

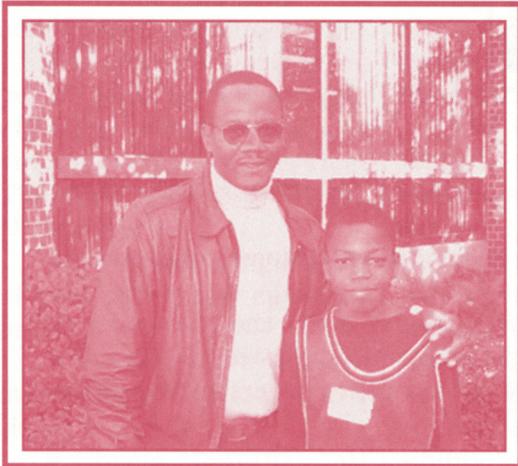
Side-by-Side



California Department of General Services

a newsletter for employees by employees

Issue #8 • January 1997



OSP Bookbinder Ed Nightingale volunteers as a Lunch Buddy for Dos Rios School sixth grader Antonio Johnson.

OSP MENTORS BOOST LUNCH BUDDIES PROGRAM

by Guy Blair

In December 1996, Governor Wilson sponsored a holiday event to celebrate the mentoring programs supported by state employees.

Fourteen Office of State Printing (OSP) employees and their student buddies attended. Not only did the children have the fortuitous opportunity to meet Wilson and his wife, Gayle, but Santa was also there to greet the children.

Wilson had issued an Executive Order earlier in 1996 authorizing state agencies to participate in mentoring programs geared toward at-risk children and youth.

OSP began its mentoring program when Ellen Montgomery, a counselor at the Dos Rios Elementary School,

contacted the printing plant seeking participation in the school's "Lunch Buddy" program. Dos Rios School has a small enrollment of 230 students, with participants from the second through sixth grades.

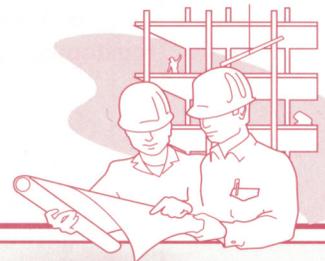
OSP's 16 Lunch Buddies volunteer to have lunch with students one day each week, either purchasing lunch at the school or bringing lunch, such as a fast food "happy meal," for themselves and their student buddy.

Continued Page 3

Spotlight on . . .

TELECOMMUNICATIONS DIVISION

(See pages 6 & 7)



BIG POUR IN SAN FRANCISCO

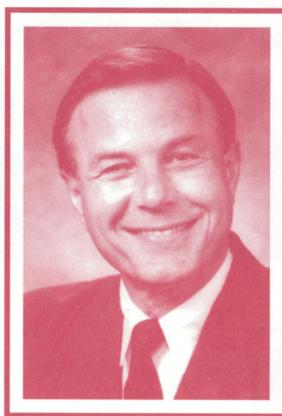
Workers guide the booms pouring concrete to form the mat foundation at the state's San Francisco Civic Center office building project. The non-stop 20-hour pour involved over 900 truckloads of concrete. DGS' Office of Project Development and Management is overseeing the project.



To increase the efficiency and effectiveness of state government by providing high quality business and support services to state and public agencies consistent with state law and regulations and in a manner that results in a high degree of client satisfaction.

DIRECTOR'S

Message...



Peter G. Stamison,
Director

DGS is making great strides in moving from a process-oriented organization to a results-driven organization.

In accomplishing this progress, each of us has had to become more customer focused than ever before.

Jay Conrad Levinson, author of the *Guerrilla Marketing* series of books and co-founder of Guerrilla Marketing International, recently published a column in which he listed "15 Guerrilla Truths About Customers." His list provides good advice toward better understanding of the customer. I wanted to share them with you:

1. Customers have specific values, different for each customer.
2. Customers were wary when they first purchased from you, not wanting to make a mistake. If they don't make a mistake, they feel an unconscious sense of gratitude toward you.
3. Customers have a basic need for security, dignity, self-respect and the respect of others.
4. Customers have all heard horror stories of money wasted by bright people purchasing from shady businesses.
5. Customers have emotions and intellects. They also have experience as buyers
6. Customers want you to be service-oriented. They may not use that phrase, but they recognize its absence.
7. Customers want you to be responsive to their needs.
8. Customers are looking for a relationship of trust.
9. Customers don't depend on you, but you're dependent on them.
10. Customers are not interruptions; they are the purpose of your work.
11. Customers are doing you a favor by giving you a chance to serve them.
12. Customers are not outsiders to your business. They are a vital part of it.
13. Customers have expectations based on your marketing, blended with their experience as customers of others.
14. Customers bring you their wants and needs. The better you fill them, the more you profit.
15. Customers are the basis for most successful businesses—by their repeat business and their recommendations.

