



JULY 2018



# Kronos Project Kicks Off!

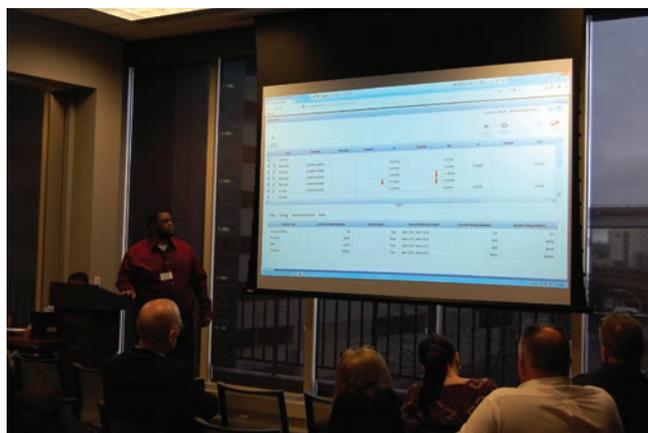
by John McKay



Commissioner Melody Currey and LaFonda Keels.

State employees in Connecticut are next in line to get a new state of the art time management system for their time and leave and scheduling needs! The Kronos Project officially kicked off on Thursday, April 19 to a standing room only and very excited crowd of Agency employees and Commissioners. A webcast of the event was needed for the agencies that could not fit into the conference room which had reached maximum capacity days before the event. Agencies were able to see the event from their desktops!

Kronos is a new state of the art time management system being introduced into Connecticut. It will be replacing all existing legacy systems and all paper timesheets that Agencies are currently using and will tie into CORE directly. This new system will enable employees to get real time information for time, attendance and leave, including FMLA eligibility and Comp time earned.



The new Kronos software will also assist our Payroll and HR staffs through the elimination of all the tedious time consuming manual time entry being performed every pay period by our payroll teams. It will reduce wage and hour compliance risks and provide real time data to employees as well as improve timely notification to all employees on their benefits such as FMLA, FLSA and comp time. Additionally, all shift schedules will be automated in real time. Employees will have access to real time data for proactive decision making!

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“Every employee in the Executive Branch will enjoy the benefits of Kronos!” said Commissioner Melody Currey. “In addition, state agencies will reap the benefits of this new tool as well. Once the Kronos System is implemented, it will eliminate the time consuming paper processes we are all utilizing. Payroll Administrators and their staff will be able to get back to managing payroll instead of uploading information from thousands of paper time sheets and the need to process countless corrections needed every pay period. Master Sergeants will no longer be desk bound for countless shifts trying to fill shifts and managing shift bids. All that will be automated.

Nurse schedulers will have access to real time scheduling and be able to contact healthcare employees through the system rather than taking a nurse off the floor to make numerous phone calls to find staff to fill a shift! HR staff will not have to spend time telling employees that their leave was mistakenly taken because eligible leave time will be in real time. All these time consuming administrative burdens will be eliminated. It is very exciting!!”



*Middle photo from left to right: Dae Markus (Kronos), Diane Benedetto (DAS) and Penni Boutelle (Kronos).*

The State Agency project Teams that have formed are highly motivated and are already deep into the design process and making great progress. The Agency Teams underwent Kronos online training

to prepare for these in depth design workshops they have all been in. The Phase 1 Agencies are DMHAS, DCF, DESPP and DVA. Kronos is anticipated to begin being rolled out in these agencies by the end of the year. DAS is in Phase 2- Deployment Group 1. Our strategic design workshops with Kronos will begin on or about August 2018.

# Matchmaker 2018

By Nina Ritson



Top: David Barkin, Deputy Commissioner Toni Fatone, Program Manager, Supplier Diversity Meg Yetishefsky  
Below: Deputy Commissioner Pasquale Salemi and David Barkin

It was that time of year again on Thursday, June 14 for small businesses/prime vendors to speed date their way through the annual CT Business Matchmaker event at the newly renovated Student Union at the University of Hartford!

CT Business Matchmaker introduces small businesses to some of the state's highest quality project partners available in the industry today. Once again this event was sold out!

