

# NEBRASKA

Good Life. Great Service.

DEPT. OF ADMINISTRATIVE SERVICES



2021

ANNUAL REPORT



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# Director's Message

Nebraska enjoyed a return to a more normal way of life in 2021 as we overcame the COVID-19 pandemic. That success was largely attributable to an enduring focus of State government generally, and the Department of Administrative Services (DAS) specifically, to operationally manage the State through the emergency. I am extremely proud of our agency's ongoing contribution to the public health response as well as our ability to continue to deliver the high-level of customer service that our sister agencies and the people of Nebraska have come to expect.

While DAS still supported Nebraska's pandemic response in every way we could, our team was able to focus on accomplishing many of our agency's operational goals:

- We began executing our State Building Division Real Estate Strategy with numerous state agency relocations. When complete, we will have saved taxpayer dollars while creating "one-stop-shop" experiences for the customers of the Nebraska Departments of Agriculture, Economic Development, Education, Environment and Energy, Health and Human Services, Natural Resources, as well as the State commodity boards.
- We contributed to public safety by leading Governor Ricketts' bargaining team in historic negotiations for corrections officers and 24/7 facility salaries. As a result of these negotiations, weekly applications for correction Corporals are up an average of over 200% since November 2021 compared to the weekly average for January through October 2021.
- We hosted over 300 participants for the first Nebraska Operational Excellence Summit showcasing our results in creating an effective, efficient, and customer-focused state government. In calendar year 2021, the COE saved taxpayers almost \$33 million!
- We supported our military and veterans with the launch of the Military Spouse Transition Program, our Second Service Recognition, and established SkillBridge internships with the Department of Defense. We also implemented Governor Ricketts executive order that the POW/MIA flag be flown at State Building Division properties.
- We leveraged technology to improve customer service, including the roll out of electronic vehicle logs for the Transportation Services Bureau, and the launch of an online help desk for State Building Division.

Each year, DAS surveys our customer agencies to gauge the level of service we provide in a variety of areas. We received high scores when it came to agencies' overall experience working with DAS, as well as in role modeling operational excellence and our customers' values. We also were the #1 ranked agency in the 2021 Teammate Engagement Survey when our teammates were asked if they would recommend the State of Nebraska as a great place to work. Collectively these results show that we are delivering for taxpayers, our customers, and our teammates.

This report will provide more detail on these successes as well as other achievements across the breadth of our services.

As we look ahead in 2022, I am excited to build on this success and continue to improve upon delivering exceptional service in a more effective, more efficient, and customer-focused manner to help Grow Nebraska.

Sincerely,



Jason Jackson, Director



Governor Pete Ricketts (center) joined DAS Director Jason Jackson (left) and Assurity Life Insurance Company CEO Tom Henning for the rededication of the First Nebraska Administrative Building on September 30, 2021.

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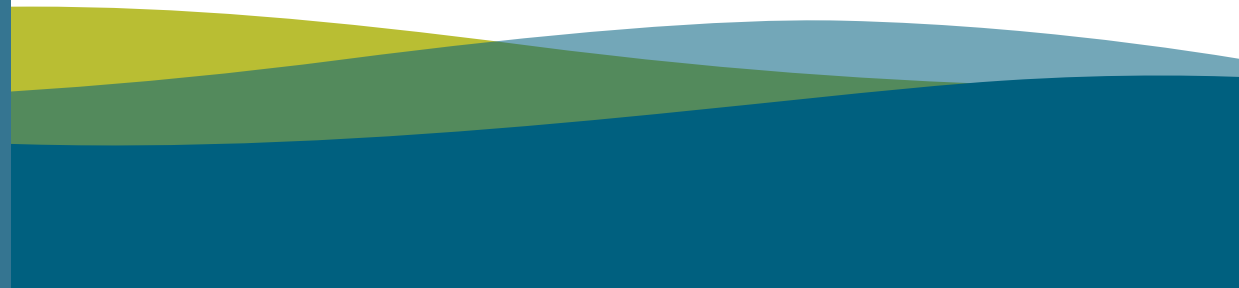
# NEBRASKA

Good Life. Great Service.

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**DEPT. OF ADMINISTRATIVE SERVICES**

# 2021 Annual Report



# Administrative Services

## Vision

Grow Nebraska

## Mission

To grow opportunity through more effective, more efficient, and customer-focused state government.

## Core Values

- We are customer focused.
- We focus on saving taxpayer dollars.
- We are transparent.
- We treat people with dignity and respect and always act ethically.

