

# For Your Information

Keeping you up-to-date with everything that is FYI - For Your Information, Inc.

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## GDIT/FYI Team Wins Coast Guard Contract

by David Sherman

The Department of Homeland Security announced on August 14 that FYI and its prime, **General Dynamics IT (GDIT)**, along with a team of partners, was awarded the U.S. Coast Guard's TISCOM (Telecommunication and Information Systems Command) contract. The 5-year contract runs until August 15, 2014. FYI began work on this project back in 2001 as the prime contractor. Since 2006, FYI has been a subcontractor to GDIT.

FYI's responsibilities on this contract include software and hardware

certification, enterprise network monitoring and configuration, software engineering, computer image development, computer security, Exchange management and tier-3 help desk support.

Gerard Hall, FYI's TISCOM project manager, supervises the FYI staff and serves as FYI's primary liaison with the United States Coast Guard and GDIT. Gerard also provides direct support and oversight to the engineering branch of the contract as a Functional Area Lead.

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## A Message from FYI's President



Do you really want to know why I am smiling? On Thursday October 22, 2009, I received the absolute best gift from the FYI staff and I am very proud to share the great news with you. The November 2009 issue of the Washingtonian magazine

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## Washingtonian Magazine Names FYI Among Top 50 Great Places to Work for 2009

by David Sherman

FYI-For Your Information, Inc. was named one of DC's **50 Great Places to Work** for 2009 by Washingtonian Magazine. FYI was among hundreds of entries in the highly sought after business competition that recognizes companies with "winning workplaces" measured on attributes including good pay and benefits, flexibility,

challenging work, recognition and respect, and chances to learn and grow. More than 13,000 employee surveys were reviewed by Washingtonian's judging panel.

FYI was commended in part for having a family atmosphere. "At FYI-For Your Information, managers have been known to attend an employee's child's ball game. On birthdays, employees receive a gift card to their favorite

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listed FYI as one of the **50 Great Places to Work!** What makes this award so special is that the entire process, from

“I received the absolute best gift from the FYI staff and am very proud to share the great news with you.”

*Bernadette Yu*

nomination to submission, to the final Washingtonian announcement, was 100% employee driven.

This award is the ultimate gift and reward for living the motto framed in my office – “Always treat the customer and employee with sincerity and fairness,” written in Chinese calligraphy by my father and given to me when FYI first opened its doors back in 1987.

My heartfelt thanks goes out to the entire FYI staff and in particular to Chuck Irvin, who spearheaded the campaign back in November 2008 and saw it clear to the top, while keeping it a secret for over 8 months.

To our customers – you have made the FYI employees look forward to coming to work every day. Thank you for your support and for making them feel a part of your organization and I thank all of you from the bottom of my heart for making 2009 such an incredible and memorable year. ■

# Performance Management in the Federal Sector

by David Bachrach

Performance management has to be effective in order for an organization to hire and retain a qualified workforce. High performers need to be shown appreciation, and low performers need encouragement, and provided with incentives to improve. I feel a little silly even saying it, it's so obvious. But “obvious” and “doable” are two different things. Is effective performance management “doable” in your organization? To answer that question, you need to look at several aspects of your management structure and practices. This is how we assess the management environment when we take on a performance management project in an agency.



courtesy of Richard Kaiser

**THE EMPLOYEES.** What is the recent and long-term performance history for each low-performing employee? What are the expectations for reward, for each high-performing employee? Management actions must be based on realistic, actual circumstances in each case, if performance actions are to be effective.

**PERFORMANCE ELEMENTS AND STANDARDS.** How clearly and how attainable are the performance elements described to the employee? How specific has the feedback been? How has the supervisor differentiated between high and low performers? How well are performance expectations spread across a work unit?

**THE SUPERVISORS.** Does the supervisor have a clear idea of his or her role in managing performance of employees, the tools available to him/her, and expectations of upper management for him or her? How much training has been provided to the supervisor in the area of performance management? Is there a mandate to maintain status quo? Shake things up?

**COMPLIANCE.** Do documents and practices comply with the law, regulations, bargaining unit agreements, and agency policies and SOPs?

**TRADE-OFFS.** Which is currently more risky for a supervisor: acting on performance problems, or failing to act on them? Which is more economical for an employer: to try to retain a decent performer, or to roll the dice to try to recruit a superstar?

