



VETERANS ENTERPRISE TECHNOLOGY SOLUTIONS, INC.

THE CUTTING EDGE

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Owned Small Business (SDVOSB)*

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President and CEO Address

Summer is here and your thoughts are certain to be on the family vacation, an outdoor barbecue, or simply an opportunity to enjoy the warm weather at the beach, on the lake, or in the mountains. Whatever your plans are, I wish you safe travels, a fun and relaxing vacation, and success in all of your summer dreams.

As you scan this edition of our Quarterly Newsletter, I urge to you read about members of our team and about their dedicated work for our customers. Likewise I urge you to read the article about our Share-Point initiative and how you can use it in your everyday work. Sue Settell has provided a thought provoking piece on "Respect in the Workplace" that impacts all of us. And don't forget to read the note from Greg Randall in his "Chaplain's Corner." Our goal with the Quarterly Newsletter is to provide you information and insights that you might not normally see and know about our team.

At present we are heavily engaged in a number of proposals. We are optimistic that we can and will continue to grow, maintain the business we have, and seek new horizons where we can serve. The future looks strong as we continue to expand and grow. We want all of you engaged in our growth plans and seek your help as we move forward.

I also want you to know that we are planning a number of future and long-term initiatives. We are hoping to establish a VETS University later this year that will allow our employees to improve their professional skills across a number of areas. We currently have 9 employees enrolled in a Project Management Certifica-

tion Program that will give them the training and business skills to manage ever increasing areas of responsibility. These are just two examples of programs we have under way or are about to implement.

Finally, I am very pleased to note that we have been named to the 2013 Virginia Chamber of Commerce's Fantastic 50---a list of the 50 fastest growing companies in Virginia. More can be found from the Mecklenburg Sun newspaper article on the next page of this newsletter. But my response to you is simple: THANK YOU!!! This award to our company would not have been possible without your dedicated and loyal service.

I am truly proud to be part of such an outstanding team!

James H. Moody

President and CEO



Written by Susan Kyte, *The Mecklenburg Sun*

Fast among the 50

Clarksville-based Veterans Enterprise Technology Solutions named to Virginia Chamber's list of 50 fastest-growing companies

Clarksville-based Veterans Enterprise Technology Solutions, Inc. (VETS) has been named to the 2013 Virginia Chamber of Commerce's Fantastic 50 — a list of the 50 fastest growing companies in Virginia. VETS was recognized for having the greatest growth in their industry group, the service industry.

McLean-based Integrity Management Consulting, which helps federal agencies with acquisition and program management support services, earned top honors for having the highest revenue growth among all companies on the list.

VETS, which began in 2005, was honored as the second fastest-growing business by the Virginia Chamber. VETS offers its federal government clients a variety of services ranging from computer-based 3-D simulations to mail operations. The company now has 480 full-time employees, and saw its revenues grow over 2,000 percent from 2008 to 2011.

In a recent interview, VETS President and retired naval officer, Jim Moody, said the idea for VETS was created by “two broke



Jim Moody, President of VETS, the second fastest-growing business in Virginia.

guys” working out of the basement of Moody’s home in Reston. Six years ago Moody moved the company from Reston to Clarksville, and three years later he became the sole owner, after buying out his partner Jim Case.

Some of the products VETS has worked on involve software and database design, training, and testing and evaluation. For instance, VETS worked with the U.S. Air Force’s Headquarters Air Combat Command to create a training system using 3-D simulations in the coursework. VETS also created software programs for Veterans Affairs, which allow veterans to

access their medical records.

Moody attributes VETS growth and success to “having a good team in place coupled with a lot of hard work and writing good proposals.” He hopes to expand the company’s footprint, growing by 25 percent in 2013.

In addition to its headquarters in Clarksville, the company also has offices in Reston and customer contract offices in Alexandria, Washington, D.C., and O’Fallon, Ill., at Scott Air Force Base.



Jennifer M. Boit

Vice President for Recruiting and Corporate Security

The June 2013 edition of our VETS newsletter highlights Jennifer M. Boit, Vice President for Recruiting and Corporate Security.

Jennifer first joined VETS in May 2005. Her initial consulting duties focused on recruiting and hiring the very first employees of the company, as well as creating and implementing the security system still in use today. In fact, the resumes of almost all VETS employees have crossed Jennifer's hands at some point. Jennifer became a full time employee of VETS in 2010. Along the way she produced all current recruiting processes and procedures used today in hiring new employees.

