

February 2014



THE CUTTING EDGE

Veterans Enterprise Technology Solutions, Inc.

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

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Message from the President & CEO, *Jim Moody*

To all VETS employees, teammates, partners, & our beloved customers, Mona and I extend our warmest and best regards for a happy and healthy new year!!!

The start to 2014 has come fast, been busy and we are already seeing the seeds to success.

First, my congratulations must go to Ethel Anderson, our Vice President for Defense Department Programs for submitting a winning bid on the Army G-2 proposal.

This new work provides operation and maintenance of the Automated Systems Integrated Database (ASID) and Information Technology (IT) support services to the Department of the Army, Office of the Deputy Chief of Staff, G-2, both in the Pentagon and at Fort Belvoir, Virginia.

Our team working that proposal included Mitch Miller, Whitley Carson, Alexis Dimouro, Herb Kaskoff, Jane Clarke, and Shanelle Noss, among many others including our Contracts/Pricing Staff and Teaming Partner.

It was a great team effort that led to this success. I commend the team for their dedication and diligence in winning a new \$6M contract. We are already hard at work with the Army G-2 staff. Please scan the overview of this project in the note below. This is a great way to start a new year.

Second, I am pleased and very proud to announce the winners of our 2013 Employee Recognition Awards. Perhaps you have already seen the memorandum announcing the winners but if not, please see my note below. I continue to be unbelievably impressed and inspired by the great people we have



on our team. It is you, our dedicated and trusted employees, which make coming to work each and every morning such a pleasure. Thank you for the outstanding contributions to our customers and fellow teammates and to the work you do for our country.

Finally, I urge you to take a moment to scan through this newsletter for information about some of your fellow teammates and for opportunities available to you designed to enhance your professional growth.

From the introduction of our superior Contracting and Pricing Team led by Chris Beamer to the herculean efforts of John Folino and the men and women on the FAA contract to the opportunities available from our work with Learn Smart, this edition of the VETS Newsletter has something for everyone.

I remain proud to serve you and support your professional growth and development.

James H. Moody
President & CEO



VETS Wins Army Award

On December 20, 2013, VETS was awarded a \$6M contract to provide Automated Systems Integrated Database (ASID) and Information Technology (IT) support services to the Department of the Army, Office of the Deputy Chief of Staff, G-2.

The VETS Team, consisting of VETS and teaming partner, General Dynamics Information Technology (GDIT), brings to the effort 40 years of experience supporting the Army G-2 and the Intelligence Community (IC) worldwide. Our team of six works on-site at Ft. Belvoir, VA and the Pentagon. Our ASID support includes system analysis, software and database engineering, and training services in support of Army Intelligence units. Other support includes Telecommunication engineer liaison, Configuration Management of the G-2 networks and input of G-2 assets into ASID. VETS also provides web design and content management on several Army G-2 supported web pages.



January 14, 2014

Dear Ladies & Gentlemen,

I am pleased to announce the results of the 2013 VETS Employee Recognition Awards program.

Altogether we received 50 recommendations in the 7 categories for award. The award categories are:

- ❖ President's Award for Outstanding Commitment
- ❖ VETS Award for Exceptional Impact
- ❖ President's Award for Excellence in Innovation
- ❖ President's Award for Inspirational Leadership
- ❖ VETS 360 Degree Honor Award
- ❖ VETS Humanitarian Award for Giving to Others
- ❖ VETS President's Partnership Award

This year there were 9 team award recommendations and 41 individual award recommendations. A committee was appointed to review each recommendation and recommend those most deserving of award by category. Due to the very high quality of nominations, the committee recommended, and I approved, more than what our policy had suggested. Thus I am pleased to present to you the 2013 Award winners by category:

VETS Award for Exceptional Impact

Andrew Cheung; FAA eFast
Woods File Team; SCOSS- NSC
VA FSC/PMSS Team; VA FSC/PMSS (Project 7006)
SCOSS NSC Help Desk Team; SCOSS- NSC
PLR Team; SCOSS- TSC
Salini Jeemon; SCOSS- TSC
Lourdes Elliott; SCOSS-TSC
Tammy Williams; SCOSS-NSC
Brett Miller; SCOSS- TSC
GATES Support Team; GATES Support
SAC Help Desk Team; SAC

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Torsten Kluge; ACFP
Brian Le; VA CAI Hoteling
Rebecca Inness; SCOSS-NSC
TOTAL of 14 Awards

President's Award for Outstanding Commitment

Shon Christina Choe; FAA eFast
John Mensah; FAA eFast
Crystal Kaster; SCOSS- NSC
Dezire Renfro; DECC
Sean Minchow; SCOSS- NSC
KayCee Escamilla; SCOSS- TSC
Olga Cavazos; SCOSS- TSC
Jeanette Menke; SCOSS-NSC
Kent Garrison; SCOSS- NSC
Courier Team; SCOSS- NSC
Tom Pierce; GATES Support
Tammy Hayes; VETS HR Corporate Staff
Wanda Fields; VA PM School
TOTAL of 13 Awards