DGS is creating a revolution by following these Truths. We will give a new luster to the words "Government Service!"

Peter G. Stamison
PETER G. STAMISON,
Director

CORRECTION: An article on defensive driver training in the December 1996 issue of Side By Side gave an incorrect figure for the number of motor vehicle liability claims processed by the Office of Risk and Insurance Management. Over the last five years, ORIM handled 10,250 motor vehicle liability claims and paid a total \$61 million to settle them.



NEW STRUCTURE FOR REAL ESTATE AND ARCHITECTURE

DGS teams are filling in the details on a broad plan to create a new structure for the department's real estate and architectural operations.

The new structure is being put in place to deliver more efficient, streamlined and customer-friendly service. The main objectives of the change are:

- provide a single point of contact for new customer projects
- consolidate project management functions into a single organization
- bring together all common professional services under a single executive.

Offices involved will

include the offices of Real Estate and Design Services, Project Development and Management, Buildings and Grounds, Energy Assessments, and the Division of the State Architect.

The new structure will feature a Division of Real Estate Services headed by a deputy director and an assistant deputy director, and will serve as a single entity for real estate and architectural operations.

The Division of the State Architect will have responsibility for code development and provision of regulation services.

The State Architect as an

individual will play a major role in policy determination and setting of professional standards.

The teams have a big job ahead of them, to work out all the financial and infrastructure issues and communicate the changes to the affected employees.

A bulletin board, DGS REAL Progress, has been established to update employees and answer questions. The bulletin board can be accessed through cc: Mail. Questions may be sent in cc: Mail by addressing the message to REAL Progress. You also may telephone Jerri Dale at (916) 445-9788.

BUDDIES PROGRAM

Continued From Page 1

After lunch, the buddies read books, do artwork and play games or athletic activities. As mentors, Lunch Buddies are there to provide one-on-one support to the students and help to build their self-esteem. Lunch Buddies are encouraged to work with the students to set academic and long range goals.

As Gov. Wilson stated at the holiday event, "Serving as a mentor gives us the opportunity to give the most precious gifts of all...our time and our love."



DGS LENDS A HAND DURING THE FLOODS

Many government agencies and private individuals worked together to save lives and protect property during the floods in Northern California. DGS was one agency that provided assistance.

The Office of Fleet Administration opened its garage on New Year's Day to provide workers from the Office of Emergency Services, Conservation Corps and Department of Health Services with trucks, cars and mobile office vans for workers on the

front lines.

The Procurement Division's Surplus Property operation provided 580 blankets, 24 mattresses and 250 pillows to evacuation centers. Pete Cornejo and Mark Olivas personally delivered the bedding after midnight when they learned the National Guard was short staffed.

The Telecommunications Division put in extra effort to set up radio communications on a vital mountain top so Caltrans workers could do their jobs.





MSA'S AWARDED FOR CREDIT CARD PROCESSING

Beginning with the new year, the public can pay automobile license fees, college tuition, professional license fees and other similar charges by using a credit card at participating state agencies.

The Department of General Services (DGS) is implementing the program under the State Payment Card Act, a statute that allows customers to use Visa,

MasterCard, Discover Card and American Express to pay for fees, goods and services.

To assist state agencies and departments in carrying out the credit card acceptance program, DGS has awarded master service agreements for credit card acceptance and processing. Gloria Anderson of the Office of Fleet Administration's contracts unit is the program manager.

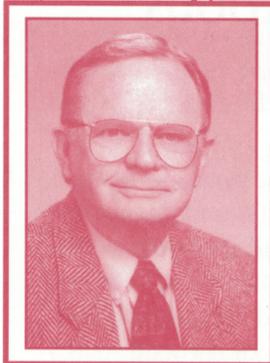
The firms awarded master service agreements include American Heritage Bankcard, First USA Paymentech, American Express and Novus Services.

