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The CUTTING EDGE

VETERANS ENTERPRISE TECHNOLOGY SOLUTIONS, INC.

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A message from James H. Moody

President and CEO

It is hard to believe that summer is over, the Fall season is with us and winter fast approaching.

I hope you had a relaxing summer holiday and are ready for the sprint toward my favorite holiday of the year, Thanksgiving.

Once again I am very pleased to share with you that in August it was announced that for the fourth (4th) consecutive year, VETS, Inc. was recognized by *Inc. Magazine* as one of America's 500 fastest growing (Best Run, Most Innovative, and Most Inspiring) private companies (Inc. 500). With a three-year average growth rate of 1,601%, VETS was ranked #269 on this prestigious list.

On the business side, I am pleased to note that over the summer we were awarded several new business opportunities that will open the door to growth, expansion, and new positions for our employees.

- **VETS Awarded Department of Veterans Affairs Task Order; July 2013**

VETS was awarded a task order to support the Department of Veterans Affairs PM Agile Curriculum Development. This program will train federal project managers how to successfully adapt agile development methods for success within the federal environment.

- **VETS Joins Contractor Team Arrangement to Win \$60 Million GSA Blanket Purchase Agreement Award**

VETS, Inc. is a member of a Contractor Team Arrangement (CTA) that has won the GSA Performance Management/Continuous Process Improvement (PM/CPI) Blanket Purchase Agreement (BPA) award. The BPA has a total estimated value of \$60 million per year over 5 years. The BPA covers the areas of Strategic Planning and Program Evaluation; Strategic Business Analysis; Process and Performance Improvement; Communications and Change Management; and Training, Certification and Recognition. Expert professional services will be awarded on a task order basis.

- **VETS Awarded \$79 Million Department of Veterans Affairs Blanket Purchase Agreement; May 2013**

VETS was awarded a five-year Blanket Purchase Agreement (BPA) to support the Department of Veterans Affairs Training and Performance Support System (TPSS) and to support the VA's Training, Development, Evaluation and Implementation requirements.

- **VETS Awarded Subcontract to Support Department of Veterans Affairs Section 508 Compliance; July 2013**

VETS was awarded a subcontract to provide support services to the Department of Veterans Affairs including management of licenses, reporting, and Section 508 tool training and scripting.

- **VETS Awarded Subcontract to Support Department of Veterans Affairs Enterprise Veteran Self Service Portal Platform (EVSSPP) Development; December 2012**

Support includes System Development and Operations Support to VRM Enterprise Veterans Self Service Portal Platform (EVSSPP) Development in the areas of: Functional Analysis, User Experience, Solution Design and Integration, Solution Construction, Solution and Performance Testing, Solution Technical Support, Solution Deployment, Configuration Management and Content Management System.

Our growth and business opportunities continue to expand. The next several months promise to be very busy as we seek to grow our business base and offer you, our team, new opportunities for professional growth and experience.

I offer my deepest thanks to all of you for what you do each and every day. Your support to each other, to helping each other, and caring for others is what defines our success.

The Thanksgiving holiday will give us yet another opportunity to be grateful for the many blessings our great nation has to offer.



James H. Moody

President and CEO

VETS TEAM: O'Fallon, Illinois

Our VETS O'Fallon, Illinois office is a hotbed of support for Department of Defense (DoD) Programs. We currently have five VETS Teams providing IT Support Services for Logistics and Transportation Systems of the United States Transportation Command (USTRANSCOM), United States Army Military Surface Deployment and Distribution Command (SDDC), United States Air Force Air Mobility Command (AMC) and the Defense Information Systems Agency (DISA).

Our Teams include VETS functional and technical experts providing support for USTRANSCOM Enterprise Support Services (ESS); USTRANSCOM/SDDC Defense Personal Property System (DPS); SDDC Global Air Transportation Execution System (GATES) Support; AMC Advanced Computer Flight Planning (ACFP) Functional Help Desk; and DISA DECC St Louis On-Site Contractor Technical Support. These five VETS Team are achieving exceptional results for our DoD customers and growing a track record of success for our VETS Family.

