

Side-by-Side



California Department of General Services

a newsletter for employees by employees

Issue #15 • April 1998

DGS WEB SITE GETS FACE-LIFT

By Pete Dufour

“Doing business with DGS” is the theme of the department’s updated web site. With much assistance and creativity from the Office of State Publishing, a web site makeover has created a more user friendly look and feel to our web presence.

Visitors to our main home page now have a much more organized menu from which to choose. They can navigate through the site by the services we offer or by our organizational structure. If they know the topic of what they are looking for, but don’t know how to find it, they can click on the DGS search engine.

Many DGS offices have been busy tidying up their individual internet offerings, discarding outdated materials and adding new services. Special kudos go out to the Office of Legal Services and the Office of Small and Minority Business. These two offices were able to respond immediately to the U.S. Ninth Circuit Court of Appeals decision regarding State Contracting, with postings on their web sites. They were able to direct our internet customers to helpful information the day the decision was handed down.

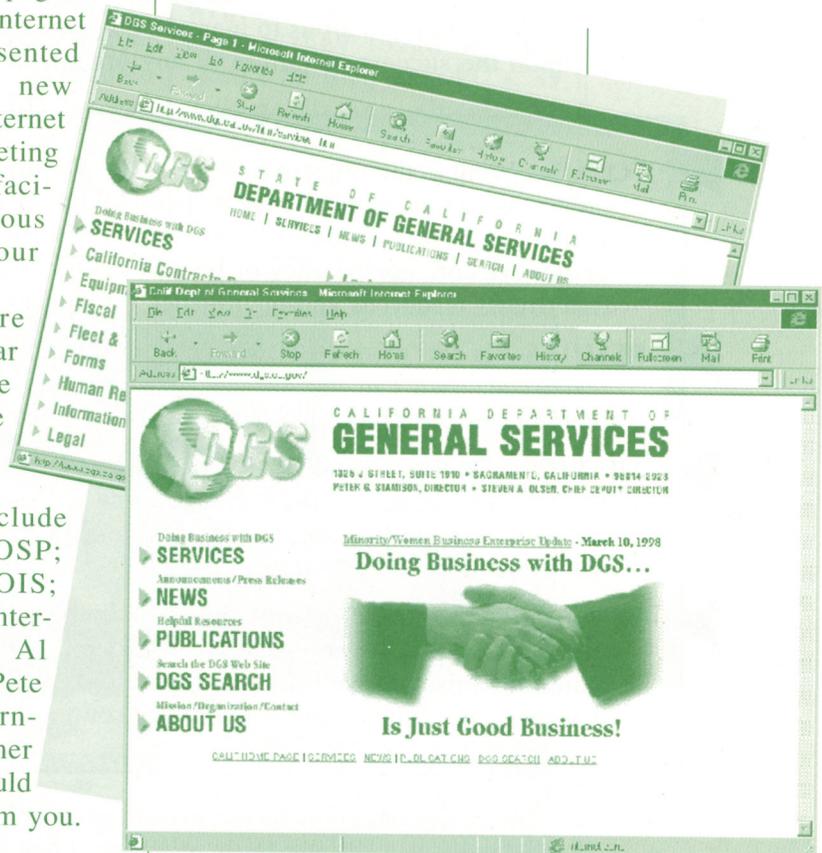
The changes to our web site are far from finished, however. Each of the offices in DGS is being asked to evaluate their web pages and ensure that their internet presence is represented properly on our new home page. An internet work group is meeting once a month to facilitate the continuous improvement of our web site.

Look for more changes in the near future. If you have suggestions, please contact your office chief. Members of the workgroup include Sandy Adams, OSP; Don Hallberg, OIS; Karen McGagin, Interagency Support; Al Duran, CIO; and Pete Dufour, Intergovernmental and Customer Relations. They would be glad to hear from you.

★
★
★
Spotlight on . . .