A master service agreement allows a government agency to contract immediately for a range of services rather than going through a lengthy procurement process.

Then & Now

HUMMEL NAMED STATE ARCHITECT

Fred Hummel as state architect in 1968 and today.



Fred Hummel figures he was the youngest state architect

when he was appointed by Gov. Ronald Reagan in 1968. He served under Reagan until 1974.

When he was appointed again in January 1997, this time by Gov. Wilson, Hummel figured he was the oldest state architect.

Hummel, who served as acting state architect during 1996, has seen a wholesale shift in technology and philosophy since his first appointment. "We hadn't even gotten to the electric typewriter, much less the dot matrix printer, when I served under Reagan" he said. "Our computer was a slide rule."

Between his two stints in state service, he conducted a successful private architectural practice, which included completion of the \$70 million Ronald Reagan Presidential Library and the \$80 million Del Mar Race-track Complex.

He has seen a vast improvement in the archi-

ture of public buildings during the last 30 years. "Government buildings are no longer cold and hard. Today, state offices are very user friendly. They are more pleasant to work in. They have comfortable chairs that prevent back problems. Good lighting and ventilation."

The philosophy of government has changed as well, Hummel said. "It used to be that government was the controller. A hurdle for the public to get over. Now, we realize we are there to assist the public."

The new emphasis on service has meant a shift from confrontation to joint effort. "Thirty years ago, we told school districts, you do this schoolhouse plan check our way or don't get approval. Now, we work on sensible, common solutions."



CALIFORNIA ACQUISITION REFORM ACT REINTRODUCED

DGS will reintroduce the California Acquisition Reform Act (CARA) during the 1997 legislative session with Sen. Richard Polanco as the author.

CARA reforms the state acquisition process by streamlining and shortening the time it takes to complete a purchase. CARA promotes a more cooperative partnership between the private sector and the state and allows agencies to purchase goods and services based on "best value" rather than lowest cost only.

Last year's proposal (AB 3307) was held in the Senate

policy committee. This round, CARA will contain a new section dedicated to assisting small business with state contracting opportunities, a clear and concise prompt payment program, and a simple small business definition for the administration of the small business preference program.

CARA repeals the existing provisions governing the acquisition of technology, commodities, and services and replaces them with a streamlined, common-sense approach.

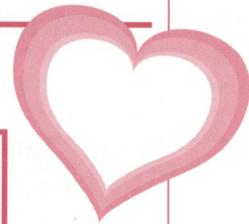
It decentralizes DGS' authority to acquire both goods and services and allows state departments to act on their own behalf. DGS will retain implementation, oversight and approval authority.

CARA also reforms and simplifies the manner in which contract awards are protested, giving an independent, unbiased protest officer the authority to resolve contract award protests in a expedited time frame. The new protest provisions could potentially save taxpayers millions of dollars.



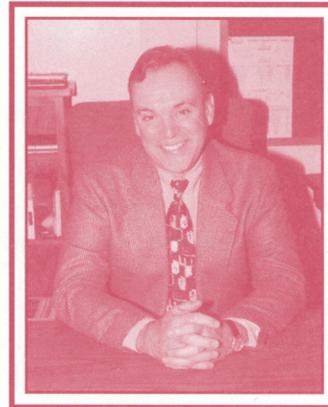
CAPITOL CAROLERS SET HOLIDAY MOOD

First graders from Sacramento's Didion Elementary School sing holiday carols for the audience at the annual State Holiday Tree Lighting Ceremony at the State Capitol. The event was held inside the Capitol Rotunda rather than the usual location outside on the West Steps due to rain. The Office of Buildings and Grounds coordinates the event.





MCCULLOUGH NAMED TO HEAD TELECOMMUNICATIONS



Wendell McCullough

Wendell McCullough, a telecommunications consultant from the private sector, has been named by Gov. Wilson as deputy director for DGS' Telecommunications Division.

Prior to joining state service, McCullough worked for Network Analytic, Inc. of Pasadena, where he advised businesses on how to operate

their telecommunications firms more efficiently and cost-effectively.