## Priorities for the Year to Come

- Executing our real estate strategy to create one-stop-shops for customers and savings for taxpayers.
- Expanding digital and web-based services for HR, State Building Division, and the Center of Operational Excellence.
- Attracting and retaining a talented workforce, particularly in public safety fields.

# Leadership Directory



Jason Jackson,  
Director



Amara Block,  
General Counsel &  
Materiel Administrator



Eric Maher,  
Communications  
Director



Peter Gierasch,  
Operations  
Administrator



Matt Singh,  
Center of Operational  
Excellence Director



Phil Olsen,  
State Accounting  
Administrator



Michelle Potts,  
State Building  
Administrator



Serenity Kinney,  
HR Shared Services  
Administrator



Kevin Workman,  
State Personnel  
Director



Allen Simpson,  
Risk Management  
Administrator



Sarah Skinner,  
309 Task Force Administrator  
& Policy Advisor



Mike Moerer,  
Transportation Services  
Administrator

# Administrative Services

## Overview

The Department of Administrative Services (DAS) was established by State Statute 81-101 and is responsible for providing centralized support services to state agencies, boards, and commissions. These functions are spearheaded by the Department's Director through various divisions.

**The Director's Office** houses the Center of Operational Excellence (COE), DAS Communications, Office of the General Counsel, and DAS Operations Analysis. These teams carry out many of the essential functions to manage the strategic priorities for the Department. The Center of Operational Excellence works with all state agencies to implement process improvement best practices.

**DAS Communications** acts as a resource to DAS' divisions to

assist with any communications-related support.

**The Office of the General Counsel** provides legal support, advice, consultation, and representation for the Department.

**DAS Operations Analysis** maintains and manages the State's primary Enterprise Resource Planning (ERP) system (JD Edwards EnterpriseOne).

**State Accounting** operates and maintains the statewide financial systems, including the accounting and payroll systems. They pre-audit agency transactions, issue statewide financial reports, and coordinate the long-term financing needs of the State.

**State Building Division** is responsible for providing the centralized procurement, operation, maintenance, and



management of state-owned and leased facilities.

### **DAS Human Resources**

provides services and support to teammates and leaders as a proactive partner in areas of: recruiting, onboarding and offboarding, performance management, leave management, safety initiatives, workers' compensation, performance evaluations, training, payroll, workforce planning, and position management.

**The Materiel Division** manages print, copy, and mail services, the disposal of surplus property, and statewide recycling. It also includes the State Purchasing Bureau, which contracts for commodities and services on behalf of customer agencies.

**State Personnel's** goal is to match qualified applicants to

positions that utilize their talents to the fullest possible extent and continue to grow them as teammates. Within the division are Classification and Compensation, Wellness and Benefits, Employee Relations, Talent Acquisition, the SOS Temporary Employee Program, and Training and Development. In addition, State Personnel is responsible for statewide teammate recognition programs and charity drives.

**Risk Management** is responsible for supporting the State Claims Board, adjudicating claims against the State through the Claims Board, managing the State Employee Workers' Compensation Program, and the procurement of insurance and risk management services.

**The 309 Task Force for Building Renewal** inspects, requests, prioritizes, and allocates funding

for various deferred maintenance, fire and life safety, Americans with Disabilities Act (ADA), and energy conservation projects for state agencies.

### **The Transportation Services**

**Bureau** provides, maintains, and operates the statewide fleet of motor vehicles for use by state agencies, boards, and commissions.

Administrative Services is a multifaceted organization that offers a wide range of services to its customers. It has the tools and expertise to help its fellow state agencies fulfill their missions while being as efficient and effective as possible.

## **Director's Office:**

- Center of Operational Excellence
- DAS Communications
- Office of the General Counsel
- Operations Analysis

## **Divisions**

- State Accounting
- State Building Division
- DAS Human Resources
- Materiel Division
- State Personnel
- Risk Management
- 309 Task Force for Building Renewal
- Transportation Services Bureau

## **Reporting directly to the Governor:**

- State Budget Division
- Office of the Capitol Commission
- Office of the Chief Information Officer



## Overview

The Center of Operational Excellence (COE) serves as the training center for continuous improvement across all state agencies. It currently certifies: white, yellow, green, executive green, and black belts, as well as Lean Leader certification in Lean Six Sigma to those looking to engage in process improvement. Its goal is to help agencies identify effective, efficient, and customer-focused approaches to improve their organizations. Since its inception, the COE has completed over 600 projects resulting in over \$80 million in verified savings with an additional 600,000 payroll hours having been reduced. In addition, the COE has partnered with the Office of the Chief Information Officer (OCIO) to establish a “streamline before we automate” policy that is helping improve services across the State.