Jennifer's security duties include everything from obtaining facility clearances to supporting and upholding the National Industrial Security Program Operating Manual (NISPOM) standards. If you have a security clearance, Jen-



Jennifer is pictured with her son, Brodin Finn, at his first Clemson football game.

nifer has helped you obtain or maintain it.

Jennifer and Jim Moody first met in the 2000 timeframe while working at Preferred Systems Solutions in Fairfax, Virginia. It was while working together that Jim asked Jennifer to support an idea he had for a company he wanted to build to support government and civilian organizations in the information technology field.

"It was Jim Moody's core values, his intellectual integrity, and his leadership and business skills that told me VETS would be a great success", notes Jennifer. "When Jim asked me to join his team it took about a nanosecond to say, yes!"

Jennifer graduated from Clemson University, in South Carolina in 1992, with a double major in International Marketing and French. In addition, she completed graduate level courses at Clemson and studied overseas at The Universite International, d' Ete Versailles, in France. While in France, Jennifer perfected her language skills and gained first hand insights of international business and culture.

After graduation from Clemson, Jennifer was hired by Basic Technology Corporation, in Newington, VA, where she worked for 18 months as a logistics analyst supporting the Navy and Military Sealift Command.



Jennifer M. Boit

In March 1993, Jennifer joined the Coleman Research Corporation as a technical writer on a Department of Energy Project to develop the DOE Five Year Plan. In March 1994, Jennifer was promoted to Project Manager of a 12 person production department. Over the next two years, Jennifer’s duties revolved around her management and leadership of the Production Department and work as an Environmental Policy Analyst.

In September 1996, Jennifer transferred to Electronic Data Systems (EDS) where she served in a variety of positions involving training, writing and editing documents prepared by EDS engineers to support projects in Brazil, England, Germany, and the United States. Jennifer was at the forefront of a major project involving engineers from EDS and General Motors in creating “Change Business Documents” for North American operations. It was during this time frame that Jennifer lived and worked overseas. Her foreign language skills coupled with her understanding of foreign cultures and societies provided opportunities and experience few ever discover.

Then, in February 1999, Jennifer embarked on a new phase of her career as a Full Life-Cycle Account Manager Recruiter for IT Solutions, Inc., a division of Preferred Systems Solutions, Inc. In this position, Jennifer was responsible for company wide full life-cycle recruiting and retention. She has worked the cycle of proposals, business development, hiring, staffing, and the processing and validation of security clearances.

In May 2005, Jennifer joined with Jim Moody to form the VETS team. It was her diverse collection of leadership, management, and technical skills that brought her to be an integral part of VETS.

Jennifer lives in Alexandria, Virginia with the pride and joy of her life, Brodin Finn (pictured with Jennifer at his first Clemson football game), her very shaggy pup, MacMillan and her persnickety cat, Frederick.

CELEBRITY GOLF BENEFIT FOR DISABLED AMERICAN WAR VETERANS HOSTED BY AMERICAN LEGION POST NO. 45



Jason Brown, former NFL football player for the Baltimore Ravens and St. Louis Rams, Chaplain Greg Randall, and Deborah Brown

On May 22, 2013, VETS co-sponsored a golf tournament at Kinderton Country Club in Clarksville, Virginia. During this tournament, voluntary donations were made to the American Legion Post No. 45 for construction of a special access facility on Buggs Island Lake for disabled American War Veterans. By all accounts, the goal to raise \$50,000 was surpassed!



Jim Moody, Jim Meyers, and Stacy Compton, NASCAR Camping World Truck Series driver



Ward Burton, former NASCAR driver and Winner of the 2002 Daytona 500



Respect in the Workplace

By M. Sue Settell, HR Manager, SCOSS



M. Sue Settell is the Human Resource Manager for our SCOSS team. In this capacity Sue oversees the HR functions. Even though Sue's observations reflect experiences with the SCOSS work in Nebraska and Texas, the importance of this topic applies to all of us.

When I visit our VETS employees at the Nebraska and Texas Service Centers one topic sure to come up is that of "Respect in the Workplace." Regard for co-workers is a workplace "value" central to any successful organization, and the VETS Team is no exception. Inconsiderate behavior (words or actions) has no place on our team nor can it be tolerated. It seems simple enough: treat people with the respect and the consideration with which you want to be treated.