Our VETS business development in the O'Fallon/Scott Air Force Base area comes from Mitch Miller, with a rich military background coupled with years of contracting experience. His credentials and expertise are key to VETS connecting with business partners that understand the DoD objectives and goals in this community. Mitch pools project partners to choose the right talent for the right project at the right time.

Another valued employee at our O'Fallon office is Jane Clarke, an Air Force logistician for 25 years and contractor for USTRANSCOM, AMC and SDDC in architecture and operations another 8 years. Jane is our on-site Program/Project Manager working two teams supporting Scott AFB. Her contracts are with the Defense Personal Property System (DPS) supporting USTRANSCOM's Acquisition Directorate (TCAQ) and the Global Air Transportation Execution System (GATES) Support contract supporting SDDC's International Processes and Systems Branch, G9.

Jane and her DPS team support the maintenance for the Web-Enabled Transportation Operations Personal Property System (ETOPS) as the functions migrate to DPS. This in-

volves system-wide changes to database management, localized patches, management of TeamTrack, oversight of system interfaces, and support for a Tier 3 Help Desk. The DPS team of 6 is comprised of VETS personnel and two sub-contract partners with CPS LLC and NCI. Our customer is on track with the migration of ETOPS information to DPS and has extended the contract into the next Option Year.

Her GATES Support project involves a Tier 2 Help Desk 24/7 for over 2,500 customers, training for global water ports and surface cargo shippers, to include Defense Logistics Agency and Government Support Agency users. They provide system Customer Acceptance Testing to include managing the testing, building scenarios, and capturing information in reports, and travel to support new version implementations, system administration and technical writing support. This team of 9 personnel partner with SEIDCON and A3IS and will continue into the next option year, with many compliments from the government program manager for the great teamwork.

Matt Faulkner is our VETS Project Manager for the DISA DECC St Louis On-Site Contractor Technical Support contract. Matt leads a Team of nine IT infrastructure professional supporting Defense Intelligence Agency's (DIA) Enterprise Service Delivery Center (ESDC). Matt and his VETS Team have achieved valuable results for both DISA and DIA.

Mitch, Jane and Matt point out that the O'Fallon/Scott AFB community is rich in military experience and protocols, where agencies respect and understand the functional and technical requirements of the DoD organizations in this area. We witness re-structuring, undergoing internal changes every day, where expertise is lost or realigned to other requirements. VETS-teaming brings the experience needed to fill these voids through employees that are contract partners with VETS corporate talent, and our own personal contacts from years of networking, whether as retired military or through our civilian industry. VETS is making a mark by becoming the best at what we each do, and then reaching out for more.



Jane Clarke, Mitch Miller, and Matt Faulkner



NEWS UPDATE FROM OUR SCOSS TEAM

By: Carol Dewey, PMP, Vice President, Senior Program Manager, VETS, Inc.

Special recognition to Donna Bradley, Mike McComas, Wanda Larkin and Dawn Lewandowski.

On May 20, 2013, VETS' Customer, the United States Citizenship and Immigration Services (USCIS), implemented their new Electronic Immigration System (ELIS) at their Texas Service Center (TSC) Site. This system is envisioned to ultimately take the place of many paper transactions at USCIS. At the TSC, the system is being used exclusively for the Immigration Visas received at that site.

Individuals who are approved to enter the United States as Lawful Permanent Residents are issued an Immigration Visa by the Department of State and all of these visas are processed by the VETS Team at the TSC. The average monthly volume of such work is 40,000 cases making implementation of any new process a real challenge. To compound the difficulty, during the month of July the TSC received a record-high 50,000 cases.

Visa processing involves either entering or verifying the data on the visa in USCIS databases which includes a separate verification by a second employee and the processing of that data for the production of a Lawful Permanent Resident Card – commonly called a “green card.”

