

# FMS Update

Autumn 2007



## Welcome to the New *Update*

You may have noticed a new look to this Autumn edition of *FMS Update*. Because many exciting changes are happening across FMS, we decided to change the look of *Update*, too!

In this issue, *FMS Update* covers the exciting announcement of 3 new BPA contracts at the Department of State (page 1) and the new communications tower at FMS Guyana (page 5). We also introduce you to some highly dedicated individuals, including - the TSA contract team (page 3), the SYEP project team (page 4), and Joy Creavalle, our FMS Contracts Administrator (page 5).

We have also included our regular employee recognition (page 8), management in focus (page 2), and employee health (page 6) features in addition to a few new recurring administrative features (page 7).

Because we had so much information to be included, this edition of *Update* could not include all of the photos submitted by various FMS projects. In the next edition of *Update*, however, we will include a two-page photo spread of a "Year in Review" at FMS. Therefore, if you have any additional photos or other items you would like to see in print, please send them to [fmsupdate@mtaonline.net](mailto:fmsupdate@mtaonline.net) before December 1<sup>st</sup>.

***FMS Update* is now available online, too! Just visit [www.fmsHQ.com](http://www.fmsHQ.com)!**

## FMS Awarded Three New BPAs at DOS

Over the years, FMS has been proud to have the U.S. Department of State (DOS) as one of its valued customers. FMS currently provides a wide range of services to DOS offices in the U.S. and to its diplomatic missions abroad.

On September 29<sup>th</sup>, Federal Management Systems, Inc. was pleased to announce that three exciting new contracts had been added to its DOS family of services. The U.S. Department of State awarded FMS three new Blanket Purchase Agreements (BPAs) for administrative, professional, and technical support services. Two of the BPAs were for various administrative/secretarial support and management analyst services at the Bureau of Oceans, and International Environmental and Scientific Affairs (OES) and the Bureau of Democracy Human Rights and Labor (DRL). A third BPA was awarded for a wide range of services department-wide, including those in the accounting, financial and budget analysis, clerical, administrative/secretarial, technical and executive consulting, librarian, word processor, and computer programming fields. All three BPAs were awarded for one year with options for an additional four years.

FMS President Aubrey Stephenson credited the award of these significant contracts to the hard-work and diligent efforts of Michael Hinton and Michelle Johnson, two DOS Contract Project Managers. During a recent FMS employee awards ceremony, President Stephenson thanked Hinton and Johnson for their contributions to the success of FMS at the Department of State over the years. He further told *Update*, "For their projects and

*continued on page 3*

**FMS President, Aubrey Stephenson (left), pictured with DOS Project Manager, Michael Hinton (right), as he congratulates him for all of his exemplary efforts on the DOS Project and the recent DOS Blanket Purchase Agreements**



***DON'T FORGET* - You can now access and view your FMS pay stubs online at [www.primestub.com](http://www.primestub.com)!**

# Unlocking Emotional Intelligence

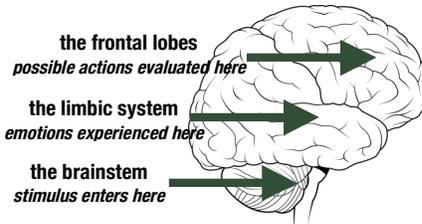
by Aubrey A. Stephenson



Throughout our first eighteen years or more, most of us are measured in terms of academic success and our IQ. How well we perform in elementary school determines our course placement in secondary school. How well we perform in our secondary school courses and on our college placement tests then impacts which colleges or universities will accept us as students. Finally, the reputation of the college we attend, in addition to how we perform academically at that college, has an enormous impact on which companies will hire us and how much they will pay us. Although this focus on academic performance and IQ has been the predominant model in the United States and other countries for many years, companies are now finding that **EQ**, not **IQ**, is a better predictor of employment and management success.

## The Human Brain

Before we explore the notion of emotional intelligence and EQ, let's take a quick look at the human brain. When our body experiences something through one of the five senses, information about this sensation (e.g., the pain experienced when we hit ourselves on the thumb with a hammer or the wonderful smell of fresh bread baking) travels to our brain by way of our nerves, up the spinal column, to the brainstem at the brain's base. The brainstem is the brain's intermediary, which receives and sends messages to the rest of the body. Information travels immediately from the brain stem through the brain's limbic system, the region in which we experience our emotions. Only after traveling through this emotional center does the information finally reach the outer layers of the brain, including the frontal lobes of the cerebral cortex, which assists in our rational thinking by evaluating whether our potential actions and reactions may be good or bad and perceived by others as socially acceptable or unacceptable.



