

Side-by-Side



California Department of General Services

a newsletter for employees by employees

Issue #22 • June 1999

DGS READIES CONTINUITY PLANNING FOR BUSINESS

By Richard Hill, DGS Program, Research and Evaluation Section

Continuity Planning for Business, or CPB, is a phrase you'll be hearing a lot about over the next few months, especially as it relates to the Y2K compliance effort. Essentially, CPB occurs when an organization identifies its critical services and then develops an action plan to keep those services going in the event of a disaster (i.e. fire, earthquake, flood, power outage).

In January, Governor Gray Davis issued an Executive Order stressing the importance of continuity planning, and added, "each agency shall ensure that its plan provides for the continuous delivery of essential public services in the event of a Year 2000 computer failure." The order also declared that Year 2000 was the "top technology priority," and charged the Department of Information Technology (DOIT) with oversight. DOIT has retained several consulting firms for assistance. One firm visited DGS in April to assess our Y2K readiness.

Because of its importance, DGS Interim Director Cliff Allenby has established dates for every division, office or branch to accomplish a CPB effort:

- by June 15, draft a Business Continuity Plan, and
- by June 30 test, revise and submit the plan to DGS' Program Research and Evaluation Section (PRES).

Continuity planning for DGS will include more elements than for other agencies. First, DGS will concentrate on its usual services and programs. DGS offices will consider various business interruptions (disasters) that could occur (including Y2K failure). Then the offices will identify their "critical business functions" and the resources that support those functions. Then they will establish a set of steps to restore the critical functions (if a disaster should occur). The final result will be an office continuity plan.

A second element involves a very specific Y2K role. DGS' Real Estate Services Division (RESD) acts as property manager for more than 50 state buildings. DGS

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Spotlight on . . .

DGS INTRANET

(See pages 4 & 5)

Right: "DGS Delivers Solutions" was the theme of this year's GTC presentation, which included a Y2K information booth.



Left: DGS' "Solutions Theatre" offered GTC attendees live presentations from DGS experts on everything from procurement, to transportation, to Y2K solutions.

Y2K SOLUTIONS SHOWCASED AT GTC

During the 13th Annual Government Technology Conference at the Sacramento Convention Center last month, DGS in partnership with several other state agencies, highlighted Y2K communication, energy, procurement, technology, and transportation

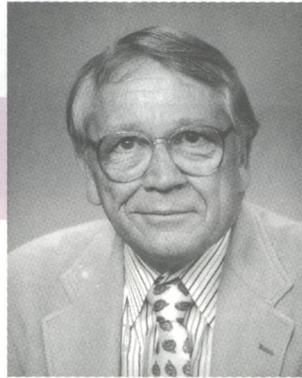
Continued On Page 2



To ensure 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 serving the customer.

INTERIM DIRECTOR'S

Message...



Clifford Allenby
Interim Director

If you haven't already done so, please visit the Department of General Services' newest business solution, DGS Intranet, at <http://dgsnet.dgs.ca.gov>

The Intranet site is being designed as your "one stop" information tool. You'll find answers here to your questions on everything from DGS policies and planning, to

employee services, job opportunities, special events and much, much more.

As it continues to grow, DGS Intranet will provide a wide variety of services that you can rely on to meet your needs, and that will help you do business more efficiently and effectively.

Check back with DGS Intranet often and see what's new.

A handwritten signature in dark ink that reads "Cliff Allenby".

Cliff Allenby
Interim Director

DGS READINESS ...

Continued From Page 1

is responsible for keeping the buildings operational on business days, including the upcoming January 3, 2000. To ensure the buildings will be open, RESD staff has worked to identify the numerous embedded systems found in the buildings (HVAC, elevators, lighting),

and then verify that the systems will operate at the millennium. RESD has also developed a Year 2000 Contingency Plan that cites on-site verification actions for building managers to take on January 1, 2000.

The last element involves any business interruption, including Y2K. If one of DGS' customer agencies experiences a disaster, that agency might

require continuity services, such as alternate buildings, records security, purchasing needs or telecommunication needs. DGS' Business Recovery Response Team, which was formed in 1990 to provide these services, is currently reviewing its procedures and staffing to be sure it can assist promptly on any interruption, including Y2K.

Y2K SOLUTIONS ...

Continued From Page 1



solutions available to government agencies and the private sector. DGS' display was seen by thousands of attendees, and featured a 15 seat "solutions theatre" where live Y2K and other solution-orientated programs were presented.