Yet, as simple as it sounds, chances are we have all seen, heard, or experienced inconsiderate behavior at some time in our work lives. For some, it may have been words that were impolite or hurtful; for others, observing a conversation which was overly harsh or critical. For still others, it was simply an inadvertent faux pas – said or done in jest – that came across as impolite or undermining. And for the rare few, it might have been excessive verbal confrontation or physical aggressiveness.

So why is lack of respect in the workplace currently a major problem? Why is rudeness to and mistreatment of co-workers one of the top complaints we read about in business, management, and human resource publications today? What can we do to prevent this kind of rude and annoying behavior that falls just shy of bullying at our worksites? Researchers do not always agree on the why; but they do agree on the impact – incivility results in low performance and high turnover. Experts further agree there are ways we can actively combat incivility in the workplace, and we must.

We at VETS are committed to constructing a work culture with respect at its core. Since the SCOSS contract began in 2011, VETS leaders have been building a systematic approach to creating a workplace where consideration for co-



Respect in the Workplace continued

workers is the norm and incivility is not tolerated. VETS puts committed effort into identifying and hiring individuals whose workplace values are a good fit for the team. We will continue to provide training across our organization and contract teams to ensure that message is communicated. From company policies to site guidelines, respect in the workplace and personal restraint is modeled and expected at every level. VETS takes respect in the workplace seriously and is committed to providing clear expectations and upholding that core value for the benefit of all VETS Team members.

These days, when I visit with VETS employees at the Nebraska and Texas Service Centers there is one topic I hope *will* come up, "Respect in the Workplace". I am proud of the serious strides the VETS Team has made toward eliminating inconsiderate behavior. In the end, perhaps it is that simple: treat people with the same respect and consideration you want to be treated with; from that premise, together we can create and maintain the conditions for true success.

The Chaplain's Corner

I am so thankful to be a part of the VETS team and to serve you all as your chaplain. Thank you for making me feel so welcome!

Since I'm still new here, I wanted to remind you of some of the services that I offer to all VETS employees as your chaplain. I am available to pray with you or talk with you about any issue or question you may have about life, faith, or finding God. Some of the issues that chaplains help with are:

- ◆ Family Issues (parenting, marriage, care for parents)
- ◆ Dealing With Grief
- ◆ Divorce Recovery
- ◆ Support During Illness
- ◆ Searching For A Place of Worship
- ◆ Finding Peace, Hope, or Grace
- ◆ Learning How To Pray or Meditate
- ◆ Listening And Support During Any Life Change

As your chaplain, I do not promote one religious tradition over another. My responsibility to you is to help each person find the gifts of God in their own way. Feel free to write or call anytime, and I am very thankful that we are...

On the journey together,

Greg
Dr. Greg Randall
VETS Corporate Chaplain



Scoss All-Stars

Submitted by Jeanette Menke

In the previous edition of *The Cutting Edge*, three employees at the Texas Service Center were introduced. Another important asset to our team are the people operating the Nebraska Service Center. Below are introductions to three of them:



Crystal Kaster began working at the Nebraska Service Center as a mail/file clerk in May 2001, processing incoming mail and performing various file tasks. In 2002, she was promoted to a Quality Control Inspector position and while in quality control was assigned to oversee and monitor the fee process for the data entry operation. Crystal quickly learned all

of the intricacies of how the money was processed from the receipting processing steps through to the deposit process. In 2008, the fee collection supervisor position became available; Crystal was promoted and easily transitioned into the new job assignment. Crystal experienced the I-485 (Application for Adjustment of Status) blizzard when approximately 80,000 I-485s were received in a three day period. She was over the register room during the transition of the manual fee deposits for the site to the electronic method. (Before the Lock Box transition occurred, NSC was processing an average of 45,409 fee instruments equaling \$19,775,000 per month to be deposited.) Her current position is the supervisor for a team of GC2 level employees that are assigned to process the files that come to the site from the Lock Box.

Crystal has 'grown up' through the ranks which gives her a slightly different perspective. She can relate to the work from a clerk's point of view and from the quality

control perspective. When she was asked why she likes working here, she stated, "The job is very interesting and every day is different. The work is always changing and bringing a new challenge."

Outside of work, Crystal enjoys lifting weights and preparing herself for fitness competitions. Over the past year she was in several 5K runs. Crystal is family oriented and enjoys fishing and camping with her husband, or just entertaining and being a mom to their four year old son.



