DAS Times

A Newsletter of The Department of Administrative Services

ISSUE 170 SEPTEMBER 2008

Fleet Employees Thwart Thieves

By Donna Micklus

Three employees of DAS' Fleet Operations were in the self-described "right place at the right time" as they interrupted an attempted theft of a catalytic converter from a state vehicle parked at the Regional Market in Hartford.

Mechanics Dan Roman, Dave Tufano and Anthony Smith were returning state cars to the Market on Tuesday, August 19 at 1:45 p.m. when Tufano saw a man on a cell phone standing between two Fleet vehicles. His suspicions aroused, he then saw a second man standing by a parked van. Tufano asked them what they were doing there, and the would-be perps immediately fled the scene.

As Tufano approached the vehicles where the men had been standing, he noticed a Sawzall in the tailpipe and realized they were attempting to steal the car's catalytic converter. A Sawzall is a tool commonly used for cutting metal.

Fortunately, the quick-thinking Tufano managed to get a description of their vehicle and the license plate and immediately called the Hartford Police Department. As chance would have it, shortly thereafter, Smith found himself in traffic directly behind the suspects, recognized the plate and immediately called Hartford Police.

Hartford Police apprehended the suspects on Wawarme Avenue in Wethersfield. Tufano, Roman and Smith identified them as the perpetrators.

"They were in the wrong place at the wrong time," Tufano said.

At a ceremony with Fleet supervisors at the State Office Building on September 9, Commissioner Brenda Sisco presented the three heroes with proclamations from Governor M. Jodi Rell.

L to R: Dave Tufano, Anthony "Smitty" Smith, Commissioner Brenda Sisco and Dan Roman at the proclamation ceremony

In recognition of their deeds, the Governor wrote: "I commend Messrs. Smith, Tufano and Roman for demonstrating valor, quick thinking and composure while preventing a theft from a state-owned vehicle. They have displayed exceptional strength and courage. I am truly humbled to thank them for their outstanding assistance to the people of the State of Connecticut."

By popular demand, Tufano recounted the incident. When relating the part about getting the would-be-thieves' license and description of the vehicle, Smith interrupted, saying "Wait a minute, tell the truth!" "Okay," Tufano admitted, " I had the right plate but the wrong color of the car!"

Sisco praised their actions, saying they took great risk by putting themselves in harm's way.

"Not really," Smith said modestly, "those guys belonged on that dumbest criminals show!"

Humor and humility aside, DAS is so proud of you guys!!

Inside this Issue

News from CoreCT 2

Kudos! 3

Commish's Corner 3

How's My Driving? 5

Conn Green 6

Housing Convention 7

Comings & Goings 7

Toss it?? 8

China Connection 9

Secure in Cyberspace 10

Fore! 11

Core-CT EPM Data Warehouse Upgraded

By Cathy Daly

Some people go to the beach for the summer, others head for the mountains.

Not so for Mary Yabrosky and Janet Knopf of the Core-CT Enterprise Performance Management (EPM) data warehouse team.

The two DAS staffers have been working all summer with other members of the Core-CT EPM and Technical teams to upgrade the hardware and software used to run the state's data warehouse.

The upgrade effort began in January, 2008 and culminated in "go-live" on September 15. It involved the purchase of a new file server using newer generation technology and moving all of the HR and Financial reporting tables from the old generation of software to the new and testing, testing, testing for months.

Once the team was satisfied that the architecture worked properly, they brought EPM users into the Core-CT program office to kick the tires to make sure the queries worked as well (or better) in the new system as they did in the old.

The result?

"EPM queries are running significantly faster and the upgrade dramatically reduced the time it takes the EPM HRMS and Financials batches to run each night to refresh the data.

"Users can now depend on getting previous-day data first thing in the morning," said Yabrosky, who is the EPM Team Lead. Most of the EPM data is refreshed Sunday through Thursday nights from the daily transactions that take place in Core-CT. It allows users to have data that is fresh up to the close of the previous business day for reporting purposes.