From 1985 to 1995, he was president and chief executive officer of Accutel Services, Inc., where he was in charge of directing the company's growth from its inception to the milestone of \$6.5 million in annual sales.

McCullough graduated from Northwestern University in 1962.

He served as vice president for sponsorships for the Los Angeles Olympic Committee from 1982 to 1984, and was president of McCullough International, Inc., a domestic and international marketing company, from 1977 to 1982.

DIVEST STATE TELECOMM NETWORKS, REPORT SAYS

To keep pace with advancements in technology, a recent report has recommended the state seek a buyer for CALNET and its 16 other telecommunications and data networks.

The plan, entitled the California Integrated Information Network (CIIN) was developed jointly by

DGS and the Department of Information Technology.

DGS Director Peter Stamison requested an assessment of the long-term viability of state-owned/operated networks when he first was appointed to the job.

"With comparatively limited resources it is difficult for a state-owned provider to

give customers the service and competitive technology they need," Stamison said.

CIIN has set a target date of Jan. 1, 1998 to award a contract for privately-provided telecommunications. The Telecommunications Division will retain strong responsibility over CIIN.



THE TELECOMMUNICATION DIVISION

DEDICATED PEOPLE KEEP PUBLIC SAFETY TELECOMMUNICATIONS GOING

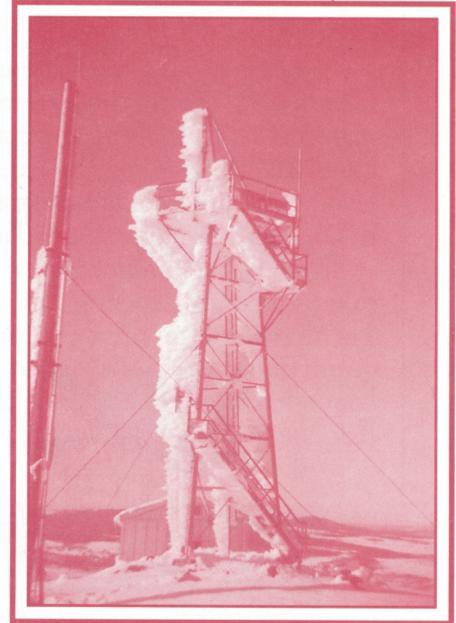
By Roger Zabkie

A series of New Year's storms was scheduled to hit Northern California hard, the weather forecasters said. Telecommunications Division Senior Telecommunications Technician Sam Blum began to worry when he got a call at his home in Bishop at 11 p.m. on Jan. 2 from the duty supervisor in Sacramento. The commercial power had gone out at Silver Peak and the emergency generator at the microwave radio site had failed to start.

The Silver Peak site, at 10,846 feet, is the highest in

the state's public safety telecommunications system. Located east of Highway 395 in the White Mountains, the site's equipment provides vital radio links for Caltrans and the Highway Patrol, especially during storms. Now it was running on its emergency storage batteries, according to the alarm system in Sacramento.

Blum left immediately to see if he could get the generator running, but he was forced back by four inches of



An historic photo from Telecommunications Division files taken at Likely Mountain in Modoc County illustrates the type of conditions faced by repair crews at mountaintop microwave radio sites.

Continued Page 8

TELECOMM

Continued From Page 6

Telecommunications Division Deputy Director Wendell McCullough said division employees will be busy. "The ambitious schedule for the RFI and RFP will be a real challenge for the Telecommunications Division, but we like challenge," said McCullough.

The CIIN plan recommends several steps to increase CALNET's value and customer base without an increased state investment. These three are already underway:

- Implementing the new statewide long distance services contract with MCI that will reduce CALNET operating expenses by \$2 million annually.

- Consolidating as much as 37 million minutes of state telecommunications traffic currently serviced by independent contracts and networks onto CALNET, for increased revenues of as much as \$3 million.

- Implementing a new frame relay contract for \$40 million in annual savings.



SPOTLIGHT

Continued

CALIFORNIA INTEGRATED INFORMATION NETWORK: AN OPERATIONS PERSPECTIVE

Elsewhere in this newsletter, you read about the general plan for a new California Integrated Information Network. This is a plan that can make the current CALNET network cost effective.

