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State Of New Hampshire
DIVISION OF PERSONNEL
Department of Administrative Services
54 Regional Drive; Suite 5
Concord, New Hampshire 03301

CHARLES M. ARLINGHAUS
Commissioner
(603) 271-3201

LORRIE A. RUDIS
Director of Personnel
(603) 271-3261

October 27, 2021

His Excellency, Governor Christopher Sununu
and the Honorable Executive Council
State House
Concord, New Hampshire 03301

REQUESTED ACTION

Pursuant to RSA 99-E: 7, Suggestion and Extraordinary Service Award Program, the State Suggestion and Extraordinary Service Award Evaluation Committee respectfully requests approval to award a net sum of \$500.00 to Michael Woods from the Department of Information Technology, effective upon Governor and Council approval.

EXPLANATION

The Suggestion and Extraordinary Service Award Program provides for monetary and non-monetary recognition to classified executive branch employees who perform extraordinary services or who provide original suggestions of substantial value to the State. RSA 99-E integrates each Department into the process of reviewing employee suggestions and services by incorporating the input of departmental award evaluation committees who are authorized to forward suggestions to the State Committee.

The State Committee received a written submission from the Department of Information Technology nominating Michael Woods, Technical Support Specialist VI, for monetary recognition. Mr. Woods developed an automated solution to improve a critical security process. Securing data access on the SoNH computer networks when users retire or otherwise separate from an agency. His program identifies, flags stale accounts, disables them and automatically sends reports to management for review. Prior to Mr. Woods program, this process required technicians to review user account reports in order to identify the stale accounts to be disabled or deleted. The reports were then provided to the corresponding managers in case an account went stale for lack of use as opposed to employee separation. Managers would then use these reports to request the relevant accounts be enabled.

His Excellency, Governor Christopher Sununu

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Mr. Woods' process reduced the error rate and saved the state hours a month and improved the security of the network which allows DoIT to redirect valuable technical expertise to higher-level projects.

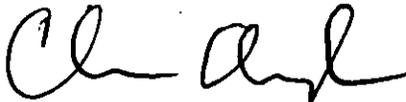
Under RSA 99-E, a fund of \$10,000 has been established in the Governor's Office for the implementation of this program. Maximum award amounts and a suggested table of monetary awards appear in the statute at RSA 99-E:7. In this case, the Committee has decided to recommend an award of a net sum of \$500.00 to Mr. Woods for extraordinary service outside of or beyond the scope of his regular job responsibilities.

Whether or not to issue any monetary award is a matter that is solely in the discretion of the Governor and Council. The Committee believes that this nomination presents an example of the type of extraordinary service that merits recognition under RSA 99-E. It therefore respectfully requests approval of the award contemplated herein.

Respectfully submitted,



Lorrie A. Rudis
Director of Personnel
Committee Chair



Charles Arlinghaus
Commissioner
Department of Administrative Services

**RSA 99-E SUGGESTION AND EXTRAORDINARY
SERVICE AWARD PROGRAM**

Departmental Award Evaluation Committee Recommendation Form

1. Please state:

- A. The name of the department to which the committee making this submission is attached:
Department of Information Technology
- B. Names of the members of the Departmental Award Evaluation Committee making this submission:
Denis Goulet, Ken Dunn and Dawn Roberts
- C. The name, work address, telephone and e-mail of the person preparing this form:
Dawn Roberts, 27 Hazen Drive Concord
603-223-5777
Dawn.roberts@doit.nh.gov
- D. If different from the person preparing this form, the name, work address, telephone and e-mail of the Departmental Award Evaluation Committee member to be contacted regarding questions about this submission:

2. To which of the following does this matter relate? (Please put "X" on a selection check box below)

- A suggestion made by an employee; or
- B. Extraordinary service by an employee

3. What is/are the name(s) of the employee(s) under consideration for award?
[Employees eligible for award are classified executive branch employees.
See RSA 99-E: 3]:
Michael Woods

4. Please provide a short descriptive title for the suggestion or service under consideration (e.g. "suggestion for savings of funds spent on XYZ," "service on ABC project", etc.):

Automated solution to improve critical security process per the State User Account Maintenance Policy.