# Director's Office Center of Operational Excellence

## Goals

- Create a culture of continuous process improvement through process improvement projects and training.
- Provide agencies with nationally recognized continuous improvement methodology Lean Six Sigma.
- Drive collaboration, communication, trust, and leadership through effective practices of daily management.
- Support financial and strategic initiatives through the development of key performance indicators (KPIs), dashboards, and scorecards.
- Support positive organizational change and individual growth.

## Accomplishments

- Verified savings of over \$31 million.
- Conducted first annual enterprise COE Summit hosted by Governor Ricketts and highlighted industry leading guest speakers from throughout the nation.
- Facilitated approximately 140 continuous improvement activities.
- Added three additional Certified Lean Six Sigma black belts, allowing for the execution of several enterprise-wide projects impacting the State's financial systems, executive training, Employee Suggestion System, and improving culture across the enterprise.
- 5,000 state teammates obtained certifications in Lean Six Sigma above the introductory level including a total count of: 4,019 yellow belts, 223 executive green belts, 30 green belts, 6 black belts, and 211 Certified Lean Leaders.

# State Accounting

## Overview

State Accounting performs the duties and functions of the State's comptroller for all state agencies. This includes, but is not limited to, statewide payroll and cash disbursement processing, federal grant management, issuing accounting and internal control policies, reporting the daily cash position, administration of the master lease program, administration of the purchasing card program, and issuing the State's financial statements. State Accounting is also responsible for overseeing the State's financial Enterprise Resource Planning (ERP) system. The ERP is the State's primary system used to manage

and coordinate all financial resources, information, and functions of the State's business. They maintain teammates' security rights to all processing and reporting functions in the State's ERP system. They also oversee the teammate self-service functionality, development, and enhancement of the system. The system provides current and real-time information about the State's resources and obligations. Central Finance provides internal finance for the divisions of the Department of Administrative Services. These services include monthly invoicing and bill paying, overseeing finances, coordinating division budgets, and rate setting.

## Goals

- Complete the Annual Comprehensive Financial Report (ACFR) with a reduction in audit errors.
- Accurately complete all federal reporting requirements associated with Coronavirus funds received through the Governor's Office.
- Update one-third of the State Accounting manual policies.
- Develop Standard Operating Procedures to ensure back-up and continuity of operations for essential functions.
- Complete a foreign investment guideline.

## Accomplishments

- Drew down \$3.847 billion in federal funds on behalf of the State (a 38% increase).
- Processed \$1 billion in Coronavirus Relief Fund (CRF) aid.
- Generated \$246 million in billings for DAS divisions.
- Processed \$8.7 million in Master Lease funds for the Office of the Chief Information Officer (OCIO).
- Processed 1.7 million ACH payments and 351,000 warrants.
- Approved 56 state agency volunteer programs.
- Certified 68 state agency financial leads through pre-audit training.

## Overview

State Building Division is responsible for providing the centralized procurement, operation, maintenance, and management of state-owned facilities. The division manages the independent review, analysis, and oversight of capital construction projects to ensure that appropriate facilities are provided. The State Building Division is also responsible for managing all commercial leases of office and space on behalf of state agencies, providing space planning and coordinating space assignments, coordinating statewide, comprehensive facility planning, reviewing capital construction requests, program statements, and related contracts, and managing and maintaining state-owned buildings, properties, and related parking facilities.