President's Award for Excellence in Innovation

Ingrid West; FAA eFast
TOTAL of 1 Award

President's Award for Inspirational Leadership

Sandra Woods; SCOSS- NSC
Donna Bradley; SCOSS-TSC
George Noble; ACFP
TOTAL of 3 Awards

VETS 360 Degree Honor Award

John Samuel; SCOSS-TSC
Sheena Thomas; SCOSS-TSC
TOTAL of 2 Awards

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VETS Humanitarian Award for Giving to Others

Christopher Vogt; SCOSS- NSC

Donna Bolz; SCOSS- NSC

TOTAL of 2 Awards

VETS President's Partnership Award

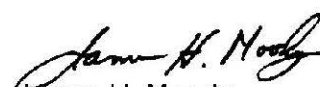
Dawn Lewandowski; SCOSS-SERCO

TOTAL of 1 Award

Altogether I am proud to announce and honor the above 7 teams and 29 individuals for their great contributions to our customers, to our team, to each other and to our community's. It is a great honor to be among such dedicated and caring men and women.

To those that were nominated and not selected, I do not want you to feel disappointed. Your nomination was noteworthy. I commend you for your support and thank you for all you do each and every day. By the fact that you were nominated has placed you into a special category that deserves recognition for your contributions. Thank you for being a critical part of our VETS team.

I extend my sincerest thanks to all of those nominated and look forward to working with all of our great employees in 2014.


James H. Moody
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SPECIAL FEATURE:

VETS CONTRACT AND PRICING TEAM

The VETS Contract & Pricing team is unique, talented, dispersed and dedicated to the service of the entire VETS team.

The contract & pricing team is lead by Ms. Chistine Beamer, Vice President of Contracts and Pricing.



Chris has worked for more than 30 years in government contracting for small and large companies as well as start up's and well established companies. Her vast experience in leading Accounting, Finance and Contracts Departments over the years has given her the expertise and knowledge to effectively run the VETS Contracts and Pricing Team.

Chris lives in Chattanooga, Tennessee and orchestrates multiple contracting and pricing actions each and every day. Chris has been with VETS for six years and became the Vice Presi-

dent of Contracts and Pricing in February of 2011. Chris has proven that you do not need to be at the corporate headquarters to lead an effective, efficient and highly talented team.

The great success of VETS over the past 5 years is in large part to the experience, expertise and dedication of Chris and her team. We are blessed to have Chris lead our contracting and pricing team.

The principal duties of Chris and her team include:

- Provide Contractual Pre-Award Support (Subcontracts, Purchase Orders, Professional Service Agreements and Business Proposal Support)
- Provide Contractual Post-Award Administrative Support (both Contract and Sub-contract modifications etc.)
- Lead Business Proposal and Pricing Efforts
- Prepare, negotiate and manage Teaming Agreements & Non-Disclosure Agreements
- Manage Deltek Contract Master Files
- Prepare and present a monthly Contract Summary Report as well as other Contractual Reports as Required
- Manage Contract files (on both the VETS server and Sharepoint site)

Chris is supported by a team of three ladies—

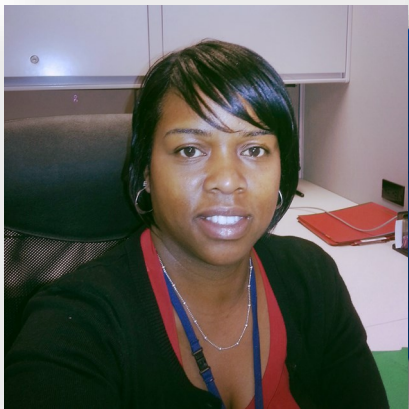


Ashley Lenzi, Kia Perry, and Mia Crume--- all of which are highly skilled, talented and qualified to keep track of multiple ongoing and complex contracts.



Ms. Ashley Lenzi, Contract Specialist, resides in Spotsylvania, Virginia and is married with a 18 month old daughter, Elizabeth Victoria Grace. Ashley and her husband are expecting their second child in June 2014. Ashley has earned a Bachelors of Art in Psychology from George Mason University and a Masters of Science in Acquisition and Contract Management from the Florida Institute of Technology (Florida Tech). Ashley started with VETS, Inc. in August of 2010 on the Federal Aviation Administration (FAA) eFAST contract supporting their Contracting Officer and Contract Specialist in Pre-Award and Post-Award Acquisition activities. In September 2011, Ashley began working with Chris in the Corporate Contracts Department. Prior to working for VETS, Ashley worked at Express Limited as a Manager before moving to Florida where she worked at Water Street Capital Hedge Fund supporting the President, Stock Analyst and Trader. In this position she

performed various types of research on companies and products for investment purposes. Ashley also worked at Robbins-Gioia on Government contracts in support of roles such as a Senior Analyst for Project Oversight on a \$300 Billion Program. While at Robbins-Gioia, she assisted in the Customs and Border Protection Office of the Border Patrol Facilities Management and Engineering Office in improving invoicing and contractual processes. During her time with Robbins-Gioia, Ashley also worked with the Customs and Border Protection's Office of Information Technology. Part of her responsibilities was to assist in the development of their yearly budget. Her other tasks included maintaining their budget and review of contractual documents that were used in release of funding to award contracts. In her free time Ashley and her family enjoy boating on Lake Anna and Nags Head, traveling and spending time with family.