Therefore, when we hit our thumb with a hammer, we first experience the emotion of extreme, blinding pain before we experience the rational thought that, although we might want to scream in pain non-stop for thirty minutes, we must instead go to the hospital because our thumb looks broken. In a more pleasurable experience, when we smell fresh bread baking, we first have happy feelings and experience pangs of hunger before we experience the rational thought that, although we want to rip the bread from the oven and eat the entire loaf immediately, we just ate and are actually not hungry and the bread must be saved for dinner to be shared among the entire family.

But what does all of this brain anatomy have to do with success in the workplace? Everything!

## Regulating Our Emotions

During the past twenty years, computers have increasingly been doing much of the "grunt work" of the cognitive thinking process for us. (Think about how different filing your taxes is now, thanks to software programs like TurboTax.) The human population and the average workplace, however, have grown increasingly full of people. Therefore, much of the time in our day must now be devoted to getting along with the people with whom we must interact. Where we could once sit quietly in our closed-door offices performing our small, insular tasks, we now must sit in cubicles, side-by-side with our coworkers, from whom we must frequently interact to solicit information and opinions in order get our jobs done.

Therefore, we must now have good "people skills," which puts our frontal lobes into overdrive as we try to regulate our emotions so that we don't yell at our coworkers or run screaming from the building when things go wrong. For many employers, our ability to regulate our emotions in order to get along and work with others is becoming a more highly valued commodity than pure intelligence alone. In contrast to IQ, this ability is called our **EQ** or our **emotional intelligence**.

## Understanding EQ

Although the concept of *emotional intelligence* has been around since the mid-1980s, it has been popularized more recently in the works of author Daniel Goleman. In his book *Emotional Intelligence*, Goleman describes our emotional intelligence as the combination of our *personal competence* (how self-aware we are and how well we manage ourselves) and our *social competence* (how socially aware we are and how well we manage relationships with others).

In order to develop greater emotional intelligence, we must first look inward to become aware of who we are, what we are, and the decisions we make that affect our own lives. Once we have looked inward, we must then look outward to become aware of social dynamics and the decisions we make and actions we take in our interpersonal dealings. Looking inward and outward in these ways will take us far in our journey of developing greater emotional intelligence.

For more information on how to analyze and develop your own emotional intelligence quickly and painlessly, I recommend *The Emotional Intelligence Quick Book* by Travis Bradberry and Jean Greaves.

## Our Team at TSA *by John Yonaitis*



In February 2007, the Transportation Security Administration (TSA) awarded a multi-million dollar contract to Oracle Solution & Services and Federal Management Systems, Inc. to assist them with:

- ◆ *resolving the FY 2006 Financial Statement audit material weakness;*
- ◆ *meeting the TSA Corrective Action Plan milestones for undelivered orders;*
- ◆ *assisting TSA with the FY 2007 Financial Statement audit; and*
- ◆ *closing out dormant contracts.*

The on-site Project Manager is Ed Tolbert, with John Yonaitis, Bud Rubenstein, and Sandesh Sharda (Oracle Solution & Services) as part-time Co-Project Directors. The FMS team includes Ransford Fumey, Bryan Alexander, James Bryant, and Anita Parent. The Oracle Services team members include Gurjeet Sawhney, Leslie Morris, Ellen Swinton, and Betty Atkins. The Team members are working in the areas of Finance and Accounting, and Acquisitions.

The FMS-Oracle team has performed Verification and Validation (V&V) of over \$2B of open obligations, while providing support to the KPMG Auditors and working closely with the Office of Financial Management (OFM) to establish a quarterly review procedure. We are also working with the TSA Business Management Offices (BMO) to include them in performing V&V and reconciliation of open unliquidated obligations, at the same time making it an integral part of TSA's annual audit process and one of the financial management objectives.

