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.

continued on page 2
“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,

Secretary South

Sec. from the secretary

2008 Priorities

1. 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
Communicate Concerns Immediately
Listen, Learn and Grow Together
Act with Integrity and Honor
Strive for Greatness
Serve with a Servant’s Heart

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.
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.
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**
Creative Enhancement Team for Address Changes
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**.

Informal 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 longer.

**What is informal learning?**

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-job-training, 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.
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!

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.

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

(Please note that image captions are not included in the natural text representation.)
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.

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.


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.
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.

Wedding Anniversaries

Brenda and Gerald Jackson…41 years ago!

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.

Engagements

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.

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

April birthdays

Jimmy Cox 2 Janice Reed 17
Ruth Hart 2 John Purcell 17
Harry Pounsel 2 Daniel Eberhart 18
Jimmy Cox 2 John Campbell 18
Aron King 3 Kenneth Ginn 20
Lemanuel Kenon 5 Casey Spears 20
Byron McPhaul 5 David DiSalvo 20
Vernon Meredith 9 Andrew Shields 21
Krystal Barnes 9 Gary Gebhart 21
Anna Gray 10 Danette McBride 21
Jeffrey Parmer 10 Gregory Carter 22
Amy Houston 11 Charles Driggers 22
Laura Clement 11 Larry Thomas 23
Edgar Gonesh 11 Bradford Kinsey 23
Linda Robinson 12 Roberto Tellez 25
Marcia Ford 12 Debbie Henderson 27
Vilener Drayton 13 Dawn Ortiz 27
Harvey Jenkins 14 Kenneth Taite 28
Walter Allen 15 Bill Harrison 28
Christa Michaels 15 Henry Lockwood 28
Akram McKee 16 Robert Burks 29
John Moon 16 Ralph Reynolds 30

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.
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!

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


• 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.