Ms. Kia Perry joined VETS in May 2012 as a Contract Specialist. Kia provides contractual support for VETS prime contract vehicles including the VETS GWAC, MOBIS and Schedule 70. Over the past decade, Kia has worked in accounting and contracts for companies such as



Lockheed Martin, Affiliated Computer Services (now owned by Xerox) and SAIC, supporting Commercial, Federal and International Customers. Her expertise spans the contract administration life cycle including proposal preparation, pricing, contract setup and closeout, and contract accounting.

In December 2012, Kia earned a Business and Commerce Technology -Government Contracting Certificate and will obtain an Associates of Science Degree in Government Contracting in May 2014 from Cecil College. The next step for Kia is to pursue a Bachelors of Science in Management Studies at University of Maryland, University College.



St. Louis
★

Completing the contract and pricing team is Mrs. Mia Crume, contract specialist for selected VETS Contracts Team as well as the manager for all contract activities for eVETS, Inc. In this role, she provides contractual guidance to business team members for contract related subject matter and provides analysis for compliance of corporate laws & regulations.

Prior to joining VETS, Mrs. Crume spent approximately 9 years working in and with the public and private sectors as a contracting professional.

Mrs. Crume earned a Bachelor of Science degree in biological sciences with a minor in Chemistry from University of Missouri-Columbia and Missouri Southern State University, a Master of Business Administration in business management from William Woods University, and Juris Doctorate with an emphasis in business and technical and intellectual property from Oklahoma City University School of Law. She is a member of National Contract Management Association, American Bar Association, and Phi Alpha Delta professional organizations. Mrs. Crume resides in St. Louis, MO with her husband and daughter.

Altogether, VETS has an experienced, educated, and knowledgeable team to handle our contracting and pricing requirements. Chris and her team have shown that working in a dispersed and geographically separate environment can work very effectively.

A LEADERSHIP LESSON: FAILURE IS NOT ALWAYS A BAD THING!

John P. Rose, VP, Strategic Planning

Failure is part of everybody's journey who wants to succeed, who understands the value of being a leader, and who wants to lead others to success.

No one seeks failure. No one enjoys losing what you thought was a loyal customer. To some failure implies a lack of success. Failure is something undesirable, the opposite of success, the pits, the bottom, the end.

The wise leader will learn from such an experience and never allow failure to become a habit.

Failure is an opportunity to learn, to grow, and to become a better leader and person. We have all experienced the bitter taste of loss and failure, be it losing a hard worked proposal, falling short of customer expectations, or even failing to complete an important task on time and within budget. In every aspect, it's a horrible feeling. You feel you have let yourselves and teammates down, are not good enough, and simply are unable to succeed. It's always easy to give up.

But in order to succeed, it's the reaction to failure that defines you, your temperament and personality, and the way you lead others to success. It is in the actions that you take that is the ultimate pinnacle of success. You can be successful and lead others to success even when you fall short and fail to meet expectations.

There are three points that you

should remember in order to reach the top of the "success" mountain.

1. Despite failing, do not ever forget that you are in the game. You're a player. You are on the field. You have the courage to compete where others do not.

2. Everybody will fail. Everybody who's succeeded has failed. I cannot think of any successful person that has not experienced tough times, even Steve Jobs was fired from Apple. Everyone experiences tough times in their career. Knowing that these moments will occur in your life should put you ahead of the game. It is in how you respond that defines who you are and what you will become.

3. Failure is a state of mind. If you want to see failing as a bad thing, your negative attitude will consume you. Failure can be devastating, but do not carry it on your shirtsleeve.

After all, failing to meet a goal or objective can be the best thing that ever happened to you--if you use the experience to learn, to grow, to seek out why and take action to prevent it from occurring again. The key is never to accept failure as the standard but to assess what can be learned from the experience.

In order to be successful, to be a leader, you will have to take risk, you will be uncertain of yourself and your efforts. Never be afraid to take risk,

to go beyond your comfort zone, to challenge your limits. Not everything in our lives brings success and happiness. In fact, in losing, in experiencing failure, we stand the potential to gain the most--if, we assess why and learn from the experience. That is the challenge to which we must commit. Only then can you overcome failure, feel success, and most especially lead others to success.

Remember, success doesn't always teach you much. Yes, it feels good, but failure can teach you how to do it better the next time. As long as you maintain that inner desire to succeed, despite multiple failures, you will achieve success.

Bottom Line: Learn from others, learn from your failures, and study how things should not be done. Assess the situation, question how you would do it better, seek advice and study how others win and lose. You may fail, but you will never be a failure. Thus, by definition, you are a success.

