



State of Nevada  
**EnterpriseIT**

# “EITS EXPLORER”

## WHAT&WHO: Dof A-EITS

### ♠UPCOMING EVENTS♠

- ♠ EITS is participating in a “Career Expo” at Carson City High School- Feb 28<sup>th</sup>
- ❖ The D of A Activities committee will again be selling Shamrocks for St. Patrick’s Day- watch your email for details

### ♠CUSTOMER CONNECTION & AWARDS♠



### Accolades—Comments from the EITS Survey

*The reasons I usually contact the State are due to the system not working properly. My issues are usually taken care of by James Menesini and Richard Gomer. Both of these gentlemen are always extremely helpful. They will contact me to clarify my help desk tickets in order to resolve the help desk ticket. Both are very knowledgeable about how the State system works. When I talk with them, I know that the issue I reported will be corrected.*  
2/6/2018 2:49 PM

.....  
*For my most recent incident, the help desk, specifically John Cronan, was instrumental in assisting me. Our agency, and our co-located agency Washoe County Sheriff’s Office Dispatch with setting up terminals for the Sparks Police Department to utilize during an emergency outage at their police station. This made it possible for their agency to continue providing NCIC/NCJIS/DMV returns for officer safety, and the safety of the community. This was a first for our agency having to deal with this type of emergency situation and your staff made this part of the incident very easy to handle. A huge thank you, and Kudo’s to John!*  
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**“ISSUE” OF THE MONTH:**  
**ADA Compliance Efforts**  
This will be the 1<sup>st</sup> of a multi-part series on ADA website compliance  
**What is being done to bring state websites into compliance?**

The Division of Information Technology, Enterprise began working on ADA compliance in **2001**, when Governor Guinn issued an Executive Order requiring ADA compliance as well as a consistent look and feel (branding) for all state of Nevada websites. A training website was also created that hosted instructions, templates, style guides and other tools to assist agencies in redesigning their FrontPage content to meet the branding and ADA requirements mandated by the Governor. The EITS web team developed an ADA class; over sixty agency webmasters were trained in about 2 months. The classes were developed to train the agency webmasters how to update their FrontPage websites and make them ADA compliant. During those classes, special individual websites were developed and given to each agency webmaster that reflected their agency’s information. These websites had all of the ADA requirements built in so they could just take those sites and move their current information into them. This goal was met, unfortunately without an ADA monitoring tool in place; the sites did not stay compliant very long and the ADA compliant sites quickly became non-compliant.

In 2012, EITS Web Team purchased and managed the implementation of the State Web Content Management System (CMS). A web developer was hired, and templates and smart forms were created to help brand the State of Nevada websites. The team helped customer’s convert state websites from FrontPage to the State’s Content Management System. During the transition to the new CMS, 500+ users were trained to build and maintain their own sites. Prior to this new style of training, all updates to state websites were made by the EITS Web team.

On December 1, 2017, we had our first State of Nevada ADA meeting. State of Nevada partners included Shannon Rahming, CIO, David Haws, Deputy Administrator, Suzie Block, Chief IT Manager, EITS Web Team, and representatives from the Governor’s Office, Attorney General’s Office, Department of Human Resources, Department of Education and Division of Library and Archives. Thomas Kearns from the Office of Disabilities Services at TMCC, and Assistive Technology Consumers were also present. During this meeting Thomas Kearns was named a Co-chair (AT Consumers) along with Linda DeSantis (State of Nevada). PLEASE visit <http://ada.nv.gov/> for the latest on what the EITS Web Team and their Partners are doing to meet the ADA requirements. See QR code in bottom corner. **Coming Next: Who are our partners and how they are contributing?**

### ♠EMPLOYEE EVENTS♠

#### \*\*New Hires\*\*

- ◆ Albert Franco- ITT4- Operations
- ◆ John Williams- ITP4- Project Management
- ◆ Michael Zuehlsdorff-ITP3- Server
- ◆ Lisa Jean-BPA3-Project Mgmt
- ◆ Robert Shrader- Intern- Web Group
- ◆ Dave Peterson-ITP3- Server
- ◆ Michele Lynn- MA3- CIO’s Office

#### \*\*Internal promotions\*\*

- ◆ Jillian Mackie- ITP4- JLINK
- ◆ Mike Segovia- ITM1- Help Desk
- ◆ Rachel Bennett- Chief Assistant Planner
- ◆ John Cronan- ITT6- Desktop

#### \*\*Retirement\*\*

- ◆Patti Clarke- Operations- 1/1/18



**SPECIAL AWARDS**  
**Monte Day**  
**20 Years of Service**



Monte was presented with a special honor from the Governor. Thank you Monte for your years of hard work and dedication.



A.C.E Awards (Always Creating Excellence)

**EMPLOYEE OF THE YEAR**  
**\*\*JAMES MENESINI\*\***



Part of the ACE Awards program is to recognize one employee as the “Employee of the Year”. Unlike the quarterly awards, which are selected by the winner of the previous quarter. The EITS Administrator is presented the nomination forms of quarterly winners. They choose one as the “Employee of the Year”. This year, James Menesini was selected. You can read about James’ accomplishments in the next column.

**A.C.E Awards (Always Creating Excellence)**



Please visit the EITS website for nomination submission forms  
[IT.NV.GOV](http://IT.NV.GOV) (QR code above)  
Thank You for all the nominations, it was a tough choice.  
Drum roll please.....

**\*QUALITY OF SERVICE & TEAMWORK\***  
**JAMES MENESINI**



James was nominated by Richard Gomer, for both categories. James fit the bill for both and so much more. James is not satisfied with “band aide” fixes, he will research problems until he finds and fixes the core problem. He understands the severity and criticality of the work he does and it takes special pride in the work he does and makes sure it is only at the highest level. James shows exceptional teamwork in helping fellow EITS team members, and DPS customers. He will take on the additional work to help a project cross the finish line completed and successfully. James has a willingness to step up with zero complaints to anyone who needs help. James has managed multiple tasks such as CCH, POP, still while managing his Jlink duties. He is instrumental in assisting the new employees as well as the MSA’s.

**\*CREATIVITY AND INNOVATION\***

There were no nominations received for this category for Q-4

**\*LEADERSHIP\***  
**JOHN CRONAN**

John was nominated by Dennis Parks. John has consistently shown exemplary performance in the training of new employees at the Help Desk. He has demonstrated great patience and compassion while providing important training and guidance on technical issues. Even when someone does not seem to quite understand the process, he finds a way to enlighten them and give them the skills they need to do the job the best they can. John always finds the time to help them when they seem to forget a thing or two. John has done this with so many new employees and even when they promote other positions, he does not get discouraged; he just keeps on doing what he does so well. I (Dennis) am honored to know him and learn from him, not only how to do the work, but how to effectively relate to all the staff regardless of the personality differences. I (Dennis) have seen him resolve conflicts and handle other difficult situations with remarkable patience and admirable Tact. John has shown to have outstanding leadership abilities and I (Dennis) believe we are so lucky to have him on our team. John is liked by all the Help Desk, and in my (Dennis) opinion, deserves to be recognized for his great contributions to our department.

**“Throwback Thinking”**

There is a \$5.00 Starbucks gift card for the 1<sup>st</sup> person to guess correctly.



If you think you might know...contact Jennifer Hockaday.

(Sorry...Kathleen, Randy, and Joel are not eligible-but thanks for the help with getting me the pics/idea for this fun newsletter article)