Our team has already identified several million dollars of invalid obligations and has assisted TSA by documenting their findings and preparing reconciliation packages for the auditors. The first audit sample consisted of 272 obligation documents and our hardworking FMS-Oracle team provided support for the entire sample. We are currently working with the second audit sample of 156 obligation documents, and we have already completed and provided auditors 82% of the sample.

Keep up the great work, team!

## FUTURE BEAMS BRIGHT AT BURSARY AWARDS

The FMS Bursary Award Ceremony was held at the FMS Guyana Headquarters in Georgetown on Friday, August 31<sup>st</sup>. This much-awaited event has become an annual tradition at FMS in which children of employees compete for corporate-sponsored scholarships.

The selection criterion for the award is the Secondary School Entrance Examination, a national exam for ten to twelve year old students in Guyana. The top ten scores submitted are selected and the winning students receive their awards at the annual FMS ceremony. The monetary awards received are typically used by students and parents for educational expenses, such as textbooks, uniforms, book bags, or college savings. *continued on page 8*

## BPA's Awarded *continued from page 1*

employees at DOS, Mr. Michael Hinton and Ms. Michelle Johnson have successfully promoted the benefits of being an FMS employee. These benefits include a retirement plan, life insurance, short- and long-term disability insurance, health insurance, educational expense assistance, a bonus plan, an employee referral bonus, and continued employment. Thanks to their efforts, they have now successfully ensured that FMS can continue to provide these benefits by securing contracts at DOS through September 30, 2012."

**Project Manager  
Michelle Johnson,  
recent recipient of  
the FMS Award of  
Excellence for her  
outstanding efforts  
in managing the  
DOS contract**



# A SUMMER OF LEARNING & FUN IN WASHINGTON, D.C.:

## A Look at the SYEP Contract

For many of the past summers since the mid-1990s, FMS has had the pleasure of being awarded a unique contract with the Washington, D.C. city government, the Summer Youth Employment Program (SYEP). Under the SYEP, Washington, D.C. youth between the ages of fourteen and twenty-one are offered an intensive, paid summer internship of job training and project-based learning to motivate and prepare them for further education and the world of work.

Until 2007, Federal Management Systems provided education, training, and work experience to children and young adults in the SYEP program for six weeks at anywhere from one to three school sites in the Washington, D.C. area. In the summer of 2007, our participation in SYEP dramatically increased when the Washington, D.C. government awarded FMS a total of six school sites and extended the contract to a full nine weeks! Throughout the summer, FMS offered SYEP interns a full educational program conducted by education and business professionals, in addition to job fairs, guest speakers, management training, and corporate work experience.

### The Educational Program

The academic portion of the FMS SYEP program focused on academic enrichment, life skills, and employability skills. For example, interns covered a variety of work-related academic topics, such as basic accounting and finance, the basics of business administration and management, and the fundamentals of a variety of information technology skills and software application packages. The program also covered a range of core academic areas to help students with their performance in school, enhance their test-taking confidence, and prepare them for further education. Some of the subjects covered included written communication, spoken communication, mathematics applications, study skills, and test-taking strategies. At one site, Anacostia Senior High School, interns even produced and conducted a play, *Love, Loss, and Lies*, under the leadership of Site co-Manager Melvin Andrews.

FMS' SYEP educational program also included instruction in a variety of life skills. Topics covered included health and hygiene, conflict resolution, civics,

and street law. Of particular interest to interns this summer was the fascinating and highly relevant course, *Young People and the Law: Understanding Your Rights Under the Constitution*. Further life skills intervention sessions were offered, such as the "Self Esteem and Becoming Confident" session at Ballou Senior High School.

Finally, the SYEP education program also focused on a variety of employability skills, including *The World of Work* and *Leadership Development* courses. At Walker Jones Educational Center, for example, FMS created a new Technology Laboratory for the school in which interns performed many work-readiness activities, such as writing and designing their computer-based resumes. FMS similarly donated computers for a Technology Lab at Ronald Brown Middle School where interns conducted a variety of academic and work readiness activities. At Ronald Brown, students also demonstrated their work readiness in sessions on *Business Etiquette* and during regularly scheduled "Professional Dress Days."