The VETS Team organization and collection of statistical data relevant to this process was repeatedly cited by USCIS as instrumental in the success of this multi-million dollar effort. Site Manager Donna Bradley, Deputy Site Manager Mike McComas and Data Collection Task Manager Wanda Larkin were keys to VETS success in this effort. SCOSS Quality Manager Dawn Lewandowski was the go-to person for data and process discussions by USCIS and the project would not have been a success without her efforts.

We should all be proud of our VETS team at the Dallas Texas Service Center for their great work they do on behalf of the men and women we serve in the U.S. Citizenship and Immigration Services.



Dawn Lewandowski and Carol Dewey at the corner of “Innovative” and “Executive” streets in Mesquite, TX.

John Wheeler

Vice President of Program Management and Quality Assurance

This edition of our VETS newsletter introduces a new member to our team.

John Wheeler is a Vice President of Program Management and Quality Assurance who oversees all current work with the Department of Veterans Affairs.

John joined VETS in April of 2013 as the Director for quality management improvements. In that capacity he was charged with the responsibility to both design and direct our functional and operational process reengineering initiatives. More specifically, John was to help VETS earn an ISO 9001 Corporate Certification, and a CMMI Level 3 Rating.

In May of this year, John was elevated to the position of Vice President to lead all Department of Veterans Affairs contracts. In this capacity, he oversees approximately \$35 million of active work with 5 different VA agencies.

John is also responsible for leading the development of several strategic Centers of Excellence, which will serve as the company's primary knowledge and capabilities driver for future business. The initial focus will be on our company's capabilities in Agile Development and 508 Training and Certification.

Prior to joining VETS, John was the principal owner of his own company, JWW & Associates of the Great

er Washington DC Metro Area. In this capacity he focused on the design of clients' quality management and program needs. In addition he provided support to functional and operational process reengineering and business optimization initiatives. VETS was one of John's clients. He had been a consultant to certify our quality management program, specifically the above mentioned 9001 Corporate certification, CMMI Level 3 practices, and our current Program Management Office capabilities.



From 2005 to 2011, John Wheeler worked for SERCO North America Inc., of Reston, Virginia, a \$1.4 Billion dollar global management services company. At SERCO, John was the Director of Mission Assurance. He served as the corporate architect for quality and change management initiatives with responsibility for the development and implementation of corporate-wide quality program and function-

al business process re-engineering activities to support attainment of corporate business objectives. This role included work on various mergers and acquisitions.

From 2000 to 2005, John worked as a Senior Associate for Kelly, Anderson & Associates, Inc. of Alexandria, Virginia, and as the Director of Professional Service and Consulting for MAP ROI Systems Inc. of Sterling, Virginia. At Kelly, Anderson & Associates he provided management and policy advice to a diverse client base and managed technical teams in e-Gov, system reviews and assessment, change management and enterprise architecture. At MAP ROI, John led all divisional functions with primary responsibility for marketing, management and policy oversight.

John and his wife, Monica, and their two precious pups, Bu & Deuce, live in Purcellville, Virginia. John has earned both a Master of Arts Degree and a Bachelor of Arts Degree from the University of Virginia. His professional certifications include ISO Quality Auditor Certified, CMMI/I Version 1.3 Process Training and Lean Six Sigma qualifications. In addition to all this, John and his wife are rabid National's baseball fans, and John is an avid outdoorsman.

We are delighted to welcome John & Monica to the VETS team.

The Leadership Corner

The editors of the VETS Newsletter are adding a new dimension to our publication that we believe will cause all of us to think more seriously about the importance of our work, the work environment and the role of leadership in meeting every day tasks. To the end we have asked our Vice-President for Strategic Planning, John Rose, to share his thoughts on "Leadership" in this and future issues. We hope you will enjoy reading about this important topic.



By John P. Rose, Ph.D, VETS, Vice President for Strategic Planning

The study of leadership is a life long adventure. We learn about ourselves and how we work with others when in leadership positions. While we learn from our experiences, we should also study, read and think about what we would do if in such a position.