The EPM upgrade is phase one of an effort that will lay the foundation for future enhancements that can greatly increase the state's analytical reporting capability.

The next phase will begin in November, 2008.

Core-CT is looking at Oracle's Business Intelligence Enterprise Edition (OBIEE) software for the future of analytical reporting. OBIEE is an online robust analytical reporting tool that produces reports that can be displayed as easy-to-read "dashboards" of user-defined data.

The initial roll-out of OBIEE will be to the central agencies such as DAS, OPM and the Office of the State Comptroller as a pilot, and then offered to agencies.

Janet Knopf

Mary Yabrosky

The DAS Times is published monthly by the Department of Administrative Services Communications Office 165 Capitol Avenue Hartford, CT 06106

M. Jodi Rell
Governor

Brenda L. Sisco
Commissioner

Donna J. Micklus
Editor

Visit our website at www.das.state.ct.us

Linda Hubeny commended Dana Soderlund, Sue Miller and Nina Ritson for their design and implementation of the new Fed Foods website. "It's wonderful! I clicked through the website and it looks great. I love the home page and the site is really easy to navigate. You all did a wonderful job! We're having a meeting with the schools on September 25 and I'll unveil it then. Thanks so much!"

hats off

By Cindy Rusczyk

Joe Aiello from The Office Source praised Meg Yetishefsky on receiving "the SBE renewal and update on our website. I again want to thank you for the extra effort and efficiency in helping us get re-approved. The State's business is very important to us, and is a tremendous help in keeping us going."

Jennifer Luzietti from Grove Systems, Inc. applauded Meg Yetishefsky and Gregg Nome "for your hurriedness and helpfulness! I promise to never let my certificate expire again and not to make you and Gregg ever jump through hoops again! But, I do appreciate it very much and look forward to future renewals."

Marcia Lareau of Forward Motion in Bloomfield called the Procurement Division to say that "Ruthie Hatten was a pleasure to work with. I received the best customer service in quite a long time. Ruthie was professional, efficient, and made sure that our needs were met. Rather than simply answering the questions that I asked, Ruthie answered several questions that I didn't even realize I had when I called. She went above and beyond the call of duty."

Bill Lucas from Typographic Services commended Joanne Cusano for her assistance with his application to Supplier Diversity. "Are you sure you're a government office? The responses have been delightfully quick, and the answers clear and favorable. Thus far, your office has damaged my opinion of bureaucracy."

Donald Casella received a call from furniture rep Seth Chandler who had some questions regarding how to get on a contract and said "I just want you to know that the summer worker named Adam Soklow who answered the telephone was extremely helpful." It's nice to hear that we are not the only ones who value Adam's hard work and dedication.

Commissioner Sisco and Deputy Commissioner Anderson thanked the picnic committee for their outstanding job on the Summer Picnic. "What a turnout for such a great event," said Sisco. "There was plenty for people to do, plenty of

continued on next page

The Commish's Corner

Hi Folks,

I thought the DAS Times would be a good avenue for me to share a kind of news dialogue with you to address issues of interest, particularly those that impact state agencies. I'm always open to your ideas, so if there are topics you would like me to discuss in this column, please let me know.

First of all, I want to thank each of you for going above and beyond in these very tough economic times. While allocated budget dollars may be shrinking, the demand for DAS' products and services remains the same or is perhaps even greater, It is not easy to do more with less. And you have taken those extra steps necessary to keep up with that demand…those efforts do not go unnoticed or unappreciated.

However, on both a national and statewide basis, all indications are that we have a ways to go before the economy gets back on track. The national housing and mortgage lending crisis will continue to take an even greater toll, and we haven't even begun to realize the impact of the proposed government bailout of Wall Street. Drops in tax revenues across the board have also seriously affected Connecticut's economy.

In the last week alone, our state's budget deficit estimate more than doubled, approaching $300 million…and it is trending upward. OPM is projecting budget deficits of over $1 billion by FY 2011. I do want to emphasize, however, that these economic woes are not peculiar to Connecticut alone. Other states are in far more dire straits. Some 29 states have identified budget shortfalls in FY 2009 totaling at least $48 billion. California has the largest projected gap at $22.2 billion for its FY 08 General Fund.