ACTIVITY BASED MANAGEMENT SYSTEM (ABMS)

(See page 6 & 7)



Check out DGS' new web page!
<http://www.dgs.ca.gov>

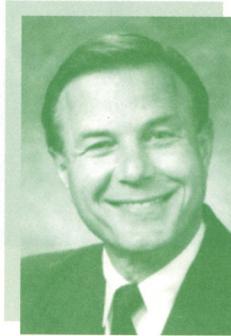


To insure quality, cost-conscious, and timely assistance and support to state and other public agencies so they can efficiently deliver needed services to California citizens. With the leadership of the Governor, and in cooperation with the Legislature, we seek to provide creative business solutions and serve our customers in a responsive and flexible manner. Our mission is dedicated to servicing the customer.



DIRECTOR'S

Message...



Peter G. Stamison,
Director

DGS MEANS BUSINESS

It's interesting to note the dictionary contains 10 definitions of the word "business," but only four are related to commerce or profit. Having spent the majority of my working life in the private sector, I am often asked what differences exist between government and business? They are too numerous to mention but here are a few that stand out as having the greatest impact upon the success or failure of any organization's mission:

▶ **FOCUS**—What is the objective (mission) of the organization? What is the core competency of the organization to accomplish the mission? What distractions prevalent in the public sector interfere with a public organization's ability to stay on focus or fund the resources necessary to maintain or achieve core competency or for that matter eliminate a function that is not a core competency that drains resources and/or impedes the mission?

▶ **RESULTS**—If the mission is correctly defined, the core competency accurately described and resourced, then can the desired result be achieved? What is the desired result? Who is the recipient or customer? Do the deliverables meet or exceed the customer's expectation?

▶ **METRICS**—Do the qualitative and quantitative measurements of results achieved reflect true output? Do they reflect reality? Do they determine accountability, responsibility, the basis for recognizing and rewarding individual, team, and organizational achievement? Are they universally accepted and understood by all stakeholders?

▶ **SENSE OF URGENCY**—Does the organization maintain the necessary and essential sense of urgency? Time is money—taxpayers money. Without an appropriate SOU, no matter how well-stated the mission, well-defined the output, well-delivered the result, delay and procrastination wastes scarce human and economic resources.

Any organization in the private sector that does not pay utmost attention to at least these four areas will eventually be made obsolete by its competition. The so-called "bottom line" in the private sector is usually described as "profit," but profit in reality is the "metric" that encompasses the efficiency of the delivery process, customer satisfaction and acceptance of the product or service, and the willingness of shareholders to support the enterprise. Unfortunately, we in the public do not have as complete a descriptive word for organizational success as profit but I submit we do have a "bottom line" and that if a public sector organization submits itself to the disciplines I have outlined above, then a public sector "bottom line" will become evident.

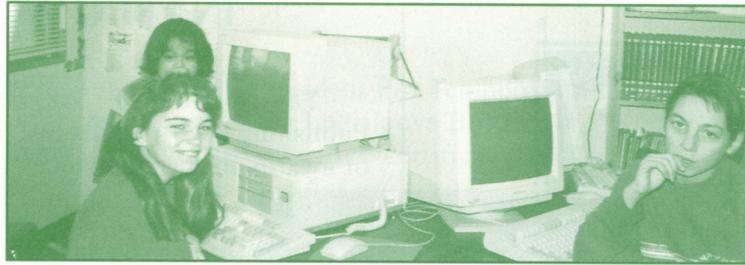
So, are we in DGS a commercial business? NO! Can we benefit from recognizing and applying certain management disciplines used by business? YOU BET! By maintaining a customer-focused, results-driven organization, while entering a non-mandated competitive



DGS SURPLUS COMPUTERS FIND A NEW HOME

Thanks to staffers from the Real Estate Services Division, the Procurement Division, and DGS Accounting unit, grade schoolers at Gerber Union Elementary School in Tehema County are now "cruising the information super highway." Students in 2nd through 5th grade are benefiting from the donation of 14 computers, 11 monitors, 42 printers and two modems.

BOPP Business Services officer Bob MacRae got a request for the computers from the school's vice principal and says it was easy as making a phone call to Hollis Thompson at Surplus Property to get the



Gerber Elementary school students are "all smiles" as they log-on to their DGS surplus computers.

process smoothly underway.