Leaders are expected to be out front, to offer suggestions, clarify confusion, point the way ahead, listen, take responsibility, and be there

when we need them. As a leader however, when confronted with a difficult situation, it is good to know that you "have been there before".

Here are three tips everyone in a leadership position, or aspiring to be in a leadership position, should keep in mind.

1. **Listen:** Those of you that are project or program managers are encouraged to use your most valuable resources: your employees. Listen. Listen to their ideas and recommendations. Understand that you may not have all the answers and that someone on your staff may have a great idea or solution. Remember, if they never have a chance to speak up, these valuable resources are lost. Listening is often a forgotten tool in daily communications. Listening is often more important than trying to make your point.

2. **Be present:** Don't hide in the office. Show yourself. Be seen. Pull up your shirtsleeves and help out whenever possible. People should look to you and see a role model. An absentee leader has no effect. Be present. Lead by your actions. Buy-in creates ownership for employees. If employees feel like they have interaction with the boss, even though you may decide against their suggestions, the fact you are listening gives your employees the feeling that they are valued. They will work harder because they believe they are part of the 'team' and are truly making a difference.

The Leadership Corner continued

3. **Be the moral and ethical compass of the organization:** Be that shining example of what an honest, hard working moral person should be. Moral and ethical behavior goes from the “bottom up”, and from the “top down”. By the way: profanity, be it sexual, racial, ethnic or religious, has no place in our work place—ever.

These points are only the beginning of any thought, study or reflection on leadership. There is something new to learn every day by observing others and reading how leaders have responded---both positive and negative.

If you have the time and interest, I suggest you read RUMSFELD’S RULES: LEADERSHIP LESSONS IN BUSINESS, POLITICS, WAR, AND LIFE, by Donald Rumsfeld, Broadside Books, Harper Collins Publishers, New York, 2013. It will be well worth your time.

What’s new with the Web?

By: Jacob Cook

We have launched an update to our website at: www.vets-inc.com. The new re-design reflects our mission, capabilities and strengths (our people). Our aim is to provide employees, customers and partners a source to learn about our company’s products and services. Our team working on this re-design has simplified site navigation, updated the look and layout, and enhanced the search capability to make it quick and easy for visitors to find and access the information they need. We have significantly updated content, menus, photos, and the overall site layout. The objective was to aid all visitor's with an engaging web experience into our company and our people.

Over the next several months we plan to make several additional enhancements. We are looking at building case studies, banners, new pages, and graphic/photography enhancements. These new enhancements will insure our web-site is informative, up-to-date, and dynamic. By providing new features regularly, we will add to the overall user experience for our customers. Any questions or comments please let us know at "help@vets-inc.com".





Preparing our company for the future includes having an educated, skilled, professional team with the most current knowledge and insights, and a willingness to think and act “outside the box”. To meet that goal, we entered into a partnership with the LearnSmart Company of Tampa, Florida to offer our employees training and skills development via online and mobile information.

For those individuals that want to learn exciting new skills and earn credentials that will help them advance and grow professionally, we now have a way to do so.

Are you interested? Are you ready? If so, continue reading.

LearnSmart is a source for hundreds of essential and timely training courses for technology, business, productivity, human resources, leadership and management. Their comprehensive training libraries provide academically sound instruction for maximum productivity.

The LearnSmart innovative products take full advantage of the most recent advances in mobile technology and cloud availability.

A key selling point for us was that LearnSmart provides easy-to-manage course content, streamlined administration, and convenient delivery for YOU. We believe that our partnership with LearnSmart will improve our productivity, performance, output, while improving your skills----if we use it!

To help preserve our network resources, the LearnSmart Video Training platform is delivered by quick, online streaming video with minimal bandwidth requirements.

From a managerial perspective, the LearnSmart Business Console allows us to quickly add, edit or subtract users. For you, it is just as simple to adjust your user's courses and to assign additional training. OnlineExpert Video Training helps you maximize training opportunities.

We believe this new opportunity provides employees training to enhance performance, quality and output needed to deliver first class services. We believe that by preparing YOU for the future we will meet our goals and objectives for the next 5--10 years.