The more that an agency has thought through these factors, and the more clear an agency is on its position, vis-à-vis these factors, the more successful it can be in solving agency challenges related to performance management. ■

store or restaurant. Thanksgiving is celebrated with a catered lunch."

The formal process for FYI began last November 2008 when Chuck Irvin, an FYI Senior Engineer for the U.S. Coast Guard's TISCOM project in Alexandria, VA, spearheaded the campaign to nominate FYI for the coveted award.

Said Irvin, an FYI employee for more than six years, "It was a no brainer. When you work for a company that takes interest in staff, not only professionally but personally, and pride in the quality and delivery of its services in a nurturing work environment, how could you not



nominate them?" Chuck coordinated with a couple members from FYI's corporate office, completing all appropriate paper work and sending out surveys to employees at FYI, all

without FYI President, Bernadette Yu, having any knowledge of the nomination.

"It caught me totally off guard," said a surprised Bernadette Yu, president of FYI, "I am deeply touched for having been nominated and for having so many of FYI's staff enthusiastically support the nomination and take the time to complete the lengthy questionnaire that resulted in this honor."

You can read the Washingtonian's Great Places to Work article at [washingtonian.com](http://washingtonian.com). The Washingtonian publishes its Great Places to Work list every two years. ■

# FYI Provides Superior HR Services on TSA Contract

by David Sherman

Since 2008, FYI has been working for the Transportation Security Administration (TSA) on a contract called HR Access, which is considered to be the largest HR contract in the world, employing several hundred personnel and valued at more than one billion dollars.

FYI assisted in the proposal process for this project, making FYI one of the first consultant teams on the job. FYI was awarded this project as a minority-owned business.

Given FYI's long standing recognition as a human resources provider—training/development, classification, recruiting and staffing—to the federal government in multiple capacities, it was obvious that FYI's participation on this project would be mutually beneficial for all parties.

Marlo Watson serves as FYI's project lead and a senior staffing specialist for the Recruiting and Hiring Service Center for TSA. Marlo says that her diverse responsibilities are both rewarding and challenging, constantly presenting her with many challenges and opportunities for growth. As a senior staffing specialist, she coordinates the privatized airport support services and the pre-hire testing services for federalized airports. Additionally, Marlo is responsible for the coordination and monitoring of Transportation Security Officer (TSO) data and multiple reporting requirements.

The project's classification team performs automated reviews of personnel actions for classification requirements. The team also conducts position reviews and participates in special projects to support TSA. The classification specialists assigned to this project have very diverse educational and professional backgrounds.



HR Access is very complex and multi-faceted. FYI supports TSA by developing staffing strategies and certifying candidates for over 400 federalized airports as well as at TSA headquarters.

FYI also employs five staffing specialists for this project. Human resource functions are both rewarding and challenging; working on this project allows the team, as human resource professionals, the opportunity to serve the country and do the work that they love.

The FYI team has been responsible for many accomplishments within HR Access. Several members of the FYI staff have been recognized for their contributions on this project in the HR Access newsletter and by various members of the HR Access leadership team. FYI's staff have also been recommended to assist in other major projects because of their expertise and commitment to TSA and the HR Access project. We wish them continued success in the future. ■

# FYI Assists the Coast Guard With Help Desk Services

FYI's Recruiting Command team keeps the Coast Guard's computer network up and running

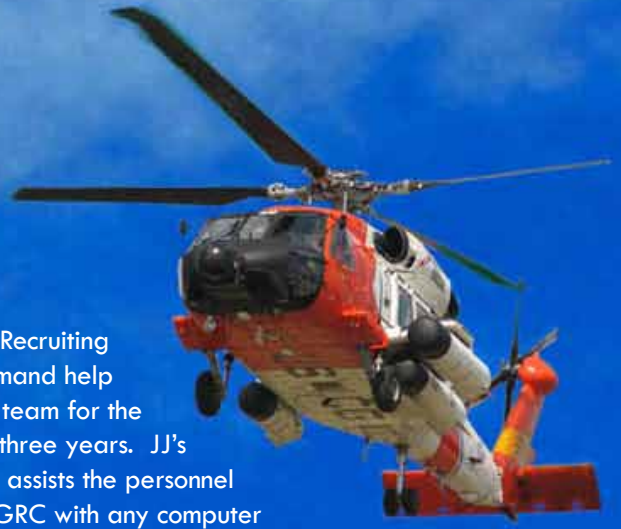
by David Sherman

The U.S. Coast Guard is not like any other armed service. Unlike most agencies, the Coast Guard recruits regularly in wartimes and in peace. The Coast Guard Recruiting Command (CGRC) is responsible for all recruiting efforts within the Coast Guard. CGRC has recruiting offices around the country including all 50 states, the District of Columbia, the U.S. Territories, and even overseas. That's a lot of offices, which means that there are a large number of computers to take care of; but who's in charge of doing that?