As was in years past, small business representatives met with prime vendors, contractors, and government agencies that subcontract services and/or supplies during a series of 10-minute one-on-one interviews. When the 10 minute bell rang they moved on to the next appointment - filling the day with valuable meetings and introductions that make business in Connecticut happen.

Deputy Commissioner Toni Fatone was there on behalf of Commissioner Currey addressing the crowd with some opening remarks, "This Matchmaker event has brought together dozens of large Prime government vendors and hundreds of Connecticut small businesses to discuss business opportunities of mutual interest. In addition, over 20 government and non-profit business resources are available to educate small business representatives on how to access opportunities in the public marketplace.

This event gives DAS the opportunity to put small and minority owned businesses in direct contact with large state and federal contractors who could potentially use their services. This helps these small Connecticut based companies get work while assisting the contractors in meeting their small and minority business set-aside goals."

Wendell G. Davis, Regional Administrator Region 1 – New England, U.S. Small Business Administration, had this to say in his address:

"According to the May survey of the NFIB (National Federation of Independent Businesses) small busi-

ness optimism is, and this is their quote, “On stratospheric trajectory thanks to the recent tax cuts and regulatory reforms. Compensation increases have hit a 45-year high, positive earnings trends reached a survey high; positive sales trends are at the highest levels since 1995, and expansion plans are the most robust in survey history.”

“I was just down in East Hartford, CT a couple of weeks back and United Technologies just announced that they will be hiring 35,000 employees, spending \$15 billion on R&D and infrastructure/equipment improvements and \$75 billion on their supply chain - an estimated \$20 billion going to small manufacturing businesses.”

“Small business owners are continuing an 18-month streak of unprecedented optimism which is leading to more hiring and raising wages,” says NFIB Chief Economist Bill Dunkelberg. “While they continue to face challenges in hiring qualified workers, they now have more resources to commit to attracting candidates.”

Once again CT Business Matchmaker was a huge success!



*From Left to Right: Ada Rivera, Pam Anderson, Lori Coleman, Stan Kenton, Janet Delgreco-Olsen, and Marisol Rivera.*

# Leasing and Property Transfer

by John McKay

In May, Administrator Shane Mallory and staff of the Statewide Leasing and Property Transfer Division, held their annual training event for agency personnel who are involved in their agencies leasing and property requirements.

The overall purpose of the session is to ensure agencies are fully informed about the leasing and property transfer process, reduce the amount of time the process takes, and ensure all of us are in compliance with statutes to help DAS meet agencies' real estate needs.



Topics covered included the State Facilities Plan (every two years agencies need to submit their leasing requirements to the Office of Policy and Management (OPM and DAS). The steps required to request space acquired through a lease was also covered as well as the process for purchasing or selling state real estate.

Paul Hinsch from OPM's Bureau of Asset Management also spoke at the workshop.

"Leasing can be tricky," said Mallory. "There are laws and statutes that need to be followed planning in advance, providing timely, accurate information, and

following the established process can go a long way in expediting an agency's real estate requirements. The division maintains the overview on its DAS website. DAS Commissioner Currey gave some opening remarks. "You couldn't be in better hands than Shane and his staff, don't hesitate to contact his office with any questions, as they are the pros."

What is DAS' Leasing and Property Transfer Office?

DAS Leasing and Property Transfer conducts real estate transactions on behalf of the State. It provides these services to most state agencies with some exceptions such as the Connecticut Department of Labor, Connecticut Department of Transportation and UCONN. As of June 30, 2017, DAS is responsible for managing 149 leases totaling 2,304,981 net usable square feet. Staff members hold several industry credentials including the Real Property Administrator Designation (RPA) and the High Performance Sustainability Designation (HP) from BOMA International, the Building Operator Certification (Level I and Level II) from the Northwest Energy Efficiency Council, and the Green Building Professional Certification from the Urban Green Council.

# Connecticut's Cyber Strategy

Reprinted from GCN (online magazine for Technology, Tools and Tactics for the Private Sector)

By Sara Friedman

Apr 26, 2018

At the National Association of State CIOs midyear conference in Baltimore, Connecticut CIO Mark Raymond spoke with GCN about a recent WannaCry attack on 160 government computers and how his state is implementing its Connecticut Cybersecurity Strategy.

