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Summer Edition

2016

The Cutting Edge



*Veterans Enterprise Technology Solutions, Inc. is a Service-Disabled Veteran Owned
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Moving Forward in 2016

A Message from VETS President and CEO, Jim Moody

It is hard to believe that 2016 is halfway gone already. While the 4th Quarter of 2015 was a challenge for VETS, I am pleased to say that in the face of change and some adversity, we are on the rise again. The financial health and success of our company continues to improve. We may not be where we once were but slowly and surely we are headed in the right direction. We have experienced some key personnel turnover, but we continue to win new work and, when necessary, have closed down other projects. Such is the nature of this profession.

But now our eyes are fixed on the future as we have set our sights on several new business opportunities.

Our success this year in winning new work has been outstanding. I am particularly pleased to note that we are on a winning team of an IDIQ opportunity providing us a license to go after up to \$25 Billion dollars in work with the Health and Human Service Centers for Medicaid Services. This could be a game changer for VETS. The opportunities here are limitless. For more specifics please see the detailed list of new work highlighted by Chris Beamer on page 6 of this newsletter.

Our results this year compliment the strategic goals we set for our company. Three of my top focus items for this year are:

- Continue growth in the Information Security/Access Control Business Area;
- Continue growth in Application Design & Development;
- Create & develop at least one new business area in 2016.

In addition, we have set Corporate Goals to achieve this year that will challenge all of us. Reaching out beyond our comfort level to achieve the success we believe is possible, is my intent.

Our 2016 business goals include:

- Growing our business by at least 15%;
- Win \$30 million in new business during the year;
- Ensure that our Program Managers, Developers and Analysts are given the training and skills necessary to excel at the customer level;
- Achieve an ISO 9001 re-certification;
- Continue our Learn Smart professional development program for all employees to enhance and improve their skills;
- Review, revise and establish, as necessary, business processes to strengthen our business.

We are on target to meet and exceed all of our Corporate Goals.

I hope you will find this edition of the VETS Newsletter informative. It is designed to bring all employees up to date on company efforts and to ensure that you are aware of current plans and initiatives.

I am totally focused on YOU (our most valued investment) and our future business opportunities.

I believe our future is bright. We succeed because of YOUR dedicated service to our customers and to each other, and for that I THANK YOU!!!!

Should you have any suggestions on how to improve our governing policies and interaction with each other, I encourage you to reach out and let me know. Because I am moving in so many directions each and every day, and may not be able to get back to you in a timely manner, I have asked John Rose, our strategic planner, to assist me and record all ideas and suggestions and report them directly to me. John can be reached at: jrose@vets-inc.com.

He has direct access to me at all times and he will keep you posted of your suggestions.

Wishing you and your families a fun, enjoyable and safe summer 2016!!!!

James H. Moody

President & CEO



Pamela Clay

VETS Corporate Controller

Pam Clay was raised on a family farm in Alton, Virginia, roughly a 45 minute drive from Clarksville. In the 5 years since she first started at VETS on April 1, 2011, she has gone from an Accounting Assistant to the position of Corporate Controller on the VETS team. Prior to assuming the Corporate Controller position, Pam assisted the Payroll, Accounts Receivable, and Accounts Payable departments.

Pam came to VETS with an undergraduate degree in Business Administration with a concentration in Accounting from Shaw University in Raleigh, North Carolina with cum laude honors. In February 2012, Pam was awarded a Master's Degree in Accounting and Financial Management from DeVry University, while working full time on the VETS corporate staff.

As the Corporate Controller, Pam oversees three critical functions: Accounts Receivable, Accounts Payable, and Payroll. Pam's oversight in these three areas, along with that of her team, are critical.

Prior to joining VETS, Pam worked for three years for the Garner Road Family YMCA in Raleigh, North Carolina as an Accounting Assistant.

When asked about her hobbies, Pam immediately responded, "Spending time with family and my church, Saint Mark Missionary Baptist Church in Alton, Virginia are my first priorities."



Arthur 'AJ' Orlebar

VETS PM for the SBA Office of Disaster Assistance Program



VETS is very pleased to highlight in the Summer Edition of our Newsletter a new member to our management team, Mr. Arthur 'Aj' Orlebar. Aj became our Program Manager of the SBA's Office of Disaster Assistance Program on March 28, 2016.

