



THOUGHTS

Newsletter Issue No. 41

August 2019

Talent Wins Games, but Teamwork and Intelligence Win Championships!

Many of our recent "thoughts" have been about growth, leadership and customer focus. All core pillars of success that we must continue to place an emphasis on in maintaining TekSynap as a great place to work. In thinking about how to continue to keep our TekSynap Team moving forward, as simple as it sounds, Teamwork was the first that came to mind. As a company, we pride ourselves on bringing in the best and brightest talent, ensuring we have exceptional benefits, providing the latest and greatest technology and tools, leveraging training and certification paths to increase our individual skills. These are the perfect elements and ingredients necessary to create an exceptional workplace. But let's not forget that great ingredients are just that -- they are the components that can be combined to make something exceptional. It is up to us to combine the ingredients to create something special!



In working to achieve results that bring value to our customers, we each bring strengths and weaknesses to the table. By leveraging the strength of the team, we can achieve greater results. As you go about your day-to-day activities, make time to interact and engage with your colleagues and managers. Share your ideas and experience, you'll be surprised how the interaction may spark even better ideas and approaches. If you work on an individual project or on a remote team, it's even more important to ensure your engaging with your team. When we successfully deliver, take time to recognize how we achieved it, what worked, what didn't and how we can repeat our success. Most importantly, thank people who helped. Every member of the team is critical to our success.

It's important to remember we are in a services business, we don't build widgets, it's about people. Focus on respecting others and their opinions, building rapport and trust, transparency and effective communication. Combining our strengths and these elements will lead to great success. When we share our success and our challenges we grow as a team. Individually, we can all do great things, as a team we can achieve remarkable things.

- MJ Helveston

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KUDOS



Congratulations to the July DTRA employee of the month: **Kay Stephens**. Kay was recognized for her continuous outstanding support.

DLA provided unsolicited praise for the hard work and quality support provided by **Austin Smith, Dustin Kramer and Toby Beck**.

Maurice Green worked diligently to ensure a key member of the DTRA Director's Office had all systems functioning and went above and beyond to ensure connectivity to the networks. All while displaying a professional demeanor.

Noureddine Benahmed was recognized for on-going help to set up conference room panel displays and other tasks at NRC SNCC.

Derek Murphy and Dante Trujillo received kudos in the form of the 3rd Quarter T.E.A.M. Award for supporting the 2019 Kirtland AFB Air & Space Fiesta.

Jim Baldrighi and Tim Le were described as "truly amazing" and thanked for "keeping IOEE the RMF gold standard for DLA".

Jason Hilton, NRC SNCC, was identified by name for his dedication and support over the last month, including tasks that required late nights and short notice suspense.

The CIO for NRC, said about our own **Daniel Mirkovic**, "Dan is really good! The engineering is outstanding. We are able to see the strong logic behind the sizing and theoretical limits. We are fortunate to have TekSynap as a partner."



Open Enrollment September 3 - 12

Open Enrollment for 2019 will begin on Tuesday, September 3rd and will close on Thursday, September 12th. Employees will be required to login to ADP and select their new benefit enrollment.
All employees must log in to ADP to make their benefit selections by no later than September 12. Current medical and dental enrollments will not roll over as we are changing providers.

Please join us for one of the two Open Enrollment Benefit Webinars which will be hosted by McGriff Insurance Services and Cigna Insurance.

Webinars will be held on
Wednesday, September 4th at 10:00 am and Tuesday, September 10th at 3:00 pm.

A recorded version of the webinar will be posted in ADP for employees that cannot attend.

If you have any questions please reach out to HR@teksynap.com.



If you have someone you would like to thank or recognize, email your message to the

news@teksynap.com.

Holiday Party Save the Date

Our holiday party will be held on
Saturday, December 14th in Washington DC
Look for more details in the coming months.



Quality Metrics

Please review the Quarter 2, April-June 2019, [Quality Metrics](#) that were assessed in July 2019.

Employees Improve Metrics By:

- Submitting timesheets daily by 5pm EST.
- Adhering to performance review and policy notifications.
- Sharing program/personal feedback to quality@teksynap.com.
- Sharing educational and technical certifications to hr@teksynap.com.

You are reminded of all the above responsibilities through your TekSynap email. Please check your TekSynap email through the Outlook app or online portal

Wedding Congratulations!



On May 31st, **Matthew Stroud** (Kirtland C4) and Charlotte Tyrannosaurus were married in the company of their children and close friends at a scenic overlook of Albuquerque. Best wishes to the happy couple from all of us!

Department of Justice Program Spotlight

Teksynap personnel are onsite at the Department of Justice providing support to the DOJ Automatic Declassification Program, the Special Security Center (SSC), and the Controlled Unclassified Information (CUI) Program.