In addition to the many cost-saving measures already taken by the Administration, Governor Rell has told agencies to prepare for the possibility of additional rescissions, so in the coming weeks Division Directors will be reviewing their budgets to determine how new thresholds can be met with as minimal impact as possible. I will keep you informed as we go forward.

I know I don't say it enough, but Martin and I do appreciate all of your hard work, and we thank you for doing whatever ti takes to maintain DAS' high standards of service to our customers.

Brenda

food, and plenty of laughs. I know it's a tough job to try and please everyone, but this pleased the Commissioner. I've heard nothing but positive comments and what a great time everyone had. Thank your for pulling off the best DAS picnic I've been to." Hats off to the DAS Summer picnic committee: **Julie Bernosky, Joanne Cusano, Aimee Gagnon, Lynn Peccerillo, Marisol Rivera, Arlene Watson,** and **J. Carlos Velez**.

Dave Lynn also conveyed "my appreciation to everyone involved with arranging this year's Summer Picnic at Camp Rell. To their credit, the day's activities were full of fun and laughs. I also understand the **Picnic Committee** members took it upon themselves to clean the facilities afterwards, as required by Camp Rell's administrators. This certainly puts the committee's efforts even further above and beyond everyone's expectations. THANK YOU ALL!!"

Dick Omohundro extended his thanks to **Dan Sadowski** for "re-arranging my workstation partitions this morning. The effect on air circulation was immediate and very much appreciated. Your conduct and professionalism were exemplary. You arrived within minutes of my initial request and the task was performed quickly, efficiently and with virtually no interruptions to my work. Thanks to you, my working environment has gone from tolerable to useable. Dan, you ARE the man!"

Food Service Director Sandra Sullivan from New Milford Public Schools praised **Linda Hubeny** "for the time you have taken to assist me in understanding the complexity of the commodity program. Your time and knowledge has and will greatly benefit the students! Being new this year to New Milford, I have many questions and you have answered them. You are a terrific resource and asset to Directors of School Food Service. My continued thanks!"

Gwen Samuel of Samuel General Contracting sent the following message to Commissioner Sisco thanking **Meg Yetishefsky** and **Stan Kenton** "for an efficient process for minority businesses to apply for the Supplier Diversity program. The process was very thorough yet 'user friendly' and many minority small businesses can and will appreciate that fact, I can speak from experience. I also appreciate Connecticut's push to help local businesses secure state contracts thus encouraging a small, woman-owned minority business, like myself, to support CT's economy. Thank you again."

ARE WE GOOD OR WHAT??

Section Chief Joan D. Leavitt from DPH commended **Ray Primini** for "the informative presentation that you conducted for the Facility Licensing and Investigations Section. The information you provided on ergonomics was helpful and important, and the group appreciated the opportunity to discuss specific approaches and techniques that will create an environment promoting health and safety. Thank you for providing such valuable information for our staff."

Cheryl Malerba, Co-Chair of the CT Training and Development Network (CTDN) wanted to "take a moment to express how pleased the CTDN project managers for Aspiring Leaders are with **Nina Ritson's** design work. It is beautiful, intricate and sophisticated. Thank you very much for taking this initiative and raising it to such a high level."

Michael Bonner from the Social Security Administration applauded DAS after visiting Collection Services in accordance with the Representative Payee Onsite Review Program. "Our representatives found the staff members" specifically **Anil Antani** and **Linda Canalia** "very cooperative and helpful and we greatly appreciate the assistance provided to the review team members. Our review shows that DAS is a very conscientious and caring representative payee whose practices are in compliance with Social Security regulations. We look forward to the continued cooperation between our agencies to benefit those for whom DAS serves as representative payee."