Raymond's answers have been edited for length and clarity.

What happened in the February WannaCry attack?

We had 160 machines that were affected by the attack. Nothing was encrypted and it was an old variant of the virus. We detected the movement of a worm-like virus through the network and contained it. The worm side of the virus spreads through unpatched machines.

For the majority of the machines, we had 30,000 machines fully patched and ready to go, which is why the spread was smaller. Through the process, we found things that agencies thought that they were patching or third-party endpoint solutions that perhaps were not being updated. Those were the ones that created an anomaly. We had to take those offline and reimage them to make sure that no data was lost before patching them and getting them back in operation.

How do you work with federal agencies on cybersecurity?

We have the folks at the Department of Homeland Security who help to coordinate broader resources that are available to us like the Information Sharing and Analysis Centers. We share those insights with our private businesses and law enforcement. Most of our contacts are through the Multi-State ISAC, so we use them, the fusion center and InfraGard [a partnership between the FBI and the private sector for critical infrastructure protection] to really get the right people at the table to understand our current status and what we need to do.

What about at the municipal level?

Municipalities would like us to do much more, but neither one of us have the funding to do it. We have a special section in our upcoming cybersecurity action plan about how to treat things at the municipal level. Connecticut doesn't have county governments, so we have regional councils that we work with to identify common needs and areas where we can help or they can begin to work together. We are seeing some of the municipalities work together to provide services to each other.

We also have the Connecticut Education Network, which connects 106 of 169 towns through fiber optics. We are using that to provide some services like a managed firewall or distributed denial of service protection to municipalities that could not afford it on their own. We are leveraging our network to improve the security.

How are agencies using multifactor authentication?

We use MFA for all of our administrative users and state employees who are accessing our systems from the outside. It is mandatory for folks to be able to get in. We look at the user population based on the criticality of what they are looking at and then transition from single factor to multifactor.



Photo by Sara Friedman

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We are running a pilot for our pension population, which is folks who have retired. We put a new pension system online. We would like for them to do more self-service, but we need to have a higher degree of service for that. We are extending MFA to that pilot, which needs to work with a wide range of audiences and technologies. Retirees can pick up and move some place else, so doing things with paper forms isn't necessarily the best way to deal with that population. They are okay with engaging online, but we may need to support the desktop technology or they may only have a smartphone or flip phone.

How is your IT operations structured? What applications have moved into the cloud?

We are federated when it comes to IT, and some of the larger agencies have substantial IT staffs. Some of the smaller ones have none and rely entirely on us. We are the infrastructure provider for consolidated networks, data centers, email services and some security. The Department of Transportation or Labor have substantial technical staffs of their own, but some of the smaller agencies work more directly with us.

We moved into a data center in 2015, and we partnered with the commonwealth of Massachusetts to share their disaster recovery data center. You could call it a private cloud, but we have real-time replication between the two sources and we don't own any of the physical buildings. We have moved some public data into the cloud services, and we are dabbling as certain applications come up for modernization. We can assess whether the economics make sense.

Our website is hosted by a provider; our open data platform is an outside solution. Our sex offender registry is cloud based. We have a workforce management solution that we are putting in place this year that will be a cloud-based capability. We are not taking a lot of the underlying infrastructure and moving it to the cloud but we are utilizing platform as a service and software as a service.

Because we are still in the figuring-it-out phase and we are doing lots of different variants, we are spending more time doing due diligence around solutions. Our current environments are known, and for some of us these new solutions are unknown. There is a learning curve that we are climbing up. We haven't saved any money yet, but the promise is there.

# Urban League 18th Annual Employment Empowerment Expo

by Nina Ritson



Urban League of  
Greater Hartford

On Thursday, May 10

Alicia Nunez and Heather

Tweeddale of DAS hit it out of the park when they partnered with the Department of Correction to cover the bases at Dunkin Donuts Park, Yard Goat's Lounge for the Urban League 18th Annual Employment Empowerment Expo.