Aj comes to VETS fresh off his first assignment as a Program Manager, and with experience in business operations, data center management, software development, and lifecycle and process improvement. He has led technical, management and IT teams. His expertise is in driving innovative technical and process solutions across cross-functional teams to create collaborative environments.

Aj's credentials include PMI PMP certification, Scrum Master certification, qualifications in ISO 20,000 Service Management, and he possesses certifications in CompTIA Mobile +, Cloud +, A+, Network + & Security +.

Aj earned a Master's of Business Administration and Technology Management from the University of Maryland and an undergraduate degree from Appalachian State University in Communications and Advertising with a minor in Sociology.

His professional accomplishments and skills are backed by hands on experience in strategic and efficiency alignment, competitive training and development, technical cross training, staff reorganization, implementation of processes for managing operational and capital budgets, along with multiple individual technical certifications and qualifications.

As the SBA PM he is the leader of our team; a team whose duties include delivery of services to people in serious need of government assistance from disasters occurring throughout the United States, Puerto Rico, the United States Virgin Islands and Guam. The critical mission of The Office

Continued on the next page.

of Disaster Assistance's Program is to provide low-interest disaster loans to businesses of all sizes, private non-profit organizations, homeowners, and renters to repair or replace real estate, personal property, machinery and equipment, inventory and business assets that have been damaged or destroyed in a declared disaster. This SBA office operates 24/7. Aj and our VETS team must be available 24 hours a day on a moments notice should a natural or human disaster occur. The VETS team runs the backend support of the Information Technology Operations Center as well as for the Disaster Credit Management System that is used to assist in processing loans for the Disaster Assistance Program.

The work of our team is absolutely critical to getting help to those in dire need quickly and without delay.

In assignments prior to joining our team, Aj has worked for the Defense Acquisition Academy at Fort Belvoir, Virginia, for PEROT Systems under a contract for the Department of Transportation in Fairfax, Virginia, for CGH TECH in Washington, DC, with BAE Systems in Herndon, Virginia and in Falling Waters, West Virginia for MAN-

TECH International Corporation on a contract for the Department of Veterans Affairs. In this most recent assignment Aj served as the Program Manager for a diverse group of software developers, system administrators and a studio team. This assignment included the full software development life cycle of web application that is used for IT training within the Department of Veteran Affairs. His knowledge and background in Agile and SCRUM methodology were essential skills he exercised in the process of rewriting software when necessary. He also had to ensure management of Amazon Cloud services to meet Fed ramp, Fisma and TIC requirements of the VA contract.

When you meet Aj, you will immediately know that there is something special about him. At one time, Aj was in the Washington Redskins training camp. He came out of training camp as a free agent during the time period when Joe Gibbs was still the head coach. A nice link to his story appears at this website: <http://www.washingtonpost.com/wp-dyn/content/article/2006/05/07/AR2006050700890.html>

We are absolutely delighted to have Aj on our team.

The eFAST FAA Technical Team

VETS is proud to present our (eFAST) Electronic Federal Aviation Administration (FAA) Accelerated and Simplified Tasks (eFAST) Technical Team and acknowledge their outstanding and dedicated work for our FAA customer.

eFAST is the FAA's preferred contracting vehicle for small business contracts. eFAST streamlines the procurement process for all stakeholders using a web-based acquisition tool, and automated workflows compliant with applicable FAA standards. eFAST supports the following contract types: Firm-Fixed Price, Cost Reimbursable, Time and Materials, Labor Hour and others as appropriate.

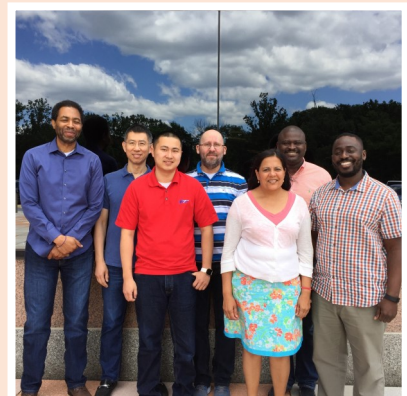
Our team provides design, development, database development and administration and helpdesk support to the FAA eFAST acquisition program. Some of the big successes of the team include the digitization of a paper based acquisitions environment based on Acquisitions Management System (AMS) standard forms, process design analyses, input/output studies, and an examination of internal and external team workflows. The team also automated the end to end team communications throughout the eFAST acquisition cycle (pre-award through contract administration and close-out). The resulting eFAST KSN Workspace is the primary operations environment for 10 interrelated user groups and more than 2,500 users.

