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Governor Malloy Releases DAS Report On Utility Cybersecurity Reviews From a Press Release



From left to right: James Hunt of Eversource, Arthur House, CT Chief Cybersecurity Risk Officer, CIO Mark Raymond, and Governor Malloy.

(HARTFORD, CT) – Governor Dannel P. Malloy released the Connecticut Critical Infrastructure 2018 Annual Report, a comprehensive review of the state’s electric, natural gas, and large water companies’ efforts to detect and prevent cybersecurity threats. The report stated that while Connecticut’s utilities faced more frequent and sophisticated penetration attempts in the past year, they were met with “adequate defense capabilities.”

The review and report are the result of a 2014 cybersecurity strategy and 2016 cybersecurity action plan, both products of Connecticut’s Public Utilities Regulatory Authority (PURA) announced by Governor Malloy. Connecticut’s utilities had worked with PURA to reach an

agreement regarding scope and process for conducting the cybersecurity reviews. Four utility companies participated: Aquarion, Avangrid, Connecticut Water, and Eversource.

“Cybersecurity threats continue to grow across the United States for everyone – the federal government, states, cities, businesses and organizations, and private citizens,” Governor Malloy said. “We can never be assured of security, but we can fight back and do everything

Continued on next page

in our power to make ourselves safe. Connecticut has been a leader among states, launching both a cybersecurity strategy and an action plan. The report released today shows that while our public utilities have so far detected and prevented threats, we must continue to practice vigilance.”

The companies graded themselves using the Cybersecurity Capabilities Maturity Model. Conducting the reviews were DAS’ Arthur H. House, Chief Cybersecurity Risk Officer; Steven Capozzi, PURA Public Utilities Engineer; Brenda Bergeron, Principal Attorney in the Division of Emergency Management and Homeland Security in the Department of Emergency Services and Public Protection; and David Geick, Director of IT Security Services at the Department of Administrative Services Bureau of Enterprise Systems and Technology (DAS/BEST).

The report concludes that “Connecticut’s utilities are spending more time, devoting more resources, educating their workforces and transforming their cultures more thoroughly to meet the increased level of threats.” But it notes that significant threats and challenges remain, including increased volume, sophistication, and country of origin of attempted malicious probes.

At the same time, the report notes significant improvements and areas of progress. There were no known cyber breaches during the past year, despite millions of attempts.

“Security of our IT systems is one of the most critical issues facing our country and you have only to glance at the headlines in the news over the last couple of years to appreciate that,” DAS Commissioner Melody Currey said. “At DAS/BEST, our IT professionals are working hard every day to deploy and administer the very best defenses and protocols to keep our state government’s systems secure and operational.”

“These four utilities conducted serious, in-depth reviews with top management support,” Chief Cybersecurity Risk Officer Arthur House said. “This report underscores the potential of a public/private partnership to advance cybersecurity in Connecticut.”

“Every sector, every business, every individual can and should be taking steps to reduce cybersecurity risks,” Chief Information Officer Mark Raymond said. “This report demonstrates that we can make progress through incremental, cooperative efforts.”

Second Annual Connecticut Digital Government Summit: Growth and Change

By John McKay



On October 2, DAS employees joined business and technology professionals from state and local government to attend the Connecticut Digital Government Summit at the Marriott Hotel in Hartford. The summit explored current and emerging uses of technology in government.

Opening remarks were given by DAS' own Chief Information Officer Mark Raymond. Mark spoke about how government technology makes a difference for our citizens and how the changes coming – the gubernatorial elections – will pose a change for state technology. "It's a common topic of conversation from today's candidates to our employees. How can we do more with less and how can we get more services online through technology." He went on to say, "It's about combining the energy you have for an idea, and turning that idea into a solution."

The keynote speaker was Anthony Huey a marketing and communications specialist who gave an engaging speech on different types of techniques to get your message across when speaking to various groups of people. After a short break there were several concurrent information sessions for guests to attend.



The afternoon speaker was Teri Takai, Executive Director of the Center for Digital Government, and former CIO of the U.S. Department of Defense followed by a networking break and more informational sessions.

There was a noticeable increase in vendors who participated in the Digital Summit. "This is a good sign that there is a growing interest in government technology and services. Companies are noticing us," said one attendee. Raymond went on to say, "Technology is rapidly transforming the way we provide services and engage with our employees, agencies, citizens and businesses. We are building the next generation of government services and I believe that the Digital Government Summit is a great way to work together towards this goal."