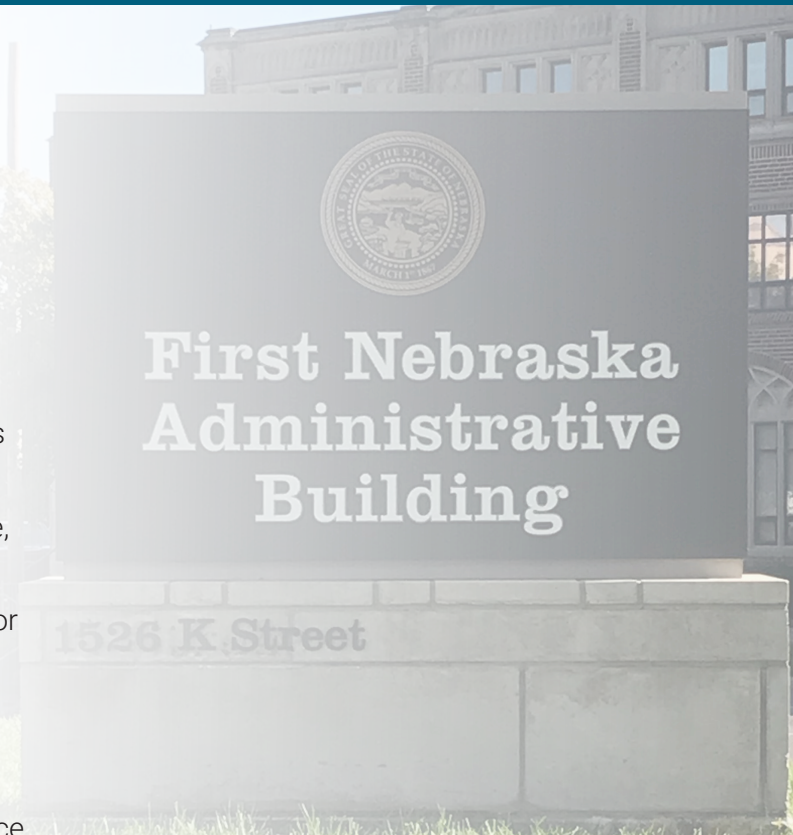
# State Building Division

## Goals

- Provide a successful implementation of Corrigo, an online software of maintenance work order and preventative maintenance management.
- Consolidate DAS offices from 2 ¼ floors in the First Nebraska Administrative Building to one floor and relocate the Department of Insurance (DOI) and Nebraska Equal Opportunity Commission (NEOC) to the building.
- Relocate Department of Education to 84th & O Street; consolidate the Department of Health and Human Services (DHHS) offices to Nebraska State Office Building (NSOB).
- Limit commercial real estate, maximize state-owned space, and make one-stop-shops for taxpayers and customers.
- Modernize NSOB elevators and update fire alarm system for safety of our teammates and tenants.

## Accomplishments

- Successfully implemented Corrigo, or the Facility Maintenance Service Portal, for all teammates throughout the State to utilize.
- Consolidated DAS to the 1st floor of the First Nebraska Administrative Building and successfully relocated the DOI and NEOC to the building.
- Relocated the Department of Education and consolidated DHHS offices to the NSOB.
- Implemented the State's Real Estate Strategy by limiting commercial real estate, maximizing state-owned space, and creating one-stop-shops for taxpayers and our customers.
- Began the NSOB elevator modernization project and updated the fire alarm system throughout the building.

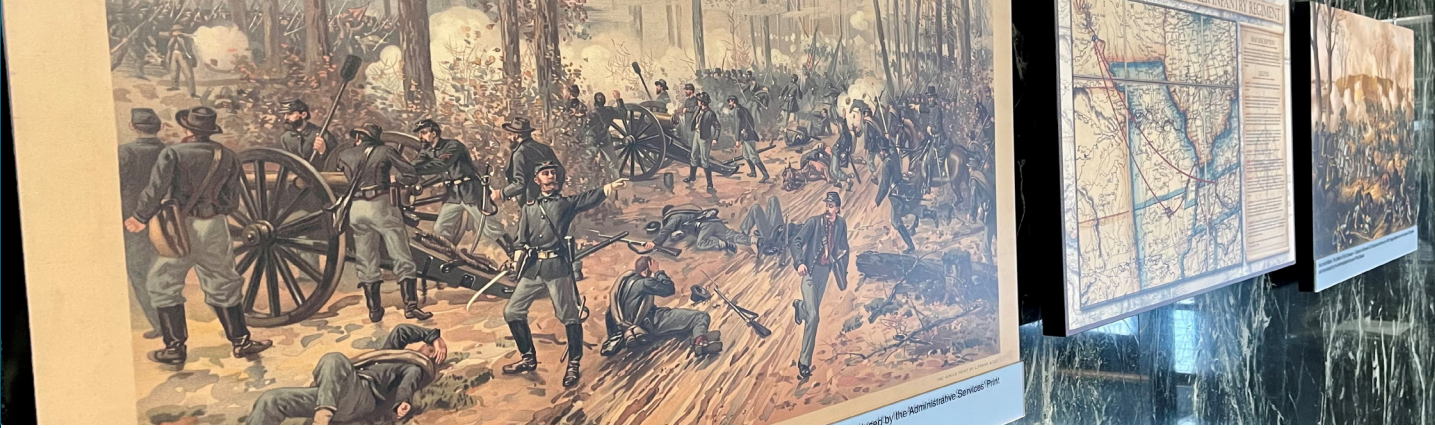


## Overview

The Materiel Division is responsible for establishing processes and providing centralized services in the areas of procurement, mail operations, printing and copier services, surplus property and inventory management, and operation of the State's Sustainability Plan.