This partnership with LearnSmart gives us an effective, convenient way to enhance the professional skills of our employees in a variety of areas from software development, information technology and a variety of proven management insights.

The VETS—LearnSmart account permits 125 employees to participate in this program. If you are interested contact your manager and ask about becoming a participant. But remember: if you ask for a license we expect you to use it.

If you are interested in improving your professional skills to meet tomorrow’s challenges, see your supervisor today.



NEW Employee Performance Appraisal Process

(Applies to all Non-SCA employees)

Submitted by Kendele Underwood, Director, Human Resources

Effective September 1, VETS adopted a revised process for conducting performance appraisals and salary reviews for all non-SCA employees (i.e., all employees except those covered under provisions of the Service Contract Act). Highlights of the new Employee Performance Appraisal form are discussed below.

Employee Performance Appraisals

VETS moved to what is known as focal reviews, i.e., full-time and part-time employees will receive performance appraisals at the same time each year rather than on their anniversary dates. Employees with an anniversary date of September 1, 2013 or later will receive a performance appraisal during September 2013 and each September thereafter.

Appraisals will cover performance during the prior performance year (September 1 through August 31).

- For this year only, any employee who received an appraisal during the prior 12 months will be evaluated for performance since the last appraisal. For example, if you received an anniversary year appraisal effective July 1, 2013, you will receive a 2-month appraisal effective September 1 for the period that has elapsed since your July 1 appraisal.
- A new employee who has not received an anniversary year appraisal will be evaluated for performance since the employee's date of hire. For example, if you were hired on December 1, 2012, you will receive a 9-month appraisal covering the period December 1, 2012 through August 31, 2013.

Your completed performance appraisal was due to Corporate Human Resources on October 18.

Notify Corporate Human Resources or your Human Resources representative if you have any questions.



The Chaplain's Corner

We are relational beings. We all need relationships that are full of trust, love, and laughter. We also need relationships where we are given grace when we fail and forgiveness when we offend. Healthy relationships that have mutual respect and mutual care are essential to our growth and stability as human beings.

Unfortunately, healthy relationships do not come about without some work. All of us have learned unhealthy ways to relate to others, and if not corrected, those patterns will repeat in our friendships, marriages, and in our relationships with our children. Part of my role as Chaplain is to help you find ways to make your relationships better with your family, friends, and co-workers. If you would like to talk about a difficult relationship or would like some resources to help you improve your functioning in your family, give me a call or send me an e-mail anytime.

Our journey is full of interactions with people. May your journey be filled with relationships that bring you joy and peace.

On the journey together,

Greg

Dr. Greg Randall
VETS Corporate Chaplain



You can contact Greg via e-mail at chaplain@vets-inc.com. Feel free to send a prayer request or ask a question anytime.

To speak to Greg, call 855-483-8746 ext 121. Please leave a message if you get the voice mail, and the chaplain will return your call.

Greg is available to talk with you about spiritual issues, family issues, relationships, stress, grief, or any other area that is a concern for you. All chaplain services are voluntary and at the employee's direction and initiative, and the chaplain does not favor or promote one expression of faith over another.

It's Time to Honor Our Employees!

The VETS Employee Recognition Program honors employees and/or teams that demonstrate business innovation, exhibit inspirational leadership, show outstanding commitment to work and community, make an exceptional impact on VETS business, and demonstrate care about others.

Types of Awards

President's Award for Excellence in Innovation

The 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 at VETS. Examples may include transforming a project, process, or contract with a new approach; solving a business problem, meeting a commitment, or conducting business in an unusually innovative manner; stimulating a more effective business process; or implementing a creative idea to engage people, develop skills, or solve problems.

President's Award for Inspirational Leadership

The 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. The nominee for this award is typically a role model within the team who has motivated and inspired others to exceed expectations and perform in a manner that has truly made a difference in the work environment and/or within a community project or activity (church, charity, non-governmental organization).

