

The Cutting Edge

“We think big, but we act small. Every employee, every customer matters.”

-- Rodney Caswell, Chief Operating Officer, July 2012

Impressive Federal Times Ranking for VETS, Inc.

VETS was ranked #36 of 100 on Federal Time's Top Contractors List for Federal Contractors providing computer programming services.

See Page 7

This Issue at a Glance

SCOSS

VETS Team goes above and beyond for United States Citizenship and Immigration Services (USCIS) NSC Director

See Page 2



GenISIS and HealtheVet Programs, VA Fact Sheet

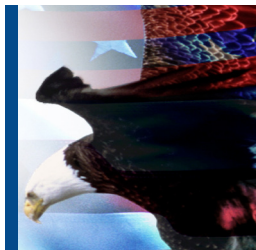
Program Manager, Steve Jones discusses the 'ins and outs' of two Veterans Affairs programs. Plus, test your VA knowledge.

See Page 4



Reinvigorated Company Image, Refreshing Approach

As led by Creative Director Jacob Cook, VETS steps into a new look and embraces the power of strategic corporate branding. *See Page 3*



The Cutting Edge

VETS, Inc. Quarterly Newsletter

Volume 2 Issue 2 July 2012

Contributors

Jim Moody
Rodney Caswell
Jimmy Orona
Jacob Cook
Steve Jones
Heather Edwards
Kendele Underwood
Editing & Design
Whitley Anderson

Veterans Enterprise Technology Solutions, Inc. is a Service-Disabled Veteran-Owned Small Business (SDVOSB)

This publication and the featured articles within are a trademark of Veterans Enterprise Technology Solutions, Inc.

If you would like to contribute to this publication please contact Whitley Anderson at wanderson@vets-inc.com

Special Interest Feature: VETS Sponsors Fishing Tournament to benefit wounded, disabled Vets

VETS recently sponsored the Wisdom for Life Celebrity Fishing Tournament on April 14th which was held at Kerr Lake (Henderson Point) in Henderson, North Carolina. This day-long event featured visiting NFL players, including Jason Brown of the St. Louis Rams. Brown is the cofounder of Wisdom For Life, which was founded in 2008 as a church ministry specializing in community outreach programs and cooperative ventures with local veterans associations. To this end, the Celebrity Fishing Tournament functioned as a fund-raising effort to benefit wounded, disabled, and otherwise traumatized warriors. [See Page 6](#)



CEO & COO: Thoughts on the Path Forward

Featuring Mr. Jim Moody, CEO and President and Mr. Rodney Caswell, COO: A Collaborative Effort

The recent successes of the first and second quarters have encouraged many at VETS to find new and innovative ways to become one of the leading information technology, engineering and support services providers in the United States.

And, while VETS continues to grow, Chief Operating Officer Rodney Caswell believes that one of this company's greatest strengths is the ability to retain a personable and outstanding rapport with both customers and employees. And Mr. Jim Moody, Chief Executive Officer and President, concurs.

“People first, people always; that includes clients, employees, and partners. We pride our-

selves on proactive people management and leadership, team collaboration and honest results.”

Likewise, the professional growth and development of VETS employees is central to the continued success of this company. Thanks to our Mentor-Protege partner Serco, VETS is able to obtain Program Management Training and other training opportunities for our employees . Mr. Moody would also like to incorporate a Corporate Training Program, VETS Specific PM Training, and continued Employee Training.

Yet, these training and professional development tools are only one part of a larger strategic platform that

will sustain forward momentum.

Mr. Moody has also laid out a strategic plan, noting that, among other goals, the VETS family should strive to “create a corporate culture focused on providing creative and challenging IT and engineering opportunities that foster growth, education, and ultimate advancement for our staff of professionals.”

To grow, advance and take care of our employees, we all must “Think Strategically (look at tomorrow not just today), Think Critically (always looking for new and better ways to serve our client) and Think Long Term (focus on growth and employee opportunities in a 1-5 year time frame).”

Kudos for the VETS Team in Nebraska

Submitted by Ms. Carol Dewey, SCOSS Program Manager

Back Row: (right to left) Steve Pompani and Sue Settell. Front Row: (right to left) Kendele Underwood, Carol Dewey and Heather Edwards.

initiative and that he had been certain to explain that they could not have done it without the outstanding contribution of the VETS Team.

goal of adjudicating 145,000 cases.