This includes:

- Overseeing statewide procurement.
- Establishing purchasing procedures and policies.
- Assisting state agencies in bidding and contracting for outside services.
- Centralizing mail distribution services for internal and external mail.
- Providing low-cost production capabilities for printed materials.
- Providing services for all copy machine leases throughout state agencies.
- Overseeing and coordinating the disposition of the State's surplus property.
- Overseeing and maintaining all inventory records.
- Administering and operating the State's Sustainability Plan.



# Materiel Division

## Goals

- Increase overall customer service satisfaction rating.
- Execute Sustainability Program across state government.
- Implement procurement optimization and customer-focused strategies.

## Accomplishments

- Implemented the Sustainable Nebraska Strategy and published the Sustainable Nebraska Report.
- Implemented the Procurement Concierge Program which helped 54 Nebraska companies/organizations do business with the State.
- Held first-ever state-sponsored personal electronic recycling drive.
- Reduced copiers/printers by over 130 saving \$170,000 for taxpayers.





## Overview

State Personnel focuses on delivering efficient, effective, customer-focused support and consultative services through innovative talent acquisition and retention strategies, and coordinating total rewards efforts, including: data-driven classification and compensation systems, wellness and benefits offerings, teammate recognition and engagement activities, centralized training and development services aligned with agency needs, and consistent personnel policies and practices supported by human resource management systems.

# State Personnel

## Goals

- Innovate talent acquisition and retention strategies.
- Coordinate total rewards efforts including data-driven classification and compensation systems and wellness and benefits offerings.
- Emphasize and offer teammate recognition and engagement activities.
- Centralize training and development services aligned with agency needs.
- Provide consistent personnel policies and practices supported by the human resource management system.

## Accomplishments

### Wellness & Benefits:

- Real Appeal (United HealthCare) - 116 State of NE members reported 1,275 lbs lost.
- Enhanced Maternity Benefits (UHC) – The WellNebraska Plan with Incentives had 247 deliveries – a 39.5% increase from the previous year.
- Processed over 19, 500 teammate contacts (email, calls, IM, etc.).

### Classification & Compensation:

- Processed 460 position classification requests and 359 compensation requests.
- Completed the Classification Consolidation Project which was successfully implemented 7/1/2021, reducing 2,302 classifications down to 2,180 classifications.

- Reduced average turn-around-time for manager-initiated compensation and classification requests by over 61% from 30.6 to 11.8 business days.

**Employee Relations:**

- Completed historic off-cycle bargaining agreements with the NAPE and FOP labor unions primarily impacting 24/7 facilities and public safety.
- Presented multiple training sessions on the new 2021-2023 Union Labor Contracts to over 900 agency HR personnel, supervisors, and teammates.
- Received and processed 78 grievance appeals, held 42 mini-hearings, wrote 39 decisions, and responded to over 100 labor relations inquiries per month.

**Talent Acquisition:**

- Received over 72,660 applications and referred over 60,850

applicants for the 5,140+ posted state job openings.

- Completed the initial minimum qualification review on over 99% of applications in less than two business days.
- Increased the SOS Temporary Program usage by over 25% in last 24 months with nearly 1 in 5 SOS teammates converted into permanent positions.
- Launched the Military Spouse Transition Program and Department of Defense SkillBridge Program for the State of Nebraska.

**Teammate Engagement:**

- For the 11th consecutive year, the Nebraska State Charitable Giving Campaign was recognized as one of the top 10 donors for the Lincoln and Lancaster County United Way.
- Launched a new and



Governor Pete Ricketts records a video message to state teammates in DAS' newly remodeled Production Studio.

improved Teammate Engagement Survey, the Teammate Recognition Guidelines for State Agencies, and the Military Teammate Recognition Program.

- Facilitated 12 blood drives statewide collecting 256 pints of blood with the potential to save over 741 lives.
- Executed 10 ceremonies in seven cities to recognize 2,176 teammates for a combined total

of 33,235 years of public service, as well as 93 Excellence in Leadership honorees.

**Training & Development:**

- Provided 121 Instructor Led Courses, 16,722 LinkedIn Learning courses, and launched four Leadership Certificate cohorts.
- Increased the LinkedIn Learning subscriptions to 80% of the state workforce.

- Created LinkedIn Learning Development Paths for performance competencies, revised Performance Management curriculum, a Project Management curriculum, and the Leadership Foundations program for first time people leaders.

- Remodeled the Technology Lab into a Production Studio.



# Risk Management

## Overview

Risk Management is responsible for administering the State's Risk Management Program. The program includes maintaining and identifying loss and exposure data on all state property and liability risks, developing and improving risk reduction programs for all state agencies, determining which risk exposures should be self-insured or assumed by the State, procuring excess insurance policies as needed, administering the State's Workers' Compensation Program, and managing the State Claims Board.