Garner Johnson is the Night Manager for the Nebraska Service Center. He began working at the



Scoss All-Stars continued

Site as a data clerk in June 2007, and was quickly promoted to a data entry supervisor on the SCOSS 1 contract. While in that position he was selected as the point of contact for the sub-contracting company for which he worked. He was later promoted to the Task Manager, assigned to manage data entry and file operations on second shift. At the start-up of SCOSS II, he became the Night Manager.

Garner stated that he likes the different challenges that each day brings. The diversity of the work performed at the site not only presents many challenges in the daily routine, but allows you to learn something new every day. He enjoys knowing that the work that is done at the service center is helping immigrants come to the United States and making their life better. He is especially satisfied knowing that we are all helping them do it in the right way. Garner is currently studying for the Project Management Professional (PMP) certification.

Garner has unique outside interests. He is a history buff and taught American History at the University of Nebraska as a gradu-

ate instructor for several years. He co-authored a Victorian era role-playing game that was first published as an on-line pdf, and in 2012 it was published in book format. His other interests include playing table-top war games and role playing them. He does some canoeing, camping, and black powder shooting.



Rebecka (Becky) Schmit is the first shift Task Manager for File Operations at the Nebraska Service Center. She joined the Site in April of 2007 as a data collection Supervisor for the N400 (Application for Citizenship) data collection process. Becky's background before coming to the service center was in the health care and food service distribution industry and then later

she worked in a customer service call center related to student loan services.

When Becky came to the Service Center, she stated she was astounded at the magnitude of file processing that was conducted on a daily basis. She said the work at the center is like the weather in Nebraska; if you don't like it today, just wait, it will change tomorrow. Becky has been instrumental in building efficiency into the work flow process and diligently works at discovering employees' hidden talents. She was promoted to the Task Manager position supervising a team of file supervisors. She is well respected by the customer and they go to her for problem resolution frequently.

In her time away from the office, Becky enjoys spending time with her husband and two adult children who are both currently attending college. She enjoys gardening, raising chickens, swimming, fishing, and tending to her dogs.



VETS Introduction to SharePoint 2010

Contributed by Arnold C. Benton

ARE you TIRED of combing through pages and pages of email just to find that 1 document your teammate sent you, but you don't remember when they sent it??

ARE you TIRED of using your Outlook Inbox as a filing cabinet for document and project deliverables???

THEN folks, we have a great new tool for you!

In case you didn't know, the VETS IT team has installed and configured Microsoft SharePoint 2010 for you and all VETS employees to use as a project document repository and team collaboration tool.

Collaboration is an enabling factor in the success of any company. VETS has implemented SharePoint as our collaboration portal, offering document sharing, discussions, calendars, task lists, wikis and other tools that enable us, as employees and managers, to communicate more effectively across our teams. These tools provide the building blocks to a more informed workforce and empower us to perform our daily tasks and jobs to the best of our abilities.

The IT development team has been hard at work on delivering customizations to our collaboration portal that will help VETS achieve its business goals and objectives. Some of the projects we have completed, under construction, or, are scheduled for development are shown in the table below. One of our most significant SharePoint applications recently completed is the On-Boarding Checklist, which assists with the new employee on-boarding process. It notifies key staff members of tasks that must be completed in order to make new employee in-processing as smooth as possible.

SharePoint comes with a lot of features built-in, such as:

- Discussion Board – allowing for threaded discussions and topics without cluttering up your inbox
- Issue Tracking – for keeping tabs on those team and individual “to-do” lists
- Project Tasks – for managing project-related tasks instead of a full installation of Microsoft Project
- Wiki Pages – to keep seemingly random but somehow related content together
- Announcement Lists – for upcoming events and team announcements
- Calendars – because you always need calendars to track birthdays, team outings and project delivery dates

All designed to help you and your team stay in touch and up-to-date!

Some of the VETS special projects we have in the queue, or already completed, are:

- VETS Corporate Task Tracker
- Business Opportunity Support System (BOSS)
- Project Portal Template
- Proposal Portal Template
- Human Resources Information System (HR & Recruiting)
- Equipment and Asset Management
- Purchase Request System
- Idea / Innovation Management



SharePoint continued

Access to SharePoint is a snap. And whether you realize it or not, most every VETS employee already has access to one or more SharePoint portals. If you have not yet taken the time to enjoy the SharePoint experience, simply follow the easy instructions below. If you find that you are not able to gain access to SharePoint, do not hesitate to reach out to our amazing IT support group for help. If you need assistance, please contact us by calling 855-483-8746, ext. 140, or by sending an email to help@vets-inc.com.