DGS representatives were on hand to show attendees how DGS "delivers solutions" by serving state and local government with an array of time and money saving innovations. DGS also had a small business registration desk on-site to further promote state contracting with small businesses.



REAL ESTATE OFFICES "ON THE MOVE"

By Gary Lee, Real Estate Services Division

Hundreds of Real Estate Services Division (RESD) employees will have a new home in the next few weeks. RESD is consolidating most of its branches at the newly completed Watkins Building located at 1102 Q Street in Sacramento. The consolidation, which begins late this month and continues through July, enables RESD to consolidate approximately 95,000 square feet from four different locations currently housing RESD operations.

When RESD was recreated as a brand new organization in July 1997, its purpose was to provide improved services to its customers more efficiently and economically. This brought together a group of professionals to provide a full range of real estate services, but at the challenge of working from four separate locations in downtown Sacramento.

After determining the need to consolidate and identifying a facility that was economically feasible and centrally located to meet operational needs to provide quality services, a lease was executed for the then under construction Watkins Building. When completed, RESD will share the building with California Community College offices.

The structure will have approximately 150,000 square feet of office space on the top four floors and 2 1/2 levels of parking. The building is conveniently located a half block from a light rail station and will have approximately 5,000 square feet of retail space on the first floor.

This interim move is part of DGS' long range plans to further consolidate RESD and its other operations to the Capitol East End Complex in 2003.

For the latest information, check RESD's Intranet site at

<http://resd.dgs.ca.gov>



Furniture movers ready the Watkins building for RESD occupancy this summer.

25 GREAT YEARS OF STATE SERVICE!



back to DGS just in time for a divisional name change, and some new duties. Currently Larry works in the Asset Planning and Enhancement Branch, which, he says, is the last name he ever wants to have to place on his voice mail introduction.

Real Estate Services Division (RESD) veteran Larry Smith (right) receives his 25th anniversary state service certificate from supervisor Zach Miller. Larry started his civil service career with the old Division of Highways in 1972 in Los Angeles. Over the years his career has centered on property acquisition and leasing work. Larry left Caltrans for RESD's predecessor, then called Real Estate Services. That office evolved into OREDS, and Larry was along for the name change. He left DGS for the Department of Water Resources in 1987 followed by the business office of Employment Development Department. He came



DGS HELPING SMALL BUSINESSES DO MORE BUSINESS WITH THE STATE

DGS, through the Office of Small Business Certification and Resources (OSBCR), is increasing efforts to promote state contracting with small businesses as a result of several new laws. Small businesses now have enhanced opportunities to compete for the approximately \$4 billion worth of goods and services the state contracts for annually. Some of these new, "business friendly" laws include;

The new California Prompt Payment Act directing state agencies to pay invoices in a timely fashion (within 45 days), or pay late payment penalties.

An up-to-date definition of small businesses designed

to increase eligibility for the five-percent bid preference, thus increasing a company's competitive advantage.

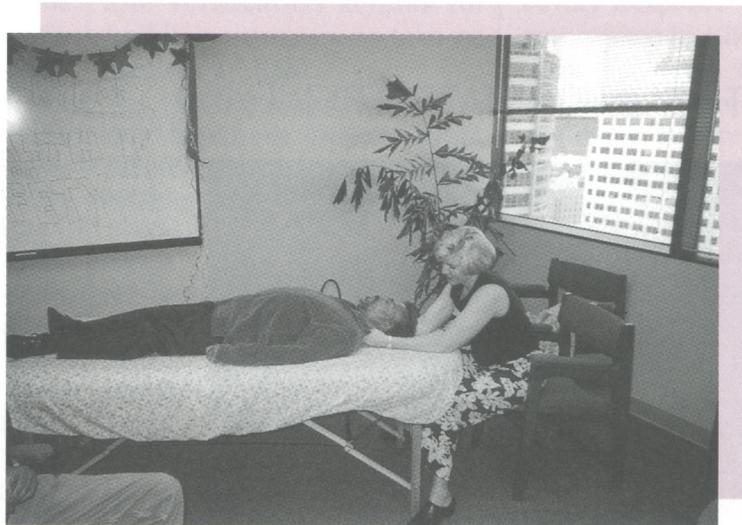
Establishment of a Small Business Advocate at each state agency to make it simpler for businesses to find and bid on contracting opportunities and to get paid promptly.