FYI provides help desk services for approximately 600 users at CGRC recruiting offices around the country and another 120 users at CGRC headquarters in Arlington, VA, where the FYI team is based. FYI's James Jefferson (or JJ), has been leading

FYI's Recruiting Command help desk team for the past three years. JJ's team assists the personnel of CGRC with any computer networking, hardware or software issues that may arise.

CGRC users looking for assistance submit help tickets stating their question, request or problem. Once the team receives a request for assistance, they review the ticket queue, call users out in the field and assist them via a remote desktop, which allows the team to access distant computers as if they were sitting right in front of them. ■



## Should I Convert to Windows 7?

Richard Myers, FYI's Software Configuration Engineer, finds Windows 7 to be an improvement over XP and Vista.

by Rick Myers

Most XP holdouts who have avoided Vista (and that's most of us) now have less of an excuse not to upgrade to Windows 7. Given people's propensity to run their computers until they emit their last breath, the switch to Windows 7 won't happen overnight. It will be a long time until a majority of computers are running Windows 7. A lot goes into switching over to a new operating system; there's not only the cost of the operating system itself, but there's also the cost of buying the new equipment capable of running Windows 7. The Home Basic version will be included on many new systems. But some major computer manufacturers are charging for the higher-end versions of Windows 7, which runs from \$130 up to \$199 for Windows 7 Ultimate.

Most computer users won't go through the trouble of upgrading their current systems themselves. Join that with the average age of their computers, which can make an upgrade unfeasible. Many users will be left to their own inadequate devices for transferring over their valuable data and updating their old applications. Unfortunately, most people don't have a neighborhood kid or young relative available to upgrade their

computers for them, leaving either an expensive option or to wing it.

Currently, the corporate world runs Windows XP on 80 percent of its computers. But they will soon have to come to grips with the fact that the end of XP support is in sight. Windows XP will be in full decline by 2012 and Microsoft will stop providing support for XP altogether by 2014. Businesses are faced with the bleak prospect of hanging onto their old XP systems with diminishing effectiveness and increasing cost of maintenance. There is a two to three year lead time to roll out a new operating system; and the time to begin the migration process is right around the corner.

Whichever way you get there, Windows 7 puts fun back in computing. I've been using Windows 7 for several months now and I can't identify any life-altering changes within the new Windows 7, but at the same time, its fresh features can't be denied. The new



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# FYI in the Community

by David Sherman



## Relay for Life

Relay for Life, which took place on Saturday, May 30, is an annual event in which teams from around the area meet for a day/night event to celebrate their fundraising achievements and to honor cancer survivors who are fighting for their lives. A team of 13 volunteers from FYI put their fundraising efforts together to raise as much money as possible.

The FYI team initially set their goal to raise \$3,000; but after meeting that goal in April, they raised it to \$5,000 and then again to \$8,000. By the weekend of the event on May 30, the FYI team raised a remarkable \$9,000 for the American Cancer Society and was congratulated for placing first as the top fundraising team in the area.

## Maryland Food Bank

Each year, the Maryland Food Bank provides nearly 14 million pounds of food to needy families in Maryland. However, due to the amount of food that passes in and out of their warehouses every week, the food bank relies heavily on volunteers to help sort and pack everything from canned goods to toothpaste and soap.

During volunteer appreciation week, several FYI employees volunteered their time at the Maryland Food Bank in Ellicott City, MD. For more than three hours, the volunteers unpacked boxes of food, sorted food, and disposed of unusable goods. The Maryland Food Bank was very grateful for the help and thanked the FYI team with certificates of appreciation for a job well done.

## Sponsorship

For 15 years, Gerard Hall, FYI's TISCOM project manager, has coached baseball and for the last three years he has coached an inner-city team in Washington, DC. Gerard offers his time and energy to teach young men, not only how to play baseball, but also things like teamwork, dedication and discipline. In recognition of Gerard's hard work, FYI has sponsored Gerard and his team for the last two years.

