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[We're] gonna need a Bigger Boat! ... Jaws (1975)

It seems my career has been jumping from one shark infested environment to another ... the bigger the challenge, the more fun it became. After several *shark* infested careers, I joined TekSynap late last year – I am very glad you have welcomed me aboard!

I am a product of Chicago, where my parents raised my brother, two sisters and me to appreciate the incredible privileges we have living in America – an honor and privilege I still cherish and defend today. At 17, I left home for the US Coast Guard Academy and graduated as an Ensign with a BSEE degree. Ten years of sea duty and 22 total years of service later, I retired from the Coast Guard. During those 22 years my wife (primarily) raised our daughter and 2 sons while I sailed across planet earth's oceans to help mariners in distress, protect our shores from illicit smuggling, and enforce our environmental and marine fisheries laws. Ashore I caught up with family life, earned a MSEE degree from Purdue University, managed IT services programs, deployed enterprise JWICS, and worked congressional budgets. One of the most rewarding aspects of my Coast Guard career were the great leaders, enlisted and commissioned, that I had the pleasure to serve with. From them I learned the practical lessons of how leaders motivate and inspire teams to perform well beyond their wildest imagination ... *bigger boats* were not always an option!

When I retired from the Coast Guard, I joined SIGNAL Corporation in 2000, which is where I first met Kam and David. After 18 years of building the Homeland Security account, and navigating through several *shark* infested mergers and acquisitions, I retired from GDIT in 2018. Over my GDIT career, I became a tenacious competitor at chasing, winning, and running large IT services programs. Over that time span we built a *bigger boat* pushing \$1B of new business through the DHS EAGLE contract, expanding USCG classified systems nationwide, rebuilt an ITIL-based IT Services Management enterprise for the US Citizenship and Immigration Services (USCIS), and won the \$876M Technical Integration Program (TIP) implementing all IT for the new DHS HQ at St Elizabeths. It was a fun ride ... and now I am here at TekSynap which is a wonderful port to drop my anchor.

I am no Michael Jordan, but this is quite frankly my "*Last Dance*" ... and I cannot be happier to finish my career as a part of the TekSynap family. I told Kam and David that I came here to be a trouble shooter and jack of all trades – hopefully constructing a *bigger boat*. But more importantly I would like to finish my professional career knowing that some pearls of wisdom I may share would help some of our TekSynap folks to be stronger, more energized professionals ... and to seize the incredible opportunities we all have at TekSynap to support our expanding portfolio of customers. If nothing more I can certainly share some interesting *shark* stories.

Looking forward to running into many of you on the decks of the good ship TekSynap!

--Mark Sirkoski



TekSynap's CMMC Preparation

TekSynap is preparing for the new Cyber Security Maturity Model Certification that was developed by the Office of the Under Secretary of Defense for Acquisition and Sustainment(OUSD(A&S)) and others. ***As this prep continues, there will be changes to some of our current process and procedures as well as changes in our IT systems.*** We would like to ensure everyone that while we continue to prepare, we are focused in implementing changes as seamlessly as possible. While we are strengthening our IT security, we will do our best to not disrupt the current workflow and efficiency employees are used to. We'd also like to thank everyone for their continued diligence in reporting suspicious activity which stood out as a huge positive in a recent security assessment. Thank you all and please always feel free to reach out to [**support@teksynap.com**](mailto:support@teksynap.com) with any questions.

Business Updates

Teksynap is proud to announce that we have been awarded: **NIH CIO SP3, DLA JETS AV/VTC and Central LAN Support.**

The **NIH CIO SP3** contract provides health and biomedical-related IT services to meet scientific, health, administrative, operational, managerial, and information management requirements. The contract also contains general IT services partly because medical systems are increasingly integrated with a broader IT architecture, requiring a systems approach to their implementation and a sound infrastructure for their operation.

The Defense Logistics Agency **JETS AV/VTC** provides enterprise support for the agency's Audio Visual and Video Teleconferencing infrastructure. Our team executes the operation, troubleshooting and maintenance of AV/VTC, Video Streaming, Cable TV and Closed-Circuit Television (CCTV) equipment across the enterprise. Our admins assist end-users with global hardware support and setup of all AV/VTC equipment includes CODECs, AV/VTC network connections and controllers, wired/wireless interfaces, audio controllers, data interfaces, Cable TV, Close Circuit TV, Video Signage and other miscellaneous AV/VTC equipment.