Anne Simeone expressed her appreciation "for all the hard work the following staff did in updating our website to include bids that are awarded but not yet effective. This will make my life (and many of ours) so much easier and it will give the bidders that did not get the award an immediate view of who did. According to Joe Giliberto, they are **Melissa Christensen**, **Dana Soderlund**, **Dan Sears**, and of course, **Joe Giliberto**. Kudos and thank you so much!"

Facilities Director Robert Klingner from DDS commended **Mark Carroza** for consistently handling problems for over a year with a very difficult vendor on contract. "My bonafide thanks for all your efforts to date. It is most satisfying to work with professionals who respect the coffers of our taxpayers' contributions in service to our consumers."

Anne Simeone praised **John Pacholski** for the rearrangement of the ITB Documents in the HotDocs Library. "You are truly the best! Kudos to you once again. I appreciate all your efforts to make our jobs easier."

Continued on next page

STILL MORE !!!

Don Casella applauded **Jim Gotta** on the Incentive Savings for all using state agencies from Sysco. "This is an excellent example of how much agencies can save when we utilize the Prompt Payment discount! I know you have been discussing the benefits with various staff members lately, and I wanted to let you know I appreciate both the savings you realized as well as the leadership you demonstrate in sharing your ideas and concerns with the staff."

Congratulations to **Linda Canalia**, **Eva Green**, **Rachelle Harris**, **Barbara Jenec**, **Gail Kenney**, **Doreen Kearney**, **Olga Shicko**, **Madeline Vargas** and **Amy Whitehouse** of the DDS and Birth-to-Three billing unit from Mike Holroyd for their contributions to Collections' record-breaking revenue in the past fiscal year. "Their resourcefulness and teamwork were key attributes in the agency's success."

Kudos to **Linda Canalia** from Mike Holroyd. In a letter to Commissioner Sisco from the Boston office of the Social Security Administration, DAS was recognized as "a very conscientious and caring representative payee whose practices are in compliance with Social Security regulations. We look forward to the continued cooperation between our agencies to benefit those for whom DAS serves as representative payee." Great job, Linda!

Collection Services received a message from the sister of a deceased client regarding legal representative **Peggy Sebastianelli**. "You touched my heart to the very essence of my soul. You are truly a special person and I wanted you to know how grateful my family and I are for the special care and kindness you gave us in this most tragic nightmare."

Keep going to p. 8!

Fleet's New Online Reporting Encourages Safer Driving

By Nina Ritson

Since Governor Rell announced its creation in an August 17 press release, DAS Fleet reports that the new online Connecticut State Vehicle Feedback Form has received numerous inquiries and is proving to be an extremely valuable tool for tracking data and driving complaints.

"We are very pleased with the online system so far," Frank Sanzo, Director of Fleet Operations reported.

"The follow-through is easy to track and much less time-consuming. This process now streamlines driving observations forward to the agency that employs the driver in question, and reportees can easily log on to follow the status of their submission/complaint. At first we were concerned about the impact on the day-to-day workload on our administrative staff. But so far the reporting has been steady, and quite manageable."

Sanzo says that in accordance with Fleet General Letter 115, the responsibility falls on the agency to address issues that may occur with their drivers.

"What we at DAS have learned from this is that we are addressing the need to train-up drivers to do a better job on the road. State employees rate their performance expectations by the job they do – be it a social worker or medical examiner, etc. What they must realize is that once behind the wheel of a state vehicle, how they drive and obey the rules of the road also becomes part of that performance rating."

He went on to say, "Ultimately DAS can take a vehicle away – but that is not the approach we want to take. We just want safe drivers on the road."

"Connecticut citizens as well as visitors to our state have every reason to expect cautious and courteous driving by state employees," Governor Rell said. "They have every right to let us know if anyone in a state vehicle is not obeying the rules of the road. This is really another way to ensure that state government is responsive to the citizens it serves."

This new bumper sticker will eventually be placed on all DAS Fleet vehicles, encouraging the public to comment on drivers of state vehicles.

Connecticut Grown: Green in More Ways Than One!

By John McKay

Want to help a local small business as well as your own community?