President's Award for Outstanding Commitment

The 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. Examples may include consistently delivering operational and business excellence and achieving outstanding project delivery and/or extraordinary results for a client.

VETS Award for Exceptional Impact

The award for exceptional impact honors 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 Humanitarian Award for Giving to Others

This award celebrates selfless giving to help others in need. It is an outreach award to honor an individual or team that has gone the extra mile to make a difference in work, life, giving, and/or caring. This humanitarian outreach could be either a business-related activity or a community event.

VETS 360 Degree Honor Award

This award is reserved for VETS employees who have made a significant impact on their business unit, their team, their client, and/or VETS. There are three awards within this category: an award to someone based on the nomination of a peer, an award based on the nomination of subordinates, and an award based on the nomination of superiors. There is an award for each of three categories based on whether the employee is nominated by a peer, subordinates, or a manager.

The nomination form and policy is available on SharePoint in the Forms Repository under the Employee Recognition Program folder. All nominations are due by November 1, 2013. Anyone can nominate an employee for an award.

The 2013 revisions to the VETS Employee Handbook have been released!

Please take the time to review the revisions and new policies so that you can become familiar with our company policies/procedures and share any questions or concerns that you may have.

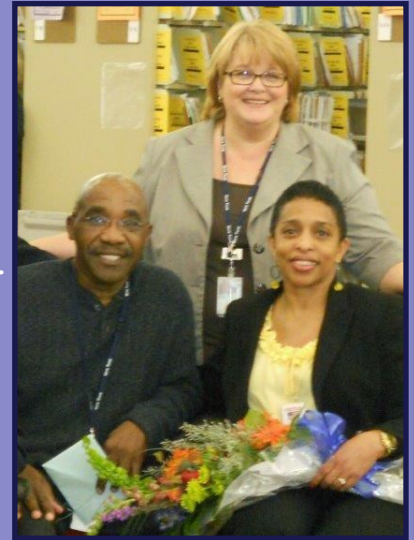
*These items are located on SharePoint, under "Corporate"
- "VETS Enterprise Documents Repository".*

(Applies to all Non-SCA employees)



Farewell to a friend...

The VETS Team on the SCOSS Task Order would like to say farewell to long-time Texas Service Center (TSC) employee and a great friend to all, Wade Terry. Wade has been an employee and customer favorite for many years on the SCOSS Team. He will be sorely missed. Wade was there for all of us at any time we needed him. He never let us down. When there were problems, Wade would fix them. The more difficult ones, he would fix immediately. His smile was infectious. His caring for others was his mandate. His understanding of the importance of every task made it a pleasure to work with him. All of his many friends at the TSC send their best wishes to Wade & Paula and want them to know that there will always be a place for them on the VETS team.



*Donna Bradley with
Wade and Paula Terry*

Troy Mont: The Voice

The Voice, an American reality television singing competition broadcast on NBC, chose one of our very own, Troy Mont, to audition in New York City for its fourth season. Troy Mont is one of our Helpdesk Analysts at the Strategic Acquisition Center (SAC) in Fredericksburg, VA, and a native of Richmond, VA. At the SAC, you can be sure that Troy is somewhere singing, or humming a tune from recent contemporary songs. Among the thousands of people at the competition, and among the many talented people, there were various ranges of music extending from R&B to Broadway, and from Pop to Soul. During the audition phase of the competition, the singers were clustered into groups of 10. The youngest contestant in Troy's group was 15 years old. In this group of 10, Troy was the second contestant, auditioning to the song "All I Do" by Stevie Wonder. Afterwards, all questions concerning the audition were prohibited by the contestants, and only one contestant in his group made it to the next round. Unfortunately, Troy was not selected. However, during his tryout, Troy had the opportunity to meet the backup singers of various famous legends such as Elton John and Patti Labelle. This once-in-a-lifetime dream for Troy will be an experience he will never forget, and it may possibly be the precursor of a new career.

Troy would like to thank God, his family and friends, and especially Mr. Moody and his fellow VETS team for their support.



Troy Mont