* Credit for some thoughts and ideas in this article go to an essay by Bo Burlingham, "The West Point Way", Inc. Magazine, New York, October 2013, pages 64-67 & 108-110. The Burlingham article presented insights of author and leadership expert Jim Collins and his experiences while teaching at West Point. Also, credit goes to an essay by Norm Brodsky entitled "Everyone Fails. What's Key Is to Learn the Right Lessons", Inc., July/August 2013, New York, New York.



DO's & DON'Ts in Pursuing Government Business

John P. Rose, VP, Strategic Planning

In November of 2013, several VETS leaders attended an AFCEA* "Small Business Break-fast" where former CIO's offered insights on "Things to Do & Not Do when pursuing government business". **

The speakers included:

- Robert S. Katz, Katz Global Strategies;
- Roger Baker, former VA CIO, currently at Agilex Technologies;
- Linda Cureton, former CIO for NASA;
- Bob Otto, former CIO U.S. Postal Service and current VP Agilex Technologies;
- Nitin Pradhan, former CIO for Dept. of Transportation.

A number of interesting insights and perspectives were raised by this distinguished panel. Their thoughts, ideas, and suggestions are worthy of study and consideration as we work toward growing our business with a variety of government agencies.

The following are their thoughts:

1. What many of us like about working with small businesses is that they tend to "over deliver" and that is a very good thing.
2. Small businesses do not always live up to commitments made in proposals. If you want to be successful, you must do what you say you will do.
3. Small business leaders and program man-

agers must work the "hard problems" and not avoid tough issues.

4. To be successful you must differentiate yourself from the competition. Highlight what you do best! And be prepared to have others check you out to see if you can do what you say you do.

5. Most company websites are poorly done and companies cannot do what they say they do. If you tell someone you can do "x", make sure your website can document and support what you say!

6. To succeed in the government space you must understand the capabilities, direction and mission of your customer. If you do not know, you will lose every time.

7. If you want to make a difference show your customer how you will save them money in solving their problem.

8. Do not go to a meeting with the CIO of a government agency without first doing research on that agency and the issues and problems that agency is facing. If you can avoid going to the CIO that is even better. Often the CIO has delegated issues to someone else. Go to that "someone else".

9. A successful strategy is to go to a prospective customer and say: "When you said in a recent speech that you had "X" problem, I



DO's & DON'Ts Continued

think we can help you solve that problem and here is how!"

10. Before you visit a customer do your homework. Know the organization, their mission and the problems they need to address. You can find those problems from GAO reports, IG reports & speeches by officials.

11. HOT TIP Key to success: Offer a solution to an identified problem and demonstrate how you can solve that problem.

12. Follow the money trail: look at Congressional appropriations to find out what agencies are receiving the money, how much and for what.

13. Understand that a customer may tell you NO, and when they say NO, they mean NO.

14. A common mistake among business leaders is in failing to follow up to a meeting, phone call or email.....big mistake.

15. If you intend to brief your core capabilities do so using only 3 graphics. Be brief, be concise, be focused.

16. If you want your proposal to be noticed, introduce innovative products and solutions. There are entrepreneurs out there with creative ideas that can tip the balance of a proposal. Find them. Most proposals do not differentiate themselves....nothing new, nothing different is not the way to win new business.

17. If the winning proposal is based on a "Low Cost Technically Acceptable" (LCTA) philosophy it almost always ends up costing the government more money, time and effort. LCTA is not a win-win strategy for the government or small businesses.

18. Again---do your homework. Research, research and research an agency before you visit. Know their problem(s). Demonstrate how you can fix those problems.

Since November your VETS team is fast at work applying these lessons. We believe it will pay great value for us in the future.

Attending AFCEA meetings is one way to obtain insights on present and future efforts. This meeting was of great value to those of us that attended. We believe the observations and points we collected will be of value to you as well.

* "AFCEA is the Armed Forces Communications & Electronics Association of Washington, DC. AFCEA DC delivers monthly informational and networking events, annual symposia, small-group learning and training opportunities, and horizontal "Working Groups" - focused on issues that have the greatest potential for future impact to the Defense & Security community. They follow the technical, policy, program, planning and budget activities of the Government IT marketplace, and work to ensure that the Mil-Gov community has constant access to innovation." VETS is a member of this association.

**VETS attendees at this AFCEA Small Business Meeting included Mrs. Whitley Carson, Business Development and Proposal Team; Ms. Shanelle Noss, Business Development and Proposal Team; and John Rose, Vice President for Strategic Planning. Above summary prepared by John Rose.



IMPORTANT CHANGES REGARDING YOUR 401K PLAN

Submitted by Kendele S. Underwood, Director, Human Resources

VETS Inc. is pleased to announce important changes to our current 401(k) Plan, which is currently serviced by Principal Financial Group. We have selected MassMutual Retirement Services (MMRS) to provide the funding vehicle and record keeping services for our 401k plan effective March 1, 2014. MassMutual's program offers numerous advantages which are outlined below.

