

Employee Recognition Program

A Spotlight on Award Winners

VETS is proud to congratulate the award winners of the First Annual Employee Recognition Program



“We all can be very proud of the truly great and giving people we have on our team”

-- Jim Moody, VETS President and CEO

VETS Employee Recognition Program

This annual program was designed to recognize and honor employees and teams that demonstrate business innovation, exhibit inspirational leadership, show outstanding commitment to work and community, make an exceptional impact on the Company's business, and demonstrate care about others. In all, a total of 42 high quality, individual and team nominations in six categories, were reviewed by the Employee Recognition Selection Board. In some cases, the nominations were so strong that the board selected more than one candidate in certain areas.

This is a VETS, Inc.

**SPECIAL
EDITION
MAY 2013**

For additional information on this and future newsletter editions, contact Melissa Chumney at mchumney@vets-inc.com

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Krystal Au – FAA, eFAST President’s Award for Excellence in Innovation



Above: Krystal Au holding President’s Award for Excellence in Innovation.

Ms. Krystal Au received the President’s Award for Excellence in Innovation for her outstanding work and commitment to her assigned tasks, which span multiple roles and responsibilities.

As a Contract Specialist, Krystal demonstrates that she is

confident in applying her skills in creative ways to positively affect the acquisition support process. She is not intimidated to be working with more senior Contract Specialists, but shows enthusiasm in learning to contribute in very significant ways.

Krystal gracefully helps and shares knowledge with senior employees on technical tasks, such as ways to effectively use tools like MS Word and Excel. Krystal’s confidence speaks to her high level of empowerment, which explains her commitment and hard work and serves as a testament to her ability to solve problems.

Mrs. Emily Mudede, eFAST Contract Specialist, noted that, “as a team lead, I greatly counted on Krystal, as she is dependable and a self starter”. Krystal was able to solve procurement action related problems and effectively contribute to the success story of the Pre-Award team. We had a complex competitive procure-ment, eFAST 12-78-CS, that Krystal successfully sup-ported as a Contract Specialist. Krystal utilized advice she received from seniors to solve problems, again demonstrating her team spirit and listening skills.

Sue Settell – SCOSS II Chief Operating Officer Award for Exceptional Impact

In 2012, VETS hired Consulting Safety Managers (CSM), Inc. to conduct a safety assessment of the SCOSS II Sites in Nebraska and Texas. In August 2012, CSM issued their report outlining their findings and making broad recommendations for future VETS actions. Turning recommendations into action, Ms. Settell took this report and prepared a Safety Management Plan (SMP) for the SCOSS II program. The plan included not only a safety vision that is applicable company wide, but also specific actions for instituting a safety awareness culture on the SCOSS contract. Sue produced this plan just two and a half weeks from the CEO teleconference about the assessment. This plan was approved by both the COO and the CEO and forwarded to CSM for input prior to implementation.

In addition, Sue completed the necessary research of OSHA injury log requirements. The plan includes a training component, supervisory and managerial involvement at all levels and an award system for employees caught “doing things right”.

The SMP that Sue prepared for the SCOSS II Task Order can easily serve as the basis for a company wide plan as well as provide other Program Managers a template to use in developing a plan that meets the needs of their individual programs. The OSHA research provides the exact requirements for an injury log and the information relating to overall employee well being. Its impact on safety has been invaluable as we develop company wellness initiatives.



Above: Sue Settell received high praise as she accepts her Chief Operating Officer Award for Exceptional Impact.

For these efforts, Sue Settell was awarded the Chief Operating Officer Award for Exceptional Impact.