Gerber's 2nd grade teacher Robert Jackson says classrooms that once had no computers, now have three or four. "The kids are just ecstatic, making great advances in reading and math and now have a place

to go to do extra work and to get extra help."

Several school children wrote "thank you" letters saying they loved writing stories on their new PC's, as well as playing educational games such as Geoworks, Magic School Bus and Super Solvers.

DIRECTOR'S MESSAGE ...

Continued From Page 2

environment, the DGS of today and tomorrow MUST use these and other disciplines if we are to be relevant.

Just recently one of our deputy directors was meeting with one of our largest customers who two years ago was not at all happy with us. As our deputy explained to the customer a service offering that would help the customer better achieve their mission, the customer interrupted and said that that is the kind of service they've come to expect of DGS. He continued "after all, your Director says DGS stands for 'damn good service.' Well, I don't remember putting it exactly that way but I will now. Is the customer always right? You tell me.

Peter H. Stamison

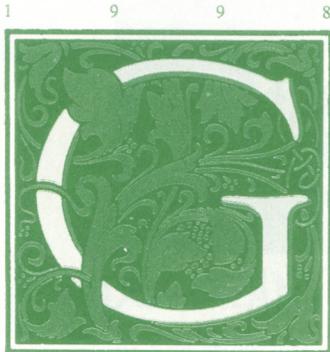


DGS PROCUREMENT REFORMS ATTRACT INTERNATIONAL INTEREST

Procurement Division Deputy Director Chuck Grady is interviewed by reporters from Tokyo's Asahi newspaper—daily circulation eight million—about procurement, contracting and how the state does business.



OSP WINS GOLD AND SILVER IN PRINTING COMPETITION



Gallery
OF SUPERB PRINTING

In Recognition of Printing Excellence

Office of State Printing
is presented the

GOLD AWARD

for Superb Craftsmanship in the Production of

Sacramento River Waterfront



The Sacramento Club of Printing House Craftsmen

The Office of State Publishing (OSP) won a trio of awards for printed pieces submitted to the annual Printing House Craftsmen Gallery. "Sacramento River Waterfront" was honored with the Gold while "Parachutes" and "Bringing Color to Life" both won Silver awards.

All three entries were from a set of images photographed by Offset Process Camera Operator Willis Price, who recently retired after nearly 42 years with OSP. These pieces were printed on our five-color Heidelberg press to produce

a dazzling display of colors. A total of 265 entries were received by Printing House Craftsmen in Sacramento.

Gold, Silver, and Bronze plaques are awarded to the first, second, and third place winners. All Gold entries are sent to district competition which is held in San Francisco in June. Anyone who receives a Gold at district, is automatically entered in International competition which will be held later in the year.

OSP's 1998 calendar is also an award winner. The Sacramento Public Relations Association CAPPIE awards honored OSP with a Gold prize for Best Self Promotion.

OSP HONORED BY CDC



Diane Adams, Wendy Still, Vince Leonard, Tom Moyer, Rick Burke, Celeste Maia Cron, Kevin Bayne and Dahya Patel.

Department of Correction's Wendy Still honored Office of State Publishing (OSP) employees with plaques inscribed "In sincere appreciation for outstanding customer service and professionalism." In addition, OSP received corporate recognition for its continued good service. State Printer Celeste Maia Cron accepted on behalf of OSP staff.



CORRECTION... From February's Side by Side story on the soon-to-be-expanded State Records Center, the cost of storing one cubic foot of records, according to warehouse manager Roman Zeltvay, is \$3.50 per year.

STATE SENATE RECOGNIZES LBR STAFF

On Thursday, February 12th, 1998, John Burton, President Pro Tempore of the California State Senate, presented certificates to 28 employees of the Legislative Bill Room and Bill Room Annex for exemplary service to members of the Legislature. The certificate read in part "On this day the California State Senate extended the privileges of the floor in recognition of faithful and meritorious service to this House and the people of the State of California."