Gerard and his team thanked Richard and Bernadette for their continuous support at a work luncheon by presenting them with a framed photograph of his team.

## *FYI Wins Coast Guard Contract continued from page 1*

According to Gerard, the TISCOM team develops, engineers, tests, implements and deploys critical computer support that assists the Coast Guard on a daily basis. The staff has grown over the years to accommodate the changes in the Coast Guard's mission and technology.

Gerard says, "We provide the Coast Guard with the technical expertise and stability necessary to help lead the way in the development of the IT infrastructure across the entire U.S. Coast Guard. Our staff understands both the importance of the mission and the culture of the Coast Guard."

Dean Godbout, FYI's Program Director, plays an important role on the TISCOM project, providing FYI

corporate support as well as acting as the primary interface for all contractual, financial and reporting requirements for the contract.



Some other key members of the TISCOM team include FYI employees who have been with FYI since the project's inception in October 2001 and others who have been with FYI for over 10 years and others.

On September 9, FYI hosted a kick-off party for the staff to celebrate winning the TISCOM contract. Dean and Gerard spoke to the group and thanked them for their continuous hard work as well as their patience during the long and tedious bidding process. ■

# FYI Supports U.S. Department of Labor's VETS Program

by David Sherman

**B**uilding business relationships around trust and integrity are crucial to a firm's success. For more than two decades, FYI has been building and maintaining these relationships with many satisfied Federal clients. So when the U.S. Department of Labor (DOL) decided to hire a new vendor for one of their ongoing projects, they naturally called FYI for help, a firm they knew they could trust.

Veterans' Employment & Training Service (VETS) is an agency within DOL that provides veterans with a myriad of important services and resources to help individuals succeed within the workforce, improve their employment opportunities and protect their rights.

In 2003, in an attempt to further help veterans, the government mandated that all federal contractors and subcontractors that receive federal contracts worth \$25,000 or more, file a report with VETS describing their workforce, including a tally of veterans and non-veterans working at each of their operating locations. This program is called the VETS-100 program.

The VETS-100 program, which FYI has been contracted to manage, assists contractors with filing their mandatory reports, both electronically and through hard copy submissions.

In August of 2008, FYI assembled a new VETS-100 help desk team to collect this data and enter the information into a VETS-100 online database.

Patrice Hall, the project lead on the VETS-100 project, and her team not only handle all the data entry of the VETS-100 information, but also serve as a help desk



courtesy of David Sherman

Three members of FYI's VETS-100 team from left to right: Jodesca Coppin, Patrice Hall, and Priscilla Hammons.



for reporting companies who have questions about the VETS-100 process. Between August 1 when the 2009 cycle began and the end of September, more than 113,000 reports were collected and will be entered in the database in the months to come.

Of the 100,000 companies responsible for VETS-100 reports, one large bank submits approximately 6,000 reports, one report for every branch office that performs hiring for the company. It takes 100 combined hours to input 6,000 reports.

This past August, FYI implemented a brand new VETS-100 automated system to help streamline the reporting process and to help simplify the reporting process for its users. With the new system, users can submit a VETS-100 and a VETS-100A report online (VETS-100A reports are simply updated VETS-100 reports), view a PDF copy of their submitted reports, make edits to their submitted reports, and answer questions in the report wizard that will help determine which report(s) the company has to file.

The new system also includes tutorials to help guide users through the entire reporting process. Although contractors are still able to submit reports by way of hard copy or by disk, nearly 96 percent of all reports have been submitted through the online system.

With the new automated system in place, the 6,000 reports from the large bank that used to take 100 hours to input, now takes no time at all since the system is completely online. This enormous process improvement saves the government money and also shortens the overall project timeline.

VETS-100 reports are due between August 1 and September 30 of each year. As of October 1, government contracting officers have been actively checking FYI's VETS-100 system for vendor compliance with the submission requirements of the program.

Reporting companies not in compliance are subject to the termination of current contracts or the rejection of any newly submitted contract proposals—a pretty heavy price for not being compliant. ■

# Using FYI's GSA 738x Schedule – Human Resources Easy as 1 - 2 - 3!

by David Sherman

If you are a government buyer, you probably already know how tedious it can be to purchase goods and services. FYI can help you through the initial procurement process and keep it as simple as possible for you to get the ball rolling.