The Defense Logistics Agency **Central LAN Support** contract executes the day to day O&M

of DLA's Central Region Local Site Network Infrastructure. This includes working projects, incidents, and work orders to ensure a well-functioning network is maintained. Our team provides local site support for key locations throughout the region while providing remote support for satellite sites. Key initiatives and projects include tech refreshes, eVOIP deployments, configuration standardization, automation integration, and LAN Flattening implementation.

The Defense Logistics Agency **IT Services for VDI Assessment** contract provides a complete end-to-end assessment of performance, design, architecture and interoperability of all infrastructure and services associated with DLA customer VDI (Citrix) user experience. This assessment will include the collection, consolidation and analysis of configuration, performance and test data for the purposes of identifying deficiencies and developing actionable recommendations for design, configuration and/or architecture changes with the intent of enhancing and/or optimizing the VDI user experience. This assessment should also include an in-depth analysis of the VDI user and application authentication process, as well as performance and interoperability of DLA's VDI environment with that of our Microsoft hosted Office365 cloud solution.

ADP HOW TO: 401k Contributions and Beneficiaries

In ADP follow these instructions:

Click Myself, Benefits, then Retirement Savings

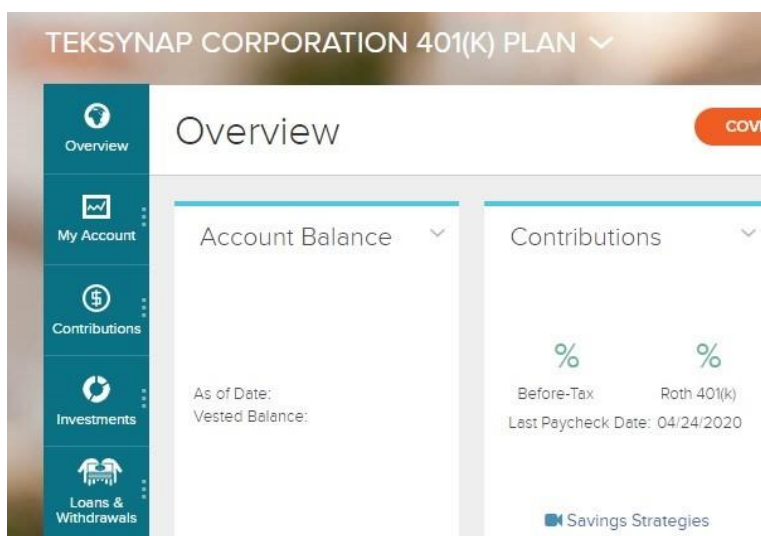
This will open another page and bring you to mykplan.adp.com (image shown below)

This page will show you your contributions and account balance if you have any set up already.

To add or change your contributions, click contributions then change my contributions amount. From here you can select the percentage you would like to contribute to a "Before-Tax" account or "Roth 401(k)" account.

To add beneficiaries proceed to "My Account", "Manage My Beneficiaries", select an option, then continue. From here it will ask you to provide information about the beneficiaries you are adding. You will need your primaries to equal 100% before it will allow you to save.

If you have any questions please email hr@teksynap.com.





Shout out to **Zach Gardner** from Monique Evans for going above and beyond.

David Lyons is an outstanding part of the DLA team. This recognition is just a small example of how well he takes care of our customers and prides himself in high quality work.

Kudos to **Leon Faircloth** for all your assistance in the past few months -JSP

Thank you **Cody Campbell** for assisting the customer quickly and efficiently - DLA

Thank you to **Earnest Sanford** and the team for efficiently sending out the iPhone accessories along with external CAC readers - Will Schafer

Thank you **Kay Stephens** for going out of your way to assist a customer during the weekend -DLA

DTRA would like to thank **Darrin Snyder** and **his team** for their outstanding IT support.

DLA is thankful to have **Austin Smith** and **Dustin Kramer** on the team and all their effort in standing up a contingency operation in New Cumberland.