The Power of Accountability

by John McKay



Part two of a agency-wide management training event

On September 12, DAS management attended a training session on accountability geared to improve the dynamics of different employee situations and roles.

During the training, employees learned to recognize different levels of accountability by exploring actual situations at DAS when employee ownership falls short. The day focused on developing coaching capabilities to enable employees to be more accountable, manage their problems and move forward through complex situations. The trainers also explored skills and strategies for leading teams that collaborate and work together in order to tackle tough issues – rather than turning to finger-pointing and blame.

“There was a lot of good information in the training session,” said DAS’ Meg Yetishesky. “Definitely some information and tools I can use in my work day.”

About the Facilitators

Leading Edge Coaching and Development founder Cindy Maher started this unique learning company 15 years ago. Their client list includes Fortune 500 companies, colleges and universities, federal government organizations (including the NIH and FDA), and state government agencies in Connecticut

and across the country. Leading Edge has an approach to training that is a little bit different. Forget PowerPoint. Leading Edge incorporates an engaging blend of humor, customized theatrical scenes that bring the learning alive, individual reflection and peer dialogue. Attendees found this learning series to be valuable and even transformational.



Above top: Mark Raymond addresses the crowd followed by Brenda Abele, SmART Unit (above) with Cindy Maher in the background.

DAS Conducts Outreach

by Alicia Nuñez

Fall 2018 Career Expo hosted by the University of New Haven Career Development Center



Alicia Nuñez and Ray Bailey greet attendees at the Job Fair

University of New Haven (UNH) students considering careers in Government & Law, Criminal Justice & Forensic Science and Accounting & Finance networked with employers in these vital fields at their job fair on Wednesday, September 20, 2018 organized by the UNH Career Development Center.

The fall 2018 Career Expo provides an excellent opportunity to connect with students to discuss or interview for current and/or future career-related employment and co-op/internship opportunities. UNH Job Fair organizers envision the event becoming an annual opportunity for the college graduates and students who are interested in these promising career paths.

The job fair was free. Participating agencies included the Department of Administrative Services and the Department of Transportation. In total 107 employers had booths at the event with over 780 students in attendance.

Raymond Bailey, Human Resources Consultant and Alicia Nuñez, Equal Employment Opportunity Director, were on hand to assist job seekers with information about getting a job with the State of Connecticut, completing a Master Application via JobAps, signing up for interest cards and navigating our new online employment center.

Alicia added: "Special 'Thank you' to **Raymond Bailey** who was extremely helpful and informative !!! We represented Diversity and informed job seekers and many millennials how to use JobAps."

Honoring Our Veterans

Save the Date - October 19 (with rain date to be determined)

Calling All DAS Veterans -

Please join us in the Plaza for a photo gathering of the many Veterans who are now employees of DAS. We are proud of you and are grateful to you and we would like to honor you in the next DAS Times.

DAS Summer Social - September 14, 2018



Barbecue, ice cream and near-perfect weather were the recipe for this year's DAS summer social.

Catered by locally famous Bears' Smokehouse Barbecue, DAS employees were treated to a nice day in Churchill Park in Newington for good eats and the perfect setting to socialize with employees outside of the typical work environment.

"It's a great time to reconnect with folks that I haven't seen for a while and catch up. We talk about friends, family and eventually about what's going on at work. I love it," said one DAS employee.

The weather worked out fine for the outdoor event. Some overcast clouds kept it from getting too hot and everyone was able to gather around the new pavilion at the park.

The big hit was the Ben & Jerry's ice cream truck which had a limited menu of ice cream choices, but not a limited number of compliments.

"I love their ice cream," was overheard multiple times and there was always a line for second and third helpings.



Unfortunately Commissioner Currey could not make the event, but in her place Deputy Commissioner Toni Fatone, Deputy Commissioner Bud Salemi and Chief Information Officer Mark Raymond thanked everyone for coming, thanked everyone for their hard work and repeated what we all know, "DAS is the best state agency to work for!"



A Few Shared Words In Loving Memory of Rachel Whitesell

March 28, 1973 - August 20, 2018



I hired Rachel into state service 12 years ago. I came to rely on her counsel and always thought she had the right attitude about pretty much everything I ever spoke to her about. I thought she was wise beyond her years. She was a rarity in this world: smart, funny and upbeat almost every day. I will never forget that smile and that laugh. I am grateful to have known her.