Stacy Henderson – SCOSS II Chief Operating Officer Award for Outstanding Commitment

Stacy Henderson, Night Manager, Texas Service Center (TSC) SCOSS II, is the key player in the successful reduction of the shipping backlog for Visas and other applications processed at the TSC. He managed and ensured implementation of the reduction plan to ensure our government client was totally satisfied. During calendar year 2012 to date, the TSC, under Mr. Henderson's leadership, has already shipped 919,895 files to designated USCIS locations. Stacy also developed, implemented and directed a successful plan to place files in Responsible Party Code locations to reduce backlogs of files being returned to the TSC after being completed by the Adjudication Unit. VETS Team File Operations is responsible for locating files requested within

a minimum time frame with almost 10,000 files in transit continuously over a two month period. Stacy organized a system of placing bar codes on every Aerial Postal Carrier (APC) and charging all of the files in that particular APC to that code so that any request could instantly be tracked to the proper APC. He then organized the systematic return of all files to shelves eliminating re-filing work in 2 months. His efforts have resulted in great client satisfaction and verbal and written accolades in the USCIS TSC newsletter. This was a significant accomplishment. Throughout this year, Stacy has shown exceptional growth as a leader in the TSC effort.



Above: Stacy Henderson (right) holding award from Jim Moody, CEO and President (left).

Stacy's efforts have been invaluable to the success of the TSC.

Mike McComas and Garner Johnson - SCOSS II VETS 360 Degree Honor Award

Mike McComas and Garner Johnson were awarded the VETS 360 Degree Honor Award for a project that they completed together.

In 2012, VETS hired Consulting Safety Managers, Inc. (CSM) to conduct a safety assessment of the SCOSS II Task Order. That assessment was furnished to the CEO in August, 2012.

As a result of that assessment, SCOSS Task Order HR Manager, Sue Settell, developed a Safety Management Plan (SMP) for the Task Order. The plan included a risk assessment, which was conducted on all tasks on the Task Order. This required identifying all tasks and then identifying the safety risk associated with each. Mr. McComas at the Texas Service Cen-

ter (TSC) and Mr. Johnson at the Nebraska Service Center (NSC) were asked to conduct this assessment at their respective sites and to complete it within one week. Forty separate tasks were identified and risks were evaluated for each.

Both Mr. McComas and Mr. Johnson have daily responsibility for the timeliness and accuracy of a high volume of work, some of which has asso-

ciated financial penalties for failure to achieve identified Performance Requirements. Completing a project of this magnitude in a week required extraordinary effort on both of them.

Great credit must go to Mike and Garner and their teams for their outstanding efforts to make the workplace safer.



Left: Mike McComas (right) with Jim Moody, CEO and President (left). Above: Garner Johnson (left) with Carol Dewey (right).

Wade Terry – SCOSS II VETS 360 Degree Honor Award

Wade Terry, Supervisor of the Post Lockbox Review (PLR) Team, received the VETS 360 Degree Honor Award. With 26 clerks assigned to Wade, his extraordinary talents, skills, and achievements, have enabled him to lead the largest VETS Team at the Texas Service Center. Mr. Terry's team is mainly comprised of GCII clerks, our most proficient file clerks. Under his leadership, he piloted two related and very complex tasks, critical to USCIS. For the first of the tasks, Wade was hand picked to setup the original PLR Team and en-

sured that all required reviews/corrections were performed and met the USCIS Adjudicators' needs. Wade was later selected to lead the re-establishment of this team when USCIS officials determined that these services would need to be continued. When re-established in early January of 2012, his team inherited a backlog of over 20,000 files. Due to his knowledge and outstanding leadership, his team was able to bring this process into compliance on April 6, 2012,



Above: Wade Terry (left) and his wife, Paula Terry (right) at TSC Award Ceremony.

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Wade Terry – SCOSS IIVETS 360 Degree
Honor Award

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well ahead of the goal date. Wade was also selected by the Deputy Site Manager to be his primary point of contact at the

Stemmons locations during the annual file audit. During the last audit, Wade oversaw the auditing of over 45,000 files that were in USCIS control and resulted in NFTS updates (corrections) to 13.9% of this population. This was a major contribution to USCIS efforts to strengthen file tracking and ac-

countability. Wade has earned a reputation as an extraordinary professional, a team leader, and a respected colleague. His friendly smile and his caring approach to all has earned him highest respect and admiration. He is a most valued employee -a true leader- unafraid of new or complex duties.