The Urban League of Greater Hartford is a community-based non-profit organization offering direct social services to more than 3,000 individuals and families annually. Their programs and initiatives prepare youth and adults to be educated, trained and equipped to confidently enter the workforce and lead successful and healthy lives.

The DAS team joined 30 other businesses recruiting employees including the US Army, Charter Oak Health Care, United States Post Office, Foxwoods Casino, FedEx, CTTransit, Key Bank, and several colleges.

In addition to meeting with companies directly, the expo offered many breakaway classes like: Interview Skills, Workforce and Re-entry, Dress for Success How to Stand Out and Win Your Job and Money Management, plus resume critiques and professional headshots.

Speaking of Dress for Success – Men's Wearhouse was giving away free suits to lucky randomly selected attendees.

Approximately 450 job seekers were on tap, mostly young men and women from the Greater Hartford area, and many from the "re-entry" population. "Many visitors mentioned they love the new JobAps program – but we were still introducing it to people who had not yet applied online for a state job. Some were familiar with the program but had not set up interest cards or loaded a master resume," said Heather.

Alicia noted that she was also very pleased to see people with disabilities visiting the booths as well. "Yes the DAS booth was a popular destination and Heather and I have been talking nonstop answering questions or demonstrating JobAps."

The floor was bustling and everyone's hands were filled with brochures, folders and some of the great giveaways of pads, pens, and even a pair of sunglasses. Great job!!

# Heroes 4 Hire Career Fair

by Nina Ritson

DAS employees were very happy to be the “busy” booth and exhibit at the Heroes 4 Hire Veterans Career Fair on Wednesday, April 4 at the Rentschler Field Ballroom.

With companies searching for talent in a tight labor market, this event offered a solution to finding experienced and highly - motivated candidates.

Veterans bring what employers want most — dependability, accountability and leadership skills. DAS knows this as did the nearly 100 other companies and service organizations participating. In the DAS Statewide Human Resources booth applicants were able to view the JobAps application and test it live. Kathy DeBoer of DAS Statewide Human Resources Management was excited to see how many visitors DAS received. “We have been very busy,” she said, “A lot of people already know the new JobAps system and are thrilled with it. Many people commented on how much they like the interest card feature!” She described the visitors to the fair, “I was surprised to see that the average age was between 40 and 60 years old – older veterans. Some were retired from military service looking for that second career and some were just looking to do something different. We definitely had the busiest booth!”

This event was sponsored by the Connecticut Department of Labor, Connecticut Department of Veterans Affairs, Entercom Radio, Pratt & Whitney, and Travelers Insurance.



# Procurement Employee Recognition Event

by John McKay

Last year DAS Procurement revisited and reconstructed its business plan. Out of the new model, an Employee Recognition program was born.

Three categories, including honorable mentions, were created:

- **Innovation in Procurement Award**
- **Display of Values Award**
- **Beyond the Call of Duty Award**

At an awards breakfast in April, Procurement Director Carol Wilson kicked off the event by thanking everyone on her staff for their work. “While we’re highlighting specific achievements today, I just want to thank each and every one of you for the work you do every day here at DAS. We’re a business unit to model here at DAS and state agencies look to us to lead. Your hard work and professionalism does not go unnoticed,” she said.

Program Manager Meg Yetishefsky gave the definition of appreciation while thanking everyone, and Carlos Velez explained how the awards process was put together and designed. There were 17 nominations, 12 nominees with a total of 10 nominators.

**The Innovation in Procurement Award** went to DAS’ Cheryllynn Donnelly (*Top*) in the Supplier Diversity Unit.

The Supplier Diversity Unit launched a new survey on November 17, 2017. As the lead, Cher dedicated many hours working on the template for the survey, researching different survey tools and methods to ensure the end result was successful. Her ability to forecast and anticipate issues, potential obstacles and solve these tasks prior to the implementation of the survey was a key component to the project’s success and have resulted in a high volume of responses. Cher’s leadership and continued result-driven timeline on this project proved critical. Cher was instrumental in the survey being developed in the current application process which has allowed for a greater response and ease of use for the survey to be completed.