Program Features

- Attend education sessions on your plan – in group or individual settings – with the plan's broker.
- Select from an investment option line-up that spans a broad range of asset classes.
- Access your personal account information and make transactions through the interactive retirement planning website and toll-free service line.

Track your retirement planning progress with your comprehensive quarterly statement of account, which includes your Personalized Rate of Return, based on the investment options in which you're invested.

Investment Choices

- You can choose from a wide array of investment categories for all types of retirement investors (very aggressive to very conservative). Please review these options contained in the Education booklet. The booklets will be distributed within the next few weeks.

Please refer to the Performance Report, Fund Sheets and Fee Schedule for detailed information about the new investment lineup.

You recently received a Welcome Package either in paper form or via email. This package included a Blackout Notice. The highlights of this notice are listed below. Please be sure to read all documents that were included in the Welcome Package. If you misplaced the package or did not receive one, please contact HR@vets-inc.com to request an additional copy.

Blackout Notice - As a result of changing 401(k) plan providers, you temporarily will be unable to direct or diversify investments in your individual accounts, obtain a loan from the plan, or obtain a distribution from the plan. This period, during which you will be unable to exercise these rights otherwise available under the plan, is called a "blackout period". Whether or not you are planning retirement in the near future, we encourage you to carefully consider how this blackout period may affect your retirement planning, as well as your overall financial plan. Beginning with the first payroll period in March 2014, all of your future contributions will be invested in the investment options you select online via MassMutual's Plan Access website.



*****The blackout period for the plan will begin on 2/17/14 and end on or before 3/17/2014*****

Stay Tuned

As the transition date approaches, you will be able to access your account by using your Social Security Number and Date of Birth (MMDDYYYY) which will allow you to access your personal account information via MassMutual's Service Center at 800-854-0647 and MassMutual's Plan Access website, at <http://retirement.massmutual.com/rscorp>.

Enrollment and education meetings will be scheduled soon with the plan's broker to discuss the transition and answer any questions you may have regarding the process.

Questions?

Participant Customer Service: MassMutual provides a customer service line at 800-854-0647 which is available 24 hours per day and is staffed with customer service representatives Monday through Friday from 8:00 a.m. to 8:00 p.m. (EST).

Inquiries can also be sent to HR@vets-inc.com or by contacting HR at 855-4-VETSINC.

SCOSS DATA ENTRY TEAM (FIRST SHIFT) AT THE TEXAS SERVICE CENTER

The SCOSS II Texas Service Center Team continues to work hard to implement the Electronic Immigration System (ELIS). The visa workload was very large in December, a time that has in the past had a lower volume of work. In spite of the challenges with the system, the team continues to make progress toward the USCIS established goals for Visa work. Thanks for all the hard work!



Top Center: Wanda Larkin, Data Entry Task Manager (left) and Francis Williams, Data Entry Supervisor (right) and the first shift SCOSS Data Entry team at the Texas Service Center



Professional Skills Development for VETS Employees via eLearning

John P. Rose, VP, Strategic Planning

VETS employees are fortunate that our President and CEO, Jim Moody, values learning, education, and skills improvement. He has placed into practice a program promoting the development of a variety of business, leadership and professional skills and made the program available to employees wishing to improve their competitive position.

In May 2013, VETS entered into a contract with LearnSmart, a corporate training and development company, to allow 125 VETS employees access to eLearning with infor-

mation technology, professional development, management, leadership and soft skills improvement programs.

LearnSmart leads the way in corporate training and development by creating premium quality courses that are educational and engaging. From advanced technology to safety & compliance, office productivity, leadership and business management topics, LearnSmart has training programs that meet essential business needs. There are 1,000 eLearning courses to select from contained in Knowledge Libraries. Courses are launched

from a Learning Management System (LMS) designed as an advanced cloud-based system with AICC and SCORM compliant versions for training compatibility.

LearnSmart training programs include collaborative and social learning features as well as a 5-star rated mobile learning application. These functionalities allow users to train both online and offline in a full-motion video classroom.

We believe that the LearnSmart programs offer VETS employees opportunities that are





not available elsewhere. And the cost is free to VETS employees enrolled in the program.

LearnSmart eLearning and Learning Management System provide more than simple PowerPoint slides. The LearnSmart classroom provides comprehensive, quantifiable training creating a robust learning experience.

Each course contains a full complement of resources as in knowledge checks, Mastery Exams, labs, and other integrated study materials.

To date we have 100 VETS employees enrolled in the program and on their way to improve and expand their

knowledge in hundreds of areas.

Those enrolled must now complete the courses that will provide the knowledge, skills and insights that will lead to more challenging work opportunities, potential for better pay and benefits and the challenges that come with new learning.

But, there is no “free lunch”. Self learning/eLearning is not easy and it does take away from your free time. However, what could be more important than learning something new, learning about tools that enable you to do your job more efficiently and giving you new skills to be more competitive in

the work force. Each of us must take time to invest in ourselves to enhance our professional growth. Thanks to Jim Moody’s belief in education and skills improvement and his desire to invest in your future, VETS employees now have an opportunity to grow professionally and use their newly found skills.