Buy your produce locally!

Your local small businesses benefit when dollars stay in the community instead of being sent elsewhere.

This philosophy is being practiced by Sysco Foods, a food supply company in Rocky Hill on contract with the state to supply food to a number of state agencies.

"It makes a lot of sense," said Sysco's Jay Kelleher.

"If you grow something locally, ship it locally, and sell it locally, you're promoting regional markets and saving money on the business side. Not to mention that supporting as many Connecticut businesses as possible is the best thing to do," he added.

"It's taking the concept of the state's great program of promoting Farmers' Markets, and applying it to a wholesale distributor," said DAS Procurement's Jim Gotta.

"Sysco has really taken the reins of promoting their regionally grown products – it works."

DAS Procurement is reporting that Sysco – which provides food and produce to local agencies including the Department of Correction, Department of Mental Health and Addiction Services and well as Children and Families - has delivered 32,575 cases of locally grown produce, for a total of $626,098. This not only helps local farmers, but also reduces the greenhouse gases emitted from transporting the produce from other parts of the country.

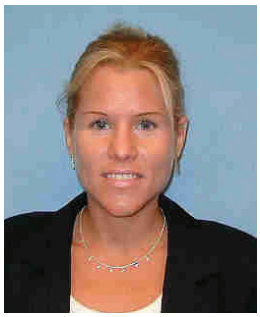
"There's an extra $8 per 50 lbs. when we import something from California," said Sysco executive Doug Ward. "Just imagine the savings with our regionally grown program."

"It's a good contract," said DAS' Don Casella. "Sysco has an amazing customer service relationship with our state agencies. If there's problem, they'll fix it, and they have a vested interest in regional markets and promoting the produce to our state agencies. Everything comes full circle and promotes Connecticut's economy."

Procurement's Don Casella and Jim Gotta show off Connecticut grown red peppers during a recent visit to Sysco Foods in Rocky Hill.

DAS Has a Presence at Housing Convention

By John McKay



Aimee Gagnon

Aimee Gagnon, who oversees the state's Master Insurance Program, represented DAS at the 10th annual Connecticut National Association of Housing and Redevelopment Officials (ConnNAHRO) convention in late August.

"DAS is involved with this association because most of our members are housing authorities and customers of the Master Insurance Program. It gives us a forum to meet with them all face-to-face and participate in classes to learn about issues that affect them, ultimately keeping us well-informed of our customers' wants and needs," said Gagnon.

DAS' Master Insurance Program offers all housing authorities across Connecticut the opportunity to obtain required insurance coverage's through a sole source. Because housing authorities have similar assets and risks, when grouped together, they have the strength of a much larger entity.

Keynote speakers included Saul Ramirez, Jr. - the Executive Director of National NAHRO, Taylor Caswell - the New England Regional Director for HUD (U.S. Dept. of Housing and Urban Development), Joan McDonald - the Commissioner of DECD, and Representative Ken Greene of Hartford who was presented with the Legislator of the Year award.

Gagnon's duties extend well beyond program manager for the Master Insurance Program; she represents DAS on the Conn-NAHRO Board of Directors as Secretary and also served on the Convention Committee.

A scholarship committee awards three scholarships every year to children living in public housing. The application process is rigorous and each applicant must write an essay. A selection committee evaluates each applicant and three lucky winners are notified. This year, each scholarship was for $3,500.

"Really an amazing learning and professional experience for me this year, " said Gagnon, "As secretary and a committee member I learned what it takes to orchestrate and organize an event of this size and importance."

Comings . . . and Goings

Welcome to Amanda Anduaga-Roberson, the new Equal Employment Opportunity Manager in the SmART Unit.

Best wishes for many happy years ahead as Wayne Grant retires from the Business Office.

AWESOME!