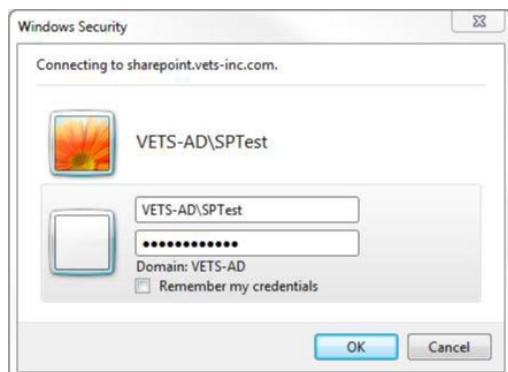
Access VETS SharePoint

1. To access the VETS SharePoint Site, please go to <https://sharepoint.vets-inc.com> The VETS

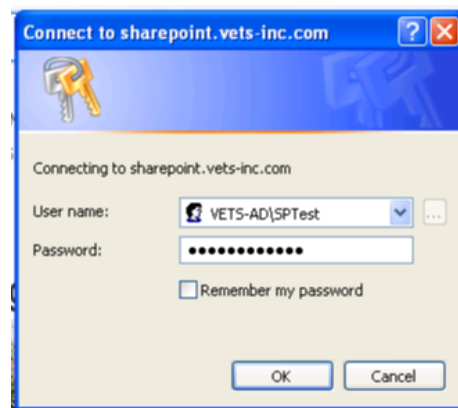
SharePoint Site requires you to login using your VETS Email Username and Password. Please Note that SharePoint does require you to include the VETS Domain when logging in and may need to preface your username with "VETS-AD\". Also, when you change your email password, the password for SharePoint will also change.

Please Note: VETS SharePoint Site supports multiple browsers, however not all features are available unless you use Internet Explorer 9 or above.

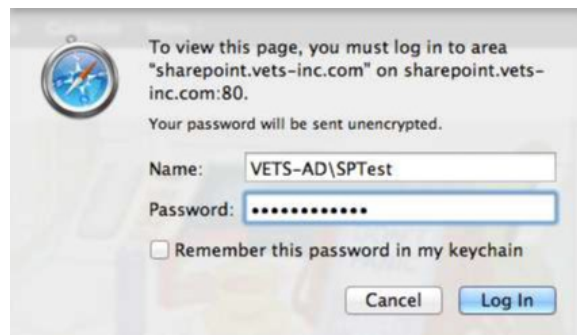
Screenshot from Windows 7 will look similar to this:



Screenshot from Windows XP will look similar to this:



Screenshot from Mac OS will look similar to this:



As your IT department, we are very excited to bring you this new tool. Our commitment to VETS is to continue to build on and improve the VETS SharePoint portal and we welcome your feedback and ideas to make it even better!

Kudos and Accolades

Period of Employment Awards

VETS provides an award for employees with continuous service for 5, 10, 15, 20, and 30 years. Awards are presented during the calendar month in which the employee's anniversary occurs. The following employees have earned their 5 Year Period of Employment Award!

Heather Edwards

February 20, 2012
5 Year Anniversary

Ronald Lemke

February 13, 2013
5 Year Anniversary

Ghulam Malik

May 12, 2013
5 Year Anniversary

Spelling Bee Buzz!

VETS had two teams to place in the Final 5 at the Mecklenburg County Spelling Bee Contest on March 13, 2013. As the defending champion, VETS faced a lot of competition from more than 20 other teams. They clearly had their sights set on beating us and the competition was fierce. While we did not retain the title, we did an admirable job of defending our championship. We congratulate our teams for their valiant efforts. In addition to being a lot of fun, the event raised considerable funds for our local schools.

Team #1

Kim Irving
Jac Wagstaff
Kendele Underwood

Team#2

Arnold Benton
Jonathan Chumney
Robin Hammond



Look who's new to
the VETS family!



ISABELLE ROSE

Born February 12, 013 to Katie Moody.
Isabelle is the granddaughter of Karen
Moody and the great-granddaughter of
Jim and Mona Moody.



TAYLYNN GRAY

Born December 1, 2012 to
Paul and Kendele Underwood.



KYLE DEWAYNE

Born December 24, 2012 to
Karlton and Evette Wade.



JOANNA ELIZABETH

Born April 6, 2013 to Sheena
Thomas and Zorin Abraham.