Doug Boline, Annex Supervisor, stated that in the 25 years he has been working in the Bill Room, this was the first time the Bill Room employees had been recognized in this manner. Afterwards, Doug said "I appreciate receiving this recognition by the Senate, but I also express my gratitude to the employees at the Office of State Publishing who contribute to the completion of the legislative printing. The outstanding work performed by employees in the Computer Room, Prepress, Press and the Bindery units help the Bill Room satisfy the needs of our customers."



Employees of the Legislative Bill Room include (front row) Bessie Glover, Janice Smith, Noi Nguyen, Lily Hitomi, Holly Magana, (back row) Dave Brooks, Max Lopez, Steve Perez, and Irene Lugo.



Bill Room Annex staff include (left to right) Julie Marin, Zellee Agnew, Marie Madina, Doug Boline, Marie Baird, and Teresa Smith.



Annex File Book employees include (front row) Denise Martel, Peggy Chapman, Pearlie Burns, Phyllis Love, Renee Brown, Yolanda Baker, Jennifer Johnson, (back row) Sharon Davenport, Bridget Porter, Taneka Smith, Olivia Portela, Pearlie Watts, and Cameron Giron.



SPOTLIGHT ON..

ACTIVITY BASED MANAGEMENT SYSTEM (ABMS)

By MaryAnne Riehl-Campos, Office of Human Resources



DGS Director Peter Stamison congratulates Linda Combs for winning the ABMS "Dinner for Two Read and Win" contest. Linda is from the Office of Fiscal Services. She has worked for DGS for eleven years and is a Senior Accounting Officer in the Accounts Receivable Unit responsible for the collection of fees on goods and services provided by DGS from both state agencies and non-state entities. She says that the ABMS will provide "one-stop shopping for all our collection needs."

By now the acronym ABMS should be a "household" term. You may even be the lucky winner of the ABMS dinner for two contest (see below). All you had to do was read the January payroll stuffer, complete the entry form, and send it to your attendance clerk. As simple as that. (Look for more ABMS updates monthly with your payroll check.) The Director chose the winner at the February meeting of the ABMS Steering Committee. At these monthly meetings, the ABMS project directors update the DGS Executive Management on the project's progress.

The ABMS is a pilot project for the state of California. It is an integrated fiscal and human resources

(HR) automated system that gives DGS offices the ability to track and report detailed fiscal and HR data. This detailed information allows departmental offices a better method for determining the cost of providing products and services as well as the cost of the activities used in producing that product or service.

The ABMS is being implemented using a highly structured and successfully proven implementation process that has been used by the Oracle Corporation on other automation projects. This structured implementation methodology consists of the six phases. During each phase certain major deliverables must be produced. The phases and deliverables are listed on the next page.



PHASE I: Definition Completed: *December 1997*

Plan the business infrastructure and the technical execution of the implementation project.

“As is” current process flowcharts (over 300 processes were to flowcharts)

Future process flowcharts

PHASE II: Operation Analysis Completed: *January 1998*

Identify and exchange information regarding business, applications and technology requirements to build the solutions.

Business requirements (over 2800 have been identified)

Requirements mapping

PHASE III: Solution Design Completed: *March 1998*

Create the optimal business process solution to meet our business needs.

Applications set-up

PHASE IV: Build Completion Date: *May 1998*

Construct and test the business system solution to meet our needs. Create reference material to support the ongoing business.

Construct/Configure the system

Test process

PHASE V: Transition Completion Date: *June 1998*

Plan to roll out the system. Migrate the “company,” people and systems into the new environment. This includes training, the final set-up, and conversion from the old to new system.

Set-up and production

Training (to start in April 1998)

Data conversion

PHASE VI: Production Completion Date: *July 1998*

Monitor progress and plan refinements. Celebrate success on July 1998.

Live-on-line July 1998

One of the major deliverables during Phase V is End User Training on the system. This training is scheduled to begin in April 1998 and continue through October 1998. The training will take place at 1325 J Street in Room 1519. The room will be equipped with computers, instructors and the ABMS soft-

ware. The end users or the super users are the staff from the Offices of Human Resources and Fiscal Services, all departmental attendance clerks, administrative assistants, training coordinators, and budget liaisons.

