



Newsletter Issue No. 51

June 2020

## **The first Guest Wireless pilot site has been completed and our VA Guest Wireless Help Desk Center is now live!**



To the WiFi Team and all those who made this moment possible:

TekSynap has done over 170 million square feet of design in deployment and now we will be doing even more.

For the employees who don't know, we have been working with the VA for over a decade doing wireless work. The deployment of Guest Wifi is a major milestone in a long, long, long pursuit the right solution for our finest men and women. After nearly a decade, technical white papers and passionate debates about what the VA Guest WiFi solution should be - it becomes a reality. Those that work close to me know that I am a passionate fellow. When Frank broke the news to David and I – I must confess I teared up. It is a testimony to perseverance and what can be achieved when you don't give up.

The job they have completed is in service to the Nation's finest and their families. Please take a moment to recognize what this means to a mother, father, sister or brother caring for their veteran in the hospital, not to mention the veteran. All of you should be proud, not only for the technological and management achievement, but what it means to those who will use it.

The road to this major accomplishment was not an easy one but thanks to the expertise, hard work, and close coordination of our team with AT&T, we have been successful! On this journey, we encountered many schedule delays due to among other things, Covid-19, external dependencies, asbestos, and shipping snafus; however, the lessons gained enabled us to fine tune our approach and implement a better process so that future pilot site implementations will be much smoother.

I could not be more proud of our achievement.

**Kam Jinnah**

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We are excited announce that TekSynap has enrolled in a corporate partnership with LesMills to offer all employees a new health and wellness benefit. LesMills offers online fitness classes from beginner to advanced levels of cardio, strength training, yoga, dance, HITT, meditation and more. Employees will have access to more than 1,000 classes led by world-class instructors from the comfort and safety of their home via an OnDemand app, laptop or by cast to a TV. We will be sending employees a dedicated email with instructions on how to access the portal soon. To learn more about LesMills On Demand [Click Here](#).

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TekSynap has had another amazing quarter and continuously strives to improve daily operations to produce exceptional business. Quarter One January-March 2020 objectives can be located [“here”](#).



## Caught in the Act

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Thank you to [Charles Nesbitt](#) for his assistance in the resolution of numerous workstation issues.

Shout out from Hill AFB, the team appreciates the work that [Ivy Whitehouse](#) does for us here.

[Radin Fogle](#) at DLA goes out of his way to resolve issues. In a time when all you hear are complaints and people passing the buck, Randin is polite, cordial, and very professional.

Shout out to [Jordan King](#) for his attention to detail in supporting our customer. Keep up the good work!

Shout out to [Chris Schuster](#) and [Avenesh Arya](#) from Kim Snyder for going above and beyond last week to help me with a data call for a fast-turnaround on a proposal.

Shout out to [James Carnill](#) from Leonard Newman for going above and beyond with every task he was given and even getting the team coffee.

Shout out to [Cody Campbell](#) at DLA for being a pleasure to work with and for all his assistance and expertise in assisting our customers.

Shout out to [Chris Gibson](#) from Jeff Mozo at the DLA for their quick turn around on his request for needed inventory!

Shout out to **Noureddine Benahmed** and **Chris Suk** from Chris Schuster from the NRC for developing an alternative email distribution method using O365 dynamic group email distribution lists that reduced agency-wide email distributions from 45 – 50 minutes to 10 seconds.

Shout out to **William Updyke** from our partner for being helpful and proactive.

Shout out to **Ralph Egbert** from our DLA customer for being extremely professional during his visit and with the computer fix.

## Certification Corner

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### JNCIA - Junos

Ryan Hagan  
Tyler Wallace  
Eric Emrich  
Trung Uong  
Brenden Wiles  
Drew Harper  
John Delossantos  
Israel Negron  
Dicken tsoi  
Adam Craig



### JNCDA

Jonathan Naeve

### PMP

Steven Platte

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@teksynap.com](mailto:hr@teksynap.com)

## Open Positions

Network Engineer (NE LAN)  
New Cumberland PA  
Senior Network Engineer (ETN)  
Reston, VA

Please email your referral resumes to:  
[careers@teksynap.com](mailto:careers@teksynap.com)





Julie Ennis has a goat named Kevin who lives on a farm with his friends.



These are David Bourgeois's dogs! Bain is the red wheaten, full blood Rhodesian Ridgeback....125 lbs.solid. Beaux is part Rhodesian Ridgeback and part Catahoula....60 lbs.solid. Bain is always ready for treats, and Beaux is always ready for an adventure.



Kam Jinnah's dogs Maggie and Marty are having a relaxing day on the family farm.



This is Jared Shapiro's fish named Æon Flux. He has a snail companion named Rorschach that keeps him company.