DGS will soon offer Business Community training to help firms better understand the various government contract programs available to them. Additionally, many other DGS innovations are in place including a Web based service known as the California State Contracts Register, which publishes bid information daily on state construction, service and commodity contracts.

Small businesses may also take advantage of the California Multiple Award Schedule (CMAS) where service fees normally charged to CMAS customers are waived when buyers order from a certified small businesses. CMAS contracts and vendors allow government agencies more flexibility in choosing products or services they need as well as reducing service delivery time.

For more information on Office of Small Business Certification and Resources programs please call 916/323-5478, or visit

<http://www.dgs.ca.gov/osbcr>



DGS/ORIM HEALTH AND SAFETY FAIR A HIT

DGS employees got some great tips on working safer and living healthier at the Office of Insurance and Risk Management's annual Health and Safety Fair. Some participants even got some "hands-on" stress reduction counseling!



*DGS' award winning Website team
Left to right: Sandy Adams, Office of
State Publishing; Jamie Mangrum,
Technical Services Section (TSS); Joe
Sogge, TSS Chief; and Don Halberg,
Marketing Manager show off
Microsoft's first annual Government
Solutions Showcase award.*



DGS TROPHY CASE GROWS

DGS continues to rack-up awards and honors for innovative business solutions. At the Government Technology Conference in Sacramento, the Microsoft Corporation honored the DGS Internet Home Page with one of its first annual Government Solutions Showcase Awards. The awards were presented to state agencies whose implementation of creative and innovative projects has significantly impacted and improved their ability to deliver better service to California citizens.

The Office of Small Business Certification and Resources Website was honored with a "Key Resource" award from Internet search engine provider Links2Go.

The Office of State Publishing won a Gold CAPPPIE award from the Sacramento Public Relations Association in the Individual Public Relations Tools Division. The winning entry was the Department of Financial Institutions annual report honored with a first place award in the Annual Report, Three or More Color category.

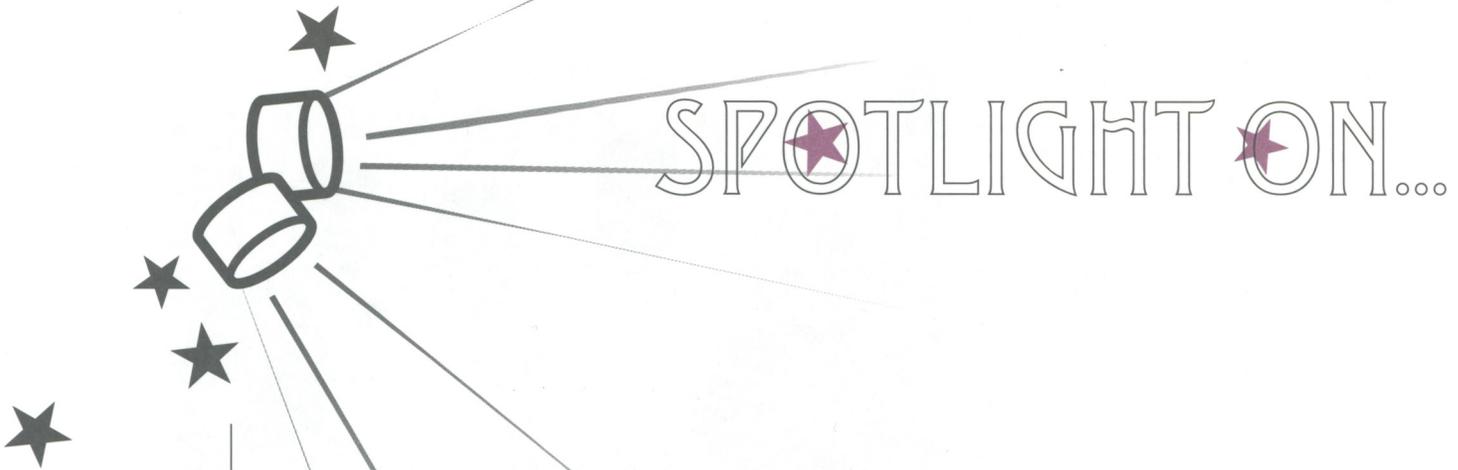
OSP also won a second place CAPPPIE in the Continuing Publication/Newsletter, Three or More Colors category for RESD's "Beyond the Box" newsletter.