The CUI program began initially as a recommendation from the 9/11 Commission and a Presidential Task Force, who both examined the need to streamline information sharing across the Executive Branch. The resulting Executive Order, EO 13556, established the National Archives and Records Administration (NARA) as the CUI Executive Agent (EA) and appointed the Director of the Information Security Oversight Office (ISOO) as Director of the CUI Office. ISOO is charged with fostering a collaborative discussion between the CUI EA and the agencies, which has led to monthly CUI Advisory Council and CUI Registry Council meetings, which Teksynap personnel attend in order to assist the DOJ in articulating its position on issues present and ongoing with the DOJ CUI Program.

With the publishing of 32 CFR 2002, the Office of Management and Budget (OMB) established key elements for a CUI Program (32 CFR 2002 Subpart B). Teksynap personnel are actively engaged in assisting the DOJ in establishing these elements within the agency. Due to the nature of DOJ business, providing this support means incorporating records management, security, and IT subject areas to craft solutions for DOJ law enforcement, legal and security personnel. Teksynap personnel commission meetings with DOJ personnel to gather necessary subject area data, assist with the reporting to NARA, and identify potential issues with proposed rule changes to the CUI Registry. Currently, Teksynap personnel are working with the Drug Enforcement Agency (DEA) and the Bureau of Alcohol, Tobacco Firearms and Explosives (ATF) on CUI program solutions that will ease the transition to CUI for DOJ law enforcement personnel.



Teksynap also provides automatic declassification reviews and support to the DOJ, concentrating on the existing backlog of records in need of declassification review. Teksynap personnel conduct reviews at the RFK Main Justice Building and the National Archives in College Park, Maryland. The objective of automatic declassification is to declassify information that is over 25 years old without compromising any information that still is considered vital to the country's national security. The work is subject to Executive Order 13526 and oversight by the Department of Justice, the National Archives and Records Administration, and the Department of Energy. Teksynap personnel also provide administrative assistance to the Special

Security FAQs

Q: What are security reporting instructions?

Fraud, Waste and Abuse: 1-800-424-9098

Insider Threat: report to Security@teksynap.com or your on-site TekSynap FSO.

Q: When does my security clearance expire?

and the Department of Energy. TekSynap personnel also provide administrative assistance to the Special Security Center (SSC), assisting in the day-to-day business and data entry needs in one of the DOJ's classified workspaces.

September is Insider Threat Awareness Month

U.S. Department of Homeland Security defines an insider threat as "a current or former employee, contractor, or other business partner who has or had authorized access to an organization's network, system, or data and intentionally misused that access to negatively affect the confidentiality, integrity, or availability of the organization's information or information systems."

Insider threats, to include sabotage, theft, espionage, fraud, and competitive advantage are often carried out through abusing access rights, theft of materials, and mishandling physical devices.

Information collection occurs when information is elicited from employees. It is commonly done through: Physically removing files, cyber attacks, unsolicited requests, targeting at tradeshow and foreign travel. Always be on the lookout for insider threat indicators and contact security@teksynap.com or an FSO to report suspicions!

To review Insider Threat indicators, [play this game!](#)

INSIDER THREAT VIGILANCE

Reportable Behaviors

INFORMATION COLLECTION	INFORMATION TRANSMITTAL	ADDITIONAL SUSPICIOUS BEHAVIORS
Keeping classified materials in an unauthorized location	Using an unclassified medium to transmit classified materials	Repeated or un-required work outside of normal duty hours
Attempting to access sensitive information without authorization	Discussing classified materials on a non-secure telephone	Sudden reversal of financial situation or a sudden repayment of large debts or loans
Obtaining access to sensitive information inconsistent with present duty requirements	Removing classification markings from documents	Attempting to conceal foreign travel

LEARN TO IDENTIFY AND REPORT SUSPICIOUS ACTIVITY

Contact your Security Office:

CDSE Center for Development of Security Excellence www.cdse.edu **LEARN. PERFORM. PROTECT.**

We run monthly reports. A TekSynap Security Officer will notify you when your clearance is about to expire to begin the reinvestigation process.

Q: How do I notify security when I need a Visit Access Request (VAR)?

Please email security@teksynap.com for any specific Visit Access Request (VAR) requests or questions.

Q: Do I have to notify my company of International Travel?

If you have an SCI clearance, please email security@teksynap.com for an International Travel Briefing prior to your trip.



Did you know that as corporate clients of AT&T, our employees can apply for an 8% discount on their personal AT&T lines by going [here](#) and entering your TekSynap email address. Once prompted enter discount code: 4831037. Email [Adam Thomas](mailto:Adam.Thomas) if you have questions.