The day to day successes of the team include providing help desk support to the full eFAST community, conducting tool training on an as needed basis, and collaborating with the eFAST delivery teams to develop further system enhancements.

The team members include:

- Nana Osafo-Mensah, Team Lead/PM/SharePoint Architect
- John Paul Mensah, Lead SharePoint Developer
- Frank Hale, Senior SharePoint Developer
- Curtis Keys, Senior SharePoint Developer
- Archana Sahai, Senior Business Analyst
- Andy Cheung, SharePoint Developer
- Eugene (Yungeng) Qi, Database Developer/Administrator

This VETS eFAST Technical Team goes above and beyond to support the fast pace and demanding objectives of the eFAST program. They are a force to be reckoned with!



Curtis Keys, Eugene Qi, Andy Cheung, Frank Hale, Archana Sahai, Nana Osafo-Mensah, and John Paul Mensah.

VETS Achieves ISO 9001:2008 Certification

VETS staff are committed to excellence, integrity and customer satisfaction. In support of this commitment, President and CEO, Jim Moody, set a strategic goal for the company to obtain an International Organization for Standardization (ISO) 9001:2008 certification. ISO is an independent, non-governmental membership organization and it is comprised of over 163 member countries whose purpose is to facilitate international trade by providing a set of globally accepted standards to ensure safety, reliability and quality of products and services. In October 2013, VETS, Inc. received its ISO 9001:2008 certification from the Performance Review Institute (PRI), an accredited registrar that performs assessments of quality management systems against ISO requirements. The certification validated VETS compliance with the requirements of the ISO 9001:2008 standard. In meeting the certifications requirements VETS solidified its corporate management structure and successfully demonstrated its commitment to management excellence and customer satisfaction.

The VETS ISO 9001:2008 certified QMS is applicable to all facets of the following:

- Corporate-level infrastructure-type support in order to best serve the organization's external and internal clients.
- The management of the infrastructure-type support areas includes contract management, procurement, human resources, finance, security, IT Infrastructure, risk and issue management, and customer satisfaction monitoring and control.

VETS QMS was designed in a manner that creates repeatable and sustainable business practices and is comprised of a collection of business processes that detail the way in which VETS plans, creates, develops, and delivers quality services.

The benefits of VETS quality program are:

- Increases in efficiency and productivity
- Improved customer retention and satisfaction
- Recognition within the industry as a fully capable and proven entity

On July 6, 2016, VETS was informed by PRI that the quality system of VETS had been recertified to be in conformance to ISO 9001:2008 standards. This certification is valid until September 15, 2018.

This could not have been achieved had it not been for the outstanding work from a number of VETS staff (including Chris Beamer, Pamela Clay, Kendele Underwood, Ethel Anderson, Jennifer Boit and John Rose) but most importantly from the orchestration, dedication and leadership of John Folino, Sr. VP of Operations, and Jonathan Chumney, Internal Quality Auditor, who led this corporate effort. Jonathan currently supports the VETS Human Resources Department. He has taken on this second duty with great enthusiasm. He received both his ISO Internal Auditor and Lead Auditor training in February 2016.

During the latter part of 2016 and 2017, John and Jonathan will focus on transitioning to the ISO 9001:2015 standard. There are a number of changes to the ISO standard and the VETS Quality Management System will be tailored to meet those new requirements.

As always, we will continue to seek improvement in delivery, coupled with the agility and professionalism required to compete in today's challenging work environment. To that end, we encourage employee understanding of the VETS QMS and direct participation in strengthening our continuous improvement environment. Employees may access and review ISO related materials via the VETS Human Resources portal.