In addition to the CAPPPIE awards, Ghedeon Bere and OSP's production team are being honored with a second place prize by the International Publishing Management Association and IN-PLANT GRAPHICS magazine for 1998's OSP calendar.



Another one for the DGS trophy case!





DGS INTRANET

By Sandy Adams, Office of State Publishing

Wouldn't it be great to have a single place you could visit to access up-to-date DGS information, while having the ability to instantaneously reach every DGS employee, and be able to perform internal DGS business transactions, all at the click of the mouse?

Thanks to a group of forward-looking DGS staffers and the cyberspace expertise of the Technical Services Section, that "place" can now be found. It's the brand new DGS Intranet site at

<http://dgsnet.dgs.ca.gov>
due to be on-line July 1.

DGS Intranet is a collection of web sites, similar to the Internet, except that the DGS site is accessible only

to a select population. What the Internet is for the external customer, the Intranet is for the internal customer. In this case, the DGS Intranet is designed specifically for, and accessible only by, DGS employees.

From the launch page (shown here) you can access current DGS policies, promotional examinations, procedures, job opportunities, training schedules, the event calendar and much, much more. This site will continue to grow and improve.

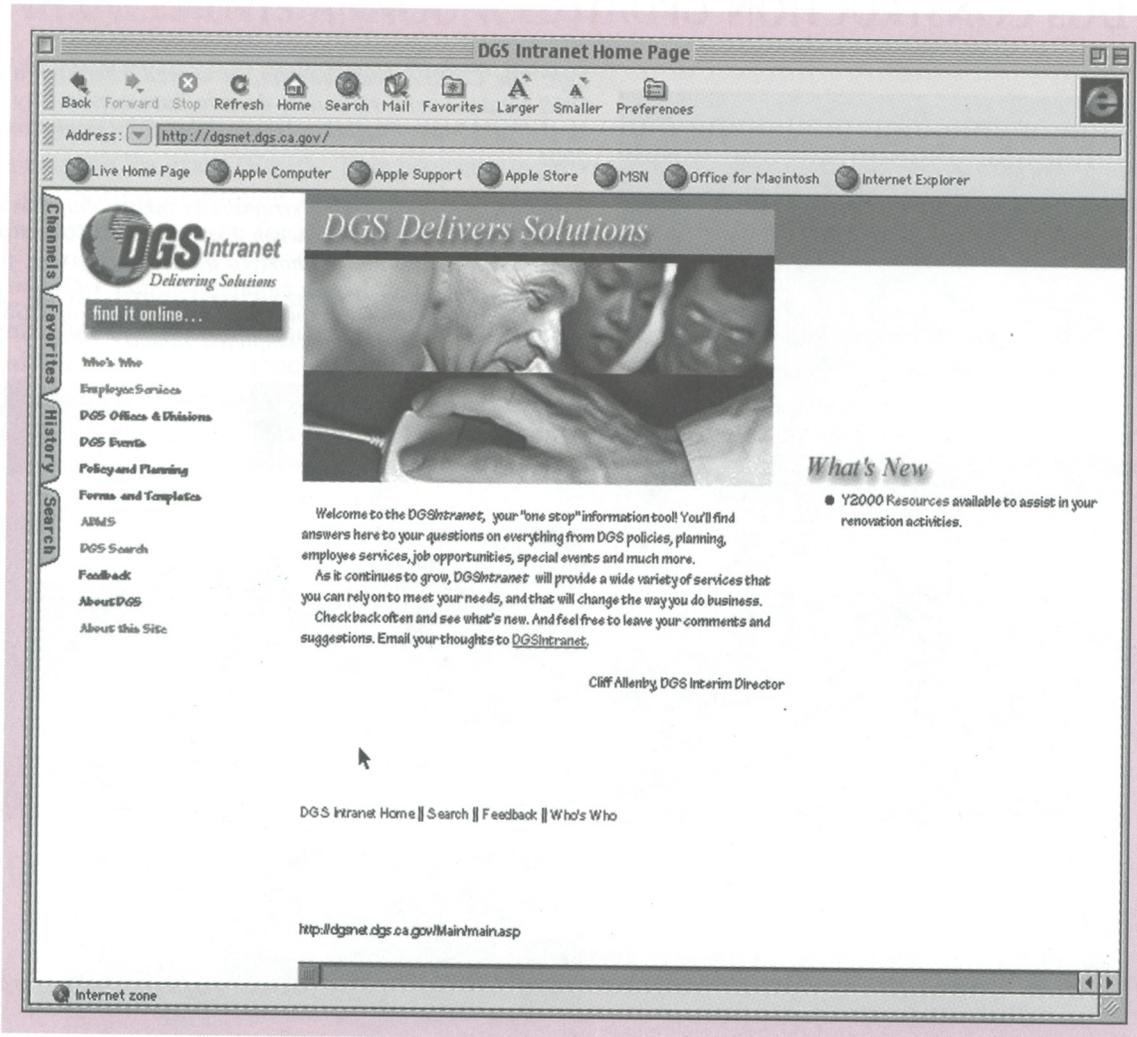
In addition, all DGS offices are encouraged to develop their own office Intranets for internal office information and workflow. Great-looking design templates are available to each office. The templates have color,