5. Please provide a brief description of the suggestion made or the service rendered.

Additional pages may be attached, if needed.

Mr. Woods began this project back in July 2015 to implement a solution that automated, identified and flagged "stale" accounts, disabled them and automatically sent reports to management for review. Mr. Woods process reduced the error rate from the manual process to zero and saved the State of NH over 35 hours per month of work. This automated process eliminated errors and greatly improved the security of state data. This process has saved labor costs over \$40,000.00 and continues to accrue with every month that passes. This is based on the average salary over the time the automated process has been in place for about \$50,000.00/ year for the technical support spec of a III or IV would have spent about 35 hours total each month working through the manual process eliminated by this solution. This new solution also secures accounts from former employees accessing them and secure the State's data.

6. Do you recommend this matter for award or recognition?

Yes No

[Note: For "Suggestion Awards," eligibility criteria and standards are set forth in RSA 99-E: 5; For "Extraordinary Service Awards," eligibility criteria and standards are set forth in RSA 99-E: 6].

7. Please describe the committee's reasons for the conclusion set forth in question 6 above. If additional space is needed for your answer, please attach additional pages. The committee feels that the automated solution that Mr. Woods has developed has improved a critical security process for the State, save 35 hour per month of technical efforts and saved over \$40,000.00 and continues every month on resources needed to run the reports.

8. If the committee recommends that an award or recognition be given, please put "X" on the following check box below ("A.," "B.," or both) that you recommend be issued:

A. Non-monetary recognition. See RSA 99-E: 8.

If you recommend non-monetary recognition, please state (a) whether you recommend that this recognition be issued by the State Suggestion and Extraordinary Service Award Evaluation Committee; by the Governor and Council, or by some other entity, identify that entity; and (b) describe the format that you recommend the recognition take (certificate [including content]; announcement, etc).

B. Monetary Award. See RSA 99-E: 7.

If you recommend monetary award, please state: (a) the dollar amount of the monetary award that you recommend [See RSA 99-E: 7, IX. for suggested amounts]; and (b) the basis for your conclusion as to the amount recommended, including any calculations as to savings or revenue, or other information which your committee believes may be of assistance in determining the appropriate amount of the award. If additional space is needed, please attach additional pages.

Our committee would like to recommend a monetary award of \$1,000.00. Between the cost savings of over \$40,000.00 per month and other saving in time and IT resources this would be our suggestion.

9. If this submission relates to a **suggestion** made by an employee:

A. Is this suggestion original to the employee who is under consideration for award?

Yes No

B. Has the suggestion been implemented? [*See* RSA 99-E: 5, III]:

Yes No

C. If the suggestion has been implemented, please describe the results of the implementation, including the savings or revenue generated and the method of calculation thereof. If additional space is needed for your answer, please attach additional pages.

The automated solution that Mr. Woods has developed has improved a critical security process for the State, save 35 hour per month of technical efforts and saved over \$40,000.00 and continues every month on resources needed to run the reports.

D. If the suggestion has been implemented, does your committee believe that implementation of the suggestion on a wider scale (such as in other offices, departments, etc.) would result in additional benefit to the State?

Yes No

E. If your committee believes that implementation of the suggestion on a wider scale would result in additional benefit to the State, please describe the reason or reasons for this conclusion. If additional space is needed for your answer, please attach additional pages.

This has already been implemented and having an impact Statewide. This automated solution is ensuring that State of New Hampshire employees have a reliable and effective email system.

10. Is a complete copy of your award nomination file attached hereto?

Yes No

[Note: RSA 99-E: 4, VI. requires that, upon reaching a conclusion as to an award submission, your committee submit to the State Award Evaluation Committee a complete copy of all documents contained in your award nomination file]

11. Date Submitted:

Please Note

A departmental award evaluation committee must, within 60 days of receiving a suggestion or nomination, inform the person making the submission whether or not it recommends award or recognition; or that it requires additional, specified time and/or information in order to reach a determination. See RSA 99-E: 4, V. This form ["SESAP-2"] is to be completed by the Departmental Evaluation Committee and submitted to the State Suggestion and Extraordinary Service Award Evaluation Committee for each determination made.

