

DMS

difference

Who Ya' Gonna Call?

By Katelynn Ogle

Doesn't it seem as though when we have IT (Information Technology) problems, we put in a call to the big man upstairs and our very own IT angels descend from above? Ever wonder where they come from and how they seem to take care of our problems with uncanny finesse? We may think they just pop out of nowhere, surrounded by a little cloud of smoke as though it was a magic trick. While their work does astonish us and leave us wondering how they did it, they are anything but magical. It takes a capable and dedicated team of people to fix the problems we encounter.

Our IT group, managed by Joe Wright, Chief Information Officer, works hard to make our lives here at DMS as efficient as possible. Under Joe's management, our DMS IT team has three sections. These sections are dedicated to department support, and manage the statewide Internet portal, www.MyFlorida.com.

- **Desktop Support:** **Gary Thompson** and **Mike Hatcher**. Desktop Support responds to all needs in offices and conference rooms. They ensure our PCs, printers and other computer accessories are in good working order.
- **LAN (Local Area Network) Support:** **Al Hatton**. LAN Support keeps us connected to printers, network drives and the Internet.
- **Applications Management:** **Dan Pelletier** manages the following people from several divisions who work with IT—**Ming Ko, Bernie Telles, Dwayne Cargile, Derrick Thomas, Mary Jordan** and **Sarah Hamilton**. Application Management helps DMS automate its business processes and apply technology to division and department-wide needs.



DMS IT Team (L to R): Bernie Telles, David Luke, Byron McPhaul, Ming Ko, Gary Thompson, Sarah Hamilton, Joe Wright, Mary Jordan, Dan Pelletier, Mike Hatcher, Al Hatton, Ryan DeRouin, Derrick Thomas and Dwayne Cargile.

- **MyFlorida.com Portal:** **Byron McPhaul** and **Ryan DeRouin**. The Portal team maintains the availability of the MyFlorida.com Web site and handles all content changes.

Sarah Hamilton says, "I enjoy working with different groups throughout DMS and learning what they do. I get to help identify areas within their daily processes that we can improve by automation."

How IT's work makes our lives better

- *Configure PCs and laptops for our business-related use.*
Helps us do our jobs properly and efficiently.
- *Set up our conference rooms for meetings where we need computers, projectors and network connections.*
Allows us to conduct professional, efficient meetings supported with technology like Power Point presentations and teleconferences.
- *Protect us, and our network, against viruses and spyware.*
Keeps our computers safe from hackers or those nasty viruses.

From the Secretary



Secretary South at the 2008 MatchMaker Conference in Orlando, one way we support DMS customers.

Picture a slingshot for a minute. You hold it in one hand, and use your other hand to place something (mmm, say maybe a water balloon) in the “pocket” to launch across a field, for example. You pull back the rubber strips, creating tension. When you release them, the water balloon sails through the air, hopefully drenching your target!

Now imagine us – DMS – in that pocket instead of the water balloon. As things around us steadily improve, the tension of the rubber strips increases as they move toward launch position.

My optimism grows because I see signs every day that things are improving. We are not quite there yet, but I want us to be ready when the slingshot sends us from that pocket. We need to do everything we can **today** to prepare for that time when we sail toward our target of providing even better services and products to the people of Florida.

I know you all are doing that. You have innovative ideas and continuously improve what we do to serve our customers. Keep up that momentum. We may not be the ones holding the slingshot, but we are the ones to make sure we know what to do when we land.

Identify and plan now for how we can meet customers’ needs and fill gaps then—those things that might not be happening currently because of cutbacks and tight budgets. At DMS, we are here to serve those who serve Florida, and I want our readiness to exceed their expectations.

Now, not later, is our time to plan and position ourselves in that slingshot pocket. Our customers expect us to be prepared leaders looking out for them, which means we deliver what they need when we land. I know we are up to the task.

Thanks for all you do,

Department of Management Services

SERVICE MOTTO

We Serve Those Who Serve Florida

SERVICE VISION

Engaged Employees; Satisfied Customers

SERVICE MISSION

Providing Smarter, Better, Faster Services

OUR SERVICE PROMISE

To Serve with **CLASS**

Communicate Concerns Immediately

Listen, Learn and Grow together

Act with Integrity and Honor

Strive for Greatness

Serve with a Servant's Heart

2009 PRIORITIES

1 Increase Customer Satisfaction

2 Engage Employees

3 Demonstrate Customer Value

DMS Online

Check out:

- Secretary South’s **weekly** messages
- DMS birthday **calendar**
- **Announcements**
- **Shout Outs**
- Meet **new** DMS team members
- See who is **retiring**

New DMS Help Desk

As of July 1, you can now make your requests for help through three new e-mail addresses, and track your requests through to completion. Requests are for any type of computer- or phone-related need.

Use e-mail for quick IT Help. No e-mail access? Call the new IT Help number, 877-HLP-PLEZ (877-457-7539), or in Tallahassee, 488-PLEZ (7539). The people answering the phones take your information and submit an e-mail to the right support area.