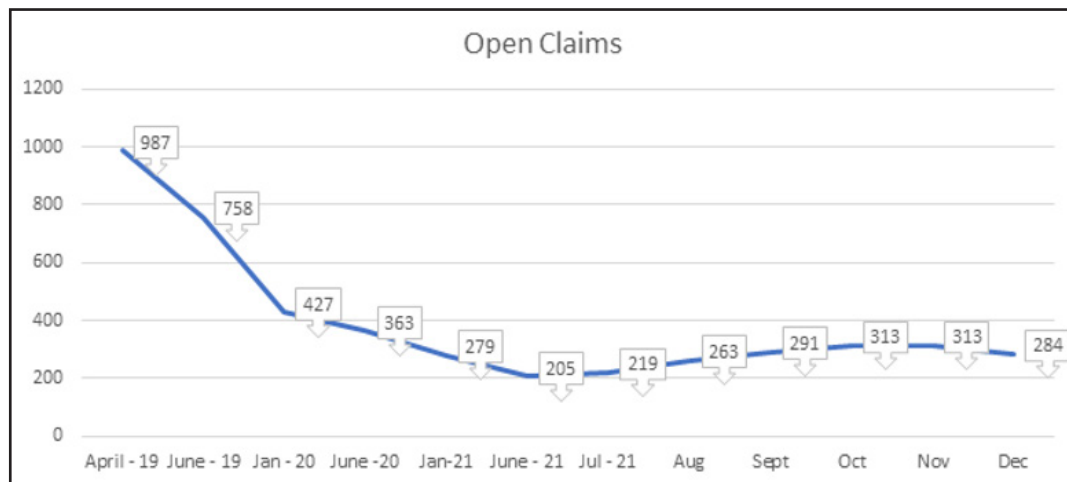
**Open Claims on December 31st of each year: (2016 – 760) (2017 – 733) (2018 – 770) (2019 – 392) (2020 – 257) (2021 – 284)**

### Goals

- Create a workers compensation dashboard for agency directors to closely monitor accident trends and expenditures.
- Enhance the Risk Management System to allow for online submission of First Responder Claims.
- Pilot a Return-to-Work Program with the Department of Correctional Services.
- Create a statewide safety event to promote and enhance safety.

### Accomplishments

- Processed 690 new tort, miscellaneous, and contract claims while closing 703 claims during this period.
- Reduced outstanding claims from 770 in 2018 to 205 as of June 30th, 2021.
- Enhanced the Claim processing by allowing online claim filing, status requests, and the ability to upload notarized releases.
- Created procedures for the In the Line of Duty Compensation Act.
- Provided the largest statewide safety event to promote safety for state teammates.





# 309 Task Force for Building Renewal

## Overview

The 309 Task Force for Building Renewal (Task Force) was created to address the State's significant deferred building renewal needs in state-owned facilities by providing funding and oversight of building upgrades. The Task Force reviews proposed projects, as requested by state agencies, and makes recommendations for funding to the Governor. The Task Force evaluates deferred building renewal needs based on: deferred repair, fire and life safety, Americans with Disabilities Act (ADA), and energy conservation. In coordination with state agencies, the Task Force determines the highest priority projects on a statewide basis to receive allocated funds.

## Goals

- Focus on customer needs by conducting over 100 project inspections and engaging in active listening and responsive communications.
- Grow Nebraska by expanding the Task Force's Training Program to include new meaningful teammate training programs and opportunities at locations throughout Nebraska.
- Improve the Task Force's efficiency and effectiveness by understanding customer needs through agency visits, building reviews, and always being easy to work with.
- Improve public safety by prioritizing funding for emergency allocations, fire and life safety projects, ADA, and building code upgrades for state-owned buildings.

## Accomplishments



Managed over 180 allocations for projects relating to deferred repair, fire and life safety, ADA, and energy conservation on state-owned buildings. The totality of these projects is an investment of over \$60 million into our state-owned buildings.



Closed out over 80 projects and received over 50 new allocations, a sum total of \$6.2 million.



Provided over 75 training events to over 333 facility maintenance teammates, representing 24 separate state agencies.

# Transportation Services Bureau

## Overview

The Transportation Services Bureau (TSB) is responsible for providing long-term lease and short-term rental vehicles, along with vehicle maintenance, repair, and fuel services for state agencies, boards, and commissions. TSB provides rental pool services for state teammates to use in their official duties in various locations throughout the State: Lincoln, Omaha, North Platte, Scottsbluff, Kearney, and Norfolk.