**PLEASE FORWARD THIS FORM, TOGETHER WITH A FULL COPY OF
YOUR FILE, TO:**

**State Suggestion and Extraordinary Service Award Evaluation Committee
c/o Chairperson,
Division of Personnel
25 Capitol Street
Concord, NH 03301-6313**

SUPPLEMENTAL JOB DESCRIPTION

Classification:	Technical Support Specialist VI	Function Code: 9320-003
Position Title:	Enterprise Messaging Supervisor	Date Established: 8/15/88
Position Number:	10185	Date of Last Amendment:

SCOPE OF WORK: Responsible for the coordination and project leadership involving the installation, configuration, maintenance, documentation, and security of systems supported by the Groupware Support Services (GSS) group. These services include the engineering and deployment of directory and rights management services via Microsoft Active Directory Domain Services (ADDS), effective deployments of electronic message delivery technologies, data storage and recovery methodologies, site specific print services, software and Group Policy creation/distribution, and data protective services including anti-virus, anti-spam, and web content filtering using approved applications.

ACCOUNTABILITIES:

- Engineers and leads the implementation of electronic messaging technologies including Microsoft Exchange Server and approved Mobile Device Management systems at the Enterprise Level
- Leads the design, implementation, and maintenance of Microsoft's Active Directory Domain Services architecture including critical networking services such as DNS and DHCP for forest and domain models supporting multiple state agencies
- Designs, oversees, and implements strategies in systems design, both hardware and software that provide appropriate levels of redundancy and scalability to assure business continuity
- Plans, designs, builds, implements, and manages servers running MS Windows Server operating system including major applications as requested by supported agencies
- Analyzes and leads the deployment of new technology to improve state systems. Provides reports to senior management on capabilities of the new systems. Improves the future deployment of new technology by documenting process and identifying problem areas.
- Implements data gathering strategies for in-depth and timely review of network performance, application performance, and overall system capacity. Proactively recommends upgrade, additions, and replacement strategies to management.
- Maintains proper level of system security to ensure the enterprise against virus, disasters or inappropriate access and ensures all system files are protected by regular and verified backup and archive.
- Documents procedures and recommends policies and standards for business continuity, with due regard for the protection and security of enterprise systems, including cross-training the appropriate coworkers/subordinates in critical job functions.
- Oversees planning, testing and implementation efforts; coordinates activities, communications and resource assignments; and addresses conflicts and scheduling issues to keep deployment efforts on track. Oversees the resolution of problems and issues during planning and implementation.
- Reviews and comments on the infrastructure change requests submitted for all modifications to the technology solutions and network environments in partner state agencies.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a recognized college or university with a major study in mathematics, computer science, business administration or a related degree field with at least fifteen (15) credit hours in the field of computer science. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Eight years' experience in computer networking and systems operations, three years of which shall have been concerned with designing and maintaining computer networks and providing technical support in a multi-platform environment. Each additional year of approved work experience may be substituted for one year of required formal education.

License/Certification: Must be eligible to hold a valid New Hampshire driver's license and have access to transportation for use in statewide travel.

SPECIAL REQUIREMENTS: Position requires experience with Microsoft Active Directory and Microsoft Exchange. Temporary schedule changes may be required to allow for planned installations and upgrades or for other work that cannot be done without major disruption to users and network systems within core business hours.

DISCLAIMER STATEMENT: The supplemental job description lists the essential functions of the position and is not intended to include every job duty and responsibility specific to a position. An employee may be required to perform other related duties not listed on the supplemental job description provided that such duties are characteristic of that classification.

SIGNATURES:

I have reviewed the content of this supplemental job description with my supervisor.

Employee's Signature

Date Reviewed

Supervisor's Name and Title: Armond D. Joplin, Technical Support Specialist VI, Position #14671

I have discussed the work responsibilities outlined by this supplemental job description with the above employee.

