

DMS

difference

DMS Earns Ten Prudential-Davis Productivity Awards

By Katelynn Ogle



Laura Towne, Telecommunications, one of 10 Prudential-Davis Productivity Award winners from DMS this year.

An e-mail from a friend congratulating her on being a Notable Cash \$200 winner of the 2009 Prudential-Davis Productivity Awards surprised **Laura Towne**, Telecommunications. She received more congratulatory e-mails and was a little bewildered because she hadn't yet learned she was a winner. Laura worked on a SUNCOM project to re-engineer long distance service and lower rates so both our customers and the state save money.

"This project was an effort between customers, the telephone companies, our SUNCOM Network Operations group, the SUNCOM Order Processing group, SUNCOM Customer Service Consultants and SUNCOM Long Distance invoicing," said Laura. "The award really belongs to everyone who helped make this possible."

Our Division of Telecommunications partnered with Qwest Telecommunications and Verizon to take care of the state's 7,000 long distance circuits. Qwest serves the majority of our customers and Verizon serves the rest.

"This took the burden of payment to vendors off the state for a savings of more than \$500,000 per month," she said. "We continue to work with Qwest and Verizon to bring in new customers and make sure current customers get the savings we can now provide."

It may be an Individual Award for Laura, but as she is quick to say, it was not an individual effort.



(Clockwise from right): **Mahmoud Sondossi**, Telecommunications; **Mohammad Amirzadeh**, Telecommunications; **Lori Potts**, State Purchasing; **Mark Foss**, State Purchasing; **Nicholas Platt**, Telecommunications; and **Michelle MacVicar**, State Purchasing.

Telephony Team Wins Notable Cash

DMS team members crossed division lines to save dollars for customers and Florida taxpayers, and spent 1,000 hours working together to develop a new approach to the State Term Contract for Telephony Equipment and Services. **Mark Foss**, State Purchasing, **Lori Potts**, State Purchasing, **Mahmoud Sondossi**, Telecommunications, **Michelle MacVicar**, State Purchasing, **Mohammad Amirzadeh**, Telecommunications, and **Nicholas Platt**, Telecommunications, won a 2009 Prudential-Davis Productivity Notable Cash award of \$500.

Their approach, the first of its kind nationwide for telephony (the construction or operation of telephone systems), uses VoIP (Voice over Internet Protocol), to improve service delivery. It ultimately saved taxpayers more than \$2 million from last fiscal year and will save additional money for state agencies and other eligible contract users by consolidating equipment and enhancing services already in place.

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From the Secretary



Florida is called the Sunshine State for reasons beyond the weather! We are recognized nationally as a leader in open government because we believe in transparency and daily continue to improve Floridians' access to government.

The new [Sunshine Spending](#) Web site demonstrates that and lets the public see where taxpayer dollars are spent. Searching by vendor, you can see how much the government spent annually with that vendor, extending back to fiscal year 2005.

Another great tool is the [Get Lean](#) Web site, a 24-hour anonymous Web site and phone system that gives you the chance to make government more accountable for your tax dollars. Taxpayer input gives lawmakers and state agencies critical insight on how they can improve government services and use the public's tax dollars more efficiently.

The site categorizes the input in three ways: improve operations, eliminate waste or increase efficiency. Responsible agencies receive e-mails from the site outlining the comments. When we receive those here at DMS, my expectation is that we provide our usual outstanding customer service.

That means we are responsive, right away, and whenever possible we act on the suggestions. It may not always be possible to make an immediate change or to change at all, but we can respond to our customers – taxpaying citizens – and thank them for taking time to share their thoughts.

As you review feedback from citizens, remember to think "yes" first. Think about what we can do for our customer, even if that is somewhat different than what they requested. It's our job to serve them and here in the "Sunshine," they can easily tell us how we can best do that. Let's take advantage of it!

Secretary's signature

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

Connect With Secretary South

Don't miss the secretary's weekly messages on [The Workplace](#). It's sort of like finding her on a "Facebook page" right here at DMS. See what's on her mind as we all work together to serve those who serve Florida.

DMS Difference 2.0

What's new about my *DMS Difference*? Where are Birthdays, Shout Outs and DMS Happenings, you ask. Never fear, that information is better than before and easier to access.

We gave the newsletter a new look and feel, and moved some content to [The Workplace](#) — our DMS intranet. Sort of like Web 2.0 on the Internet, [The Workplace](#) gives us one common site to visit and keep up with all the DMS news.