Period of Employment Awards

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



- **Michael Speicher 12/15/15**
- **Connie Torres 1/3/16**
- **Chris Beamer 2/21/16**
- **Sue Settell 3/7/16**
- **Jacqueline Wagstaff 3/31/16**
- **Pamela Clay 4/1/16**

VETS: SHAPING THE FUTURE OF OUR COMPANY

Christine Beamer, VP of Contracts and Pricing

VETS is pleased to announce several “game changing” opportunities for our company. As a result of recent awards of new work and opportunities as a partner on one IDIQ award, we have plenty of work to do and opportunities to grow our business significantly. At the center of new opportunities is the IDIQ contract with the Health and Human Service Centers for Medicare and Medicaid Services with a ceiling of \$25 billion dollars. Yes, that is \$25 Billion! Of course we must compete for the work but we have the license and multiple opportunities to expand and grow our business. Now it is up to us to go after new work in a variety of areas. On this contract VETS is a Teaming Partner with TMI Solutions, Inc. This information technology professional services contract has a five year base plus a five year option period and will include task orders for:

- Initiation, Concept, and Planning Services
- Requirements Services
- Design Services
- Development Services
- Test Services
- SCA Services
- IV&V Services
- Maintenance Services
- SPARC Support Services
- Data Request Services

In addition, recently we have been on the winning team of two T4 Task Orders. They are highlighted below.

- 1) T4 Task Order with the Technology Acquisition Center (TAC) for Access Services Development and Integration Support Services (ACS).

VETS is a Subcontractor to By Light Professional IT Services, Inc. This task order has a one year base and two 1-year options plus optional tasks. VETS will provide project management services, application integration/enableness, enterprise service deployment and enhancement, and sustainment services for the SSOi, SSOe, CSP, E-sig, Prov, SAC, CAR and AMS functionality.

- 2) T4 Task Order with the Technology Acquisition Center (TAC) Master Veteran Index (MVI) Identity Services

(IdS) Development and Integration Support.

VETS is a Subcontractor to By Light Professional IT Services, Inc. This task order has a one year base and two 1-year options plus optional tasks. VETS will provide project management services, application integration/enableness services, enterprise development services, and sustainment services for Identity Services which consists of Master Veteran Index, Identity Management Tool Kit (IdM TK), IBM Initiate Software, Identity Proofing, VHIC and Identity Verification.

Other Wins:

VETS has recently been awarded our fifth year of a seven year task order under the VETS GWAC for HCRIS.

In this area we support the Department of Health and Human Services, Centers for Medicare and Medicaid Services, Healthcare Cost Report Information Systems (HCRIS). HCRIS is a system that collects, validates, and stores cost report data. Maintenance and Operation for HCRIS include system security support, system technical support, database and system administration, system testing, data validation, edit coding and testing, file updates, file creation, requirements documentation, and customer/data user assistance.

As we go to press we are anxiously awaiting an announcement of a follow on award with the Department of Interior, Disaster Credit Management System (DCMS) Support for the Small Business Administration (SBA) Office of Disaster Assistance (ODA).

We have supported this customer since 2011 and are optimistic we will be able to continue to do so for the next five years. We expect good news soon.

The new task order will have a period of performance of a one year base plus four years. VETS will continue to provide operational and engineering support to the DCMS.

Key focus areas for sustainment will include software and hardware maintenance, system availability, system security, engineering and customer support.

Beyond what has been mentioned above we have several opportunities pending. Hopefully we will hear good news soon. Overall the future looks exceedingly bright. We are shaping our future as we speak.

VETS SUPPORTING SERVICE TO OTHERS

Over the past several months, VETS has reached out to support two very special people dedicated to helping others in need.

First, we are supporting Colonel (Retired) Gary West, USAF, former F-15 & F-16 pilot, on a 2,500 mile bicycle journey known as the "Patriot Honor Ride." Gary's adventure begins on Monday, August 1, 2016, in Lubec, Maine that ultimately will take him to Key West, Florida by October 1, 2016.



The purpose of Gary's ride is to raise money and awareness for post-secondary educational scholarships for children and spouses of military service men and women killed or disabled while serving our great nation. These scholarships resoundingly declare 'thank you' for the sacrifices of our nation's military and their families. This program is designed to honor fellow American veterans who gave their life by being there to support and assist their children and spouses who need it most.