This top priority departmental project is scheduled to

go live in July 1998. This project affords the department an opportunity to proactively shape the future by identifying process improvement opportunities that are vital to succeeding in a competitive environment.



CAPITOL PARK "WEATHERS" EL NIÑO

Even though record rainfall caused flooding and mud slides throughout California this past winter, El Niño-influenced storms all but spared Capitol Park. The constant downpours and heavy winds downed only a couple of trees, including a 40-year-old, 60-foot pine next to the park's maintenance headquarters at 13th and L streets.

Tree maintenance worker Jeff Bodde credits the limited damage to his crews constant vigilance, and a program of preventative pruning that allowed strong winds to roar through the tree tops without taking much of a toll. A little luck didn't hurt either. "If the wind is just right, it can knock a tree to the ground. Mother

Nature can do anything she wants," says Jeff.

Heavy weather did a lot more damage in 1995 when several trees were lost including one of the last oak trees on 15th street. The damage toll was about \$200,000. Replacement costs this time around are nowhere near that figure. As for that six-story pine claimed by El Niño on the park's north side, Jeff sees it not so much as a loss, as he does an opportunity to renew Capitol Park's forest. "Something has to die for something else to live," Jeff says. A new tree will be planted at 13th and L sometime this spring.



Not much was left of a 60 foot tall pine tree on Capitol Park's north side when El Niño was done. Crews plan to plant a new tree in its place this spring.



DGS Director Peter Stamison presents the Superior Accomplishment Award to Joanne Rhinehart at a ceremony in the Executive offices.

EXECUTIVE ASSISTANT TO THE DIRECTOR HONORED

Joanne Rhinehart, Executive Assistant to the Director of General Services, wins the Superior Accomplishment Award for outstanding and superior achievement. Joanne has consistently demonstrated her commitment by taking the initiative to accept

other duties beyond the scope of her normal work. By taking this proactive approach, she far

exceeds the expectations for an employee in her position.

As the Executive Assistant to the Director, the impact of Joanne's performance extends beyond the Director's Office into the operations and delivery of services of other Executive offices. Her scope of influence extends to other state departments, the State and Consumer Services Agency and private sector customers.



ORIM HEALTH SAFETY FAIR COMING UP

DGS HEALTH & SAFETY FAIR
Live Healthy Work Safely
with DGS

Date: Wednesday, April 29, 1998
Time: 10:00 AM to 2:00 PM
Place: 1325 J Street
Sacramento, CA 95814
18th Floor

Prizes

5 Presentations

10:30 AM - 11:00 AM	Officer Bob Koob, California Highway Patrol, Bomb Awareness
11:15 AM - 11:45 AM	Officer Peggy Sue Koob, California Highway Patrol Bomb Dog
12:00 PM - 12:30 PM	Michael Marks, KOVR 13, J.C. Produce, Get Fresh With Produce
12:45 PM - 1:15 PM	Bruce Anderson, KOVR 13, Personal Security
1:30 PM - 2:00 PM	Kristy McKinn, State Compensation Insurance Fund, Workstation Tips
	Bruce Anderson, KOVR 13, Personal Security

Health Screening

Body Fat Composition	Massage Therapy
Lean Body Mass	Nutrition Evaluation
Hydration Measurement	Pulmonary Function Test
Blood Pressure	3 Minute Step for Cardiovascular Recovery Rate
Cholesterol/cost \$\$	Grip Strength Testing
Acupuncture	

Over 40 Exhibits

For More Information: John Jang (916) 324-1978 / Trudy Holder (916) 445-9809

The Office of Risk and Insurance Management's first-ever Health and Safety Fair is just around the corner. There will be plenty of health screening opportunities to encourage all DGS employees to take charge of their own health. Get your blood pressure checked, evaluate your nutritional needs, try a massage or acupuncture or test your lung capacity. There will be many experts on hand to offer safety tips and loads of prizes will be given away by exhibitors. Mark your calendar for April 29th from 10am to 2pm at 1325 J Street on the 18th floor.

