon, Finance and Accounting, moved to the Department of Education.

NEW HIRES

Kelley Jensen Scott, hired as Governance Manager for the Division of State Purchasing.

Anne Rabon, new Operations Review Specialist with MyFloridaMarketPlace.

Nelson Blocker, CITS, hired as a Computer Audit Analyst.

David Smith, joined the Bureau of Federal Property Assistance in Starke March 13.

Michael Weber, promoted to Chief of Private Prison Monitoring with the Division of Specialized Services.

Susan Hauversburk, joined the HRM Policy Team as an OPS employee on the Florida State Employees' Charitable Campaign.

Employment Anniversaries

Congratulations to **Todd Mechler**, CITS, who celebrated his one year anniversary March 23.



Anniversaries

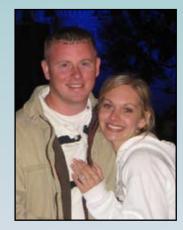


Brenda and Gerald Jackson...41 years ago!

Brenda Jackson, Finance and Accounting, and her husband, Gerald, celebrated their 41st wedding anniversary April 2. What a wonderful milestone!

William and **Donna Bishop**, Finance and Accounting, celebrated 10 years of marriage April 4.

Engagements Weddings



Lee Barfield, CITS, proposed to Crystal Busbee under the spectacular fireworks show at Disney recently. (She accepted!)

Wedding bells rang out for **Chuck Moneyham**, Real Estate, and his bride, Laura, February 16.



Births



Lydia Stafford, People First, is a first time grandma! Beautiful Ellie Dee Peddie was born March 7 to proud parents, Jessica and Blaine Peddie.



Carolyn Mason, CITS, welcomed granddaughter Breanna Blessing born March 13. She has mom's dimples and dad's eyelashes and all are doing great!



SHOUT OUTS



Two years ago Robin Collins, Retirement, joined the SouthWood Toastmasters Club at the urging of coworker, Jerry Haynes. Robin recently won first place at the Toastmaster Area 26 impromptu (one- to two-minute) speech contest in Tallahassee! SouthWood Toastmasters Club meets Wednesdays at lunch and everyone is invited to check it out.

John Dickson, Retirement, recently took a mission trip to Uganda. He helped paint an orphanage and toured a poultry farm at which his Rotary Club, Tallahassee-Sunset Rotary, provided financial assistance to build a poultry house. The poultry house sells chickens and eggs, providing income to an association of about 30 people.

Cheryl Gilliam-Greene, Real Estate, along with her mom and sister, collect clothing, furniture, pots and pans, and more to give to the needy. If you have items to share or know of someone in need, please contact Cheryl. at (850) 386-8039, (850) 567-5353, or (850) 488-2074, or find her in cubicle 315.1Z in Building 4050. We are proud of your family's volunteering efforts, Cheryl.

Chuck Wright, Real Estate, was recognized and thanked for training he provided to the Orlando staff. They recommend his presentation for new and seasoned facility employees.

A shout out to Gary McGee and Fran Shewan, State Purchasing, from the Department of Health. By applying a creative procurement approach, the state will benefit with great savings and better health care services for our customers.

The Communications team thanks everyone who helps us with responses to the media. Most recently, the Division of Retirement and the Division of Real Estate Development and Management have been called upon often for information, records and answers. We couldn't do our job without your help, and your prompt turnaround helps DMS provide outstanding customer service.

*FWC Project Summary – from Don Rogers, FWCC Since January, Raghib Qureshi, CITS, worked with the Fish and Wildlife Conservation Commission (FWCC) to be sure *FWC-dialed calls from wireless devices (cell phones, BlackBerries, PDAs, etc.) connect. To date, the *FWC project is focused and moving forward smoothly! We are very pleased with Raghib's professionalism, due diligence, technical expertise and engineering support.

Donna Smith, David Bennett and Mark Lovell, State Purchasing, completed emergency management training for Intermediate Incident Command System for Expanding Incidents (G-300) and Advanced Incident Command System Command and General Staff: Complex Incidents (G-400). This training prepares our team for response during emergency.

State Purchasing would like to extend a shout out and special thanks to Betty McGovern, Lynell Joiner and Cheryl Gilliam-Green in Real Estate for always willingly and cheerfully allowing us to forward our phone lines during departmental meetings. We appreciate you!



April birthdays

2	Indian David	17
		17
2		17
2	Daniel Eberhart	18
2	John Campbell	18
3	Kenneth Ginn	20
5	Casey Spears	20
5	David DiSalvo	20
9	Andrew Shields	21
9	Gary Gebhart	21
10	Danette McBride	21
10	Gregory Carter	22
- 11	Charles Driggers	22
- 11	Larry Thomas	23
- 11	Bradford Kinsey	23
12	Roberto Tellez	25
12	Debbie Henderson	27
13	Dawn Ortiz	27
14	Kenneth Taite	28
15	Billy Harrison	28
15		28
16	Robert Burks	29
16	Ralph Reynolds	30
	2 3 5 9 9 10 10 11 11 12 12 13 14 15 15	2 John Purcell 2 Daniel Eberhart 2 John Campbell 3 Kenneth Ginn 5 Casey Spears 5 David DiSalvo 9 Andrew Shields 9 Gary Gebhart 10 Danette McBride 10 Gregory Carter 11 Charles Driggers 11 Larry Thomas 11 Bradford Kinsey 12 Roberto Tellez 12 Debbie Henderson 13 Dawn Ortiz 14 Kenneth Taite 15 Billy Harrison 15 Henry Lockwood 16 Robert Burks

Belated March Birthdays

Vicki Reeves	5	Kent Raheb	25
Dwayne Gordon	9	Helen Doyle	30
Alissa Perdue	12	Delores Terry	30

Are you or someone on your team celebrating a birthday? E-mail us at Communications@dms.
MyFlorida.com so we can include it in our next newsletter.