VETS, being a service disabled, veteran owned small business, has great respect and admiration for the work that Gary and others are doing to help and assist those that have lost so much. VETS is honored to support this effort.

Should you wish to contribute to the scholarship fund for children and spouses of our fallen fellow American service men and women, and

honor the dedicated efforts and service of Colonel (Ret.) Gary West, please go to: PatriotHonorRide.com.

Our second support effort is to assist Ms. Katie Caswell, a recent high school graduate and off to her first year at The Kings College in New York, and her team---fellow students from the Blue Ridge Bible Church of Purcellville, Virginia---on a mission this summer to teach debate techniques and communications skills, host a summer camp, in addition to building greenhouses in the rural area of Oradea, Romania.

These greenhouses are micro-businesses that create sustainable agricultural solutions. This mission is part of an ongoing effort led by a Romanian citizen, organized by the

Blue Ridge Bible Church and supported by student volunteers. It is the direct result of a grassroots effort by student volunteers to help a rural community grow and prosper.

The Romanian communities are responsible for procuring the land, preparing the field and will attend training on how to farm in a greenhouse. The Blue Ridge Bible Church team will supply and build the greenhouses for their use. This international community out-reach effort provides knowledge and understanding to allow those in this community to acquire life long skills in the sustainment of food production.

There are other reasons in the minds of these students that are more far-reaching than just food and economic stability. Without doubt, these greenhouses can have a profound and direct effect on the stability of a community, the self-confidence of individuals being taught new skills, and a sense of satisfaction of the student volunteers doing something to make a difference in the lives of others.

Noteworthy in this region of Romania is the fact that it is not unusual for fathers in this region to leave their family for half of the year to work in Italy during the winter months. This greenhouse farm effort has the potential to provide sufficient income and food to keep families together.

There is a second rationale to support and serve this rural community. Romania is well known as a leading target for human trafficking. Daughters of impoverished families are susceptible to the lure of criminal elements in society and enslavement by human traffickers. These simple greenhouses have helped rural communities find family and economic stability.



In a social climate lacking hope, trust, and prospects for a viable future, it is the young men and women from Purcellville, Virginia that are uniquely positioned to positively impact the lives of Romanians economically, politically, socially, and spiritually. They make our world a better place!!!! Thanks, Katie for bringing this effort to our attention.

VETS has a track record to help others. We will continue to do so.

VETS Corporate Home: *Clarksville, Virginia*



Pamela Clay, Sue Settell, Kendele Underwood, and Mona Moody.



Jim Moody, Aaron Jones, Robin Hammond, and Tiffany Ascue.



Cameron Benton and Dave Winn.

VETS Corporate Staff enjoy lunch together at the Los Bandidos restaurant in Clarksville, Virginia in mid June on an absolutely beautiful summer afternoon. (Not pictured: Arnold Benton, Jonathan Chumney, Josh Glasscock, and Jacqueline Wagstaff.)

Clarksville is home to the VETS corporate office.



Clarksville sits at the edge of Buggs Island Lake---50,000 acres of fresh water and 800 miles of beautiful shoreline--just a few miles from the North Carolina border. Clarksville is located off Highway 58 between Raleigh, North Carolina and Richmond, Virginia. At one time the area was home to the Oconeechee Indians that lived in the area from approximately 1250 to 1676. Pioneers and settlers settled in the area and in April 1818, the village was incorporated by the Virginia General Assembly and given the name of Clarksville in honor of Clark Royster, a planter and tavern owner on whose lands the town was to be built.

Today Clarksville has a population of more than 7,000 people.



The Virginia Lake Festival is held annually at Clarksville during the third weekend of July. The town often attracts approximately 80,000 visitors during this three-day event known as "Lakefest".



Mecklenburg County Veterans Memorial located in Clarksville, Virginia.



Oconeechee State Park features cabins, campsites, an archery range, many trails for hiking/biking, picnic shelters, a lake-side amphitheater, a playground, boat ramps, and private boat rentals.

News from HR

VETS HR Team would like to remind you of our Employee Assistance Program (EAP) that is available at no cost to you and your immediate dependent family members.