Chad Gibson sent the following message to Pamela Libby regarding **Patsy McLaughlin**: "I am writing to express my appreciation for Mrs. McLaughlin's professionalism and service. On September 3, Mrs. McLaughlin contacted me for information regarding the Parole Officer role for the State of CT. She went into great detail about the position and gave her insight about the steps I should take to be considered. She clearly highlighted her communication, leadership, professionalism, and teamwork qualities by taking extensive time to speak to a potential candidate. She should be recognized for her quality of service. She is a wonderful asset to the State of Connecticut. Thank you!"

Commissioner Sisco and Deputy Commissioner Anderson thanked the Diversity Council for planning and organizing "China – the Connecticut Connection." "It was really informative and a real eye-opener to China, their customs and how we in the United States view that country," said Sisco. "The Council always does such a great job, I can't wait for the next event."

Words of praise from Carla Kushin: "I recently had the opportunity to have **Melissa Colonese-Scutt** help me with a telephone issue. She was efficient and understanding; she treated me just the way, I'm sure, she would have wanted to be treated in the same situation. It was such a pleasure to get such great service. Thanks, Melissa, for a wonderful job!

Getting Your House In Order

By Cindy Rusczyk

Don't know when you can dispose of public records? Do you know what even *constitutes* a public record?

Connecticut State Librarian Kendall Wiggin welcomed over 200 state employees, including a dozen from DAS, at the "Getting Your House in Order: Basic Records Management Training for State Agency RMLOs" at the LOB on September 9. The Connecticut State Library (CSL) is, by statute, the public records office for the State of Connecticut.

The training session covered Records Management, the Components of a Records Management Program, Records Disposition, Electronic Signatures and the Managing of E-mail.
Public Records Administrator Eunice G. DiBella, and five other presenters from the CSL discussed the statutory requirements of state agencies for Records Management and the role of the RMLO.

What is an RMLO? An RMLO is an agency-assigned *Records Management Liaison Officer* who cooperates with the State Librarian to inventory public records, keep record retention schedules up-to-date, transfers records to the state archives, disposes of records after written approval is granted, and assigns assistant RMLOs as needed.

Lucky Eric Choquette holds the lofty title for DAS.

The presenters explained that a record retention schedule categorizes the types of public records an agency may possess by (record series) and identifies the length of time the records must be retained based upon administrative, fiscal, legal and historical/research requirements.

In addition, the State Documents Depository Program collects, distributes and preserves the publications of state government whether printed or electronic.

Since 1855, the CSL has acquired historical records from the three branches of state government. In 1909, the General Assembly made the State Library the official State Archives.

Today, the Archives include more than 36,785 cubic feet of records from state and local governments, private organizations and individuals! These records document the evolution of state public policy and its implementation, the rights and claims of citizens, and the history of Connecticut and its people.

The "Record Retention General Schedules for All Agencies" are posted on the Connecticut State Library's website. The presentation slides from the training session are available at the following CSL website link outlining the Public Record Laws and forms at:

http://www.cslib.org/publicrecords/opraevents.htm.

But when in doubt, contact Erin!

The China Connection

By John McKay

More than 30 of the "culturally curious" filled the State Department of Education conference room last week to listen to Daniel Gregg relate his experiences in defining the Chinese culture.

Hosted by DAS' Diversity Council, the idea was generated by the success of the 2008 summer Olympic Games in Beijing.

Gregg, who works for the State Department of Education, spoke about Connecticut's relationship with China and explained many of China's cultural idiosyncrasies. Gregg's travel and professional experience make him a subject-matter expert on China.

Since 2004 he has managed fourteen field study trips to China for Connecticut educators for the purpose of establishing school-to-school partnerships between Connecticut and China's Shandong Province. He serves as the department's liaison to the Shandong Provincial Department of Education and is the Director of the Connecticut Shandong School Partnership Program.

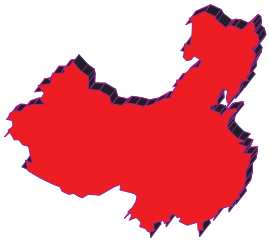
Gregg started with an overview of Connecticut/China relations. He sited an 1817 – 1826 exchange program in Cromwell, Connecticut that hosted five Chinese students – thought to be the earliest exchange between China and Connecticut.