Our customer would like to give a shout out to **Steve Howard** and **David Ward** for the superb customer service.

DLA would like to thank **Thomas Seay, Alex Hentges,** and **Arun Kapoor** for going above and beyond to make sure the mission was accomplished and a high level of service was provided.

From DTRA employee of the month: **Simon Tsui** (March) and **Crystal Sylla** (April)

Shout out to **Jared Shapiro** from Blair Gershenson for his valuable assistance throughout her first three months with TekSynap. The support he provided went above and beyond.

Kudos to **Toni Fisher** for assisting Monique with sending out important documents during COVID.

Shout out to **Josephine Fleming** for her leadership and guidance to the ESD team.

Shout out to **Lynette Kahue** from Greg Passes. Great job closing a deal with a hard candidate!



Certification Corner

HDI Desktop Support Manager: Josephine Fleming

JNCIA-DevOps: Jonathan Naeve and Trey Lesslie

We encourage you to use your Employee Learning Program Benefit. Click [Here](#) to access the form. Please send the filled out form to your manager for approval and [hr@](#)

Cigna - COVID-19

Need to find a testing center?
Click [here](#)

Want to check your symptoms with your Cigna health insurance?
Click [here](#)

Interested in Mindfulness Podcasts?
Click [here](#)

What to learn how to make some healthy food?
Click [here](#)

Raffa Financial Webinar

If you missed the 401k webinar earlier this month, you are able to watch a recorded version [here](#).

Open Positions



DTRA – Fort Belvoir, VA

Senior VMware Administrator
Helpdesk Specialist

DLA – Battle Creek, MI

VTC Administrator

AFB – Albuquerque, N.M.

Client Support Technician Kirtland

Joint Base Andrews – Andrews, MD

Assured Compliance Assessment Solutions Administrator (ACAS)

NRC-SNCC – Rockville, MD

Integration Architect-SailPoint
Windows/Cloud System Administrator

Please email your referral resumes to: careers@teksynap.com



Julie Dean adopted Piper, an English Bulldog from Dallas, Texas.



Kaitlyn Eber and her new favorite coworker, Scout!



Monique Evan's new puppy, Louie, a little French bulldog.



This is Marla Helveston's Shiba Inu puppy, Akira. Akira is 4 years young and enjoys walks on the levee in the morning.



The DoD Security processes have slowed due to COVID-19. The JPAS helpdesk hotline is currently down, and security staff is relying on email communication for e-QIP and investigation inquiries and username/password resets. Response times are uncertain and may be delayed.

In conjunction with an initial e-QIP submission, employees are required to submit fingerprints. Several fingerprinting locations are currently closed, resulting in delays with e-qip submissions, and may cause residual delays with badging and credentials.

Helpful tips to remember:

- If you have questions or issues with your e-QIP or investigation status, please reach out to Security@teksynap.com ASAP. We will ensure your request is tracked to closure.
- Please remember your e-QIP password. Often employees revisit their e-QIP multiple times before it is submitted.
- Schedule fingerprints as soon as you are requested to complete them. Do not wait, appointments fill up quickly.
- Be flexible, you may need to commute to open fingerprinting or badging offices.
- Be patient.

7 Essential Tips for Healthy Teleworking



1. **Fidgeting is actually beneficial.** No offense, but Mom was wrong on this one. Mayo Clinic researchers in 2005 concluded the more you move – even tapping your feet under a desk – the less likely it is that you will gain weight. Small movements have major lifestyle impacts.
2. **Take frequent breaks.** Stand up and stretch to keep blood moving to all your limbs. One colleague at FEMA receives frequent reminders about conference calls. He takes those reminders as an opportunity to do push ups or squats beside his desk.
3. **Combat the pantry with healthy snacks.** At a certain time, we all feel hungry when working from home. Prepare healthy snacks of fruits and vegetables ahead of time and avoid the chips.
4. **Stand for your calls.** When participating on conference calls or taking phone calls, pace around the house. This is a tactic to stimulate the body and mind and is frequently suggested as a good practice when participating in a job interview by telephone.
5. **Trade your commute time for exercise.** When teleworking, use the time saved from commuting to exercise. Whether it's a brisk walk around the neighborhood, a run or going to the gym, a little exercise has physical and psychological benefits during the workday.
6. **Keep cords under control.** Computer cords and telephone chargers can become a tangled mess and cause trip hazards. Avoid this risk by ensuring there is no path between your work station and your outlet.
7. **Plan for mobile work.** Mobile work and telework requires that employees transport laptops daily between home and office. The extra weight may require you to consider back strengthening exercises or an ergonomic brief case design to ensure safe carrying.

