



**Congratulations to the following winners of the DAS Star Awards employee recognition program for the nomination period of July 1 – September 30, 2016.**

**Innovation and Process Improvement:** Recognizes someone who has either created and implemented an innovative solution or recognized inefficiencies and made improvements to a process.

- ★ Lisa Barna, General Services Division

“In addition to working so hard on this project, you can tell Lisa takes joy in going the extra mile for anyone at GSD. She is an energetic well respected peer who is quick to help out. People like her make a huge difference in workplace morale. I know it is appreciated by many.”

**Good Citizenship and Spirit Award:** Recognizes an individual who makes the day-to-day work environment for those around them a great experience. This individual leads by example, has a positive attitude, and encourages excellence from others.

- ★ Stacy Cornett, Equal Opportunity Division

“To put Stacy’s workload into prospective FY2016, Stacy processed 153 applications. This equates to a turnover rate of 2.93 applications every week, 52 weeks a year. Overall Stacy has the highest processing rate at 31 percent. Additionally, through Stacy’s abilities to manage high workloads and produce excellent outputs, she has ensured that all client’s applications are reviewed in as quick a time as possible, and that her actions are in alignment with DAS Strategic Goals.”

**Team Excellence Award:** Recognizes a team or workgroup that successfully accomplished their objective(s), while furthering the mission of the Agency.

- ★ OIT Customer Service Support team: Endpoint Solutions (desktop support) for Nursing Board eLicense app – Jeff Berry, Suresh Bhattarai, Daniel Cornwell and Hemen Srivastava; OIT Network team – Eric Bonner, Vincent Corroto, John Freeland, Sharon Gustafson, Johnnie Patton, Hamid Shams and Adam Wei; Customer Service Center team – Darlean Cummings, Lori Bailey, Jayme Hilbrand, Brian Hernandez, Kenny Keirns, Andrew Lavender, Theo Maurer and Roberta Montague; project team: Thea Cole, Samuel Davis; and other contributors from OIT – Carolyn Chavanne, Ken Gapsch, Keith Garnett, Brooke Speert and Joe Zapotosky.

DAS leveraged its Customer Service Center experience and engaged our vendor partners (IBM & CBTS) to establish a contact center (within 24 hours) to extend support to the Nursing Board to address this backlog in order for renewals to be processed in the required timeframe. Volunteers from throughout DAS OIT provided support at the call center. CSC management trained staff on the incident management software and scheduled coverage, eLicense staff provided guidance on how to address common user issues, and network staff ensured access and connectivity for the team.

**Extra Mile Award:** Recognizes an employee who went above and beyond his or her regular responsibilities.

- ★ Renee Hinte, General Services Division

“Renee provides excellent customer service to the public as well as to her coworkers. She is always willing to go above and beyond what is asked of her and she has a remarkable work ethic which serves as a great example to other employees. Renee is a conscientious and dependable employee, who is a pleasure to work with...Renee is definitely an employee Doing Awesome Stuff!”

**Outstanding Customer Service:** Acknowledges a DAS employee who goes above and beyond in delivering top-notch customer service.

- ★ Cooper Hall, General Services Division

“His response time, his commitment to finding the right solution, and staying on the job until it is complete ensures that the rest of us are able to do our job.” “Cooper is a ONE MAN operation at Surface Road. He is 'everywhere - all the time!”