He also sited an 1854 exchange program through Yale University where Chinese students came to Connecticut to receive a western education.

"What was really interesting was tracing the success of those students who left Yale and went back to China," said Gregg.

"Many of them had incredible influence in modernizing China, improving and expanding their railroad system and much more."

Over the years of traveling to China and hosting delegates from China, Gregg has established some very unique and deep relationships with Chinese education officials.



"After about five years of a professional relationship with a Chinese delegate, he came forward and announced we were now going to be close personal friends. And although it's almost untranslatable, it means that no matter what, we're there for each other now, no matter what the situation."

Gregg then launched into some of the cultural differences in China.

"At some point some government official decided what foreigners would like to eat," said Gregg. "So when travelers visit Chinese restaurants and see all the wonderful dishes being eaten by local residents, they're surprised when they are served something completely different."

This also goes for the price tourists pay on items.

"There is a Chinese price, and a foreigner price," said Gregg. "It's assumed that if you're touring China you have money, and they'll try to take advantage of that."

Numbers also mean a lot to the Chinese because they represent more than just a single, simple answer. Gregg explained that if a Chinese official asks about how many students are in a school, that number also explains how many teachers there are, how big the school is, what kind of budget is necessary, etc. "It drives my Chinese counterparts crazy when they ask the size of my staff and I give them a fluctuating number."

And of course a different culture means different fashion symbols. Gregg said, "I learned the hard way that when a man wears a green hat in China, it means his wife is being unfaithful," as the audience laughed and applauded his presentation... and then talked about going out for Chinese food!

Security in Cyberspace and Your Space

Social Engineering: Are You At Risk?

(excerpted from the August DOIT Security Newsletter)

The term "social engineering" can relate to both physical and cyber aspects. Generally, social engineering refers to an approach to gain access to information, primarily through misrepresentation. It involves the conscious manipulation of people to obtain information without the individual realizing that a security breach is occurring. Most users are familiar with email phishing scams and have been taught not to open attachments from unknown or untrusted sources or to visit untrusted web sites. But there are other ways that a perpetrator may prey on the trusting human nature.

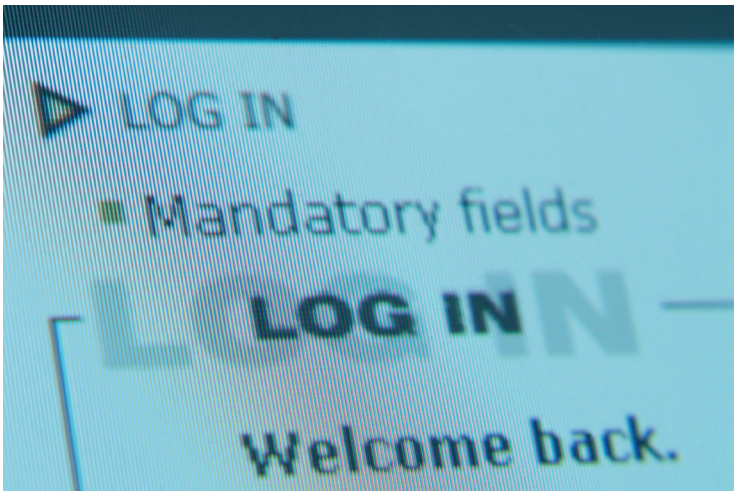
Impersonation

The perpetrator pretends to be someone else, i.e., impersonating an official from your organization or someone from your information technology office. The impersonation may occur over the telephone, in person, or via email. The perpetrator may try to make you feel obligated to assist, or under pressure to follow their directions. They may use intimidation or a false sense of urgency to seek your cooperation – prompting you to react before you've fully thought through the consequences.

Piggybacking or Tailgating

All too often, people will hold the door open for someone entering into a secure area or building without even knowing who the individual is or asking where they are going. The unauthorized individual may pretend to be a delivery person, a visitor, or even a fellow employee. Be cautious if an unknown or unauthorized individual is trying to follow you through access doors.