HUB Team on SCOSS-USCIS Chief Operating Officer Award for Exceptional Impact

The HUB Team is an integral part of the day to day operations of VETS and provides File Room Support to three entities. Their day-to-day operations start at 6:00 a.m. and end at 4:30 p.m. and include picking up work from the customer drop off sites and processing the work for storage. On a monthly basis they process approximately 800 work order requests for approximately 34,000 files. This requires great organization, precision, dedication, quick thinking and effective feedback to and from the customer. Employees have to

be extremely flexible as they may be asked to switch from one task to another at any given time. The HUB Team supervisor interacts with customers on a daily basis to provide excellent service. The HUB Team has received multiple compliments from customers for their organizational skills and for fulfilling work order requests on time. Since implementation, the HUB Team tracks work orders daily on spread sheets and a daily inventory is provided to customers, allowing them to plan and organize their file requests. Due to their efficient or-

der processing skills, deadlines are met on a daily basis and the correct category of work is being provided. Because of the positive relationship the HUB Team supervisor has with the customer, they are able to correct any issues before they become critical, which has resulted in a significant impact on building trust and respect between all parties.

Below: Photograph of the SCOSS-USCIS HUB team, recipients of the Chief Operating Officer Award for Exceptional Impact.



Kimberly Irving – Corporate VETS 360 Degree Honor Award

Kimberly Irving, VETS Accounting Assistant, was awarded the VETS 360 Degree Honor Award which is presented to VETS employees who have made a significant impact on their business unit, their team, their client, and/or the company.

Kimberly has proven to be knowledgeable, versatile, helpful, and a dedicated team player. “From training new employees on VETS procedures to aiding with design and implementation of Deltek, she has proven to be one of our most valued assets,” noted Jonathan Chumney, a fellow employee.

“Kimberly is the type of person you can turn to with a question and if she can’t provide you an answer right away, she will find one for you very quickly. She displays a very positive image, which is an asset to our office and the way we operate. She is caring and kind to her coworkers and is always willing to lend a hand if requested.”

Kimberly Irving earned the VETS 360 Degree Honor Award because of her exceptional performance, commitment, and support of the greater good for our organization.



Above: Kimberly Irving holding her VETS 360 Degree Honor Award with VETS CEO and President, Jim Moody.

Tom Pierce - SDDC GATES Ocean Chief Operating Officer Award for Exceptional Impact

Mr. Tom Pierce provided phenomenal and selfless training and helpdesk support for SDDC GATES Ocean project customers. Specifically, he has conducted training for the 839th Transportation Battalion at Camp Darby, Italy; the GSA at Fort Worth, Texas; and the 836th Transportation Battalion in Yokohama Japan. Cognizant that GATES is a transportation system that moves units in both peace and war time environments, it is imperative that personnel are well trained to execute their mission. Tom has proven to be a cornerstone to GATES Water Port training requirements. Moreover, his thorough knowledge of GATES-C, Remote GATES and Deployed GATES, has provided trainees with valuable transportation skills. It should also be noted that he has taught GATES to personnel with

English as a second language, who become very capable of executing and navigating GATES after receiving his training. With the millions of tons shipped via Ocean Water Ports, all of which must be documented and accounted for in GATES, the training provided by Tom has improved data accuracy and the user’s confidence in GATES navigation. In addition, Tom’s helpdesk support, in either answering or providing solutions to the many helpdesk calls, has solidified the helpdesk as the nucleus for GATES Water Port solutions. With his support, the GATES team has provided a 95% solution rate within the time prescribed. Tom’s “GATES testing” is absolutely a value added. All told, Tom’s experience, coupled with his knowledge and dedication, has provided for

numerous successful Functional Support and Customer Acceptance Tests, which has produced a 97% pass solution for the field. Tom’s a winner!



Above: Tom Pierce holding Chief Operating Officer Award for Exceptional Impact.

Taisa Banks -SDDC GATES Ocean Chief Operating Officer Award for Exceptional Impact

Taisa Banks was awarded the COO Award for Exceptional Impact because of her phenomenal and selfless training and helpdesk support for the SDDC GATES Ocean project. Specifically, with limited support personnel and while other vital members of her team were away on travel to provide training to other customers, Taisa completely and comprehensively managed the GATES Tier II helpdesk. She too has traveled and provided Familiarization and Certification training on all aspects and functionalities of the GATES system.