The VETS Team must prepare all work for adjudications and Mr. Hzu-da noted that if the work does not get prepared correctly, the adjudicator cannot complete an accurate and timely adjudication. The NSC not only achieved their goal but greatly exceeded it, completing 194,000 cases in April. Mr. Hzu-da also noted that the VETS team achieved 100% of the Performance Requirements during that month. He said that the executives in the USCIS Headquarters in Washington, DC were extremely pleased with the

The Acting Deputy Center Director, Tom Pearl went on to provide statistics about the work at the NSC where they adjudicated 1,034,000 cases last year, more than any other Center. Both Heather Edwards, Executive Vice-President and CFO of VETS and Kendele Underwood, Director of HR, VETS were at the NSC and were able to attend one of the sessions and meet Mr. Hzu-da and Mr. Pearl after the meeting. The VETS Team at the NSC consists of both VETS and Serco employees and is led by Site Manager Jeanette Menke and Deputy Site Manager Dawn Hopwood.

Employee Spotlight:

An Interview with VETS Creative Director, Mr. Jacob Cook

What is your vision for VETS as Creative Director? As it relates to VETS, what are your plans for the future?

“Alea Iacta Est.”
“Once you’ve done something, you can’t go back.” -- Caesar

The goal of any designer is to be ingenious and original. My vision for VETS involves rebuilding our image so that VETS stands out and appeals to a wide demographic. In today’s growing tech market, having a singular and unique image is a way to stand out. A little imagination goes so far in this world; branding your image is everything.

Next, I want VETS to take chances by creating innovative products for our customers and clients. The reason VETS already stands out is because of the employees and their collective talent. We must utilize our talent and innovation to continually challenge our own ideas. This places us at the apex of the government technology market.

Finally, I want to get more imaginative and creative products into our production pipeline. VETS should develop and utilize only the best information technology, applications, simulations, and management principles.

How would you define-or redefine-the parameters of a Creative Director within an IT company? How do you conform to or challenge previous conceptions of Creative Directors in similar industries?

Defining a Creative Director in an IT company is simple: the role is

needed to keep the company looking consistent and professional, while being prepared to shake things up a bit. A Creative Director must have a solid foundation in art history and theory, design and structure, and management.

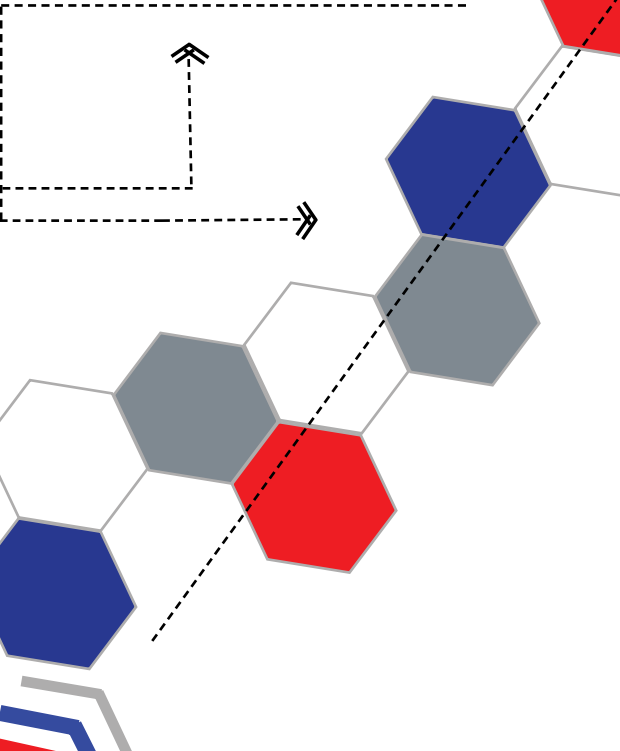
Typically, Creative Directors face two big challenges in their career: managing a team and inspiring them with ideas and creativity; continuing to design while simultaneously performing management functions. Although it is important to inspire the team, Creative Directors must not forget to inspire themselves to continue to build and create. I think this is the hardest thing for Creative Directors; they get too caught up in talking and not producing. Being a great Creative Director takes vision, confidence, and the ability to direct or manage.