**The honorable mention for the Innovation in Procurement Award** went to Melissa Marzano (*middle*).

**The Display of Values Award** went to Janet DelGreco (*above bottom*). The award is broken down into four categories:



**Integrity:** Every day Janet demonstrates the highest ethical standards. Through her work she demonstrates trust, honesty and transparency.

**Accountability:** Janet is one hundred percent accountable for her work and actions. Through her work she demonstrates accountability by always accepting responsibility for her decisions, and she does not attempt to hand her work off to others. She just owns it. If something goes awry, which is rare, she never places blame on others.



**Professionalism:** Janet is the consummate professional. Through her work she demonstrates professionalism to her co-workers, her vendors and her customers by treating them with respect. She listens and responds factually and fairly, always doing her research.

**Teamwork:** Janet is a team player as she is always willing to collaborate, communicate open and honestly with her co-workers, her vendors and her customers. You always know where you stand with Janet.

**The Display of Values Award honorable mention** went to the team of: Paul Greco, Veronica Coty, Marisol Rivera, Greg Mooney, Philip St. Amand and Pat DeConti (*top*).



**The Beyond the Call of Duty Award** went to Paul Greco (*middle*) who, in an extremely short timeframe, initiated an RFP for a first responder radio area network (FIRSTNET). The requirement for this network was a mandate from the federal government and a result of the Post-9/11 Commission recommendations to ensure that first responders had a dedicated radio network available to them during emergency/crisis situations.

While the process of what Paul did is the actual job all Contract Specialists are required to do, Paul went above and beyond expectations by taking on this additional project, outside of his and his team assignments, quickly assessing the requirements and needed information to tackle the project, put together a tight timeline for delivering and kept all stakeholders informed and apprised on key concerns.



Paul's work on this project enabled Governor Malloy and other key agency stakeholders the ability to come to

the sound conclusion that opting into the FirstNet network would best serve the interests of the citizens of Connecticut.

**The Beyond the Call of Duty Award honorable mention** went to: Veronica Coty (not pictured), Marisol Rivera, Nicole Murray, Julie Bernosky, and Susanne Hawkins (*above bottom*).

# *The American Institute of Architects has elevated Department of Administrative Services' Kermit Thompson to the College of Fellows*

*From a DAS Press Release*

The 2018 Jury of Fellows from the American Institute of Architects (AIA) elevated 152 member-architects to its prestigious College of Fellows, an honor awarded to members who have made significant contributions to the architecture profession.

This year, DAS' Kermit Thompson of the Office of School Construction Grants and Review is included in this prestigious college.



"We are extremely proud and impressed with Kermit's appointment to the College of Fellows," said DAS Commissioner Melody Currey. "His dedication, skill and commitment to his profession have led to this appointment and I congratulate him on this notable achievement."

The Office of School Construction Grants and Review (OSCGR) is responsible for the grant administration of all Connecticut public school construction projects seeking authorization for a State grant commitment. OSCGR actively serves the 169 Connecticut municipalities, 17 Regional School Districts and 6 Regional Educational Service Centers in the project application process.

OSCGR Director Kostas Diamantis said, "Kermit brings his successful and lengthy experience as an architect to our schools for the

benefit of children. His leadership in his field has elevated school construction to an art form."

The fellowship program was developed to elevate those architects who have achieved a standard of excellence in the profession and made a significant contribution to architecture and society on a national level. Prospective candidates have demonstrated influence in at least one of the following categories:

- Promoted the aesthetic, scientific, and practical efficiency of the profession;
- Advanced the science and art of planning and building by advancing the standards of architectural education, training or practice;
- Coordinated the building industry and the profession of architecture through leadership in the AIA or other related professional organizations; or
- Advanced the living standards of people through an improved environment.

The stringent requirements result in only three percent of the AIA's more than 91,000 members being recognized as fellows. Currently, there are 3,425 living fellows globally.

The fellows were honored at a ceremony on June 22 at the AIA Conference on Architecture 2018 in New York City.



## Kermit Thompson Featured in Magazine

Kermit Thompson was also featured in the July August issue of Architype magazine!