## Goals

- Continue fleet expansion of the GPS Electronic Travel Log Solution.
- Establish Partnership with Ford Motor Company/local dealerships for recall repairs.
- Leverage TSB Service for the procurement and installation of aftermarket equipment.
- Maintain or improve customer-service level experience for vehicle rentals.
- Strategize expansion of the GPS E-Log Program to agency-owned vehicles.

## Accomplishments

- Implemented complete expansion of GPS Electronic Travel Log resulting in:
  - 100% of lease agencies converted to E-Logs
  - 100% of lease vehicles upfitted with GPS
  - 10,900 hours reduction of customer process time vs paper log process
- Leveraged TSB Service for procurement and installation which led to:
  - 1,680 hours reduction in vehicle down-time
  - 70% reduction in installation cost for the customer
- Successfully navigated reduced vehicle usage resulting from COVID-19.
  - Fleet vehicle usage returned to satisfactory level
  - 2.3% reduction in lease vehicles
- Exceeded our customer-service level experience with 98% of customers waiting less than six minutes to receive a rental vehicle. Completed 100% of vehicle rentals within 10 minutes.
- Saved \$2.9 million from vehicle refresh deferral.

# Department of Administrative Services

## *Teammates Give Back*

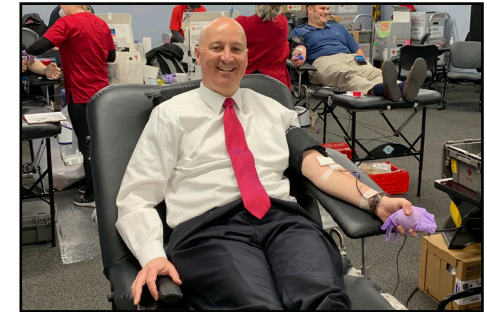
Each year, DAS teammates participate in statewide initiatives to give back to Nebraska communities, including the annual Campaign Against Hunger to benefit the Food Bank of Lincoln and the Annual Charitable Giving Campaign.

In 2021, we aligned our Charitable Giving Campaign with organizations that are assisting in providing COVID-19 relief in the areas of food insecurity, workforce displacement, educational outcomes, and support for children. State teammates raised over \$179,000 for the Charitable Giving Campaign in 2021. The Campaign Against Hunger raised over \$25,000. Since 2003, state teammates have donated over \$7.1 million dollars, supporting charitable organizations throughout the State.



The 2021 Campaign Against Hunger collected over \$25,000 for statewide Food Banks.

Teammates participated in 12 blood drives statewide that collected 256 pints of blood with the potential to save over 741 lives.



For the 11th consecutive year, the Nebraska State Charitable Giving Campaign was recognized as one of the top 10 donors for the Lincoln and Lancaster County United Way.

# Governor's Excellence in Leadership: Administrative Services Recipients

## Statewide Recognition Program

Since 1985, the State of Nebraska has sponsored a statewide recognition program which has been coordinated by the Department of Administrative Services' State Personnel team on behalf of the Governor's Office. The goal of this program is to show appreciation to state teammates for their loyalty and professional excellence. The program focuses both on exceptional performance and career tenure. Exceptional performers are recognized with an Excellence in Leadership award, while career teammates are honored with an Excellence in State Service award.

Excellence in Leadership recognizes teammates whose job performance has exceeded the highest standards and contributed to the overall effectiveness of the agency. These teammates are then honored at the Excellence in Leadership award ceremony, which is held in the State Capitol Rotunda. To date, 3,168 state teammates have received this honor.

### Christy Osentowski



As Total Rewards Director, Christy has facilitated teamwork and collaboration not only with her teams, but with State Personnel and with customer agencies. The Classification Consolidation project is an example of this kind of collaboration in managing a huge project to successful implementation. Christy serves her team because she values her team and people. She is an example of a leader who delivers on commitments, sets clear expectations, and is accountable. She cares about her teammates and makes sure she is providing a listening ear and support both personally as well as professionally. Christy has shown exceptional adaptability and resilience by taking on leadership of the Compensation and Classification Team, earning the respect of her team and becoming well-versed in the complexities of this area. She effectively delegates and enlists the expertise of her team and others to align available resources, creating efficiencies and effectiveness toward goals and projects. She has established meaningful and measurable customer-focused metrics that have resulted in superior customer-service improvements for both Wellness and Benefits, in 1-day resolution for 99% of customer contacts, and Compensation and Classification, in reducing the queue of agency request by about 40% in the last 9 months. Christy has high-integrity and is straightforward about doing the right thing for the right reasons for her customers. She has gone to bat for people, ensuring teammates receive the benefits they are entitled to. Christy has the ability to communicate effectively by being concise and clear. She can take a large amount of information and distill it down to easily understood communications. As mentioned above, she cares about her team members and engages individually with each one to listen, support, mentor, coach, and develop. Christy tackles everything she is tasked with, committed to producing excellent results while meeting aggressive timelines.