Jeffrey Beckham

Patient, intelligent, caring, and a great motivator for pushing yourself to the next level. We will certainly miss Rachel!

Carol Wilson

An Irish poem, for our friend Rachel, who we miss more than we can put into words:

Carol O'Shea

It's easy to be pleasant
When life flows by like a song
But the person worthwhile,
is the one who can smile
When everything goes dead wrong
For the test of the heart is trouble
And it always comes with years
And the smile that is worth the praises of earth
Is the smile that shines through the tears.

-Author, Anonymous-





Rachel was an amazing employee and an even better human being. She handled every situation with a smile, kindness and laughter. Rachel lit up every room she walked into with her brilliance, charm, charisma and smile. It was a matter of moments until Rachel had the room under her thumb. She was such an inspiration and motivator to me and so many others. I miss her every day.

Devin Marquez



Rachel was a brilliant public servant. She understood both the constraints of the system and how to overcome those constraints for the best outcome. And she did all that in a down-to-earth manner that made people smile.

Mark Raymond

We will always remember her contagious smile, intelligence, laugh at life attitude, her dancing skills at our DAS parties and of course her love of going out to lunch especially spicy Thai food and Taco Tuesdays!

Eva Orlinski and Patrick DeConti



I find it difficult to identify a particularly memorable moment with Rachel primarily because over the years each interaction with Rachel was GREAT! Not only was Rachel knowledgeable in her field, she was compassionate, witty, and down to earth. Being one of the first lawyers I interacted with when I came to the State, she willingly shared her institutional knowledge and her legal experiences. Always willing to discuss pending matters, Rachel was someone I respected and looked forward to working with. She was the DAS go-to person that made challenging transactions easier to bring to conclusion. Rachel was a true gem, respected and now, deeply missed.

Antoinette Webster

Autumn will forever be our Beachbody coach ! and Pam and I will always know our other Charlie's Angel is taking care of business!

Her name will always be on the coffee creamer in the refrigerator and extra spicy Thai will always kick our ###! .

With Love -Pam and Meg

It's difficult to use words to capture the essence of the Rachel that we lost. When Rachel joined our group in 2012 as the primary counsel for the newly minted IT Procurement team; she had come off a long run of handling large real estate transactions (totally different legal landscape). My first impression of her was of someone who was energetic, cute, and social...and wore really nice shoes (just sayin'). Then I went to a meeting with her. Let's just say that in addition to her personality and charm, she had a cerebral gift. She looked at problems with the pragmatism that most of us lose when things complicate us out of our comfort zones. She found a solution for everything. She was a creative thinker; just when it looked like it was time to throw in the towel, Rachel would come in the next morning, or text me late at night with, "hey, let's talk later about how we can approach XYZ to solve ABC". And you know what? It worked every time. If you've worked on a project with her, you know exactly what I mean. One of the best days of my career was getting an unsolicited compliment from her on something I wrote. In between all of this, she was a social butterfly, fluttering up and down the hall, inspiring and then hooking us on the 30-Day Fix, and organizing happy hours. She taught me a lot. Her strength and determination throughout her illness was nothing short of astonishing and taught anyone that was paying attention the most important lesson that can be learned. She was a bright light and will be missed by all who knew her.

Aimee Cunningham



"My wonder women. Your smile and positive energy will always be in my heart. I miss you."

Marisol Rivera

When I started with DAS I was in a satellite office and I came to the Hartford office for meetings and special occasions. One of the first occasions was a celebration of some sort (possibly Secretary's day, or something along those lines). Even though I cannot remember the occasion, I can tell you that Rachel was one of the first people to welcome me, to speak to me like we'd known each other forever, and make me feel at home among a group that were essentially strangers at that point. From that moment on, Rachel held a special place in my heart.

Rachel was also always one of the first people on the dance floor (I never felt alone) at any party. Her love of people and love of life was apparent to anyone who knew her. She was an amazing soul and will be greatly missed.

Veronica Coty



Remember Me

Don't remember me with sadness
 Don't remember me with tears
 Remember all the laughter
 We've shared throughout the years
 Now I am contented
 That my life it was worthwhile
 Knowing that I passed along the way
 I made somebody smile
 While you are walking down the street
 And you've got me on your mind
 I'm walking in your footsteps
 Only half a step behind.
 So please don't be unhappy
 Just because I'm out of sight
 Remember that I'm with you
 Each morning, noon and night

Rachel was not only a co-worker but a friend to all of us. I reminded her every time I talked to her that she was my hero, always and forever.

