



"EITS EXPLORER"

State of Nevada

Enterprise IT

"ISSUE" OF THE MONTH:

ADA Compliance Efforts

This is the 2nd of a multi-part series on ADA website compliance

Who are our partners and how are they contributing?

Our goal is to make all State of Nevada websites meet Section 508 and WCAG 2.0 requirements and provide proven ADA training, outreach and support to State of Nevada websites to meet ADA compliance laws.

By having the opportunity to work with numerous agencies throughout the State of Nevada, with Thomas Kearns from the Office of Disabilities Services at Truckee Meadows Community College (TMCC), the Assistive Technology (AT) consumers, the State of Nevada Equal Opportunity (EEO) Office, EIS Facility Operations **personnel** who **are** helping us make documents compliant, and citizens that have volunteered to work with us, we will be able to meet our goal and make State of Nevada **websites** Section 508 **and** WCAG 2.0 compliant.

Our ADA Partners consist of individuals that are working to make State of Nevada websites and digital media Section 508 **and** WCAG 2.0 compliant and to provide ADA physical accommodations. Take a moment to **recognize** our partners:

State of Nevada Administrators:

Linda DeSantis – Co-Chair

<http://ada.nv.gov/Partners/StateOfNV/>

State of Nevada Departments/Agencies:

<http://ada.nv.gov/Partners/Depts/>

Office of Disability Services (TMCC)

Thomas Kearns- Co-Chair

<http://ada.nv.gov/Partners/TMCC/>

Assistive (AT) Consumers

Mona Coker – Co-chair

<http://ada.nv.gov/Partners/ATC/>

State of Nevada EEO Office

<http://ada.nv.gov/Partners/EEO/>

EITS Mainframe Operations Techs-

<http://ada.nv.gov/Partners/EEO/>

ADA Volunteers-

<http://ada.nv.gov/Partners/Volunteers/>

How to remediate documents in Ten Easy Steps:

Remediation guides designed to assist in the creation of Microsoft Word, **Excel, PowerPoint** and PDF documents are included **on the Remediation Guide webpage**. Each remediation guide covers the **remediation of** accessible documents in more detail than the lesson in the NVeLearn Web Accessibility Training **course** for State of Nevada Website Editors.

If you would like **to learn about** remediating non-accessible documents; practice documents for Microsoft Word, **Excel, PowerPoint and PDF-remediation guides are available**. These guides have been added to help the CMS user develop practical experience while they work through **each** remediation guide.

<http://ada.nv.gov/CMS/Remediation-Guides/>

Please visit the State of Nevada American Disability Remediation efforts website @ <http://ADA.nv.gov> to get more info or **to learn** how to get involved.

Stay tuned for part 3- Outreach and Accomplishments

****Internal promotions****

- ◆ Dave Haws- EITS Administrator
- ◆ John Cronan- ITTVI
- ◆ Tim Simonetti- ITMIII
- ◆ Dan Lytle- ITTV
- ◆ Bill Barlow- ITPIII
- ◆ Veronica Fleischer- ITTIII

****Retirements****

- ◆ None – Thanks for sticking around just a little longer***

♠CUSTOMER CONNECTION & AWARDS♠



Accolades—Customer Emails

I was pulling my hair out creating my first web page when I called the Contact Us phone number. Diana answered the phone with a smile in her voice.

OMGoodness did she ever hold my hand through my questions, she even utilized a Joinme.com to show me all kinds of information on Ektron. It was like she removed a 20 pound sack of taters off my chest! She went on to provide the website where I can watch training videos and get all kinds of information moving forward in my new website duties with the NDOC.

Thank you seems to fall short of my gratitude. To know Diana, and the rest of your staff, is just a phone call away....priceless.

I continue to have the best customer service through ETIS.

Thank you! -Wendy McDaniel DOC

I would like to express my appreciation for the excellent customer service provided by Mr. Geoff Watson to the staff of the Equal Employment Opportunity Office for the Division of Human Resource Management. Geoff approaches each support event as an opportunity for a learning experience for the client.

He reviews the issue/problem to make sure he has a complete understanding, discusses the troubleshooting approach, makes suggestions on efficiencies, follows up to ensure the issue is resolved. Geoff's demeanor is always professional and prompt. Geoff is an asset to State service and the staff of the Equal Employment Opportunity Office appreciate the support he provides..