Shoulder Surfing



This scenario refers to the ability of an attacker to gain access to information by simply watching what you are typing or seeing what is on your computer screen. Shoulder Surfing can also be done by looking through a window, doorway, or simply listening in on conversations. Protect your computer screen from unauthorized viewing. Computers in public areas should not have the monitors facing outward.

Baiting

This involves an attacker asking a variety of seemingly innocuous questions designed to "catch" the right answers, and can be done over the telephone or in person. Items of conversation can also be introduced based upon replies received. Small amounts of facts are interjected at the right time into the conversation to make requests for information sound legitimate. Information you know could be valuable to an attacker--whether that information is about your work environment, fellow employees, projects, or personal information--must be handled with extreme care.

Surveys

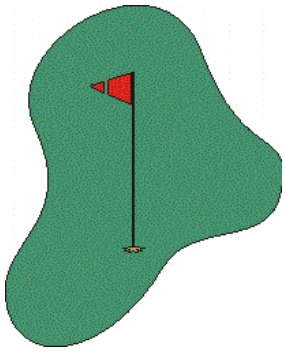
Many of us have been asked to participate in surveys, whether online, via telephone or otherwise. The surveys may be legitimate or might be a scam. Be aware of unwittingly disclosing information that may be used inappropriately. For example, disclosure of details about your organization, its network or infrastructure could prove extremely useful to someone with malicious intent. If you receive a survey request, contact the sponsoring organization to ensure the survey is legitimate, and make sure you are not sharing sensitive information with unauthorized individuals or organizations.

Dumpster Diving

Do you shred all unneeded confidential or sensitive documents? Searching through trash is a method used by perpetrators to obtain sensitive information. When confidential and sensitive documents are no longer needed, be sure to shred or properly destroy them in accordance with your organization's records retention policy.

For more monthly cyber security tips, please visit: www.msisac.org/awareness/news/

Welcome to the DAS Open...



By Martin Anderson

DAS hosted a golf tournament September 12th at Quarry Ridge in Portland to benefit the Connecticut State Employees Campaign for Charitable Giving.

Nancy Jones, our DAS Campaign Coordinator, did a tremendous job in spearheading the event. Fred Ondevilla has always contributed time and effort to assist in the preparations.

The event offered employees the opportunity to book out time from work on a Friday afternoon, contribute to a worthy cause, get to socialize with other employees, speed around in golf carts enjoying the country air, and engaging in some teamwork to finish 18 holes of golf. We drew non-DAS employees to the event and even a retiree.

Once we arrived at Quarry Ridge, we had something to eat, broke into our foursomes and began making our way along the very technical course that has very narrow fairways.

Rain clouds threatened the entire afternoon but the rain kept away until my group was about halfway through the back nine. After the rain came, umbrellas came out and water poured off the top of the golf carts into our laps...but it was still a good time.

I only golf once a year at these events. Fred O. has always been gracious enough to let me use a spare set of clubs, plus he let me lose his golf balls in the woods (did I say the fairways were narrow?)

Luckily, the style of play helps the unpracticed like me as we count our strokes based on everybody playing from the best shot made by someone in the group. I had a few instances where I had the best shot. And I mean a few. But with this type of play (Scramble), it's a surprise more people don't sign up because a lot of the pressure is off.

You don't have to be a great golfer to move things right along with the group. It's nice to be the hero every so often and hit an amazing shot or sink a long putt that helps the group get at or below par, but that doesn't have to happen all the time to make for a good game.

We had a great time and hope we can have even more participation next year. And according to Nancy, we made $371 for the Campaign which DAS designated to the American Cancer Society.

The contest winners were:

Closest to the pin - Dan Roberson

Longest Drive - Jack Korduner from DCP

Foursome winners were: Scott Benson, Mark Grzymajlo, Dick Omohundro and Dean Giachello with a score of -9.

Don Kruk and Dan Roberson won Dunkin Donut Gift Certificates in the random drawing.

Congrats to all the good sports who played!