<http://files.constantcontact.com/ae2c76e7001/5dbff28d-232a-4343-a5cf-0404c5eff290.pdf>

### Fellows Investiture

*June 21, 2018*

AIA Fellows are recognized with the AIA's highest membership honor for their exceptional work and contributions to architecture and society. Architects who have made significant contributions to the profession and society and who exemplify architectural excellence are members of the AIA College of Fellows.

On June 21st, three AIA Connecticut members, Michael Ayles, FAIA, Jonathan Humble, FAIA and Kermit Thompson, FAIA participated in the AIA College of Fellows Investiture ceremony held at St. Patrick's Cathedral, part of the A'18 conference in New York City.



(L-R): John Hoffman, FAIA; Kermit Thompson, FAIA; Lisa Humble; Jonathan Humble, FAIA; Pat O'Brien; Nancy Connell, AIA; Rich Connell, FAIA; Michael Ayles, FAIA

# ***DAS Construction Services – Part of a Winning Team*** by John McKay

Back in the spring of 2017, DAS Construction Services worked with Asnuntuck Community College with their improvements and redesign of the entrance to the college.

And everybody noticed.

The Connecticut Real Estate Exchange (CREW), an organization dedicated to supporting and advancing the achievements of women in commercial real estate, it provides a networking, social and educational forum for Commercial Real Estate Professionals of every related field and discipline.

CREW awarded Asnuntuck with its Blue Ribbon Award for Best Lobby / Common Area Renovation project.

DAS Construction Services worked with Tecton Architects every step of the way to not only be on time and on budget, they made sure the college was getting more than just a new entrance – they made sure they were getting an entrance that really stood out.

“It was a great project to oversee,” said DAS’ Lisa Humble who was the state’s project manager. “To see it go from what it was, to what it is now is remarkable. The CREW award really justifies and validates all the hard work and dedication everyone put into the project. Everyone is so pleased with the final result.”



# *The Legendary Dan Sears leaves New England for Weeki Wachee Springs - Two Words... No Snow.*



*Dan Sears receives his proclamation from Commissioner Currey, Angela Taetz and Easha Canada then attend a surprise party hosted by DAS Procurement.*

*Continued to next page*

## *Ode to Dan Sears*

*By Aimee Cunningham*

My screen's locked up,  
I can't upload my bid  
Can someone call the experts in?  
Cause I don't know what I did.

Wait...what's that you say?  
He's nowhere to be found?  
Did I just hear someone say,  
That he's Weeki Wachee bound?

Weeki Wachee Springs??  
Where the hell is that?  
If we still need help with Biznet,  
Will he still be able to chat?

We know it's unrealistic,  
To put a flash drive in your brain,  
But we hope that over all these months,  
They've found someone to train.

You taught us to speak Boolean,  
HTML and more,  
And talked us off the ledge,  
When we migrated to CORE.

We'll miss your expertise and brains,  
You make things look so easy,  
The thought of our new e-Pro system,  
Makes some of us feel queasy.

We know that it's been coming,  
For we've had so many years,  
But the time has come to celebrate,  
The legend of Dan Sears!

So buy some sunscreen for your head,  
And know that you'll be missed,  
But while your skimming off your pool,  
Don't forget that we exist!