-Amy Taylor EEO Administrator -DOA

♠EMPLOYEE EVENTS♠

****New Hires****

- ◆ Michael Dietrich- CIO
- ◆ Geoff Stewart- ITTIV (rehire)
- ◆ James Whorley- ITPIII
- ◆ Bill Ferguson- ITTIV
- ◆ Davor Milicevic- ITPIV
- ◆ Tim Galuzzi- ITPIII
- ◆ Rebecca Burns- ITPII



SPECIAL AWARDS 20 YEARS OF SERVICE

TJ Theriault
Kathleen McLaughlin
David Lahti
Linda DeSantis
30 YEARS OF SERVICE
Robert Ferguson

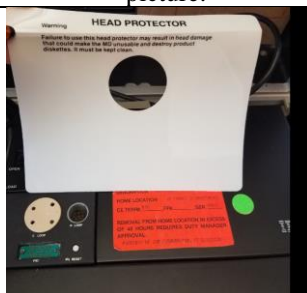
All were presented with a special honor from the Governor. Thank you everyone for your years of hard work and dedication.

CPM
(Certified Public Manager)
Congrats to Geoff Watson and Jennifer Hockaday, they have been selected for CPM Class 16 WAY TO GO!!!



"Throwback Thinking"

Last issue, a portion of of a floppy disk reader was pictured. There were only two guesses. Thank you John Strack and Lisa Jean for playing along. Here is the full picture.



♠UPCOMING EVENTS♠

- ❖ EITS is participating in more "Career Expos" May 2nd
- ❖ The D of A Activities will be selling Krispy Kreme Donuts pre-order now for a May 8th delivery.
- ❖ Orders and money due for EITS Logo attire- May 4st

A.C.E Awards (Always Creating Excellence)



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

QUALITY OF SERVICE

Dan Lytle

Dan was nominated for two different categories this quarter. He was selected for the Quality of Service award. Dan has been instrumental in the help desk especially in regard to his ability to provide excellent customer service. Dan has received multiple accolades in the EITS survey over the last few months. Here are just a few... *Today I worked with Dan Lytle. He was awesome and dedicated to following through with my issues. You all have a great team. - Thank you!... Dan was helpful and very quick to resolve my issue.....* Dan always gives great customer service and strives to help every customer who calls him and the help desk. Dan was recently promoted to the ITTV in the help desk as the team lead and will be training all the new techs for the help desk. -Congrats Dan.. well deserved. .

CREATIVITY AND INNOVATION

Kaila Peterson & Noah Tomasco

These two were mentioned by multiple people for the effort they put into the EITS potlucks and holiday festivities. They both work very hard on making sure the EITS employees especially at the facility have a good time and eat well. They are creative and innovative in the selection of the contests and the type of "parties" we have. Because of the additional festivities for the facility, moral and team spirit is raised. They both spend a great deal of time planning, shopping, setting up and cleaning up. We all appreciate the effort you both put in to making our parties and potlucks so fun, tasty, and enjoyable.

TEAMWORK

Brooke O'Neill

Brooke was nominated by Tim Simonetti. Brooke is always there for her team and more importantly, for the greater of the team, -Agency IT Services. She maintains a positive attitude, is willing to step up to any challenge the team faces and is truly a joy to work with. What stands out about Brooke is her positive attitude and a tireless support for the greater team. What stands out about her is even when a task might be out of her direct area of support, she works through every aspect of the task to ensure a solid resolution and stable implementation.

LEADERSHIP

Tim Simonetti

Tim was nominated by Srikanth Kothagadi. Tim was selected as the leadership winner not only because he was the best candidate, but based upon, hands down, one of the best written nominations since the programs inception last year. This is just a small excerpt from the nomination form- Tim exceeds expectations because he has the ability to interact with others in a positive enthusiastic and cheerful manner. He remains calm and assured in stressful situations all while helping others through the situation. He acts as a team player and encourages teamwork in others. Tim appreciates and values others as well as their time and effort. Tim stands out above the others because he always displays a high moral character, he has plan B and C, he is results oriented, and does way more than the job requires, ALWAYS. Tim stands a bridge between the development team and all the other teams in and out of EITS. He is supporting and encouraging and well, just down to earth and an amazing leader.

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