graphic and photographic options. You can select pictures from a wide variety of people and things associated with your particular business or you can use the department's digital camera to customize your site even further! Call TSS for details at 916-323-2106.

Intranet technology is a tool that'll allow DGS to do business even more effectively and efficiently by making it possible to perform internal paper transactions via workflow applications on the Intranet.

Your suggestions are welcome. An on-line feedback feature is available on the Intranet site to capture your ideas for future improvements.





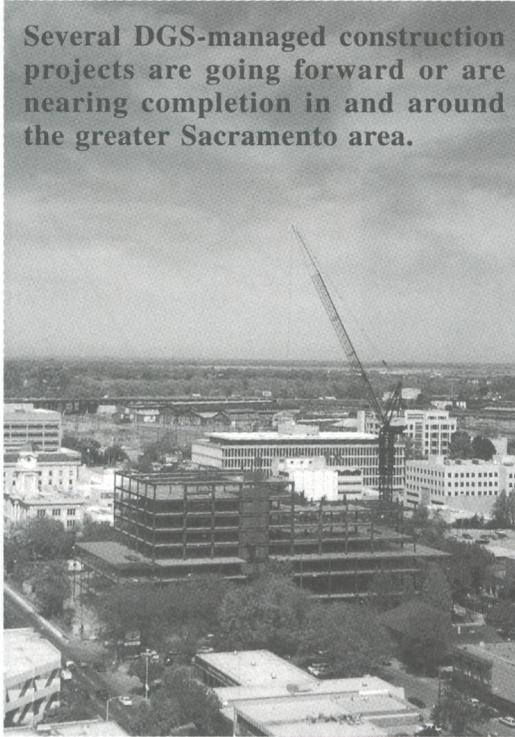
THANKS TO THE DGS INTRANET STEERING TEAM FOR A JOB WELL DONE!

Valerie O'Connor, Interagency Support Division; Scott Norton, Procurement Division; Mary LaCasse, Small Business Certification & Resource; Lynn Catania, Human Resources; Steve Cohen, Executive Office; Joanne Rhinehart, Directors Assistant; Jamie Mangrum and Joe Sogge, Technical Services; Rosemary Thielke, Legal Office; Ron Neal, Real Estate Services Division; John Briggs, Information Security Officer; Don Batchelor, Telecommunications Division; Barbara Brackin, Fiscal Services; Don Hallberg, Marketing; Chairperson Sandy Adams, State Publishing; and Executive Sponsor Karen McGagin, Deputy Director.



DGS CONSTRUCTION UPDATE

Several DGS-managed construction projects are going forward or are nearing completion in and around the greater Sacramento area.



Left: The CalEPA headquarters, as viewed from high a top DGS headquarters, rises next door to Sacramento City Hall. The 25-story building is scheduled for completion in 2001.

Below: A six-level parking structure is taking shape in an open lot along P Street between 13th and 14th Streets in downtown Sacramento. Authorized by the Legislature, the structure is the first step in building the state's Capitol Area East End Office Complex and future home of DGS. The structure is due to be completed January 2000.



Top: Work crews put the finishing touches on DGS' warehouse consolidation project in Sacramento's North Natomas area. The relocation of three separate warehouse operations to a single site will save the state millions of dollars in leasing costs.

Right: Heavy equipment digs out the Capitol's North driveway during the first phase of a security enhancement project for the California Highway Patrol. Work on the South driveway expansion will commence as soon as the North driveway is complete. The project is scheduled to be done by the end of the year.