If eLearning is something you are interested in investing your time doing and you are prepared to commit the time required to do the work, let your supervisor know. There are only 25 positions yet available. It may be the most important decision of your professional career.



SPECIAL FEATURE:
Federal Aviation Administration eFast Team
Submitted by John Folino



VETS directly supports the Federal Aviation Administration (FAA) mission of providing the safest, most efficient aerospace system in the world. Currently, there are 38 VETS personnel supporting the Electronic FAA Accelerated and Simplified Tasks (eFAST) Program Office. eFAST is a FAA \$1.5 Billion acquisition vehicle and program support office for small business contracts.

The VETS eFAST Team provides full life-cycle acquisition support, quality assurance, technical support, and communication and outreach services. The goals of the project are to serve the FAA by:

- ✦ Delivering savings while increasing safety
- ✦ Assisting the eFAST community of users
- ✦ Expanding Opportunities for Small Businesses
- ✦ Improving Sustainable Government

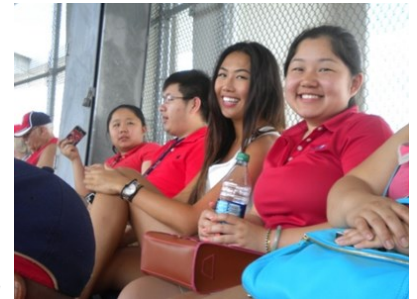
Leading with Acquisition Innovation:
The VETS Team has just completed support of eFAST Open Season 4. This Open Season event is the on-boarding of more than 400 small businesses. The VETS Team support included technical proposal evaluation, cost proposal evaluation compliance reviews, and new Master Ordering Agreement (MOA) Holder assistance. The VETS Team developed an entire SharePoint-based pro-



positional submission system for the Open Season. It is similar in nature to some aspects of the GSA eBuy system. However, it provides rather extensive pricing and vendor discussion functionality not available in most proposal submission systems. This is the third Open Season the VETS team has supported.

The team's primary mission is to support the ongoing eFAST pre and post award operations. During the past several years, the VETS team has supported the award of more than 235 task orders and the execution of more than two thousand five hundred contract modifications.

Since 2011, the eFAST Program and some of our VETS team members have received special recognition. In 2011, eFAST received the Best of the Best in Small Business: Procurement Official of the Year Award and the FAA's Financial Discipline Excellence Award. In 2012, VETS Team members won corporate awards. Krystal Au won the President's Award for Excellence in Innovation, Emily Mudede won the President's Award for Inspirational Leadership and Joye Sims-Henry won the VETS Humanitarian Award for Giving to Others.



The eFAST VETS Team has made philanthropy one of its core team building activities. Last year the team supported causes such as the Capital Area Food Bank, No Kid Hungry, Collect for Kids, Food for Friends, and Operation Christmas Child.

The Team has also completed other fun team building activities including playing on an FAA softball team, team breakfast with Donut Eating Competition, indoor BBQ with Patriotic Dessert Contest, Nationals Baseball Game Outing, Potluck lunches, White Elephant gift exchange, and monthly Birthday Cupcakes. In 2014, the Team is looking forward to continuing to serve the FAA with quality contracting support, the community with philanthropic activities, and each other.





PMP: Investing in the Future

John P. Rose, VP for Strategic Planning

VETS invests in the future through a Project Management Professional (PMP) certification program.

Over the course of this past year, VETS invested in 6 of our mid-career program management professionals in training and skills development to become certified as Program Manager's and thus qualified to lead complex programs involving all aspects of a business relationship. Becoming a certified Project Management Institute (PMI) Project Management Professional (PMP) is no easy task. Such a program requires hours of study and practical on-hands experience. It is a tough and demanding series of steps that qualifies one to lead and manage programs.

The Project Management Institute (PMI) is the certifying agency for Project Management Professional (PMP) credentials.* PMI is considered among the elite in certifying men and women to lead in today's complex business environment. Having PMI PMP certification demonstrates experience, education and competency to lead and direct projects. If one is interested in improving his or her skills and marketability (in addition to increased salary and benefits) then a PMP certification is required in today's competitive business environment.

Training and certification in this area tells others that the individual has demonstrated competence in leading and directing project teams. If you're an experienced VETS project manager looking to solidify your skills, stand out to employers and maximize your earning potential, the PMP credential is something you should consider.

Our six candidates, all volunteers, accepted the challenge to participate in this very demanding course of instruction leading to a final PMI exam for certification.

The VETS PMP candidates are:

Goran Kovac: System Administration, Security Control (Audits), and Disaster Recovery support for the Veterans Benefits Administration Region 5 Network-Attached Storage and Windows Server environment located in Hines, IL, just outside of Chicago.

Jane Clarke: Defense Personnel Property System/Transportation Operational Personal Property (DPS-TOPS) Operational Support Program Manager; Advanced Computer Flight Plan (ACFP) Application Support Program Manager; and the VETS Global Air Transportation Execution System (GATES) Support Project Manager, all at our O'Fallon, Illinois site supporting the United States Transportation Command.