Listed below are some of the EAP benefits offered to VETS employees through Mutual of Omaha's EAP. Again, there is no cost to you to use these services.

Mutual of Omaha's EAP has trained professionals available to you 24 hours a day, seven days a week. They can be reached toll free by calling 1-800-316-2796 and can provide assistance for a variety of personal and professional matters including:

- | | |
|---|---------------------------|
| ◆ Stress Management | ◆ Life Changes |
| ◆ Resiliency | ◆ Relationships |
| ◆ Depression | ◆ Drug/ alcohol abuse |
| ◆ Gambling and other addictive behavior | ◆ Mental health |
| ◆ Parenting | ◆ Grief |
| ◆ Financial Issues | ◆ Balancing work and home |

If you or a family member are in need of assistance, please contact HR@vets-inc.com to take advantage of this free benefit. This is completely confidential and we have found it to be very beneficial to those who have used it.

Chaplain's Corner

Welcome to summer! Do you have your summer reading list ready? Summer reading usually means something that is light and easy, but it is also a good time to read something that makes you think. Here are some suggestions for books that explore the spiritual side of life that you can add to your list. Please note that by offering these recommendations that I do not agree with everything in the books or endorse all of their conclusions.

Life of Pi by Yann Martel. Yes, you can watch the movie in two hours but as the old saying goes, the book is better. Full of reflections on the meaning of life and how we relate to the forces around us that can either destroy us or help us, Pi takes us through a fantastic journey set on the ocean.

Ishmael by Daniel Quinn. "Teacher seeks pupil. Must have an earnest desire to save the world. Apply in person." With that short ad from the personals section, the adventure begins. Quinn leads the reader on a very thoughtful journey through the meaning of our relationships to the world and all those that journey with us.

Gilead by Marilynne Robinson. How does our past affect who we are and how do we affect the generations after us? Robinson's gentle story of a man writing to his young son about their family is powerful and full of hope.

A Timbered Choir by Wendell Berry. This is a book of poems and is best read slowly and with time to reflect. Berry is a poet/farmer and his writings usually reflect on the beauty of the earth.

Have a wonderful summer and happy reading!

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.

LEADERSHIP IN THE WORKPLACE:

Thinking out loud.

John P. Rose; VETS VP for Strategic Planning

What is leadership?

Why is it important in the workplace?

What should we know about it?

Much has been written about leadership. I am not about to tell you that I know it all. People define leadership in different ways. It can be as simple as “Influencing others to follow a given direction.”

One of my favorite statements describing leadership comes from Jim Rohn, an American author, 1930-2009, who summarized leadership as follows:

“The challenge of leadership is to be strong, but not rude; be kind, but not weak; be bold, but not bully; be thoughtful, but not lazy; be humble, but not timid; be proud, but not arrogant; have humor, but without folly.”

If leadership were a jigsaw puzzle, its components might include: empowerment, vision, communication, example, relationships and motivation. There may be other parts but most would agree that these are all relevant components.

Often leaders are compared to managers. Is there a difference and does it matter?

Today’s business community requires both managers and leaders. There are critical functions that each must perform. There is no one solution, no simple answer. There are no foolproof formulas for success. Both skills are required and necessary to run a successful business in today’s fast paced information-dominate environment. A leader needs to be a successful manager as does a manager need to be a good leader to meet all requirements of the job. Here are a few distinctions.

The MANAGER

Administers

Maintains

Asks how & when

Accepts the status quo

Has a short-range view

Focus on systems & structure

Has his/her eye on the bottom line

Does things right

The LEADER

Innovates

Develops

Asks what and why

Challenges it

Has a long-range view

Focuses on people

Eye on the horizon

Does the right thing

Beyond the manager/leader paradigm here are 10 leader/manager keys I have collected over the years. These suggestions come from experience; more often when something has not gone according to plan. Looking back it is easy to see what went wrong and what could have been done to avoid it. I have not always gotten it right. I have learned some painful lessons over my time. What follows are some of the things I have learned, often the hard way:

It is more important to be doing the right things than to be doing things right. Do what will accomplish the task or mission. First things first.

Just because you are working hard doesn’t mean you are doing the right things. Ask yourself what must be done to be successful and then do it.