Click the Birthdays link on the home page to look at each month's DMS employee birthdays. Check Announcements in the center of the page to find out what's happening here at DMS; then scroll down a little for real-time Shout Outs for your DMS friends. Like "Tweets" on [Twitter.com](#), these are brief and updated as they happen so you get news, hot off the cyber-presses!

Meet

David Faulkenberry

DMS Deputy Secretary



Just what does the Deputy Secretary do?

I manage and direct the divisions of Human Resource Management, Retirement, People First and State Group Insurance, and Telecommunications since fall 2008. Our mission is the same, but Telecommunications, the telecommunications and networking side of state government, is a little different than the first three because those divisions provide programs that support the state workforce. I work with those division directors on strategic planning to help them and their teams deal with roadblocks they find on their way to accomplishing their missions.

What takes up most of your time each day?

I work to understand the challenges each director faces, and provide feedback that helps them and their teams manage those challenges. Each day I have to find a balance between understanding the details and conveying the problems to the executive team so they can give feedback as well. The directors are then able to work with their teams to accomplish their goals.

What is the best thing about your job?

My favorite part of my job is the people I get to work with everyday, along with the diversity in program areas that the divisions have.

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

I grew up in Pensacola and worked for the state for 10 years before I went to the private sector. While there, the company I worked for got a contract with DMS, so I worked as private consultant with DMS. As the contract was ending, a position opened here that I applied for and found to be a good fit. I am happy the way things turned out.

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

I am a firm believer in the Golden Rule: Treat others the way you want to be treated. Then there is this quote by President Teddy Roosevelt in 1910:

It is not the critic who counts, not the man who points out how the strong man stumbled, or where the doer of deeds could have done better. The credit belongs to the man who is actually in the arena; whose face is marred by the dust and sweat and blood; who strives valiantly; who errs and comes short again and again; who knows the great enthusiasms, the great devotions and spends himself in a worthy cause; who at the best, knows in the end the triumph of high achievement, and who, at worst, if he fails, at least fails while daring greatly; so that his place shall never be with those cold and timid souls who know neither victory or defeat.

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

I am less than a college year away from getting a dual degree in mechanical engineering and mathematics. But to the chagrin of my parents, I changed directions and got my degree in finance.

And if I were to be in any other profession, it would be carpentry. I love to build things and did all the finish carpentry in my house.

What's the last book you read or movie you watched?

I just finished reading, *Leadership on the Line*, by Ronald A. Heifetz and Marty Linsky. The last movie I watched was *Casino Royale*.



Deputy Secretary David Faulkenberry loves carpentry and did all the finish carpentry work in his home, along with building a playhouse for his daughter, Sara Beth.

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DMS Prudential-Davis Productivity Award Plaque Winners:

Team

- Customer Service Work Request System Team
- Furnishings and Institutional Supplies Procurement Team
- MyFloridaMarketPlace Team
- Council on Efficient Government Team
- MyGreenFlorida

Individual

- Charles Beall, Improved Customer Ordering Process

Partnership

- PC, Laptop & Monitor State Contract Procurement Team
- Fueling Sites Transition Team

Learn more about the Prudential-Davis Productivity Awards and the winners.

Visit **The Workplace** to see all DMS winners' names.

DMS Workplace Safety

Visit the **DMS Workplace Safety and Loss Prevention Program** page for DMS safety contacts, safety policies and forms, and our safety manual. Take time now to explore it and save the site to your Favorites. You can also find it on **The Workplace**. Thanks to our **safety team** for putting all this together for us...one click away!

State Employee Recognition Day

State Employee Recognition Day is Wednesday, May 6, part of Public Service Recognition Week, May 4-8. The national celebration, that started in 2001, celebrates the value of public service and honors those public servants who serve taxpayers. Our human resources team is planning some special events for us.

"We don't want to give anything away about what we have in store for our DMS employees that week. We want it to be a surprise," says Queenell Fox, Director of Human Resources.

Watch for more details as the week gets closer.



Recipe of the Month Orzo Salad

Submitted by Linda Ogle, Studio 180 Design Team

Send your favorite recipe to
[Communications@dms.MyFlorida.com!](mailto:Communications@dms.MyFlorida.com)

Makes a large bowl—cut everything in half for small group.
One box orzo pasta (boil until cooked about eight to 10 minutes)

While orzo cooks, prepare:

- One can sliced black olives
- ½ tall jar of green olives, cut in half
- ½ pack of grape tomatoes, cut in half
- One medium onion (sweet onion) or half (red onion), chopped small
- One large clove of garlic, pressed
- One tablespoon red pepper flakes
- Pinch of salt
- ¼ cup olive oil

Drain orzo and while still warm toss lightly with other ingredients. Pour olive oil over this and toss again.



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