### Mary Van Dyke



Mary has been a DAS teammate since 2019. She has a high level of contact with state agencies, courts, law firms, and teammates. Customer service is one of Mary's strengths, and we are lucky to call her a teammate. The pandemic brought to light several risks regarding time-sensitive garnishments. Someone had to be in the office to maintain the paper process. Additionally, the filing cabinets full of records were always at risk of fire or water damage. Mary was instrumental in mitigating those risks by digitizing the process and ensuring continuity in a work-from home or disaster scenario.

## Excellence *in* State Service

### Accounting Division

Robert Lake – 5 years of service

Michelle Thompson – 15 years of service

### Building Division

Delbert Gitchel – 5 years of service

Enma Hernandez – 5 years of service

Kevin Harris – 10 years of service

Julie Hendricksen – 10 years of service

Anthony Jacobs – 10 years of service

Roger Novacek – 10 years of service

Jimmy Wood – 10 years of service

David Brooks – 15 years of service

Donna Rauert – 15 years of service

Greg Hood – 25 years of service

Marvin Jiskra – 30 years of service

Steven Robertson – 30 years of service

Amir Azimi – 35 years of service

Rick Kluender – 35 years of service

Gary Lovitt – 35 years of service

Steven Urban – 40 years of service

### Director's Office

Eric Maher – 5 years of service

Jason Jackson – 5 years of service

Matthew Singh – 5 years of service

### Materiel Division

Whitney Titov – 5 years of service

Sonya Caldwell – 10 years of service

Christina Kelly – 15 years of service

Annette Walton – 15 years of service

Steven Crook – 20 years of service

### Risk Management Office

Angela Sears – 5 years of service

### State Personnel Division

Kaitlyn Betz – 10 years of service

Patricia Steiner – 10 years of service

### Task Force for Building Renewal

Nicholas Pischel – 5 years of service

### Transportation Services Bureau

Zachary Rose – 5 years of service

Alan Boyd – 20 years of service

### Lois Hanson



Lois started as a full-time teammate with the OCIO in October 1997, starting in HHS Applications for Medicaid Management Information Systems (MMIS). After 20 years, she transferred to the OCIO. Lois has been instrumental in working with all areas of OCIO to help move the organization forward. Projects such as Microsoft Teams, SharePoint, DynaTrace, and Applications Portfolio Management (APM) are progressing because of her efforts. While working the APM project she developed good relationships in nearly all state agencies, often at the Director or Deputy Director level. She received many compliments from the agencies regarding that work, which included elimination of unused applications, as well as enhancements in resiliency of critical applications. The Teams and DynaTrace projects are moving OCIO and the State Agencies forward with state-of-the-art products. These productivity tools have been integrated into our current environment and have produced increased efficiencies by identifying coding issues, resulting in improved performance of applications. This is a breakthrough for the State of Nebraska, as the State has never utilized applications performance management. Lois is helping new staff members to become productive teammates on the SharePoint project.

### Joe Homan



Joe is the Manager of the OCIO Site Support team that was formed during the I.T. Infrastructure consolidation in 2018. Under his leadership, the State gained eight geographically diverse Site Support Regions which his team works to support through the OCIO's Desktop/Laptop Leasing Program and Site Support service. Many times, the only interaction an agency might have with the OCIO is through the Site Support Team. Joe has worked hard to create standard processes and standardize hardware, making response times more efficient and more effective. Joe remained in the office throughout the COVID-19 pandemic in 2020 setting the standard for his team, which also needed to be on-site. Joe has a passion for providing good customer service. He is always willing to meet with any customer at any level to resolve any issue. Under his leadership, his team continues to demonstrate growth, taking on additional responsibility each year as shown in his incident resolution. In Fiscal Year 2020, the Site Support team closed an average of 697 Incident Resolutions (IR) and 552 Service Requests (SR) per month. In Fiscal Year 2021, the same team closed an average of 826 IRs and 1,064 SRs per month.

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**Director Jackson:**

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Twitter: @jasonjacksonNE  
LinkedIn: Jason Jackson  
Instagram: Jasonjacksonne

**Nebraska State Jobs:**

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**The Center of Operational Excellence:**

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LinkedIn: Center of Operational Excellence