With CIIN, as it is called, state users will be able to use the leverage of their combined strength to acquire goods and services to conduct the public's telecommunications business.

The Telecommunications Division is moving away from its role as a control agency and into the role of a system integrator. The division is an organization capable of aggregating individual departmental needs, then competitively acquiring telecommunications services on a statewide, multi-department basis that can reduce costs and provide added business tools.

Continued Page 9

DEDICATED PEOPLE

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new snow and blizzard conditions at the 9,000-foot level.

This type of urgent situation is typical of California's public safety telecommunications system. Consisting of dispatch centers, hundreds of remote sites, thousands of path-miles of microwave, and tens of thousands of mobile and portable units, the system requires a dedicated team of professionals who are willing to go anyplace at any time to service it.

The next morning, Blum, his fellow Senior Telecommunications Technician Dave Mari, and Caltrans Electrician Rob Labraque loaded up a snow cat and towed it to the 9,000-foot level. From there, they spent another three hours using

the cat to cut their way carefully through the blizzard to the site.

When they arrived, the "Silver Peak Three" quickly repaired the generator. No state telecommunications users had lost service, and the site batteries had kept the essential radio system going for 14 hours.

This is one story of many from the storms and floods of January 1997.

By Jan. 9, the Department of Corrections (CDC) staff at Deuel Vocational Institution near Tracy was very nervous. The last time the prison was surrounded by swollen rivers and breached levees, it had been flooded several feet deep. Facing a midnight high tide, CDC was especially edgy about its sophisticated trunking radio system located on the first floor.

At CDC's request, a team of Telecommunications Divi-

sion technicians assembled on standby near Tracy to rescue the equipment in case of evacuation. The team remained overnight as the high tide passed without causing a flood.

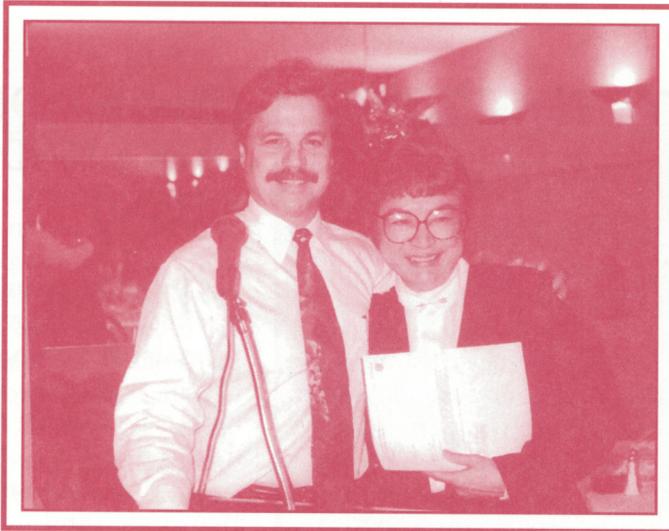
CDC the following morning requested that Telecom engineers and technicians relocate the trunking radio system from the first floor to the second to avoid damage in any subsequent flooding.

With Engineer Dave Smith providing technical guidance from Sacramento, the technician team of Bob Vosburg and Mike Smith from the Stockton Shop, and Jerry Scoville and Robert Hardmeyer of a special installation crew literally plucked up the equipment from the first floor and replanted it on the second over a six-hour period.

The job was complicated by heavy fog, roads clogged with evacuees, and conditions unique to penal institutions. For example, as each of the six racks of equipment was trucked within the institution, the vehicle passed through a sally port and had to be inspected every time, adding to system downtime. Nevertheless, the team managed to move the whole system, including backup batteries, while jury-rigging an antenna and electric power connections, and have it back on the air in less than five hours.

CDC didn't have to evacuate the Deuel facility—this time—but they are now ready for more storms. And the Telecomm staff who helped make this possible has one more adventure to talk about.





OAKLAND RETIREE GETS A HUG

Rosalie Abramson, OB&G Building Manager in Oakland, recently was honored at a retirement lunch after 38 years in state service. She is congratulated by Assistant Chief, Bay Region Fred Luzzi. Abramson served at DGS for 10 years.