### Job Fairs & Guest Speakers

One of the exciting components FMS adds to the SYEP schedule each year is its Career and College Fairs. Originally the brainchild of SYEP Project Manager Lucius Stephenson, the Career and College Fairs offer interns the opportunity to interact with potential employers and representatives from a variety of local colleges. At each of FMS' four fairs held this summer, representatives from several companies and colleges in the Washington metropolitan area set up booths, often full of informational handouts and free goodies. As interns visited the booths, they were encouraged to ask questions, practice job interview techniques, share their concerns, and have their resume reviewed. This offered interns the invaluable opportunity of increasing their confidence and gaining experience in real-life job search skills while still remaining in the safe environment of their school site.



In order to bring the outside corporate world to SYEP interns, FMS also scheduled many guest speakers, including those in the legal, medical, engineering, finance, and management professions. Interns at three sites were offered corporate management training sessions by professional management trainers.

### Corporate Work Experience

In addition to providing an academic program and bringing the outside "world of work" to interns through job fairs and guest speakers, FMS also introduced many SYEP interns to the real-life "world of work" in a corporate environment. In sessions as long as two-and-a-half weeks, these interns worked on computer-based projects and were introduced to a variety of administrative tasks at the FMS office at 462 K Street.

Federal Management Systems thanks and congratulates the summer interns for all of their efforts in achieving success in the FMS SYEP Program. FMS further thanks all of our hardworking staff who have made this program a true success and touched the lives of many Washington, D.C. youth. These exceptional individuals include: Lucius Stephenson, SYEP Project Manager; Dr. Keith Hampden, Deputy Project Manager; Terry Valladares and Dennis Downer, Corporate Liaisons; our exceptional Site Managers and Deputy Site Managers at each of the six schools sites; all of our hardworking instructors at all of our sites; and our dedicated headquarters and K Street employees who took the time from their busy schedules to teach interns many of the hands-on aspects of their jobs.

## FMS GUYANA “TOWERS” ABOVE THE COMPETITION

Everyone is “looking up” to one of the newest additions to the FMS Security headquarters in Georgetown, Guyana - literally. Added to the local FMS landscape is a new radio communications tower. Tower construction began in April 2007 and, at the time of this writing, was nearing completion.

The new radio communications tower is a substantial upgrade to the FMS communications system. It will significantly improve communications clarity and range between the headquarters and all of the FMS security locations, especially those outside of central Georgetown. As a result, FMS will be prepared to meet the growing security needs of its important and valued clients in Guyana’s international diplomatic community.

FMS recognizes all of the members of the FMS Guyana senior management staff for their stellar efforts in making the tower project a success!



## Let's Meet...

### Joy Creavalle, FMS Contracts Administrator

In each forthcoming issue of *Update*, we will introduce you to one of the outstanding members of our team at FMS Headquarters. This issue, we introduce you to Joy Creavalle, the diligent and conscientious FMS Contracts Administrator who always has a welcoming smile on her face and genuine warmth in her voice.

For many of our new government customers, Joy is often their first FMS contact, as perhaps the one of the first FMS voices they hear on the telephone or one of the first FMS faces they see. She also continues to interact with customers throughout the contract process, forming a critical bridge between the FMS Headquarters and the customer’s contracting office.

The FMS leadership team has time and again been impressed with Joy’s hard work and enthusiastic style of customer service. *Update* recently caught up with Joy Creavalle at her office in Washington, D.C.

**Update:** Thank you for agreeing to let us profile you in the newsletter, Joy. First, what do your duties and responsibilities as FMS Contracts Administrator entail?

**Creavalle:** It entails tracking contract modifications and amendments, ensuring sufficient funding, providing project direction when necessary, preparing invoices, checking on overdue accounts, and interfacing with COTRs and other government representatives regarding contractual matters and to secure business opportunities.

**Update:** When were you hired by FMS and have you work here at the Headquarters office since then?

**Creavalle:** I was hired in January 2002 and have worked here at HQ ever since.

**Update:** Where did you work before FMS?

**Creavalle:** I worked for the MONY Group as the Business/Marketing Manager for the Bethesda Agency.

**Update:** Have you lived in the Washington, D.C. area a long time?

**Creavalle:** Yes. I’ve lived here since 1981.

**Update:** Joy, what do you like most about working at FMS?

**Creavalle:** Definitely the constant interaction with clients and employees. Customer service is really my passion.

**Update:** When you’re not here at FMS, how do you like to spend your free time?

**Creavalle:** I like cooking, traveling, and enjoying spending time with my grandkids.

**Update:** Finally Joy, as FMS Contracts Manager, when and how should FMS employees and customers contact you?

**Creavalle:** FMS clients and employees should contact me if they have any contract-related questions or issues. My phone number here at FMS is (202) 541-9451 extension 118 and my e-mail is [jcreavalle@fmshq.com](mailto:jcreavalle@fmshq.com).