Janet DelGreco Olson



"People touch our lives if only for a moment, And yet we're not the same from that moment on. The time is not important, The moment is forever." - Fern Bork

Shane Mallory

Managers Day 2018

By Nina Ritson

State managers gathered once again for Managers Day hosted by MAC (Management Advisory Council) but this year the venue was new and different! This year's event was held at the Chowder Pot in Hartford and it was shortened to be a more fun packed venue. Keynote Speakers were Cindy Maher and Jamie Guite of Leading Edge Coaching and Development who rallied the room with insightful scenes. Guest Speaker Kevin Lembo took a break from the campaign trail to share his appreciation for all that state managers do and to remind everyone about the values of the HEP program. " It was nearly seven years ago that we launched this program and every one was resistant! But fast forward seven years and every day I am hearing from people about how an HEP checkup picked up on the early detection of something that they normally would not have known about for years!" HEP is saving lives and saving money.

This year the Managers Day Planning Committee elected to support Foodshare through monetary donations and the collection of needed non-perishable items. The response was huge!

Although this years award recipients and honor roll nominees did not include DAS, Commissioner Melody Currey and OPM Secretary Ben Barnes proudly support Managers Day!

Congratulations to the winners and nominees!



A Fond Farewell to Retirees.....

Christine Koenigsmark



Mark Bozzuto



..... Hearty Welcome to New Employees



Deputy Comm. Fatone, Jonathan Slifka and Deborah Kuckel



Jennifer Blum and Commissioner Currey



Deputy Comm. Fatone, Margaret Donagher, Ndack Sow, Le'Nyse Patrick



Russell Winger, Commissioner Currey, Madelyne Colon and Marie Mariano



Guisella Quezada, Commissioner Currey, Ndack Sow, Le'Nyse Patrick and Thomas Pysch



Deputy Comm. Fatone and Michael Barrera



Susan Bolduc



Christine Koenigsmark



Mark Bozzuto



Winsome Jameson



John Cavacas



Philip DiLorenzo



Martin Melanson



Deborah Kuckel



Margaret Donagher



Le'Nyce Patrick



Ndack (Nikki) Sow



Michael Barrera

COMINGS and GOINGS

RETIREMENTS

Susan Bolduc – Collection Services

Christine Koenigsmark – BEST

Mark Bozzuto – BEST

Winsome Jameson – Collection Services

John Cavacas – DCS

Philip DiLorenzo – BEST

Martin Melanson – Fleet Operations

NEW EMPLOYEES

Deborah Kuckel – DCS/Bureau of Elevators

Margaret Donagher – Leasing and Property Transfer/Procurement Services

Le'Nyce Patrick – Business Office

Ndack (Nikki) Sow – Business Office

Michael Barrera – Commissioner's Office

Guisella Quezada – Business Office

Thomas Pysh – Leasing and Property Transfer

Marie Mariano – DCS/ODEM

Jennifer Blum – SmART Unit

Stephen Fabian – Business Office

Russell Winger – Fleet Operations

Madelyne Colon – Procurement Services

TRANSFERS

Darren Cooke – DCS

Kathleen DeBoer – Statewide HR

Deborah Craig – SmART

Beth Leslie – Fleet Operations

LEFT STATE SERVICE

Meghan Follert – Collection Services

David Weathers – BEST



Guisella Quezada



Thomas Pysh



Marie Mariano



Jennifer Blum



Stephen Fabian



Russell Winger



Madelyne Colon



Darren Cooke



Kathleen DeBoer



Deborah Craig



Meghan Follert



David Weathers



Beth Leslie

People are talking..... by Cindy Rusczyk

Doris Vieira from the CT State Library (CSL) wanted to take this opportunity to thank **Jerry Lynn** and the **entire team from the Business Office** “for all their efforts and hard work during fiscal year-end. It’s not an easy task when you’re dealing with several agencies to ensure that all fiscal activities are completed timely and accurately. We appreciate your staff’s dedication, patience and excellent customer service they provide all of us at the CSL. You are very fortunate and should be proud to have a remarkable team! Kudos to the entire DAS Business Office Team for their outstanding work! Thank you again.”