In addition, Taisa coordinated and managed a very aus-

tere schedule for the team, thus ensuring that support was available 24/7 and calls are responded to within the guidelines prescribed by the client.

Taisa is in the unique category of the "First of a Few," as she is one of the few whom participated in the initial GATES Water Port Testing activities. She has also supported the writing and execution of hundreds of Test scenarios used to execute GATES functionality to its fullest capability.

Taisa has proven to be a cornerstone to the GATES Water Port Helpdesk requirements. Overall and without doubt, Taisa has reinforced the confidence level of our client's customers in everything she does. Taisa Banks

should be considered one of VETS's very bright rising stars!



Above: Taisa Banks holding her Chief Operating Officer Award for Exceptional Impact.

Goran Kovac – VA Hines Chief Operating Officer Award for Outstanding Commitment

Goran Kovac has consistently delivered operational and business excellence, while achieving outstanding project delivery and extraordinary results for his VA Hines project.

In preparation for the largest Office of Inspector General (OIG) Audit to-date for the Release Management Service (RMS), Goran worked with the RMS Director to complete several critical projects. These projects included a System Security Plan, Information System Contingency Plan, and Disaster Recovery Plan. The documentation required extensive research and coordination with RMS Staff members in order to gather the information required by the auditors. Upon

completion, Goran received very positive feedback from the RMS Director and the OIG Audit Team of those documents, which yielded improved results over previous years.

In recognition of Goran's accomplishments, the RMS Director, Linda Kintz presented Goran with an award, "For Going Above and Beyond".

In addition to this effort, Goran worked on the virtual server environment, where he took the initiative to build and develop the Hyper-V host that allowed others to test applications and convert older physical servers. To date, Goran has tested software applications that include Microsoft DPM, Symantec Backup Exec 2012, and Windows Release Candidate 2012.

In addition, he has been able to convert physical servers to Hyper-V virtual machines, which will ultimately allow for the decommissioning of old physical servers and allow for additional space in the datacenter. Goran installed and configured a backup/OR Microsoft SQL Server that is used by VA team members to test data entry and recovery without affecting the production environment.

As the on-site supervisor for the VETS team, Ms. Robin Nickerson, VP of Business Development, points out that, "...It is difficult to quantify the great skills that Goran has developed, and the positive relationships he has built with his contract team and the VA staff. Goran is undoubtedly one of the best and most talented professionals I have ever worked with over the past 20 years."

Dwight Cunigan – VA OPRM, VA IOM, Telehealth Chief Operating Officer Award for Outstanding Commitment



Above: Dwight Cunigan holding the Chief Operating Officer Award for Outstanding Commitment. Below: Dwight Cunigan and Tom Pierce holding their awards.



**“Dwight Cunigan fully represents
the VETS motto of ‘Excellence,
Integrity, and Customer
Satisfaction’”**

**-- Ethel Anderson, VP of Department of Defense
Programs**

Dwight Cunigan serves as Project Manager over three concurrent Veteran Affairs efforts and Program Manager over five ongoing VETS projects. In all facets of support as a Program Manager, Project Manager, and mentor, Dwight has established an outstanding professional rapport with clients, subcontractors, and other VETS associates. Dwight is totally dedicated to providing excellent customer support; he is the cornerstone of our success. His managerial skills were instrumental in VETS winning the GATES effort at Scott AFB, IL.

“Mr. Cunigan’s professionalism and customer oriented focus have made significant impacts across the VETS organization, as well as with his customers and clients,” said Ethel Anderson, VP of Department of Defense Programs. Under the Integrated Operating Model (IOM) effort, Dwight’s team quickly gained the confidence and respect of the client,

as they prepared documentation in support of continued project funding and survival under VA PMAS/ProPath guidelines. Under the OPRM effort, Dwight’s efforts resulted in the development and delivery of a Systems of Records data repository to the customer, in addition to delivering and providing updates to OPRM web pages as needed.