Supervisor's Signature

Date Reviewed

Jennifer J. Elberfeld

JB

7-19-13

Division of Personnel

Date Approved

Mike Woods General Responsibilities per Dawn Roberts, HR Administrator at DoIT:

- Supervisor of the Enterprise Messaging Team (Team of three including Mike)
 - The portfolio he supervises for the team consists of:
 - Administration of Microsoft Exchange Email Services for all DoIT supported agencies (Includes DoIT Hosted and Cloud Hosted solutions)
 - Server Builds, Maintenance, and Monitoring
 - Server Software Installation, Administration, and Maintenance
 - Security Patching and Threat Prevention
 - Email Security
 - Manage Email Storage
 - Email Reliability - 99.999% Uptime
 - Customer support for advanced technical issues
 - Customer communications for change management
 - Rapid response to critical service disruptions
 - Security Incident Response
 - 24/7 On-Call Support
 - Email Backup and Restores
 - Email Preservation and legal/HR discovery
 - Administration of Enterprise Mobility Services
 - This technology is used to provide security for email and files for 2000+ state employees who access State of New Hampshire email or files with their smart phones or tablets.
 - Software Configuration, Administration, and Maintenance
 - Customer support for advanced technical issues
 - Customer communications for change management
 - Rapid response to critical service disruptions
 - Administration of Skype and Teams Collaboration Services
 - This technology is used to provide audio and video conferencing, messaging, application and document sharing, presentations, and other business collaboration services.
 - Software Configuration, Administration, and Maintenance
 - Customer support for advanced technical issues
 - Customer communications for change management
 - Rapid response to critical service disruptions
 - Data preservation and legal/HR discovery
 - Manage team projects
 - Assign work to staff
 - Provide technical expertise and mentoring to team

**RSA 99-E SUGGESTION AND EXTRAORDINARY
SERVICE AWARD PROGRAM**

The procedures and standards for Suggestion and Extraordinary Service Awards are set forth in RSA 99-E. Employees potentially eligible for award are classified executive branch employees.

Suggestion/Nomination Form

1. Department to which suggestion or nomination is being made:
Department of Information Technology (DoIT)

2. Name of the person or persons making the suggestion or nominated for extraordinary service (*Note*: If this is a nomination of, or suggestion made by, more than one person, please be sure to list ALL persons under consideration for award):
Michael Woods

3. Is/Are the person(s) who made the suggestion or who performed the service being recommended for a monetary award, for non-monetary recognition or for both?
Monetary Recognition

4. Job title or position of person(s) nominated or making the suggestion:
Technical Support Specialist VI

5. Name of department, division, section and office, if any, in which the person(s) making the suggestion or performing the service is/are employed:
Department of Information Technology, Technical Support Services, Groupware Support Services

6. Name of the immediate supervisor of the person(s) making the suggestion or performing the service:
Jay Joplin

DOP

NOV 25 2019

B. Time: _____

13. Please provide any additional information that you believe would be of assistance in the committee's consideration of this suggestion or nomination. You may attach additional pages if needed:

See attached

14. Please provide the following:

- A. Name and work address, telephone and e-mail of any person or person(s) that you recommend be contacted for additional information about this submission:

Jay Joplin, 223-5765, jay.joplin@doit.nh.gov
Erica Allen, 223-5740, erica.allen@doit.nh.gov

- B. If this submission has been made by a person other than the employee who made the suggestion or performed extraordinary service, the name and work address, telephone number and e-mail of the person or persons making this submission:

Jay Joplin, 223-5765, jay.joplin@doit.nh.gov
Erica Allen, 223-5740, erica.allen@doit.nh.gov

Please Note

This form is to be submitted to the Departmental Award Evaluation Committee in which the employee who made the suggestion or performed the service is employed.

Submission may be made directly to the State Suggestion and Extraordinary Service Award Evaluation Committee if there exists good cause for not submitting to a Departmental Committee. See RSA 99-E: 4, XI. Please also note that the whether or not to recommend a particular matter for award is solely within the discretion of the Committee. There exists no right or entitlement to the issuance of any award or recognition. See RSA 99-E: 9.