For more information, call:

John Jang at (916) 324-1978

OR

Trudy Holder at (916) 445-9809

Come by for the give-a-ways and increase your knowledge for a healthier way of life.



SILVER ANNIVERSARY
Congrats!

Selma Ware, Janitor Sup II, shown here with Roy Gilkey, Regional Manager for BPM, received her 25 years of state service watch, and plaque of recognition from the Governor, on January 7, 1998.

Ah,  Spring...



Orchids

THE LETTERS KEEP ON COMING ...



The procurement Division's **Roberta Hinchman** got a note of thanks for the "great presentation" she made to El Dorado County's General Services Department on the CAL Card program.

The Office of Building and Grounds (OBG) received a letter from the California Highway Patrol's Facilities Section commending the efforts of **Sid Spencer** and **Jim Raleigh** for "providing outstanding customer service" to the CHP and on numerous occasions going "above and beyond the call of duty" while installing custom cabinets and attending to plumbing needs to keep operations flowing smoothly in a building containing a 911 Dispatch center and hundreds of employees.

OBG janitor **Thurlin Pruitt** was recognized for "setting the standard for what government service should be about" in a letter from State Superintendent of Public Instruction **Delaine Eastin**. Janitor **Frank Garcia** garnered thanks in a memo from the Department of Social Services for his "hard work, pleasant disposition and friendly smile."

The Office of Real Estate Development Services (OREDS) passes along some positive feedback for **Joe White**, Systems Adminis-

trator for Statewide Property Inventory and Property Management Systems with RESD for being "one of the most helpful people" around, especially for his assistance in the sale of surplus state assets in the Capitol area. The State Controller's office also praised **Joe** for the "extra effort" he and his office made to the successful completion of the state's Comprehensive Annual Financial Report.

UC Davis sent an e-mail to say thanks to Legislative Bill Room Supervisor **Shari DalPorto** and her Office of State Publishing staff for all their help in the past year.

El Nino was no match for **Ross Kubanik** who was praised for his "work ethic, promptness and availability" in repairing faulty air conditioning equipment at the CHP's Los Angeles Communications Center. The HVAC problems were made worse by El Nino-driven rain, cold and wind. Ross is credited with keeping thousands of dollars worth of equipment from being lost due to his prompt response.

The Office of Human Resources (OHR) **Trish Lopez**, **Roberta Sutherland** and **Lynn Catania** have a fan club at the California Tahoe Conservancy who could not say enough good things about their "excellent customer service and pleasant attitude."

OHR's **Chris Castro**, **Kathy Wildemuth** and **Lori Haggard** also earned the respect of the Council for Private Post-secondary and Vocational Education for their "care and concern" and "prompt response" to the Council's needs. The Council also thanks **Brian Thomas** and his staff in Contracted Fiscal services, especially **Janna Brown**, for being "critical" in helping resolve issues or providing solutions.

The Office of Fleet Administration (OFA) received kudos from the Governor's Office of Planning and Research. OPR appreciates the efforts of **Aaron Thuston** for being "extremely helpful and knowledgeable" in assisting with the exchange of a leased vehicle. State Garage staffer **Larry Luna** gets some "sincere words of appreciation and thanks" as well for coming to the aid of Sandra Thornton of the California Conservation Corps Shasta Operations. **Larry** helped Sandra deal with her car's blown front tire at the State Garage, making it possible for Sandra to attend a PERS meeting.

Michael Lilly and the "talented and efficient" crew who make up the San Diego Unit of the Building and Property Management maintenance staff were commended for taking on the "extra



Orchids Continued From Page 10

responsibility” of an office alteration job that was brought in on time and on budget.

The Department of State Architect says it’s time to “put another feather in the caps” of RESD’s **Geoff Brandt**, along with the Business Operations and Policy Planning Branch’s (BOPP) **Alice Ferguson, Paul Dyer, Becky Liou, and Mike Nguyen** for all their “great work.” RESD’S **Barbra Jacobs** was also singled-out for her “diligence and hard work,” and **Netra Dixon** received thanks for being “a great resource.”