SHOUT **OUTS** continued

April 2, while working at Canopy Oaks Elementary School in Tallahassee, **Brady Proctor**, Real Estate, heard cries for help from a nearby house that was on fire. His risked his life to save a woman and her son. About a year ago, Brady rescued a man in a wheelchair when a house behind the old HVAC shop (Gaines Street) caught on fire.

Announcements

Information Security Tips

To ensure information stored on your computer is safe, it's important to make sure your password is hard to figure out. Here are some helpful hints on choosing a password:

- Avoid proper names or dictionary words—in any language.
- → Change passwords at least every 90 days or sooner if you feel security has been compromised.
- ★ Keep passwords private or use different passwords for the different systems you access.
- → Make them easy to remember, but hard to guess.
- Memorize them and keep them a secret.

For more tips on protecting your information, contact Carmen Daughtry at (850) 488-0755 or

Carmen.Daughtry@dms.MyFlorida.com.

You're appreciated!

May 5-11 is Public Service Recognition Week, with State Employee Appreciation Day Wednesday, May 7. These national events recognize public service employees and our contributions to the State of Florida. Divisions and bureaus should organize celebrations to applaud our hard work and dedication. Thank you for all you do to make this state a better place to live!

Take our Daughters and Sons to Work Day®

Thursday, April 24 is Take our Daughters and Sons



to Work Day[®]. Take a minute to welcome our young visitors that day and share with them about your work experience. We have several activities planned in Tallahassee, and encourage our

remote locations to plan something as well. Visit the Web page for ideas and handouts you can use, www. dms. MyFlorida.com/DMSKidsToWork. If you have any questions call Linda McDonald at (850) 414-6736 or e-mail Communications@dms. MyFlorida.com.



Florida Offender Alert System



The Florida Department of Law Enforcement and our local law enforcement partners recently launched the Florida Offender Alert System, which allows citizens to sign up to receive e-mail alert notifications when a registered sexual offender or predator moves to their neighborhoods, or within a radius of any other designated addresses. Citizens can also monitor address changes reported by specific registered offenders or predators, and 15,000 citizens have signed up so far for this service. Signing up is simple and there is no cost. Find the Alert System at www.flsexoffender.net.

Recipe of the Month Thin Mints Cheesecake (16 servings)

If you are like most of us, the Thin Mints Girl Scouts cookies you bought are long-gone. Hang onto this recipe for next year!

- I (10-oz.) package Thin Mint cookies, crushed and divided I/4 cup butter, melted
- 4 (8-oz.) packages 1/3-less-fat cream cheese, softened
- I (8-oz.) container light sour cream
- I cup sugar
- I teaspoon vanilla extract
- 4 large eggs
- I/2 cup semisweet chocolate morsels

Preheat oven to 325°. Line bottom and sides of a 9-inch spring form pan with aluminum foil, allowing two to three inches to extend over sides. Stir together $1\frac{1}{2}$ cups cookie crumbs and butter; press firmly onto bottom of prepared pan.

Beat cream cheese at medium speed with an electric mixer until smooth. Add sour cream, sugar, and vanilla, beating well. Add eggs, one at a time, beating at low speed just until blended after each addition. Pour into prepared crust.

Microwave chocolate morsels in a microwave-safe glass bowl on high until smooth, stirring at 30-second intervals. Pour melted chocolate onto center of cheesecake batter. Swirl chocolate into batter using a small spatula. (Do not over-stir.)

Bake at 325° for one hour and 10 minutes or until center is almost set. Cool on a wire rack one hour or until completely cool. Cover and chill at least eight hours.



Gently run a knife around outer edge of cheesecake to loosen; remove sides of pan and foil. Let stand for 30 minutes before serving. Sprinkle with remaining cookie crumbs.

Submitted by **Casey Spears**, Finance and Accounting



Springtime brings new life. The Capital Circle Office Center in Tallahassee welcomed these goslings on March 26!

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March Accomplishments

- Tenant Broker Partnership Training Hosted training for our new tenant broker vendors and tenant agencies.
- Online Work Order System Developed a new online work order system to track building maintenance requests. Since last fall, we tracked the completion of 6,982 customer requests and 99 percent of customers reported being "satisfied" with the services received.
- Regional MatchMaker Workshops Hosted the Northeast Florida Regional MatchMaker in Jacksonville and Gainesville, to provide area minority business owners with practical advice on how to do business with the State of Florida.
- Security Guidelines Manual and Policies The
 Division of Retirement created and implemented
 a new Security Guidelines Manual and Policies,
 to maintain and enhance the security and
 confidentiality of data in the division's Integrated
 Retirement Information System (IRIS).
- Proxy Web site Provided technical assistance and direction to the Department of Financial Services on a potential security threat when a proxy site directed customers to enter their personal information. Fortunately the site was quickly redirected.
- Vision Health Benefits Began work to secure vision health services for state employees in preparation of open enrollment.
- Florida Retirement System (FRS) One new customer joined the FRS in March. Between July 1, 2007, and March 31, 2008, 27 agencies have joined or rejoined.

We collect accomplishments from each division at the end of the month. Contact your supervisor if you have something to add to the monthly report.