Know your competition! This helps a designer or creative type stay ahead of the design curve. You must constantly step up your level of thinking to be dedicated to more than just an idea. Any great designer knows that life can change in a second by simply putting a pen to paper or paint to canvas. My creativity spawns from imagination, ambition and drive. I need to constantly be moving forward; tackling or conquering the next problem. As an artist, I let the world see a piece of who I am and how I feel without using words. One of the most powerful things about an artist is his or her ability to inspire others to laugh, cry, or love. We take something you see every day and accentuate a detail that you possi-

bly may have overlooked. We can accomplish this with a word, a canvas, a pencil, a brush, or a computer.

If you could deliver a message to the bulk of VETS employees- one which is relevant to the scope and desired outcomes of your work with this company- what would it be?

We’re in a unique place at VETS. At present, we are restructuring our processes as we continue our rapid growth. Thus we are standardizing our methodologies and implementing change. This is the moment to step outside your complex box or comfort zone. We as employees shape the vision and future of VETS. We have the chance to build something greater than we’ve ever imagined. All we need is a little push in the right direction. By letting our ideas and hard work change VETS, we can and will become the most successful technology company in the world.



Veterans Affairs GenISIS and HealtheVet

Veterans Affairs Fact Sheet

Test Your VA Knowledge

- True or False:** Of the 23.4 million veterans currently alive, nearly three-quarters served during a war or an official period of conflict.
- True or False:** About a fifth of the nation’s population is potentially eligible for VA benefits and services because they are veterans, family members or survivors of veterans.
- True or False:** VA is the fourth-largest of the 15 Cabinet departments.
- True or False:** Vet Centers are open to veterans older than 50 years old who served in the military in a combat theater during wartime.
- True or False:** VA provides health care and benefits to more than 100,000 homeless veterans each year.

For more information on VA, please visit <http://www.va.gov>

Answers

1. True; 2. False (a quarter); 3. False (second largest); 4. False (open to all Vets); 5. True



Steve Jones, Program Manager for both GenISIS and HealtheVet

During the first calendar quarter of 2012, VETS won two new contracts with the Department of Veterans Affairs (VA), GenISIS and HealtheVet. To provide Program Management support for the contracts, VETS hired Mr. Steve Jones in February 2012. Steve’s previous experience includes 14 years with Kforce Government Solutions (KGS) and dNovus RDI (KGS acquired dNovus RDI, a woman-owned, veteran-owned small business in December of 2008); where he functioned as both a Program Manager and Business Unit Vice President, primarily supporting VA customers. Steve is also a Veteran, having served a 10 year enlisted career in the United States Air Force.

On the two-year Genomic Information System for Integrative Science (GenISIS) contract - VETS, along with our subcontractor Recombinant Data Corporation, is providing IT infrastructure support to the VA Office of Research and Development’s Million Veteran Program (MVP). MVP is a unique program

Program Highlights

Featuring Mr. Steve Jones, Program Manager

Program Manager Steve Jones discusses the interesting features of both the GenISIS and HealtheVet Programs within the U.S. Veterans Affairs Department.

with the goal of gaining a better understanding of how genes affect health and illness in order to improve health care for Veterans. To accomplish this, the VA is in the process of collecting bio samples from Veterans who utilize VA facilities for their health care, and building a clinical data warehouse system with web-based tools to host and analyze the data. The target is to collect samples from one million Veterans – making the MVP one of the largest databases of its kind in the United States; and they are well on their way to accomplishing this goal. If you want to learn more about the MVP, or if you are considering enrolling in the Program, please visit their website at <http://www.research.va.gov/mvp/>

The second win was the Enterprise Applications Maintenance contract (also known as HealtheVet or HeV). VETS, along with HP Enterprise Services are subcontractors to Technatomy Inc. on this 5-year contract awarded under the VA T4 vehicle. On HeV, VETS provides Tier-3 defect remediation support for over 20 web-based applications. The HeV applications are the result of the VA’s efforts to modernize portions of their legacy VistA Electronic Health Record (EHR) system from a single-tiered MUMPS based architecture to a multi-tiered web-based architecture.