Under the VA Telehealth effort, Mr. Cunigan’s oversight of the two person team, who provided PMO support of financial and budget data calls, was outstanding.

Finally, as Program Manager, Dwight continually seeks to ensure our Clients and Customers are satisfied with VETS services and support. Mr. Primus, SAC Director, acknowledged great support from the team during a visit and also acknowledged strong professional credentials from all involved, from Dwight as Program Manager to the Task Lead and his team.

Rebecka Schmit – SCOSS II President's Award for Inspirational Leadership



Above: Rebecka (Becky) Schmit receiving a glowing review and her President's Award for Inspirational Leadership. Below: (left to right) Rebecka Schmit, Garner Johnson, and Sue Settell.

Receiving two nominations for the President's Award for Inspirational Leadership, Rebecka (Becky) Schmit serves as the Task Manager for the

File Operations in Lincoln, Nebraska for the first shift file operation. She is responsible for seven file supervisors and their teams, which includes 131 employees. One file team is located at the Highlands facility approximately five miles from the Lincoln main office.

Becky is a 'hands on' manager, which allows her to recognize problems before they escalate. She meets regularly with upper management and daily with the second shift managers, sharing information that is relevant to their processes. Becky also conducts daily meetings with the supervisors keeping them informed of changes in the workloads, new processes, and gets their feedback. She works closely with her staff to help them with the production reporting system, PCART, pointing out where errors may be occurring and helping them to better understand the program. In addition, she monitors the time reporting system for accuracy making corrections

and giving employees feedback. Becky created a training plan for new supervisors that are assigned to her. She established a follow up procedure to ensure the supervisor receives timely feedback in support of their continued growth, while giving positive reinforcement and constructive feedback so they can see how they are progressing and where improvement may be needed. In the absence of her supervisors, she graciously steps in to fulfill any needs. Becky was instrumental in the success of the customer's goals for the month of April with a total of 194,000 adjudicative actions completed by the customer and 452,000 file movements processed by the VETS employees. In addition to all of the extra work that was completed during April, all of the performance requirements within the file operation were also met.

In August, the customer requested a complete file audit, to be conducted by the VETS Team. Becky was assigned as the lead for the project to ensure it would be completed accurately and on time. A total of 423,500 files were audited and inspected utilizing a total of 983 file room hours. Five errors were noted by quality control that were immediately corrected. The audit was completed with a 99.99% accuracy rate. It is further noted that during the audit, other file activities continued on time and without negative impact.

It is a honor for all of us to know Becky and be part of her team!



Joye Sims-Henry – FAA eFAST VETS Humanitarian Award for Giving to Others

Joye Sims-Henry, has been said to have “a caring heart for people,” and to be constantly “ready to assist others whenever they need help.”

Joye has demonstrated care for others by being a team player on the FAA eFAST pre-award team, offering help and picking up the work of others if they are not able to do so. She has often worked long hours to ensure that her work and the work of the team is successfully completed.

Joe Carey, eFAST Branch Manager commended her for her dedication, and expressed that her team spirit ‘is noted by all’. Joye’s customers, both government and contractors, appreciate her support greatly.”

Joye also actively contributes,

participates and champions office events to honor and celebrate personal achievements of fellow teammates. In addition, she is actively involved in her community through her church’s mission activities and through her Delta Sigma Sorority community services.

She encourages her work mates to maintain a healthy lifestyle, work hard and pursue further education to better themselves. Joye is friendly and is keen to know people at a personal level as a way to demonstrate that she really cares.

We at VETS are proud to present to Ms. Joye Sims-Henry the Humanitarian Award for Giving to Others. We should all strive to be more like Joye.



Above: Joye Sims-Henry holding VETS Humanitarian Award for Giving.

Emily Mudede – FAA eFAST President’s Award for Inspirational Leadership

Ms. Emily Mudede, of the FAA eFAST team was awarded the President’s Award for Inspirational Leadership. Having been chosen from among all VETS employees, Emily was selected for this honor because of her inspirational leadership, superior contracts knowledge, and the strong, steady, fair and committed leadership of her team.