We want to feature your pets in the next newsletter! Send your companions to [news@teksynap.com](mailto:news@teksynap.com)

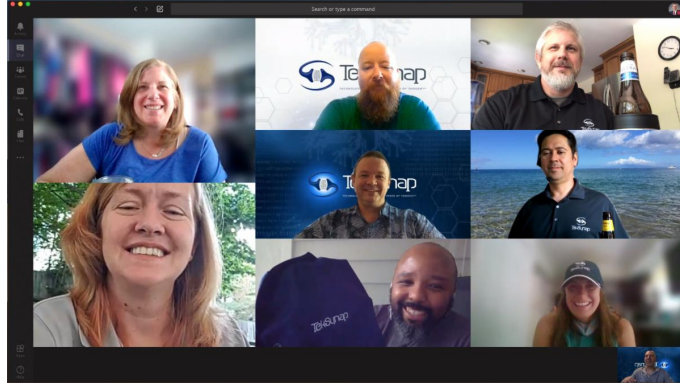
## HAPPY HOUR WITH THE DTRA TEAM!

The idea for the happy hours grew somewhat organically. My team and I



started hearing of other teams within TekSynap doing virtual happy hours, as well as other companies. During one of our PMO meetings, we discussed it as a team and decided it was something that we would like to do. During our happy hours, we typically chat for a couple of minutes but for most of the time, we play games together, similar to Trivial Pursuit or Family Feud. It has been

an amazing team building experience in my opinion. I think it has given us an opportunity to get to know each other “outside” of our work roles, which has strengthened our comradery. Our DTRA team definitely looks forward to our happy hours and we have become stronger because of it. What I find interesting is that we never did a team happy hour when we were all on site so, in a way, social distancing has made us more social.



## Importance of Insider Threat Awareness

### Why are mitigating insider threats so important to the United States?

Insider threats can cause significant damage to our people and our national security. The U.S. Federal Government takes seriously the obligation to protect its people and assets whether the threats come from internal or external sources. Insider threat programs help ensure our hard-working and dedicated workforce have a safe environment to carry out our important missions.



### Are all insider threats malicious or intentional?

No. An insider threat may be “unwitting” if the insider is unaware that his or her actions or behaviors are exposing the United States to an elevated risk of harm or loss, perhaps through lack of training or negligence.

### I don't work with classified information. Is my office still vulnerable to insider threats?

Yes. No environments are immune from the potential of insider threats. Insiders can threaten not only classified information but also sensitive information that can disrupt or harm individuals, U.S. resources, infrastructure or economy.

### Are insiders as dangerous as external threats?

There should be no doubt that insiders present an equal threat to that posed by external actors. Their access and familiarity with the Government's policies, security procedures, and technologies provide insiders opportunities to do great harm.

For more information, visit [https://www.dcsa.mil/mc/pv/insider\\_threat/](https://www.dcsa.mil/mc/pv/insider_threat/).

To report Insider Threat, please email [security@teksynap.com](mailto:security@teksynap.com).

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## Phishing Attacks

We are experiencing an increase of

phishing attacks during Covid-19. It is important that we are on a lookout for these type of attacks now more than ever.

## TYPES OF PHISHING ATTACKS

### SPEAR PHISHING

The fraudulent practice of sending emails ostensibly from a known or trusted sender in order to induce targeted individuals to reveal confidential information.

### WHALING

Similar to spear phishing, but the targeted group becomes more specific, usually C-suite.

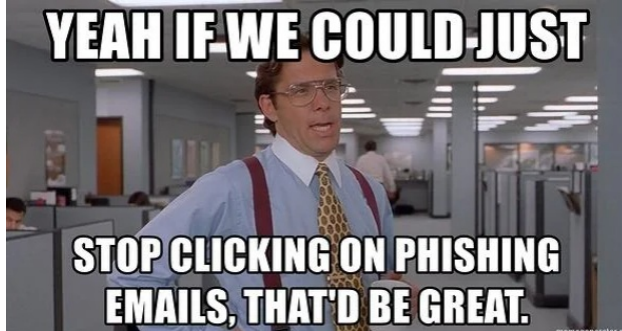
## IDENTIFYING A PHISHING SCAM

- Unofficial "From" Address
  - When you receive an e-mail request from Kam, David, or any other exec, please verify the sender's domain At TekSynap, the request should always come from @teksynap.com.
- Urgent action required Link to a fake website
  - Recommend hovering over a link before clicking to verify it's a legitimate website
- Asking for money or gift cards
- Requesting your personal phone number
- Requesting a change in someone's Direct Deposit or bank information

## YOUR ROLE IN KEEPING TEKSYNAP SECURE

TekSynap is ISO 27001:2013 certified. We have defined processes for keeping our company data and information secure.