On the Horizon: Getting to Know the CTO

A Narrative Submitted by Mr. Jimmy Orona on his Chief Technology Officer position and VETS Initiatives



The first personal computer owned by Mr. Jimmy Orona, CTO of VETS

Though I have 27 years of IT experience, I’ve truly grown with this industry as it has expanded. At age 10, I saw my first home-built computer and knew at that moment that I wanted to be around computers for the rest of my life. As a teenager, I spent hours hanging out at the local Radio Shack, playing with the systems on display. Finally, I convinced my father that we “really needed” a computer; we became the proud owners of a Radio Shack TRS-80 Model III system with cassette-based software and 16K of RAM— pure geek heaven!

When I joined the Army at age 18, I was trained as a “Computer Programmer” and was deployed to Germany to program personnel management systems. After spending 4 years in the Army, it seemed natural to transition into a GS civil service position and, while I was still in Germany, I worked as a system administrator, network manager, project manager and performed other duties until I resigning from federal service in 1997. Soon after, I was ready to explore the private sector and I accepted a job on a government contract. In 2003, I incorporated “CodePro Inc.” and worked as principal consultant and president/owner until 2011, when I joined VETS.

As the Chief Technology Officer at VETS, I consider myself lucky to have the support of my peers and upper management – everyone is ready and willing to help. My role as CTO of VETS is to provide

this company with outstanding IT services, from systems development and network administration to security. It is my goal to provide great internal IT support and give you tools to make every day run a little smoother.

Recently, we completed the transition from a hosted e-mail service to our own Microsoft Exchange infrastructure. We can now see everyone in the global e-mail address list, share calendars and even schedule shared resources. Additionally, we are on our way to a fully deployed and customized SharePoint site to allow us to optimize our collaborations beyond traditional e-mail attachments.

SharePoint is our new central repository for corporate, program and project documents and servers as a great alternative to storing this information on individual hard drives, network shared drives and USB memory sticks. SharePoint also provides discussion lists, which can take the

place of back-and-forth e-mail. With SharePoint and Exchange up and running, the IT team will now turn to our final communications product: Microsoft Lync; this will give us instant messaging and video conferencing capability across all computing platforms, including PC, Mac, Smart phone, Tablet, Web. This is “presence” based communications that allows you to be anywhere and still connect with co-workers, partners, and team mates. Lync will allow video communications between groups of collaborators, such as the DC and HQ conference rooms. Large conference screens and high-quality and inexpensive video “web” cams will allow us to connect and collaborate more efficiently.

Finally, the VETS IT support team strive to match the rapid growth of the company by providing reliable and timely IT service. We are looking at remote support and PC management tools so we can really

assist during those crucial moments when you need our assistance. We are implementing an IT support and request process to help us better plan for new computer purchases, computer moves, troubleshooting, and the issuing of software keys. To that end, we are working on a self-service password reset so that you can reset your password with a secured “wizard” interface.

On the Cutting Edge: Veteran-Centered Outreach

Therapeutic recreation uses treatment, education and recreation services to help people enhance their health and quality of life.
— The American Therapeutic Recreation Association

(Continued from Page 1) Whether fishing from the shore or from open water, the Wisdom for Life Celebrity Fishing Tournament encouraged high spirits and genuine fellowship.

Veterans in attendance enjoyed the open air and cool sprays of Kerr Lake aboard both Jason Brown’s and VETS CEO, Jim Moody’s private boats, returning to dry land for a cook-out style meal and friendly conversation. While the anglers of the group focused on bringing in the catch of the day, visiting veterans from the participating VAMC Recreational Therapy Department took this opportunity to escape the often mundane routine of their hospital stay.

In fact, the VAMC Recreational Therapy Department takes a special interest in the power of outdoor activities and open socialization to give disabled veterans an new lease on life.

Moreover, the VA notes that recreational therapy of this sort encourages physical and mental wellness in various forms for veterans. Thousands of Veterans receive

I believe that your information technology should be “invisible”; you should be able to use your computer and mobile devices with the same ease as the television remote or microwave oven. IT should be reliable, solid and consistent. You shouldn’t have to spend any time rebooting, reformatting, defragging or sync-

ing; after all, when you’re spending valuable time with computing complications, you’re losing valuable time that could be used elsewhere. Both myself and the CTO IT team want you to feel confident that you can use your computing systems without crashes or errors.



A VAMC Recreational Therapy Veteran enjoys the outdoor activities of the day.

“recreational therapy” from VA.