**BEST OF LUCK!!!**  
*You will truly be missed...!*

*Frank Sanzo*



*Leonard Smith*

*Rich Affinito*



*Holly Crandell*



# ***A Fond Farewell to Retirees.....***

# ..... Hearty Welcome to New Employees



*Mitchell Samal, Raisa Capellan, Commissioner Currey and Heidi Jackson*



*Phillip Maddern, Commissioner Currey, Desiree McBride and Dimple Desai*



*Raymond Occhialini, Commissioner Currey and Beth Leslie*



*David Woods, Stephanie Laudano and Commissioner Currey*



*Julian Hill, Commissioner Currey and Kenneth Goncalves*



*Belinda Rivera, Commissioner Currey, Jennifer Taplin and James Hudson*



**Daniel Sears**



**Frank Sanzo**



**Len Smith**



**Richard Affinito**



**Holly Crandall**



**Julian Hill**



**Kenneth Goncalves**



**Desiree McBride**



**Phillip Maddern**



**Raymond Occhialini**



**Beth Leslie**



**Mitchell Samal**

## **COMINGS and GOINGS**

### **RETIREMENTS**

**Daniel Sears** – May 1

**Frank Sanzo** – Fleet Operations – June 1

**Len Smith** – BEST – June 1

**Richard Affinito** – Collection Services – July 1

**Holly Crandall** – Procurement/Surplus – July 1

### **NEW EMPLOYEES**

**Julian Hill** – Statewide HR

**Kenneth Goncalves** – BEST

**Desiree McBride** – Central Mail

**Dimple Desai** – State Properties Review Board

**Phillip Maddern** – DCS Bureau of Elevators

**Raymond Occhialini** –

Office of the State Fire Marshal

**Beth Leslie** – Fleet Operations

**Mitchell Samal** – SmART

**Heidi Jackson** – SmART

**Raisa Capellan** – Statewide HR

**Pranav Ungarala** – BEST

**David Woods** – Office of the State Fire Marshal

**Stephanie Laudano** – Statewide HR

**Jennifer Taplin** – EEO Unit

**Belinda Rivera** – SmART

**James Hudson** – BEST

### **TRANSFER**

**Cherylynn Donnelly** – Supplier Diversity



**Heidi Jackson**



**Raisa Capellan**



**Pranav Ungarala**



**David Woods**



**Stephanie Laudano**



**Jennifer Taplin**



**Belinda Rivera**



**James Hudson**



**Cheryllynn Donnelly**

## People are talking..... by Cindy Rusczyk

Douglas Frost, Information Technology Manager from the State Elections Enforcement Commission (SEEC) sent the following message of praise to **Mark Raymond**:

"I am writing this letter as a note of appreciation for the outstanding customer service provided by **Ray Picard** on April 19. I was facing the task of configuring a new Cisco Switch to replace a device that failed last month and took down the entire SEEC network at 20 Trinity Street. Ray took the time out of his day to call me and walk me through the configuration process step by step over the phone. This process is not easy and very detail oriented; if it is done incorrectly it could be problematic and detrimental to the switch. Mr. Picard was very patient with me and outlined what needed to be done in a clear and concise manner that enabled me to successfully configure the switch and put it into service for my Agency. I also commend the prompt service provided by Ray and his superior skill set in this area as it is second to none. The knowledge and skill of your staff continues to exceed my expectations. I honestly can't thank Ray enough and I am sure his modesty will prevent him from taking any credit for how helpful he really was when my Agency was in need of assistance. Thank you."

Louise Cadavid from IAT Logistics, LLC commended the service she received from the Supplier Diversity Team and sent supervisor **Meg Yetishefsky** the following message: "Good morning, too often we receive letters of complaint which is why I am writing to commend you on **Stanley Kenton**. I recently applied for my WBE status in Connecticut and not only did Mr. Kenton make the process easy, he answered all of my questions quickly and efficiently. Thanks to his efficiency I was able to secure potential upcoming projects relieving some of the new business stress. Please thank Mr. Kenton on my behalf, his help and attention was greatly appreciated. Thank you."

*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](mailto:Cindy.Rusczyk@ct.gov)*

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

Janice Street from the Public Defender's Office praised **Michael Guimond** from the DAS Print Shop for the service provided stating that "the posters were a hit and really helped to get the message across. And the pamphlets were perfect. You and your crew do an outstanding job. We are lucky to have people like you! Thank you so much!"

DMV Deputy Commissioner Judeen Wrinn sent CIO Mark Raymond a message regarding the "significant milestone achieved at DMV on May 24, 2018. A new phone system was installed which dramatically improved system stability while also removing a painful customer experience of calls too frequently not being able to get through.

Along with the implementation of more robust foundational phone capabilities, a new service of Virtual Hold was installed which has prompted many compliments from customers for making it easier for them to interact with us. None of this would have been possible without an incredibly talented and dedicated team. And, like most big projects involving transformation change, the work to get us to this hugely successful implementation was more than a technology effort. Let me begin my acknowledgments with the team who laid the groundwork beginning two years ago to make all of this possible:

- **Leonard Welch** was the BEST lead and, boy, we could not have asked for a better partner! From day one Leonard was 'all in' and he played a pivotal role in this success."