If you receive a phishing attempt via email or text, please forward it to **[Support@teksynap.com](mailto:Support@teksynap.com)** with the subject line "Security Threat:".



## Accounting Update

To make the communication with the Finance and Accounting department more efficient, we have created email accounts for each function. We will no longer be monitoring the general Accounting Team email inbox (**[accountingteam@teksynap.com](mailto:accountingteam@teksynap.com)**).

Effective immediately, please use the appropriate email addresses as referenced below for assistance.

**Accounts Payable:** Vendor, Subcontractor and Consultant Invoices and employee expense reimbursement status questions, **[AP@teksynap.com](mailto:AP@teksynap.com)**

**Accounts Receivable:** TekSynap-generated invoices to our customers and collection status inquiries, **[AR@teksynap.com](mailto:AR@teksynap.com)**

**Payroll:** Payroll related questions and inquiries, **[Payroll@teksynap.com](mailto:Payroll@teksynap.com)**

**Time and Expense:** Timecard and expense related questions to include assistance with





submissions and approvals, [timeandexpense@teksynap.com](mailto:timeandexpense@teksynap.com)

**Corporate Card:** Requests for new cards, limit adjustments and related questions, [Corporatecard@teksynap.com](mailto:Corporatecard@teksynap.com)

Contract Level Reporting: New contract setup, funding changes, reporting and budgeting, [Tina.Wan@teksynap.com](mailto:Tina.Wan@teksynap.com)

All other Accounting related questions and inquiries [Hanna.Do@teksynap.com](mailto:Hanna.Do@teksynap.com)

Thank you for your corporation.

-Finance & Accounting Team.

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## Access Microsoft Partner University

As we all know TekSynap loves to provide top notch educational resources to its employees. We would like to remind you all that EVERYONE has access to Microsoft Partner University. MPU provides training and assessments across a multitude of Microsoft Technologies. To gain access sign in the <https://partner.microsoft.com> with your TekSynap account. Choose "My Profile", next choose to associate your Microsoft Learn Account, you will then be able to gain access to the Microsoft Partner University. Please reach out to [support@teksynap.com](mailto:support@teksynap.com) if you would like assistance gaining access.



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## Cooped Up Indoors? There's a Reason You Don't Feel Well

When you spend a lot of time indoors, as many of us are doing now, it's easy to succumb to a sense of malaise. Scientists, architects and others who study the concept of biophilic design — creating buildings and interiors with cues from the natural world — say there's a reason for that.

Biophilic design connects people with nature, which can help reduce stress, improve cognitive performance, elevate our mood and have various physiological benefits. Biophilic interiors helped inhabitants recover from stress and reduce anxiety more quickly than interiors without natural elements, and documented a notable reduction in blood pressure.

Read the full article [here](#) -



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## What is Empathetic Listening?

"In its simplest form, empathy is the ability to recognize emotions in others, and to understand other people's perspectives on a situation. At its most developed, empathy enables you to use that insight to improve someone else's mood and to support them through challenging situations.

Empathy is often confused with sympathy, but they are not the same thing. Sympathy is a feeling of

concern for someone, and a sense that they could be happier. Unlike empathy, sympathy doesn't involve shared perspective or emotions." **#Mindtools**

"Empathetic listening requires people to avoid engaging in point-counterpoint debates. They need to display open body language. The listener begins by paraphrasing comments shared with him or her, beginning with a tentative opening such as "Let me see if I'm understanding what you're saying." This is followed by a summary of both the content of the message shared and the feelings expressed. The final step is to check for accuracy, to ensure that the listener accurately restated the message shared by the co-worker. Employees can engage in empathetic listening even when they disagree with the perspective shared by their co-worker." **#SHRM**



## Anniversaries

### Six Years

Jeffrey Beyer

### Three Years:

Ruben Hormostay

Deric Wilson

Keith Pressel

Robert Yohn

### Two Years:

Jessie Ragsdale

Jonathan Brinkman

### One Year

Million Biratu

Anthony Bosco

Daniel Wright

Karen Billingsley

Samuel Curtis

Eric Simpkins

## Welcome New Employees!

Elliott Cleveland

Liam Carnes-Douglas

Christopher Mazza

Steven Doubler

Iassac Benavidez

Sherman Jones

Benjamin Schwieterman

Christin Steele

Christopher Burink

David Bourgeois

Stanley Beaver

Seth Biggs

Gerald Coles

Michael Freeman

Julian Schreckgost

Roderick Moton

Yasukazu Muragaki



Jordan King  
Rachel Bates  
Malik Kelly-Barnes  
Joshua Tudor  
Rolan Tuazon

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