For America’s Veterans, therapeutic recreation promotes health and wellness along with reducing or eliminating activity limitations and restrictions caused by an illness or disabling condition.

The role of a recreation therapist in the Veterans Health Administration is to work in conjunction with interdisciplinary team members, Veterans, families and friends to assist in a continuum of care from admission to discharge.

The benefits of recreation therapy for Veterans include improving physical well being such as weight management and controlling diabetes and hypertension. The therapy can also improve social functioning and help Veterans develop new leisure skills. It can enhance creative expression and break down barriers for cultural expression.

The VETS team is proud to have helped sponsor this opportunity for both the local community and for a number of disabled American war veterans from the Veterans Affairs

Medical Center in Durham, North Carolina. We are very grateful to those that helped organize this event, including Jason Brown and his family-- Mr. and Mrs. Lunsford Brown, Mrs. and Mrs. Leroy Anderson, Mr. and Mrs. Gordon Jefferson and many others-- who worked steadfastly with VETS to produce this important event. Giving back to our community is something the VETS team feels strongly about.



Human Resources Updates

Submitted by Mrs. Heather Edwards and Mrs. Kendele Underwood

Keeping well abreast to HR changes is fundamental to a congenial and cooperative employee- management relationship; as noted in the last edition of The Cutting Edge, several modifications have been made to ensure that your employment with VETS is positive and productive.

There are some important changes in the works regarding your Human Resources Department.

VETS will use the Deltek system to ensure DCAA Regulatory Compliance and maximize business productivity at a lower cost.

The Deltek Time & Expense system went live on June 1st, while the timekeeping system, gHg, remained active until June 30th and has now been archived; employees can enter the Deltek system through <http://timesheet.vets-inc.com>. Rest assured, the Deltek system has been put in place to enforce data consistency and accuracy.

VETS employees will also be able to use a travel agency for corporate travel (Travel, Inc). Travel, Inc will manage our vehicle, air and hotel booking to secure the best possible rates and manage our travel policies and reporting. Further details are forthcoming.

You may also want to note that VETS purchased Taleo, which is a Talent Management Software that will enable complete hiring processes, from recruiting to on-boarding. This service is now accessible online and eliminates most of the previously necessary paper forms.

Concerning benefits, VETS confirmed a transition between providers for medical, dental and life, STD, and LTD; the Vision provider (Ameritas) will remain the same. VETS will continue to pay 100% for individual coverage and continue to offset the increased

costs for spouses and families by providing a percentage towards the cost of adding dependents.

One such transition between benefits providers includes CareFirst Medical, which was replaced by Cigna Medical. In addition, Metlife Dental became Cigna Dental. Short and Long Term Disability has changed from Hartford Life to Lincoln Life, and employees now have an option to purchase extra voluntary spousal and dependent life.

As VETS prides itself on employee satisfaction and comfort, the initial renewal costs of staying with previous providers was considered before making any benefits changes; after negotiations with CareFirst Renewal, a 9.5% increase in cost was reported, whereas Cigna Alternative offered a more reasonable 1.6% increase. VETS will offer 2 plans through Cigna in 2012 through 2013. Look for additional information shortly.



What's New: VETS #36 of Top 100 Contractors List

Federal Times has named VETS to its 'FedList' of the 100 top federal contractors in the area of computer programming services. The Top 100 Contractors List was published in the trade publication's April 16th edition. VETS was listed in the 36th spot.

Employee Graduation Announcements

In other VETS news, congratulations are due to three employees. Dawn Hopwood, Nebraska Service Center Deputy Site Manager, and M. Sue Settell, NSC-TSC Human Resources Manager, graduated in May of this year from Doane College in Crete, NE.

Dawn received her Bachelor of Arts in Liberal Arts; Sue received her Master of Arts in Management with a Leadership emphasis. Pamela Clay of the Corporate Finance team in Clarksville, VA also received her Master's Degree in Accounting and Financial Management.

*For more information on any of the articles featured in this quarter's newsletter and to submit important information, to be printed, please contact Whitley Anderson.
wanderson@vets-inc.com*

Corporate Headquarters:

134 Commerce Drive
Clarksville, VA 23927

Phone:

(434) 374-5899

Website:

www.vets-inc.com

Toll-Free Phone Number:

855-4VETSIN(C)

(855) 483-8746

Contact Us