Her drive inspires the team to perform at ever increasing levels delivering quality products and enhancing the eFAST experience for customers, Contracting Of-

ficers and vendors. She represents the company and the team and is a driven, inspirational leader. Emily has transformed the entire eFAST Pre-Award function, which has significantly elevated performance and attention to detail.

She is focused, diligent and organized. She leads her team to excellent standards and commitment. She has set the standard and has driven the level of quality significantly higher in a challenging and fast paced contract environment. “It is an honor to have Emily Mudede on the VETS team,” said Jim Moody, VETS President and CEO.



Above: Emily Mudede holding President’s Award for Inspirational Leadership.

Robert Cooper – DISA DECC Chief Operating Officer Award for Outstanding Commitment

“Robert Cooper has exceeded all expectations while performing his duties as a LAN/MAN/

WAN Administrator for the DECC St. Louis On-Site Contractor Technical Support,” said Mitch Miller, VP of Defense Business Development. “In addition to his primary duties, Robert constructed an In-processing System composed of checklists and step-by-step instructions for gaining access to four networks and over 35 enterprise monitoring tools, enabling new employees to become network-ready in less than two weeks.”

Mr. Miller went on to note that “Robert has also provided all new contractors an average of 20 hours of one-on-one training on all data center equipment, network monitoring

tools, practices, policies, and responsibilities. His efforts ensure the VETS contracting team is always 100% fully trained and is comprised of mission ready personnel.” Robert is the sole manager of over 150 Rack Elevation Drawings, which allows customers across the enterprise to collaborate and to quickly plan, design and implement network, storage, and server solutions from any location. He implements thousands of updates and changes to this collection of drawings per year while maintaining 100% accuracy. Robert co-designed and managed a Touch Maintenance Guide, which provides the team with a response checklist and troubleshooting procedures for 20 types of network, storage, and server devices. His efforts cut troubleshooting time by

50% and significantly reduce downtime of mission critical devices.

“Robert’s actions have significantly decreased the time it takes new contractors to become fully trained and capable of supporting the mission,” said Mr. Miller. “His actions ensure customers enterprise wide have an accurate depiction of the data center rack capacity and utilization.”

“Robert is the most senior contractor on the DECC St. Louis On-Site Contractor Technical Support Contract and has been instrumental to the VETS team receiving compliments from the customer both formally and informally.”

We are proud to present Robert with the Chief Operating Officer Award for Outstanding Commitment.

Edwin Ayala – VA Hines Chief Operating Officer Award for Exceptional Impact

Edwin Ayala, Help Desk Support Specialist, is a dedicated, energetic member of the VETS Team who has brought a new sense of energy to the NetAdmin support team at the Hines IT Center.

Edwin, who received two nominations for the Chief Operating Officer Award for Exceptional Impact, arrives at work each day with a sense of urgency to resolve issues that have been reported to the help desk ticketing system. He shows a passion for research and troubleshooting.

When Edwin Ayala arrived at the VA as a VETS team member, he

made an immediate, positive impression by quickly adapting to the environment and pushing forward to address and resolve user support requests that exceed SLA standards. He assisted the NetAdmin team in reducing the number of tickets in the help desk queue. Since his arrival, the NetAdmin Team has seen a dramatic reduction in open help desk support tickets. Mr. Ayala is currently a key team member in the Windows 7 Upgrade Project that involves the planning, coordination, and technical abilities that make a project successful. In addition, Mr. Ayala always presents a calm, confident

demeanor that reassures users and team members. The NetAdmin Team Lead knows that when Mr. Ayala is assigned a task, it will be accomplished in timely and effective manner. His communication skills are exceptional and he is consistently on time with reports.