EMPLOYEE ASSISTANCE PROGRAM ENHANCEMENTS ANNOUNCED

By Gloria Martinez, DGS Performance Program Manager

As a DGS employee, you and your eligible dependents have access to a statewide Employee Assistance Program (EAP). This program is provided by DGS as part of the State's commitment to promoting employee health and well being. Offered at no charge to you, the EAP is a confidential resource for support and information during difficult times, as well as consultation on day-to-day concerns.

DGS' Employee Assistance Program (EAP) provides two primary services; confidential employee assessments and referrals for all employees, managers and supervisors as well as rank and file; and, performance consultations for managers and supervisors to support performance management efforts.

In the past, DGS has provided an internal EAP. But a recent assessment of EAP services determined that an external arrangement for services will provide the most beneficial program for DGS employees. Effective May 1, 1999, Merit Behavioral Care (MBC) became the provider of employee assessment and confidential referral services.

The program change impacts only the employee assessment and referral services, which are now offered through an external contract through the Department of Personnel Administration.

WHO IS COVERED OR ELIGIBLE?

DGS employees who are appointed permanent full time or part time regardless of their bargaining unit designation are eligible for EAP services. Seasonal and limited term employees and retired annuitants are eligible for EAP services during employment.

WHEN TO USE EAP

From time to time, everyone needs help in dealing with stress, family concerns, money worries, or other problems. Sometimes discussing problems with a friend or co-worker is not enough. You may need a more objective viewpoint, or a professional perspective on your concerns. That is when the EAP can help you.

HOW TO USE EAP

The assistance you need is only a phone call away! Specially trained customer service representatives and counselors are available 24 hours a day, 365 days a year to discuss your concerns **CONFIDENTIALLY** and ensure that you receive the assistance you need. Contact Merit Behavioral Care (MBC) at (800) 632-7422.

QUESTIONS REGARDING MBC

If you have any questions or concerns regarding the service provided by MBC, or if you want more information regarding MBC please contact Gloria Martinez, Performance Program Manager, at (916) 445-3962 or CalNet 8-485-3962.

The Performance Enhancement Section, Office of Human Resources, will continue to provide performance consultations for managers and supervisors through our internal program. Managers and supervisors will continue to use the constructive intervention process. The Performance Program Manager (formerly EAP Manager), phone number (916-445-3962/ CalNet 485-3962), will continue to serve as the contact for management referrals and support services for managers and supervisors experiencing employee performance concerns.



FRED HUMMEL RE-APPOINTED STATE ARCHITECT

Governor Gray Davis has re-appointed Fred Hummel, FAIA, as head of DGS' Division of the State Architect, which is responsible for reviewing the plans and construction of publicly funded schools and essential services buildings throughout California.

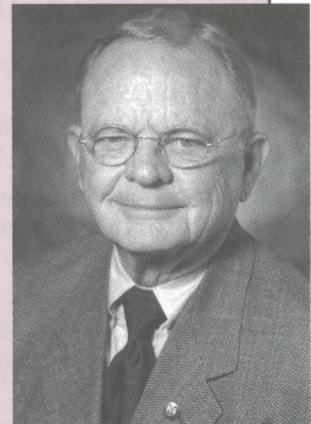
As State Architect, Mr. Hummel also oversees development and maintenance of accessibility standards and codes utilized in public and private buildings throughout California. Hummel's other responsibilities include serving on the three member Real Estate Policy Executive Committee, reviewing

State building design and construction issues along with the Deputy Director of Real Estate and the Chief Deputy Director of General Services, and oversight of the State Historical Building Safety Board.

This is Hummel's third appointment as State Architect of California. He served as State Architect for the Reagan administration from 1968 to 1974, and served as State Architect for the Wilson administration since January 1996.

Hummel's distinguished architectural projects in the private sector include work on the San Francisco Civic Center State Office and Supreme Court Building, the Del Mar Racetrack Complex, and the Ronald Reagan Presidential Library. His peers elected Hummel to the College of Fellows of the American Institute of Architects in 1972. He also enjoys a busy schedule as a lecturer to the architectural and school construction community.

Fred looks forward to continuing DSA's successful efforts toward a more efficient process of public school construction.

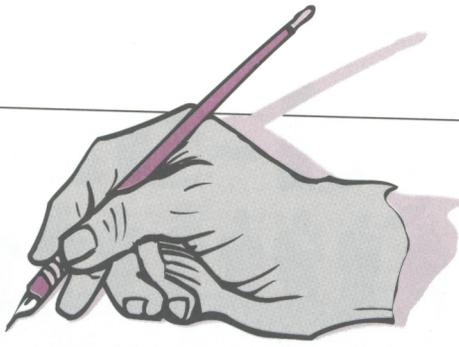


WHERE ARE THEY NOW?