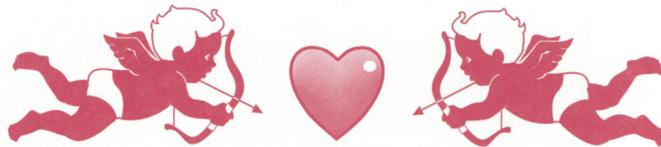
CIIN

Continued From Page 8

To do this, the division must work together to identify needs not only for the present but into the foreseeable future. The division must articulate those needs well in the bid documents and then evaluate and choose the best alternative.

The Telecommunications Division cannot do this alone. It needs assistance from its customer agencies. In the coming days and weeks these customer agencies will be asked to participate in developing RFIs and RFPs and in evaluating the responses.

The Telecommunications Division needs the most knowledgeable people, most capable and dedicated staff members from its customer agencies—individuals who can articulate their business requirements well and are willing to participate in a partnership role. Together, we can acquire the best systems possible for the state.



CIO SAVES \$ WITH ENTERPRISE LICENSING

The DGS Chief Information Officer's unit recently coordinated the efforts of eight DGS offices to obtain lower prices on computer software.

The Microsoft enterprise licensing agreement puts 800 workstations under a single license for the Windows operating system, said Acting Chief Information Officer Jim Hanacek.

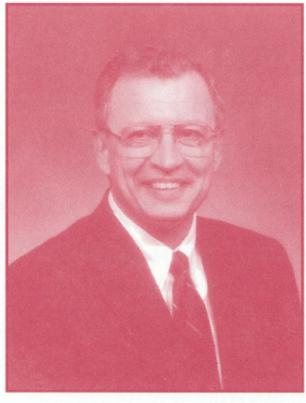
This licensing saved over \$17,000 for DGS offices. If these same offices participate in an enterprise license for Office Pro 97, they will save over \$35,000 beyond

the normal discounts available to business and government.

Hanacek's unit negotiated the enterprise licenses, fulfilling a strategic goal. "One role for the CIO is in negotiating agreements such as these, which make purchasing simpler and less expensive," Hanacek said.

The CIO unit is actively seeking other opportunities for DGS offices to save money by working together as a team. These efforts can pave the way for future efforts, Hanacek said.





Ross
Forncrook

FORNCROOK JOINS OIS MANAGEMENT

The Office of Information Services has announced the addition of Ross

Forncrook to the management team, serving as general manager, statewide programs.

Forncrook formerly served from 1989 to 1996 as vice president and general manager of ATEK Corporation of Rancho Cordova. The firm specialized in software development and sales of medical office management and document management information systems.

He worked in sales and distribution of computer hardware and software for Lex Computer systems from 1988 to 1989.

Forncrook, from 1974 to 1984, was the Health Care Division president of Computer Sciences Corporation, the firm that developed and acted as the fiscal intermediary of the computerized system for claims processing and payment of the Department of Health Services' MediCal program.

OB&G'S REDDING OFFICE LENDS A HAND

Two OB&G employees in the Redding office pitched in to assist the Department of Motor Vehicles and community groups in a Kids ID day.

Office Technician Peggy Brower and Building Maintenance Worker Frank Silva cooked hotdogs for the fun day, which featured clowns, a fire truck and face painting as well as fingerprinting of 192 children by the Sheriff's Office. Another Kids ID event is planned for spring.

OB&G's Redding employees also assisted with a holiday project that donated dozens of Christmas baskets to senior citizens. The Redding facility employs 13 OB&G workers.

UNITED CAMPAIGN DONATIONS INCREASE

DGS employees substantially increased their donations to the United California State Employees Campaign during the recently-completed fund drive.

Through the payroll deduction plan, employees gave \$117,553, an increase of \$2,651 over the prior year.

In addition, several DGS units participated in individual office fund drives and raised \$1,832 by selling See's Candy, baked goods and raffle tickets, according to DGS campaign chair John Galaxidas of OREDS.

These individual office efforts fund a \$1,500 pot of

start-up money which will kick off next fall's united campaign, Galaxidas said. Since the fund collected more than \$1,500, the department's campaign steering committee will pick a charity or charities to receive the additional money.



ORCHIDS: STATEWIDE ACCLAIM FOR DGS SERVICE

The Orchids column recently sent out a cc:Mail to the Management Services Division asking for kudos to be used in Side By Side. We were impressed with the flood of thank-you's from satisfied customers. The newsletter does not have the space to print more than a representative few, but the point was well made: DGS employees, in Management Services and elsewhere, are providing excellent customer service.