Matt Faulkner: Project Manager, DECC St. Louis On-Site Contractor Technical Support.



PMP Continued

- Rebecka Schmit:** File Operations Manager, SCOSS II Contract, Nebraska Service Center.
- Richard G. Wiley:** Project Scheduler working as PMO in support to C2 Solutions Group, Inc. in support of the Veteran Affairs OIT Enterprise Architecture IT Support Program contract.
- Sue Settle:** Human Resource Manager Nebraska & Texas Service Centers, SCOSS II Contract.

These six employees have stepped up to enhance their professional skills and credentials. Once certified they are likely to be rewarded not only by the new knowledge and skills they have learned, but will qualify for more demanding programs, resulting in more challenging work and better pay and benefits.

VETS offers this opportunity to all employees who currently perform in a supervisory or management position or its equivalent, and who demonstrate the aptitude to undertake this rigorous course of study. If interested, let your supervisor know. We will work with you to meet your goals and aspirations. This is a “Win-Win” situation for both our employees and our company. We both succeed by having the best qualified and most talented managers and leaders running VETS projects.

Details regarding the PMP eligibility requirements and Certifications are available at the PMI website (www.pmi.org). The following is an extract from the PMI website.

PMP Eligibility:

- To be eligible for the PMP program, according to the PMI website, you need to have either:
- A secondary degree (high school diploma, associate’s degree, or the global equivalent) with at least five years of project management experience, with 7,500 hours leading and directing projects and 35 hours of project management education. OR
 - A four-year degree (bachelor’s degree or the global equivalent) and at least three years of project management experience, with 4,500 hours leading and directing projects and 35 hours of project management education.
- Should you not yet meet all the eligibility requirements, you should consider the Certified Associate in Project Management (CAPM) certification. If you want to know more on the PMP’s role and requirements consult the PMP Handbook, available on the PMI website as well.

What are PMI Certifications?

PMI offers a comprehensive certification program for project practitioners of all education and skill levels. Currently consisting of six credentials, the program demonstrates both your commitment to the profession and your expertise through certifying education, experience and competency. Rigorously developed by project managers, PMI certifications ensure that you and your projects excel.

As project management is one of the top skillsets demanded by organizations around the world, this is more important now than ever before. One-fifth of the world’s GDP, or more than \$12 trillion, is spent on projects. And with many skilled practitioners leaving or scheduled to leave the workforce due to retirement — a trend the Society of Human Resources (SHRM) identifies as having a major strategic impact for 64% of organizations worldwide — there is a great demand for knowledgeable project managers.

When these opportunities arise, certification helps make sure that you’ll be ready. There are already more than 460,000 PMI credential holders around the world and in every industry, from healthcare, telecommunications and finance to IT and construction.

The [2012 PMI Pulse of the Profession study](#) found that organizations with more than 35% PMP certified project managers had better project performance. And according to a 2007 PricewaterhouseCoopers survey, 80% of high-performing projects use a credentialed project manager. Make sure you’re one of them by earning a PMI certification.

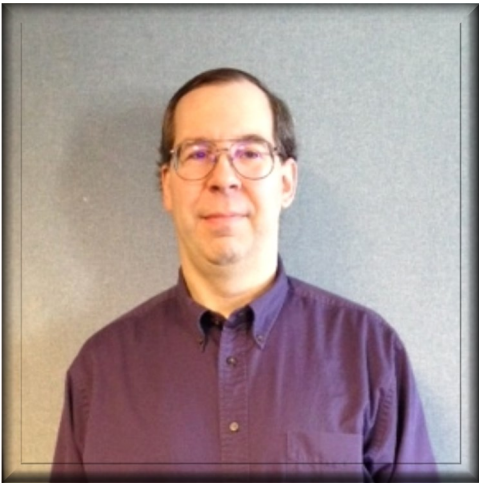


Employee Focus: Garner Johnson’s 50th Birthday Celebration

“A Civil War Era Soldiers Birthday”

Written by Dick Kocarnik, File Task Manager

Garner Johnson is the Night Manager at the Nebraska Service Center (NSC) in Lincoln, Nebraska for the VETS SCOSS Team and has been employed at the NSC since June 6, 2007. During his tenure he has worked in both the file operation and data collection. He was assigned the Night Manager position on January 22, 2011 and in his role as the Night Manager he coordinates the activities between both shifts closely with site management, is responsible for the operation to be properly closed out daily and to ensure all security procedures in doing so have been met.



*Garner Johnson,
Night Manager at NSC*

Outside of work, Garner enjoys a diverse set of interests; one being the many historical battles that was fought throughout history. Before coming to the Nebraska Service Center, Garner taught American History at the University of Nebraska as a graduate instructor. He is a history buff that loves teaching and lecturing about major battles that occurred in American history.