SESA's Departmental Committee Members

7. Mike Woods developed an automated solution that significantly improved a critical security process required per the State User Account Maintenance Policy (NHS – 07.02.2007 – v.4). The goal of this policy is to identify user accounts that are no longer needed and to ensure they are disabled and eventually deleted per policy timelines. Mike's solution simultaneously improved work product accuracy and significantly reduced the work effort previously needed for the manual process.

Securing data on the State of New Hampshire computer networks begins with managing the user computer accounts that control access to the data. All state employees need these accounts. When users retire or otherwise separate from an agency, it is important that security for agency data be preserved by removing the user access to the data in a timely matter. The best way to do this is for the agency to notify DoIT immediately that the user no longer works for the agency. This ensures DoIT knows to terminate access at the end of the employee's last day of work. It is common for agencies to miss this step. When that happens there is a risk that these "stale" accounts will allow unauthorized access to continue for an indefinite period.

In order to protect agency data, DoIT performs monthly reviews of all 10,000 plus State of New Hampshire user accounts to identify and disable the stale ones. Prior to Mike's development and implementation of the automated process, the manual process previously used was very complex and required approximately 35 hours per month of technical effort. Several technicians needed to review the user account reports in order to identify the stale accounts to be disabled or deleted. Next, they produced and provided the associated reports for the corresponding managers in case an account went stale for lack of use as opposed to employee separation. Managers would use these reports to request these relevant accounts be enabled. DoIT used this manual process from 2009 to 2015.

In July of 2015, Mike implemented a solution that automated the entire process. His program identified and flagged stale accounts, disabled them, and automatically sent reports to management for review. Additionally, the process also automatically identified which disabled stale accounts met the time threshold to be deleted per the State User Account Maintenance Policy. Mike's process reduced the error rate from the manual process to zero and saved the State of New Hampshire the 35 hours a month previously required to do the work. The result is that we have improved security and DoIT has been able to redirect valuable technical expertise to higher-level projects.

11. When Mike began this project, DoIT identified over 6000 stale, but active accounts for users that had left state service with potential for unauthorized access to data. This was due to a number of factors such as lack of notification from the agencies when a user left service to ineffective tools and processes for disabling these accounts in a timely manner. Due to the process for disabling accounts being complex and manual, there was also a small percentage of administrative errors. Mike's automated process eliminated these errors and greatly improved the security of state data.

The development, testing, and implementation of this solution were the result of dozens of hours of research and work on Mike's part. DoIT and the State of New Hampshire reap the benefit of that work every month because the time DoIT saves from the automated process permits us to redirect technicians, who previously conducted the work manually, to work on more demanding and valuable tasks. If one were to place a value today on the cost of labor saved that was redirected to other services, it would be over \$40,000 and continues to accrue

with every month that passes. This is based on an average salary over the time the automated process has been in place of about \$50,000/year for the tech IIIs and IVs who would have spent about 35 hours total each month working through the manual processes eliminated by this solution.

The most important benefit is that DoIT has a reliable process to ensure we correctly secure accounts for former staff and effectively prevent unauthorized access to agency data.

13. It is important to note that Mike had no role in or responsibility with user account maintenance. He observed an opportunity to improve a process for a different unit on the team and then volunteered to provide the solution. The valuable work he did was unrelated to his normal administrative responsibilities of ensuring State of New Hampshire employees have reliable and effective email services.

The Department of Information Technology deploys and administers Microsoft technologies to provide secure and reliable access to state resources. Mike Woods has been using the most current scripting technology (PowerShell) to create and maintain user account access. While there are third-party utilities that DoIT could have purchased to do some of what he did, most of them do not provide the flexibility needed for the many agencies the Department of Information Technology supports. Mike Woods' expertise and effort allowed DoIT to deploy this homegrown solution. Without his devotion to service and to providing reliable security solutions, the account and data security posture for the State of New Hampshire would be less robust. Thank you Mike.