Jill Blea in the Office of Human Resources in Sacramento got kudos from OB&G in Santa Ana for her assistance in straightening out its leave balance reports. More kudos came—in poetry—from OB&G in San Diego to **Norma Wood** in OHR for her helpful attitude and customer concern.

Accounting Officer **Maurey Yackel** in the Office of Fiscal Services (OFS) payments unit got several words of praise from the Office of Risk and Insurance Management. Yackel was singled out for speedy processing of six warrants from the Motor Vehicle Insurance Account totaling \$1.3 million

Staff Services Manager **Joe Mugartegui** and the OFS' budget and planning section were complemented by the State and Consumer Services Agency for its "courteous and professional" staff.

The Turlock Joint Union High School District sent a

letter praising the work of employees at the Office of Real Estate and Design Services (OREDS). Assistant Superintendent Douglas R. Brinkley commended **Linda Rogers, Trevor Gutierrez, Warren Caldwell and Larry Thomas** for their work on a property appraisal job. OREDS won the contract over a private firm by giving better service at lower cost.

OB&G won a commendatory letter from the Air Resources Board for the problem-solving, excellent workmanship and helpful attitude of **Ralph Figueroa** and **Fred Davila** in maintaining and upgrading the board's El Monte facility in Southern California.

Sylvia Ortega of the Executive Office's Audit Division received words of appreciation from Guy Blair, administrative manager at the Office of State Printing. Ortega had completed a thorough analysis and recommendations for improvement of accounting processes at OSP's Legislative Bill Room.

Fraud Division of the Department of Insurance got excellent space planning services from OREDS' **Karen Lott**. A letter from the Department of Insurance praised her professionalism and cooperation in a major expansion of its Sacramento Regional Office.

Personnel Specialist **Arlene Hiskey** of the Client Services Section at OHR got an enthusiastic endorsement for her "courteous, knowledgeable and professional" work in processing an injury claim from Steve Pratt, chair of the negotiating committee for Bargaining Unit 14, the Printing Trades Union.

Gary Lee and Marcel Lewis of OB&G got a thank you letter from the Governor's Office for their work on the California State Christmas Tree Lighting Ceremony.

And finally, Senior Accounting Officer **Chris Peret** of the support accounting unit at OFS received numerous comments on the improved Excel format of the Accounting Code Manual.





TWIN HONORS FOR SANCHEZ

Bobbio Sanchez, left, OB&G's San Bernardino building manager, receives the Management Unit of the Year Award for the Southern Region from Richard Steuber, regional manager. At the same event, Sanchez accepted an award for his 25 years of service with DGS.



Pete Wilson
Governor

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IMAGING AND RECORDS MANAGEMENT ANNUAL FORUM

By Joe Barajas

The 1997 Imaging and Records Management Annual Forum, a statewide event for all public-sector records and information management technology staff, has been scheduled for March 10-11 at Sacramento's Lincoln Plaza.

This fourth annual forum will be expanded to include a new Southern California segment May 22-23 in Irvine. The forum, open to all state agencies and local government, is presented by the California Imaging and Records Management Program, a branch of DGS' Office of Information Services (OIS).

The importance of the subject is underscored by Gov. Wilson's executive proclamation designating March 30-April 5 as "Records and Information Management Week in California." His action was taken at the request of OIS' California Imaging and Records Management Program.

The forum's continuing theme is "Uniting Records Management With Document Imaging Technologies."

Showcased at the forum will be:

- A 1997 Vision of a Pro-active Future for Records & Information Management
- Feasibility Study Reports for Document Imaging Projects: *The State of California Process*
- Document Management and the Intranet
- Use of Electronic Data in Litigation: *How to Avoid Future Shock*
- Workflow Automation Projects: *Costs, Benefits and Business Solutions*
- Internet and Intranet Repositories of Electronic Document Management

The program features leading experts and combines lectures with Q & A sessions. Vendors will showcase their latest imaging and records management products. This is also a great opportunity to network with colleagues and speakers.

For further information, call the Imaging and Records Management Hotline, (916) 324-4809.



First Day of Spring
March 20th