On November 5, 2013 Garner celebrated his 50th Birthday. To make this an especially unique celebration, the VETS Team employees from the second shift planned a special com-

memorative event for him. A representative, Ron Rockenbach, from a local Civil War Club was invited to do a special presentation for him. The representative brought flags, hats, and clothing from the era, and set up other displays in the parking lot at the Star Building location. The VETS Team employees in attendance had the option to put on some of the clothing items and Tim Van Boening, a GC1 staff member, took advantage of the opportunity; wearing a jacket, hat, and a belt with a sword, and held a flag much like a Civil War Soldier of 150 years ago would have done. Garner wore a confederate coat and hat to set the mood for President Abraham Lincoln’s brief but powerful Gettysburg Address.

The speech was read to the audience by Mr. Rockenbach. This was especially significant to Garner because it should be noted that his birthday coincided with the 150th anniversary of the Gettysburg Address. Garner often feels that he has an undeniable connection to this occasion, being born exactly 100 years after President Lincoln’s address was first delivered.

It was discovered that there were no records found for what was done for a soldier on



their birthday, but rather it was something a regiment would do for the soldier. In general, a soldier may have received a box from home. In an attempt to reenact this, a few of the employees created a box which represented a typical birthday gift that a Soldier may have received from his mother while he was in the field of battle. Marlys Sanders and Chris Vogt, both GC1 Clerks, supplied the items for the box. The box was wrapped in plain brown paper, and Garner's name was written on the outside and addressed to him as a Soldier in the U.S. Army. Chris Vogt wrote a letter to go with the box, as if it was from Garner's mother. Marlys read the letter (as Garner's mother) and presented Garner the box. In addition, a Promise Coin, which was significant to Soldiers, was given to Garner from Mr. Rockenbach. At the conclusion of the event, lemon cake was served in the break room. The cake would coincide with what would have been appropriate for that period in history.

With Veterans Day just a week away, the VETS SCOSS employees at the Nebraska Service Center took away a little bit of history and an appreciation of the sacrifice a Soldier makes, in the pursuit of their beliefs. They also had fun celebrating Garner's 50th birthday.

The Chaplain's Corner

The Journey of Forgiveness

Each of us has a wound from another. Some of them are recent, some are from long ago, but each wound is a reminder of how cruel, unfair, and cold someone was to us. The wounds can become larger over time, and if left untreated, they can affect our entire life, slowly spreading the poisons of bitterness, hatred, and hardening our own hearts.

Thankfully, there is a cure. Forgiveness pulls the pain from the wound and allows us to live our lives with peace and hope. Forgiveness always takes time and patience, and here are some steps that can help us forgive those who have hurt us:

Humility: Recognize that we have hurt others along the way, and that we do not know all of the story of the one who hurt us. None of us are perfect, and all of us have been through difficult places.

Patience: Give yourself time. Deep hurts from others take time to heal and very serious pain can

take years of work before we come to a place of full forgiveness.

Find A Friend: Talk to me, a member of the clergy, a trusted family member or a friend that will listen with compassion and grace. They will be an encouragement to you as you seek to find the way of forgiveness.

Pray: Ask for God's help as you learn to forgive and also ask for God to help the one who hurt you.

Give Thanks: Give thanks as you feel the forgiveness begin to take hold, and share those good moments with your friend. Celebrate the moment with those you love when you find the forgiveness has fully taken hold.

Use Wisdom: Even if you have come to a place of full forgiveness for the other, seek the wisdom of trusted friends about how you should relate to that person in the future. Most relationships can be fully restored, but if someone in your life is so toxic that they continue to hurt you, it may best to

distance yourself from them and move on with your life.

May the peace and hope of forgiveness come to you and wipe away the pains of your hurts. As always, please let me know if I can help you through the journey.

On the journey together,

Greg

Dr. Greg Randall
VETS Corporate
Chaplain



You can contact Greg at 855-483-8746 ext. 121, or chaplain@vets-inc.com. Feel free to send a prayer request or ask a question anytime.

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.

Texas Service Center VETS Team 2013 Veteran's Day Recognition

Donna Bradley, VETS TSC Site Manager, honored American military veterans at a Veteran's Day celebration.



Donna Bradley pictured with Francis Ferrell (Navy)



Michael Molina (Coast Guard), Donna Bradley, and Marion Goldsmith (Army)



Donna Bradley pictured with Stacy Henderson (Army)



Donna Bradley pictured with Mike McComas (Navy)



Donnie Jones (National Guard), Charlolette Fulton (Air Force), Anthony Lyles (Air Force), and Donna Bradley

Not pictured:
Dwight Grimes (Army)
Debbie Estrella (Navy)



Period of Employment Awards



Congratulations to the following employees who have earned a Period of Employment Award.

James Friend

12/19/2013 5 years of service

Robert Holmes

01/01/2014 5 years of service

George Noble

01/01/2014 5 years of service

Look who is new to the
VETS family!

Congratulations to Mr. and Mrs. Michael Ayscue who tied the knot on September 21, 2013. Tiffany is the VETS Corporate Office Manager and Security Coordinator.