Mr. Ayala has received recognition on many occasions during his tour with the VA; one such instance includes Mr. George Kurtzer’s, Region 5 IT Specialist, acknowledgment:

“It has been two months since Edwin Ayala has joined the Release Management Service, Network Administration (NetAdmin) team and I wanted to take a moment to

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Edwin Ayala – VA Hines
Chief Operating Officer Award
for Exceptional Impact
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Above: (left) Edwin Ayala and (right) Goran Kovac holding their awards during the Washington, DC area Award Ceremony with (middle) Robin Nickerson.

compliment him for his efforts, attitude and work ethic. Since joining our team, Mr. Ayala has been integral in successfully assisting NetAdmin by closing trouble tickets in a timely manner and contributes to the overall mission in a positive manner every day. Whether it is providing assistance administering Active Directory (AD), changing a printer cartridge or completely re-imaging a users workstation using Microsoft's User State Migration Tool (USMT) and Swimage Encore, Mr. Ayala has always done it with outstanding professionalism, thorough knowledge, supreme confidence, and exceptional customer service. His smiling face and cheerful attitude are a welcome addition to NetAdmin. The contributions of Mr. Ayala reflect credit upon himself, Veterans Enterprise Technology Solutions (VETS), and the United States Department of Veterans Affairs."

Robin Nickerson, VP of Business Development, also notes that "Edwin is an exceptional VETS employee. He far exceeds every aspect of his required duties. He has been lauded time and time again for his performance by the Director of Release Management and other Senior Government customers. Edwin has truly high standards for the rest of the team at Hines and has made an exceptional impact to VETS business at VA Hines." VETS is proud of the outstanding dedication and service of Edwin Ayala and is proud to present him with the Chief Operating Officer Award for Exceptional Impact.

Below: A snapshot from the September 2012 VETS Newsletter, "Kudos and Accolades" page, which featured Goran Kovac, recipient of an Above & Beyond certificate and Edwin Ayala, recipient of an Outstanding Customer Service award.

Karen Morris



(L-R) Edwin Ayala and Goran Kovac

Edwin Ayala Edwin Ayala received an Outstanding Customer Service award from Linda Kintz, Director of Release Management Service within the Hines Information Technology Center, who expressed her desire to "recognize how much we appreciate his work." Furthermore, Ms. Kintz stated that "Edwin has been an asset in our migration from Windows XP desktops to Windows 7" and is "quick and efficient in responding to Help Desk tickets and troubleshooting problems."

Goran Kovac received the "Above & Beyond" certificate "for going above and beyond and [exceeding expectations]." Linda Kintz, Director of Release Management Services within the Hines Information Technology Center noted that "Goran is a great Team Leader and a true asset to the Release Management Service."

Additional Award Ceremony Photographs



Above: Emily Mudede with John Folino at the Washington, DC area Award Ceremony.

Left: SCOSS Nebraska Service Center Award Ceremony layout.

Left,Below: Lourdes Elliott at USCIS HUB Team Award Ceremony.

Below: (top row, left to right) Jim Moody, John Rose, and Donna Bradley; (bottom row, left to right) Mike McComas, Stacy Henderson, Wade Terry and Paula Terry.



Additional Employee Recognition Program Information

Award categories are listed here
Contact VETS Human Resources
-HR@vets-inc.com- for additional
program guidelines

A Period of Employment Award

Recognizes employees with a continuous service to VETS of 5, 10, 15, 20, and 30 years.

VETS Humanitarian Award for Giving to Others

Recognizes selfless giving to help others in need. This humanitarian outreach could be either a business related activity or a community event.

President's Award for Excellence in Innovation

Recognizes employees or teams that foster the entrepreneurial spirit by developing a new, innovative, creative, clever, or unique idea/ way of doing business.

Chief Operating Officer Award for Exceptional Impact

Recognizes an individual or team that has had a significant impact on VETS business by building trust and respect with a client, a partner, or within the team.

VETS 360 Degree Honor Award

There are three awards within this category: an award to someone based on the nomination of his/her peers; an award based on the nomination of subordinates; and an award based on the nomination of superiors.

Chief Operating Officer Award for Outstanding Commitment

Recognizes employees who go above and beyond their normal responsibilities in delivering on commitments to clients, partners, or the VETS team.

President's Award for Inspirational Leadership

Recognizes an employee who has inspired others in the workplace, or outside the workplace, in a way that is truly amazing.



In This Photograph: SCOSS II, Texas TSC team at Award Ceremony.