FEMA [source](#)



CDC Recommendations

How to care for someone with COVID-19
please click [here](#)

Cover your mouth and nose with a cloth face cover when around others

- You could spread COVID-19 to others even if you do not feel sick.
- Everyone should wear a [cloth face cover](#) when they have to go out in public, for example to the grocery store or to pick up other necessities.
 - Cloth face coverings should not be placed on young children under age 2, anyone who has trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the mask without assistance.
- The cloth face cover is meant to protect other people in case you are infected.
- Do NOT use a facemask meant for a healthcare worker.
- Continue to keep about 6 feet between yourself and others. The cloth face cover is not a substitute for social distancing.

HOW TO WEAR A MASK?



Need to purchase some mask and other items? Click [here](#)

Feeling Overwhelmed?

If you, or someone you care about, are feeling overwhelmed with emotions like sadness, depression, or anxiety, or feel like you want to harm yourself or others

- Call 911
- Visit the [Disaster Distress Helpline](#)
- call 1-800-985-5990, or text TalkWithUs to 66746

- Visit the [National Domestic Violence Hotline](#)
- or call 1-800-799-7233 and TTY 1-800-787-3224

Ways to cope with stress #CDC

- Take breaks from watching, reading, or listening to news stories, including social media. Hearing about the pandemic repeatedly can be upsetting.
- Take care of your body.
- Take deep breaths, stretch, or meditate
 - Try to eat healthy, well-balanced meals.
 - Exercise regularly, get plenty of sleep.
 - Avoid alcohol and drugs
- Make time to unwind. Try to do some other activities you enjoy.
- Connect with others. Talk with people you trust about your concerns and how you are feeling.



10 things you can do to manage your COVID-19 symptoms at home

If you have possible or confirmed COVID-19:

1. **Stay home** from work and school. And stay away from other public places. If you must go out, avoid using any kind of public transportation, ridesharing, or taxis.



6. **Cover your cough and sneezes.**



2. **Monitor your symptoms** carefully. If your symptoms get worse, call your healthcare provider immediately.



7. **Wash your hands often** with soap and water for at least 20 seconds or clean your hands with an alcohol-based hand sanitizer that contains at least 60% alcohol.



3. **Get rest and stay hydrated.**



8. As much as possible, **stay** in a specific room and **away from other people** in your home. Also, you should use a separate bathroom, if available. If you need to be around other people in or outside of the home, wear a facemask.



4. If you have a medical appointment, **call the healthcare provider** ahead of time and tell them that you have or may have COVID-19.



9. **Avoid sharing personal items** with other people in your household, like dishes, towels, and bedding.



5. For medical emergencies, call 911 and **notify the dispatch personnel** that you have or may have COVID-19.



10. **Clean all surfaces** that are touched often, like counters, tabletops, and doorknobs. Use household cleaning sprays or wipes according to the label instructions.



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cdc.gov/coronavirus



Donald James
Dicken Tsoi

6 Years

Warren McQueen

4 Years

Darrel Mikoski

3 Years

Timothy Bobbitt

2 Years

Drew Harper
Richard Morisset
Matthew Jewett
Charles Nesbitt
Justin McBeth
Douglas Gray
Arian Arabshahi
Michelle Norris

1 Year

Derek Watson
Jamel Swain
Melvin Scott
Michael Cox
Michael Gallagher
John Stanley
Stephen Knapp
Maurice Green
Bernard Crawford
Kirsten Villa
Robert Harris
Ralph Egbert
William Updyke

Eric Walker
Jason Hicks
Chris Pithan
Jason Ballah
Liana Bernt
Bruce Hann
John Kornovich
LaCha'e Scott
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