To contact the Help Desk for desktop/ computer, phone or application help, send a request to one of these addresses:

Desktop/computer help

DesktopHelp@mydmsservices.com

Phone help

PhoneHelp@mydmsservices.com

Application help

ApplicationHelp@mydmsservices.com

Shout Out

The “part” of writer, editor and producer of this month’s newsletter was played by Katelynn Ogle, one of our graphic designers. It was a learning experience for her and she did a great job!



Meet

Cathy Schroeder

Director of Communications

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Just what does the Director of Communications do?

I tell the DMS story to our employees and the customers we serve.

What takes up most of your time each day?

E-mail. The never-ending bane of our existence as we know it in our modern culture. Oh yeah, and Ken Granger.

What is the best thing about your job?

I love learning about so many different things. To tell the story, I have to understand it first.

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

Panama City. After one starter-marriage, 13 college majors, 11 years of higher education, and six years as a preschool teacher, I finally had all the tools to succeed at DMS.

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

God's in charge.

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

When I worked for AmSouth Bank as a customer service representative, my branch manager asked me to be a model in a fashion show. Flattered, I agreed and scheduled my fitting. The local department store staff told me how lovely the clothes looked because I was so tall. Gobbling up all the attention, I was ready for the catwalk. Not to be distracted by event details, I breezed past the signs, "Council of the Blind Luncheon." Cue the music, I walk on stage while the announcer details what I am wearing, "Cathy wears a silk, beaded shift in red..." I faced an enthusiastic crowd of dark black sunglasses and red-tipped canes. Nearly every attendee was either blind or sight-impaired and eager to feel the fabric of my outfit. What a humbling and valuable lesson for me that day — focus on my audience (not myself!).

What's the last movie you watched?

Up. I love that movie!



Who is that in those adorable pigtails? It's our lovable Communications Director, **Cathy Schroeder**, at age five.

- *Ensure printers and network drives are always available.*

Gives us access to files and the tools to print them.

- *Assist divisions in getting the best use of The Workplace and the DMS Web site.*

These resources keep us in the know about all DMS happenings.

- *Develop new applications to better automate DMS processes and make important information available to management.*

Using technology helps us all do our jobs better and more efficiently.

How IT's work makes our lives more efficient at DMS

- *Creating better PC Software License tracking.*

Will allow the appropriate sources to know who has PC software, where it is used and if the use is legal.

- *Creating an application to better track phone numbers to offices and conference rooms and provide valuable 911 information to county emergency centers.*

We will be better prepared in case of emergencies in our offices and conference rooms.

- *Upgrading our Finance and Accounting system.*

Helps our Finance and Accounting team work more efficiently.

- *Creating an application to better track requests for system access privileges.*

Will allow our IT team to know who is using the DMS network, giving it more security.

- *Working on better automation of local retirement information processing.*

IT's goal is to make this task easier for those who do the processing.

The DMS IT team is here to make every division more efficient and productive, and to provide management with better information.

"Every division should feel free to contact myself or **Dan Pelletier** for assistance with any IT need, and to jointly develop IT strategies for improvement," Joe says.

Recipe of the Month

Red Velvet Cake

First Place Dessert at the Retirement State Employee Recognition Day 2009 Event

2 1/2 cups plain flour
1 1/2 cups sugar
2 teaspoons cocoa
1 teaspoon salt
1 teaspoon baking soda
2 ounces red food coloring
2 cups oil
1 cup buttermilk
1 teaspoon vinegar
1 teaspoon vanilla



Grease and line three round cake pans with waxed paper. Sift together all dry ingredients. Add oil, buttermilk, eggs, vinegar, vanilla and food coloring. Beat until well mixed. Bake at 350 degrees for 25 minutes. Makes three layers.

Icing

1 stick margarine, softened (not melted)
1-8 ounce package cream cheese, softened
1 box powdered sugar
1 cup chopped nuts

Cream margarine and cream cheese together until smooth, mix in powdered sugar. Spread on cooled layers. Sprinkle nuts in between layers and on top.

Submitted by **Cindy Randolph**, Retirement

DMS Wants to Know

Q: I use my personal cell phone at work and I don't want to disturb coworkers around me. What should I do?

A: Set cell phones on low or vibrate, and always turn to off or vibrate before you leave your cube. Keep your voice quiet when talking on the phone. Limit personal calls from your workspace.

Get on the Bus to Celebrate 19!

Celebrate 19 years of the Americans with Disabilities Act Saturday, July 25, 4-6 p.m. at the American Legion Hall at Lake Ella. There will be food, refreshments, door prizes and live music! For more information, call (850) 575-9621. Hope to see you there!

CCOC Blood Drive

It's that time again! Come out Thursday, July 16, from 11:30 a.m. to 2:30 p.m. to donate some of what keeps us alive to help others! All blood donors must present a picture ID. E-mail Cindy.Aaron@dms.MyFlorida.com or call her at (850) 922-6339 to sign up. All registered donors receive a blood donor beach bum towel!

Send your favorite recipe to Communications@dms.MyFlorida.com!