Don’t confuse effort with results. A lot of people work hard; successful people are focused on what is important to do to close out the task.

Continued on the next page.

All good performance starts with clear goals. It goes back to the old saying: “If you do not know where you are going, than any road will get you there.” Think it through in advance. Know where you are going and how to get there.

Many leaders spend too much time looking for the next new leadership technique and little time following up on what they just taught their people. Do not ever forget that it is what people do that lead to success. Your role is to check, follow-up, then check and follow-up again until it is done.

Leaders must find out the truth for themselves. Don’t believe everything you hear. Sitting behind the desk will never lead to knowing what you need to know. Be with your team.

If you do not know what is wrong, you can’t fix it. Nothing more to say here. That is why you are the leader—find the problem and fix it.

The secret to good leadership is treating people right based on good information. Taking care of people is the most important task you have—no question. Getting correct information is likewise critical. Nothing will impede you more than not knowing, not having facts, not knowing the truth.

Just wandering around being nice to people has little impact; what makes a difference is catching people doing things right, and when problems occur, being ready to problem solve.

Key to success in the information age is turning high tech into high touch.

I would be interested in your insights to the above thoughts. Where do you agree or disagree? What has worked for you? Feel free to send me your thoughts at jrose@vets-inc.com

FINAL THOUGHT: No program will ever succeed without someone in charge be it a manager focused on getting a task accomplished to standard or the leader inspiring a team forward. Both are essential to success.

What can we do to help you develop the skills necessary to succeed?

IT Corner

Helpful Suggestions for Accessing SharePoint

By Dave Winn

Please observe the following instructions to avoid the most common problems when accessing SharePoint. If you have tried these ideas and still have trouble using SharePoint, please contact the VETS Service Desk at help@vets-inc.com.

- ⇒ Use the same credentials as you use for your VETS email account.
- ⇒ The username format must be ‘vets-ad\username’, where ‘username’ is the first part of the email address before the @ sign.
- ⇒ Internet Explorer should be used if possible.
- ⇒ https must be used. The correct URL is <https://sharepoint.vets-inc.com>.
- ⇒ The domain ‘vets-inc.com’ must be in the Compatibility View list. Go to <https://sharepoint.vets-inc.com>, then click the gear icon in the upper right corner of the Internet Explorer window, then click Compatibility View settings. If “vets-inc.com” doesn’t appear in the list, click Add so the domain ‘vets-inc.com’ is added to the list. The browser window should refresh and display the site.
- ⇒ Certain networks, particularly those of certain government customers, have tight restrictions in place that can prevent a computer from connecting to our SharePoint site. You may need to use a computer that is not connected to the Internet through a restricted network.



We have a problem and we need your help.

Our company has seriously invested in providing employees with an opportunity to improve their professional skills, develop new skills and expand their knowledge in a host of technical, business, developmental, and important social areas.

Our problem— WE ARE NOT USING THIS SERVICE!!!

Over two years ago, VETS invested in LearnSmart, an on-line professional education services company, providing over 1000 courses and programs in areas which compliment our business interests and enhance employee learning and professional skills. Through LearnSmart we purchased access to five libraries: (1) HR, Safety, and Compliance Enterprise Library; (2) IT Enterprise Library; (3) Office and Productivity Library; (4) Project Management Enterprise Library; and a (5) Business Skills Library.

We have 90 employees with accounts to LearnSmart. Only a fraction of them are using this service paid for by VETS. Many have never completed a course or use their access on a regular basis. Even fewer have completed a program leading to a professional certification. Perhaps you are one of the few that has taken advantage of this service.

Leaders: Here is something you should know. You can 'require' your employees, as part of their professional development and skills refresh, to complete select courses and track their progress. It could be part of their duty day if the customer permits. It could likewise be part of their professional growth outside of work. You can also offer employees access to an account on a trial basis of 30, 60 or 90 days. At the end of the prescribed period, access can be given to someone else.

We also have a dedicated 'Point of Contact' at LearnSmart – Tina Willis, who is willing to assist any leaders wanting assistance inside the system.

In any case, if we continue to fail to use this gift then we will lose it. It is your choice.

Use it or lose it.