DTRA - Fort Belvoir
Splunk Architect
Splunk Engineer
Lead System Administrator
Senior Systems Administrator
NOSC System Administrator

DLA ESD
Computer Operator - New Cumberland, PA
Computer Operator - Warner Robins, GA
IT Support Specialist - Columbus, OH
or Richmond, VA

DLA Central LAN
Senior Network Engineer - Dayton, OH

DLA South LAN
Network Engineer - Fort Belvoir, VA

Army DENIX
IT Engineer - Arlington, VA
Senior Software Engineer - Arlington, VA

Wireless
Site Managers (1099 preferred) - Remote with 80-90% travel

AFNCR
Helpdesk Specialist - JB Andrews MD

58th Special Operations Wing Program Spotlight

The 58th SOW is an Air Education and Training Command (AETC) Formal Training Unit (FTU) responsible for training aircrew for Special Operations, Missile Field Support, Combat Search and Rescue missions and Undergraduate Pilot Training-Helicopter (UPT-H). The Wing requires Information Technology (IT) support at two locations, Kirtland AFB, New Mexico, and Ft Rucker, Alabama. At Kirtland AFB, there are 2100 customers that require support with 5000 pieces of network equipment (computers, monitors, and printers), storage area network (30 TB File server), 260 printer servers, 80 cell phone devices, and localized tier 2 support. Additionally, Ft Rucker requires tier 1 and 2 support for 410 users to include 350 computers, 4 server, 171 iPads and 19 printers.

Tim Owens and K'Andrea Ormeno support Fort Rucker by sustaining and supporting localized IT solutions. Being fully responsible for this site, Tim and K'Andrea provide support for hardware, printer servers, file plans, and localized Tier 1 & 2 computer helpdesk support. Based on historical data, they resolve an average of approximately 90 total tickets per month. High volume months consisted of approximately 180 total tickets. Tim and K'Andrea are responsible for documenting their work within Remedy tickets and provide end-user training. They consistently receive kudos from the customers they support. For example, Tim supported a year-long flight training facility renovation, which involved staging classes from a small, temporary facility.

and then moving back again to the new building. With IT support being critical to that process, Tim Owens was recognized for his outstanding, top-notch, timely support. Without Tim's hard work, the successful move and execution of 58th SOWs academics operations could not have happened. No matter how big the problem, Tim responds in a timely manner and always comes through. K'Andrea has also made a great addition to the TekSynap team. Most recently she resolved an ongoing issue with the DO's iphone, upgrading the IOS, restoring email access and repairing encryption services. K'Andrea also recently completed setting up a new computer lab for the URS Instructor pilots. As part of her Equipment Custodian duties, K'Andrea took the lead on completing the annual ADPE inventory for the 23 FTS successfully accounting for approximately one thousand individual IT assets spread out across four geographical locations.

At Kirtland AFB, Michael Halona provides IT support for hardware, printer servers, cell phone devices, file plans, and localized Tier I/II computer support. Based on historical data, she supports approximately 550 total tickets per month on average. High volume months consisted of approximately 700 total tickets per month. She provides Tier I/II Help Desk support responsible for documenting their work in Remedy tickets. Additionally, Michael provides Network Support by coordinating with Kirtland C4 and VTC coordination for end-users. For Michael, customer kudos are never in short supply. Michael was recognized for going out of her way to support Det-1, a geographically separated unit. She single-handedly improved their daily operations execution with her technical expertise, can-do attitude, and willingness to go the extra mile.



Upper Specialist 4 K'Andrea, MS
ACAS System Administrator - Arlington, VA
Sr System Administrator - Arlington, VA
Info System Security Officer - Arlington, VA

Kirtland

Client Support Technician - Albuquerque, NM

NRC-SNCC (Rockville, MD)

SailPoint Architect - SME II

Please email your referral resumes to:

careers@teksynap.com

or visit [TekSynap Careers](#)

We want to hear from you!

Send us your news -- babies, weddings, pets, trips and vacations, graduations, kudos to coworkers...

Send all submissions to the [Newsletter team](#).



Employee Anniversaries

7 Years

Anita Isaac

3 Years

Jan Murphy
Adam Cruea
Sarah Keiper

2 Years

James Brown
Lindsey Dale

1 Year

David Reed
Ryan Hinkle
Mark Pint
Ryan Fitzgerald
Jacqueline Soltero
Thomas Owens
Michael McRae

Welcome New Employees!

Brooklyn Rivers, DLA JETS
Phillip Myles, DLA JETS
Randin Fogle, DLA JETS
Gwendolyn Blakley, DOJ
Ryan Carney, DTRA
James Tucker, DTRA
Logan Edens, DLA ESD
Mary Alice Hancock, Army DENIX
Ryan Sears, DLA ESD
Winston Webb Jr., DLA JETS



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