The California Department of Education’s Diagnostic Center in Fremont extends its appreciation to **Eulalio “Al” Moncada** for his “informative” inservice on the use of State Vehicles provided to the Center’s staff.

Zelma Person’s Building and Property Management team got plenty of kind words from R.W. Sassman of CALTrans for the holiday display they provided. CALTrans praised the crews efforts as the “true spirit of

giving to promote a friendly atmosphere” for visitors.

OHR’s **Lori Haggard** was praised for her “sensitivity and customer-oriented professionalism” in a letter from Public Safety Radio Services (PSRS) chief Pete Wanzenried who commended **Lori’s** job performance in the Transactions Unit during a time of sorrow for the Telecommunications Division. **Lori** and two personnel specialists worked “far above” expectations in assisting Fern Sorgatz, the widow of long-time Telecomm employee Andy Sorgatz during Mrs. Sorgatz’s time of grief.

PSRS’s **Roni Drayer** received special recognition from Atascadero State Hospital Chief Jon Lovgren for helping “resolve all problems and concerns” that arose during the installation of a new 800mhz radio system that will greatly enhance communications abilities and officer safety.

Telecommunication’s **Bill Dunbar** and **Don DeCastro** got a high five from the Department of Parks and Re-

creation’s Bay Area District for “outstanding service and responsiveness,” that Supervising Ranger Chet Bardo says is the “best it’s ever been.” Another note of praise for Telecomm comes from the Department of Fish and Game for the “professional, courteous, polite and customer-oriented” service of the **Area 3 Sacramento Maintenance Depot** for helping DFG standardize its radio installations.

Telecomm’s **Rita Hauf** and **Raymond Olsen** are also in the spotlight for assisting the Office of Administrative Hearings obtain much needed audio-visual equipment for OAH’s annual conference. OAH’s Andrea Prychun calls **Rita** and **Raymond** two excellent examples of what makes “DGS the great department it is.” A final “thank you” note for Telecomm comes from the California Highway Patrol where its Southern Division Investigative Services Unit is extremely pleased with **John Davis** for his “skillful and efficacious servicing” of CHP equipment.

REMEMBERING HENRY RAY STEWART

Henry Ray Stewart is remembered by his friends and co-workers as a “man of conviction, compassion, honor and, benevolence.” The Army veteran of both World War II and the Korean War had worked as a janitor with DGS Building and Property Management in the San Diego area for nearly 25 years. Henry passed away at home on January 25, 1998, at age 67. His colleagues say Henry was a leader, and a friend to all who knew him.





SO LONG AND GOOD LUCK!

DGS Office of Legislation analyst Dan Carrigg accepts a plaque of appreciation from assistant director for legislation, Karen Neuwald, for Dan's work with the Real Estate Services Division the past two years. Dan has since moved on to the League of California Cities. We don't know if Dan plans to wear the Viking hat at his new job.

WELCOME ABOARD

Joseph Sogge has been appointed to the position of Manager of Technical Services Section for DGS. Joe is responsible for the department's technical infrastructure and will chair the departmental LAN administrator meetings. Joe will also be DGS's chief advocate for quality technical service. Joe comes to this position from the Real Estate Services Division where he was the manager of their Information Service Section.

Bruce Magnani is also new to DGS. He is in the legislative analyst chair in the Executive office covering real estate and related issues. Bruce has extensive legislative lobbying experience having represented construction industry clients prior to the Legislature.



Pete Wilson
Governor

Published by the
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Design & Layout: Chris O'Keefe
Printing: Office of State Publishing
www.dgs.ca.gov

DATES TO REMEMBER...

👉 April 23...
Take Your Daughter To Work Day

👉 April 25...
March of Dimes Walk-A-Thon

👉 April 29...
Health Fair

👉 May 11-15...
Government Technology Conference,
Sacramento Convention Center