## WINTER'S UNINVITED GUEST: Preparing for the Flu

by Pauline E. Azore, R.N.



### ***The flu season is already here, but are you ready?***

Caused by the influenza virus, the *flu* is a highly contagious disease that affects the nose, throat and lungs. It is spread primarily through vaporized droplets when an infected person coughs or sneezes. These droplets, which can be propelled up to three feet away, travel through the air and land on the mouth or nose of others nearby. The flu can also be spread when these droplets land on something which an uninfected person later touches and then touches his/her nose, eyes, or mouth. According to the Centers for Disease Control and Prevention (CDC), the peak flu season in United States is from late October through the end of March and between 5 to 20% of the American population get the flu.

The onset of flu symptoms begins suddenly and often resembles those of other illnesses, including the common cold. Typical flu symptoms include: fever; runny or stuffy nose; cough; sore throat; headache; body aches; extreme tiredness; and nausea, diarrhea, and vomiting (most often in children). When someone is exposed to the influenza virus, they begin to exhibit symptoms in 1-4 days. This person can then infect others from one day before and up to 5 days after they become sick. Young children and adults with weakened immune systems can be contagious for over a week.

While most healthy people fully recover, the flu can also bring with it an array of additional medical complications, such as dehydration, ear and sinus infections, bacterial pneumonia, and a worsening of chronic medical conditions,

including asthma, diabetes, and congestive heart failure. The CDC also reports that, on average, 200,000 people in the U.S. are hospitalized annually from flu-related complications and more than 36,000 people die. Therefore, the flu and its prevention should be taken very seriously.

The most effective way to be protected against influenza is to receive the flu vaccine every year. The CDC states that the flu shot cannot cause the flu, but recommends that you consult your health-care provider before receiving the flu vaccine. The two types of flu vaccines available in the United States are:

- ***The flu shot***, made from a killed virus and given through a small needle in the arm. It is approved for both healthy individuals and those with chronic medical conditions who are at least 6 months old. Side effects from the flu shot include redness and soreness at the injection site and possibly a low fever.
- ***The nasal spray flu vaccine***, (also known as LAIV for “live attenuated influenza vaccine”) is made with live but weakened flu viruses. It is approved for use in healthy, non-pregnant individuals between five and forty nine years old. Side effects of the nasal spray flu vaccine include headaches, runny nose, vomiting, muscle aches, and fever in children and runny nose, headaches, sore throat, and cough in adults.

For maximum protection, the CDC recommends that you get vaccinated in October or November. Protection against the flu begins about two weeks after receiving the vaccine.

While it may be tempting to run straight to your nearest pharmacy when it is offering flu shots, the

CDC strongly cautions that some individuals “should not be vaccinated without first consulting a physician,” especially those who: are severely allergic to chicken eggs; experienced a severe reaction to the influenza vaccine in the past; are under six months of age; or currently have a moderate or severe illness with a fever.

In addition to vaccination, you can help stem the spread of flu by keeping the virus contained. Whether or not you are infected with the flu virus, to keep yourself and others from catching the flu, you should:

- *Wipe telephones clean with an alcohol based solution after each use.*
- *Use disposable utensils, especially in the work place.*
- *Avoid close contact with people who are sick*
- *Wash your hands frequently throughout the day.*
- *Use an alcohol-based cleanser to clean your hands if running water is unavailable.*

If you do get sick, to avoid spreading the influenza virus to others, you should also:

- *Cover your nose and mouth with a tissue when you cough or sneeze, discard the tissue in the trash bin, and wash your hands thoroughly with soap and warm water.*
- *Avoid touching your eyes, nose, and mouth.*
- *Stay away from school, work, and other social gatherings.*

For more information about the flu and how to protect yourself against the virus, please consult your physician or visit [www.cdc.gov/flu](http://www.cdc.gov/flu).