Former DGS Director Peter Stamison recently accepted the position of Vice President for Strategy and Marketing with the internationally known engineering firm of Holmes and Narver in Orange County. Peter sends his best to all of his former DGS colleagues.



Orchids



Here are some of the latest letters, faxes and emails from satisfied DGS customers.

State and Consumer Services Agency Secretary Aileen Adams commended the performance of Audit Section employees, **Rick Gillam** and **Jim Hawkins**, for their "invaluable expertise" in assisting Agency and the California Science Center in responding to an audit performed by the Bureau of State Audits.

Telecommunications Division (TD) Deputy Director **Christina Polley** received thanks from the Department of Fair Employment and Housing for her "expertise and teamwork approach to solving problems" in assisting with the purchase of new telecom technology for the Department.

TD's **Mike Irwin** and staff won praise from the Department of Parks and Recreation for repairing radio repeater equipment that provides communications in remote back-country locations at Henry W. Coe State Park in the Gilroy area. A park ranger says TD's prompt repair service quite possibly saved the life of a park visitor in need of emergency assistance.

The Real Estate Service Division's (RESA) Bob Courtier and Karen Lucas got kudos from the Department of Personnel Administration for providing the "final touches and keeping things flowing smoothly" on a project at the California Science Center in

Los Angeles. RESD's **Lisa Drury** has some satisfied customers at the Napa Valley Expo who say that thanks to her "guidance and hard work", they're on their way to becoming Napa's newest non-profit organization.

RESD's **Sylvia Abbott** has a bunch of contented customers as well including the Department of Motor Vehicles in Oakland, the Department of Rehabilitation's Grassy Valley branch office, the California Highway Patrol in Chico for the "wonderful job" she's done with those accounts.

The **Division of State Architect's Oakland office**, according to a Santa Cruz architect William Fisher AIA, treats applicants like "partners in the process" while providing a "fast, accurate process" thanks to DSA's knowledgeable professionals.

School districts statewide continue sending "thank you" notes to the **Office of Public School Construction (OPSC)** for its "outstanding team of hard working, caring and dedicated personnel," as Pacifica's Laguna Salada Union School

Please send your
"Orchids" to:

Ken Hunt
1325 J Street, Suite 1910
Sacramento, CA 95814-2928

or fax them to
(916) 323-6567

or e-mail to:
Ken.hunt@dgs.ca.gov

District put it. OSPC staffers recently singled out for doing "fantastic" jobs include **Eddie Hernandez**, **Lina Lessa**, and **Chris DeLong**.

The Office of State Publishing's **Marlene Patton** and **Jerry Magnana** made quite an impression of the Department of Aging's Adult Health Care Section for "extraordinary efficiency and accuracy" in producing "high quality documents in a timely manner."

The Office of Small Business Certification and Resources (OSBCR) has the gratitude of companies from Yreka to San Diego for assisting in Small Business certification. One business owner writes to say employees like OSBCR's **Perry Duncan**, **Irma Barbosa** and **Andrew Gaston** gave him "new respect for the men and women that keep our state government functioning properly and efficiently."

The Procurement Division's Small Business Opportunity Program and Manager **Michelle Ogata** impressed the City of Fresno, during a procurement workshop. Michelle's presentation was "an important factor that resulted in the tremendous success" of the workshop.

The Office of Fleet Administration's **Joe Ramos** won praise from the California Youth Authority for conducting safety inspections all state vehicles at the Central Valley Parole Office in Fresno.

The Office of Human Resources (OHR) continues



ORCHIDS ...

Continued From Page 7

keeping its customers satisfied thanks to “timely responses” and “efforts above and beyond” by employees such as **Maryann Kafka, Barbara Gilbertson, Patti Cummins, Bertha Lopez, Judi Hernandez, Colleen Kirtlan, Terri Hamilton, Kathy Wildermuth, and Jill Blea.**

OHR staffers **Lynn Catania, Marnell Voss, and Brian Thomas** similarly impressed Chad Griffin, the Interim Executive Director of the California Children and Families First Commission. Mr. Griffin is new to state service and was “very impressed with the services and support” offered by OHR and DGS. Congrats to all!



Gray Davis
Governor

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HAPPY FOURTH OF JULY !!