## Requirements

**FYI can help you prepare the details of your project including:**

- Duration of project
- Level of effort desired
- Qualifications of staff to be assigned
- Deadlines for work products
- List of deliverables
- Work location
- Necessary clearances

We can help you prepare your requirements, project scope, duration of the project, and when you want the project to start.

*Ask that bids be solicited within the next week, if at all possible.*

**Time Frame: About 1 Week**

**Useful information about FYI to bring to your procurement office: 738x GSA Contract GS-02F-009U, SIN 595-21, and DUNS 175319912.**

## Submit

We are familiar with other reputable companies in our field and can suggest ones to compare for cost and quality, if you wish.

Submit your requirements, suspected vendor(s) including FYI, and all project terms to procurement. GSA has provided a Buyer's tutorial on their website. You can access this tutorial by going to **www.ebuy.gsa.gov** and locate the **e-Buy Training** link on the eBuy homepage.

**Time Frame: About 1 Week**

## Award

Once the contract has been awarded, FYI will spring into action and move ahead per the project schedule.

Your agency will send us a purchase order or task order and we are then authorized to begin work. Schedule a kickoff meeting, if appropriate, and....let's get started!

**Time Frame: About 2 Weeks**

For further assistance, give us a call at 301-586-8500 or email us at [FYI@FYInfo.com](mailto:FYI@FYInfo.com).

The screenshot shows the top navigation bar of the eBuy website with two links: "All About e-Buy" and "e-Buy Training". Below this are two login sections. The left section is for "Government Buyers" and asks users to enter their GSA Advantage! Membership User ID and Password. The right section is for "GSA Contractors" and asks users to enter their Contract number and Password as provided by the Vendor Support Center.

## Do You Know Someone Who is FYI Material?

## Send Us Your Referrals Today!

Email us at [HR@FYInfo.com](mailto:HR@FYInfo.com) or go to [www.FYInfo.com](http://www.FYInfo.com) for more information.



# Visit the New Careers Section at FYInfo.com

Time and time again, our customers have complimented FYI for its team of talented individuals. For more than two decades, FYI has built a strong reputation by providing the best talent in the industry. And to help continue that trend, FYI has created a brand new Careers "portal" on [www.FYInfo.com](http://www.FYInfo.com), FYI's corporate web site.

Now, prospective employees can learn everything they need to know about working for FYI. You can visit our Careers site by going to [FYInfo.com](http://FYInfo.com) and clicking on the Careers tab. Within the next couple months, FYI is rolling out the completely redesigned FYInfo.com. If you have any suggestions on how we may better serve you, please visit our website or email us at [FYI@FYInfo.com](mailto:FYI@FYInfo.com).



Should I convert to Windows 7 from page 4

taskbar allows for an individual thumbnail view of open windows instead of a truncated, numbered stack like you have in XP. Each thumbnail provides a replica of what's going on in the window, even if it's a playing movie. Pressing **Windows | Tab** causes all but the current selected window to go transparent, making it easy to find that lost window. Running Windows 7 just a little while makes going back to XP seem like a chore, or a leap back from broadband to dial-up.



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**FYI is Celebrating  
23 Wonderful Years  
of Business!**

## FYI'S HR ACADEMY NOW ACCEPTING APPLICATIONS

FYI is continuing its decades-long tradition of employee training by offering classes in human resources management to its Federal customers. This is an opportunity for Federal supervisors and HR professionals, government-wide, to learn the FYI

approach to HR that has been increasing in demand. More than just a collection of courses, FYI's **HR Academy** conveys a vision and a method for achieving a more effective government workforce and a cadre of supervisors capable of managing it.

### Courses Available:

- Principles of Position Management (1 day)
- Classification (is not) for Everyone (1 day)
- Classification Practicum (5 days)
- Competency Based Staffing (3 days)
- Competency Based Crediting Plans for Supervisors (1/2 day)
- Labor Relations for Federal Managers
- Performance Management for Federal Supervisors
- Welcome to Federal Supervision

\*Please contact FYI for more details at 301-586-8500 or [FYI@FYInfo.com](mailto:FYI@FYInfo.com)

### Special thanks to:

- Nina Bice
- Tamara Bouret
- David Bachrach
- Gerard Hall
- Patrice Hall
- James Jefferson
- Richard Kaiser
- Rick Myers
- David Sherman
- Marlo Watson
- Bernadette Yu