Chief Court Administrator Patrick L. Carroll addressed **Nina Ritson** “on behalf of the Judicial Branch” and “wanted to thank you for taking photographs of five ceremonies in which Governor Malloy administered the oath of office to the Chief Justice, justices of the Supreme Court, judges of the Superior Court and a family support magistrate. You are to be commended for all of the work and energy you put into memorializing several different events over the span of just two days. Additionally, the photographs are beautiful and the judges have found them to be a reminder of a very memorable ceremony. I am sure that they and their families will cherish these pictures in the years to come, and I am grateful to you for making that possible. Thank you again for your willingness to juggle your schedule to attend the ceremonies and to take such wonderful pictures.”

Reimbursement Team Leader Frank Rivera has the following messages of praise for Collection Services employees:

“I would like to extend kudos to **Reyne Maturo** of the Collection Services Accident Lien Unit. Reyne Maturo works feverishly day in and day out. In light of recent retirements she has been working double-duty filing claims for Accident Lien and the Probate Unit. Reyne’s work ethic is unmatched; it is her passion and dedication that makes her an asset to our team as well as state service. Thank you for your hard work, it does not go unnoticed.”

Each issue we publish letters of praise that we have received about DAS employees going above and beyond. If you have received great service or would like to write about a DAS employee going the extra mile, email Cindy.Rusczyk@ct.gov

Don't be shy - good work deserves a good word- DAS employees are the best!

“We have many unsung heroes within Collections; I would like to draw attention to **Melissa Perez**. She processes thousands of checks and is responsible for transmitting well over \$60 million a year. **Wendy Smith** and **Eva Green** have been added to the mix as backups to keep the flow of money coming in uninterrupted.”

“Shout out to **Jenny Koske** for taking on the Purge project in Sarah’s absence. We close-out and box-up 4,000 cases and prepare them to be moved to the State Library. The process is laborious yet necessary to make room for our continuously growing active files.”

Mary Ellen Norton from the Workers’ Compensation Commission in Middletown sent accolades to Supervisor Nina Ritson regarding courier **Samuel Thompson**:

“I would like to let you know of the outstanding customer service we receive each and every day from Sammy Thompson. I was in the middle of doing a stack of transfers today and I asked him to wait for me to complete them. Without hesitation he waited and smiled the whole time I was typing away. We use to begin our day with the smile of Sammy and now we get to end our day with his smile and great personality. He just goes out of his way to assist us and it is appreciated, and he is heading into traffic going north on Route 9. Thank you for employing such an outstanding worker and gentle human being.”

Cindy Cannata of the Freedom of Information Commission stopped Nina Ritson in the parking lot of 18-20 Trinity to tell her “What a wonderful staff you have!! In particular I had been unloading a large amount of material for the State Employees Campaign for Charitable Giving to be carried up into my office at that address. **Alex Caceres** and **Juan Hernandez** of DAS Print, Mail and Courier noticed me struggling with this and went down from the loading dock to unload the materials for me. They were so helpful and wonderful – they got it all done so I could bring it upstairs!”

Brian Clonan, Chief Information Technology Officer of the Dept. of Emergency Services and Public Protection sent this to Mario Mezzio at BEST, "I would like you to know that **Chris Sheehan** did a wonderful job yesterday afternoon in getting our hyper-links straightened out from a Governor's press release and .pdf on Crime in CT. This was a big deal to the Criminal Justice community, Commissioners and the Governor. Chris was very professional and willing to go above and beyond to get things working for us. He did an excellent job and we all appreciate your team's commitment to the agencies!"

Commissioner Catherine Smith from the Department of Economic and Community Development commended **Alicia Nuñez** stating, "I wanted to express my sincerest thanks to you for all you did to make our Affirmative Action plan pass with flying colors. I know it was a lot of work on your end, and I just wanted to say a BIG thank you, it is much appreciated."

Mark Raymond of BEST received this note from Jason Cohen of the Department of Consumer Protection, "I'm not sure who directly supervises **Matt Shea**, but I wanted to be sure to pass along what a huge help he's been in getting our agency up and running with regards to using Pilotfish to get our data into the open portal. He's provided excellent training, as well as extensive troubleshooting. He's a talented and knowledgeable guy, not to mention willing to help out beyond his direct areas of responsibility. A great representative of BEST!"

Margaret Hackett, HR Consultant 1 of the Statewide Human Resources Management Division, provided great feedback and a kudos to Alicia Nuñez about **Jennifer Taplin**, DAS Equal Employment Opportunity Specialist 2, for an interactive Scenario Based Sexual Harassment Prevention (SHP) class and training. Ms. Hackett stated, "it was a great refresher!"