## ☆☆ EXCELLENCE AT FMS ☆☆ EXCELLENCE AT FMS ☆☆ EXCELLENCE AT FMS ☆☆

Congratulations to FMSer **Michael Pell**, the Intranet Site Administrator at U.S. Immigration and Customs Enforcement (ICE) of the Department of Homeland Security. Pell recently received a glowing letter of commendation from our customers at ICE for his continuing work on the development and administration of the site. Ms. Debbie Dusenberry, Chief, Mission Support, Dallas ICE, reported, "Mr. Pell's contributions this past year have made a significant impact on Mission Support's ability to track workload, process and share information, and, most importantly, meet the needs of our customers." She further added that, "Mike's accomplishments have been instrumental in moving our operation forward in FY07. He has demonstrated a high degree of professionalism, motivation, and customer service and deserves special recognition."

Further congratulations to **the entire FMS team** working on **the ICE National Purchase Card Program (NPCP)**. During the past fiscal year, FMS has provided integral support in helping ICE make the NPCP a success in its training program, audit records, and clean audits. Great job!

FMS wishes *Bon Voyage* to **Desiree King**, FMS ICE Project, who will be traveling to Cyprus with the ICE International Affairs Export Control and Border Security team for a training conference October 22<sup>nd</sup> through 26<sup>th</sup>. King will provide needed support in daily conference operations. Located just 47 miles north of Turkey, Cyprus is a member of the European Union and the third largest island in the Mediterranean Sea. This beautiful island nation has a temperate climate, a rich history, and excellent seafood and sees over 2.4 million tourists a year. Bring back a bit of the beautiful weather for us, Desiree!

### ABOUT FMS UPDATE

*FMS Update* is a quarterly publication of Federal Management Systems, Inc. for FMS employees, customers, colleagues, and friends. Issues are published seasonally (autumn, winter, spring, and summer) in both paper and digital formats and are typically four to eight pages long. The main focus of *Update* is to share information about FMS contracts, administrative issues, employee recognition and news, and management concepts. If space allows, additional articles of interest to employees and customers may also appear.

If you would like to submit an article, photograph, or other item of interest to *FMS Update*, please e-mail it to your Project Manager or to

**fmsupdate@mtaonline.net.**

All photos submitted must be in a digital format (such as a .jpeg file) and must have a resolution of at least 600dpi.

Submissions for the next *FMS Update* are due by December 1<sup>st</sup>. All submissions are welcome!



### BURSARY AWARDS *continued from page 3*

During this year's Bursary Award Ceremony, a keynote speech was delivered by the nationally well-respected FMS Guyana corporate attorney, Martin Stephenson. Washington, D.C.-based Security Consultant Thomas Stephenson then presented the awards to the top ten students as proud parents looked on. (See photo above.)

As they received their awards, students introduced themselves and spoke of their future career plans. Among them included future pediatricians, lawyers, veterinarians, pilots, and teachers. Students then showcased their public speaking and choral talents by entertaining the delighted crowd with poems and songs.

### OUR SHINING KNIGHTS AT DHS

For many years, Carl Knights was an invaluable member of the IT team at the FMS Headquarters in Washington, D.C. While we always knew what a gem we had in Knights, he is now earning recognition for his gleaming efforts at the Department of Homeland Security (DHS) Office of Acquisition Management. On September 20<sup>th</sup>, he received a *You Make the Difference* recognition from Ms. Ashley Lewis, Director, for "His Outstanding Service to the Office of Acquisition Management."

At the DHS Office of Acquisition Management, Knights works as a Staff Accountant, providing end-user assistance with PRISM, a commercial, off-the-shelf contract-writing software program. In his recognition, OAM noted:

"Carl Knights was instrumental in our FFMS/RTS reconciliation reports. With his knowledge and expertise, OAM was able to develop a report that runs quickly and accurately. The existence of this report helped facilitate open lines of communication between ICE-wide programs and acquisition. In FY07, we were able to notify the programs on a regular basis how many requisitions we had "in-house" and specifically which ones were NOT received by OAM for processing. This tool has been invaluable in day-to-day and fiscal year end activities. Thank you Carl for a job well done!"