



THOUGHTS

Newsletter Issue No. 38

May 2019

CMMI for Services and Development "Failure is not an Option"



On April 8th, 2019 TekSynap achieved both CMMI SVC and CMMI DEV level 3 certifications at the same time. The pursuit of these certification began in June of 2018 with a now memorialized quote from David Gauldfeldt "Failure is not an option". This quote became the

mantra and motivation for the CMMI Team. Every team member became certified in CMMI and made the commitment to work the extra hours required to meet the deadline. Not only did this group rise to the challenge, they formed a bond of respect and appreciation for one another.

It's difficult to earn one of these qualifications; doing both simultaneously is something to write about. Our employees always rise to a challenge - these accomplishments define who we are and our culture, not just at HQ, but on every challenge we carry out for our customers. Success is no accident. It is hard work, perseverance, learning, studying and most of all, love of what you are doing or learning that brings success. And it's a huge bonus when you do it with people you like and respect.



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where when
Saturday, June 29
10:30am-10:00pm (Park Hours)
3:30pm-4:30pm (Picnic)
King's Dominion
16000 Theme Park Way
Doswell, VA 23047

The day includes Admission, Parking and a Picnic in the Pavilion. Employee and family members each have a choice of Fast Lane Pass ticket upgrade or \$20 in Dominion dollars per ticket. This event is for TekSynap employees, spouse or significant other and dependents. Employee must attend and include each attendees name to include age of children in RSVP.

Watch your email for an invitation and more details!

Kudos

Leon Faircloth was recognized for providing "the kind of support that makes it a good day to work hand & hand with JSP".

WELL DONE

DLA J6 COTR recognized the TekSynap team for their part in his recognition as J6 employee of the month for January 2019. Mentioned by name were **Jon Daher**, **Scott Bertran**, **Scott Teegarden**, **Trent Tacket** and **Doug Gray**.

Cindy Shawd was recognized for her courtesy, understanding and accommodation of multiple large events in support of DISA.

A big round of thanks goes to the team pictured above: *Leonard Newman, Ruben Hormostay, Toni Fisher, Jared Shapiro, Adam Thomas, Kaitlyn Eber and Chris Damato*. Not pictured is *Mario Mastrangeli* who was responsible for meeting the requirements for the renewal of CMMI for Services. I also want to recognize our Quality Manager, Kaitlyn Eber for never taking her hands off the wheel. She kept this project on task and on schedule and even though there were moments where it seemed impossible, she didn't give up!

This team worked tirelessly through nights, weekends, donuts, bagels, coffee and diet coke to get over the finish line. Please join David and I in congratulating them on a superb job!

—Kam

What is CMMI? CMMI® (Capability Maturity Model® Integration) for Services and Development are collections of best practices that help organizations to improve their processes for software development and support services. These certifications will allow the company to bid complex solutions and support services for our customers. It also demonstrates commitment from the company to achieve process and quality improvements with respect to delivery services, and the development of products and software.

The Changing Role of Recruiters

Our Talent Acquisition Manager, Kearstin McGinnis aka "Top Gun", leads a professional and dedicated team of individuals in our recruiting department. The recruiting landscape is almost unrecognizable from a decade ago. A competitive job market and pace of change has changed the role of the recruiter. As a company we are challenged to offer more value and to differentiate ourselves as a company to our prospective candidates.

The role of a recruiter has morphed into an employment manager or advisor. Recruiters must have intimate knowledge of the position, work environment and future opportunities that may be available for a candidate's career growth. We are in a candidate driven market and as an employee oriented company we want to hire talent who are looking to make a long term commitment and who want to grow a career with us. Our recruiters or as we now refer to them, Employment Managers, are employee career advocates. They search, recruit and introduce new talent to our company, help perspective candidates understand our corporate culture and benefits, and help them transition into their position. They then continue to nurture the relationship by checking in periodically and discussing future career goals with the employee.

In the first quarter of this year, we have hired 80 new employees. To keep pace with an increasingly competitive employment market, we've have gotten creative in the tools and the technology we use. We leverage the familiar tools like LinkedIn, Glassdoor, Facebook, Indeed, Career Builder, and Clearance Jobs. These technological solutions are great tools, however, the key to our success is our Employment Team. Kearstin McGinnis is a force to be reckoned with - she has built a team of Employment Managers that are creative, resourceful and engaged. This team includes Michelle Norris, Chris Ray, Kalahari Valentine and Julie Dean.

Kearstin and Team will be hosting a Networking Event on Thursday, May 23 in Springfield, VA. They would love your referrals. If you have someone you would like to refer, please send the resume to careers@teksynap.com. If you would like more info about this event, contact Kearstin directly.

TekSynap offers a bonus of \$3,000 for cleared positions and \$1,000 for non-cleared positions. Details of the program can be found on the [Careers](#) page of our company website.

Networking Event

Appetizers and drinks will be provided.

May 23, 2019
4pm - 7pm
Springfield, VA

If you would like to attend this event please submit your resume to careers@teksynap.com

Seeking:

- Help Desk Specialist
- ICAM Subject Matter Expert
- Network Engineer
- Systems Administrator
- Cyber Security Specialist

TekSynap

TekSynap is an equal opportunity employer. Individuals who meet requirements will receive an invitation via email with location.

EMPLOYEES ARE OUR BEST ASSET

To review current opportunities visit:

<https://www.teksynap.com/careers>

Virtual Team members **Mike Russcher** and **Roland Concepcion** were acknowledged by DLA leadership for their outstanding effort during migration of VDI Desktop Delivery Controllers.

Chris Garrison at Kirtland was given kudos for his "superior tech skill sets" as well as recognition for his efforts to build a SharePoint site to improve scheduling and customer support!

If you have someone you would like to thank or recognize, email your message to the news@teksynap.com.

Sleepless in Seattle

Members of the VA Wireless Team wrapped up their projects at two sites in Washington State and met up for a little fun in Seattle. Well deserved for a this group of road and air warriors.



Back row : John Delossantos, Jonathan Sarty, Lonny LeGrand, Israel Negron, Cole Withers, Ed Stroebe
Front row : Drew Harper, Ryan Hagan, Chase Rustand, Jovani Gutierrez, Brandon Wiles

REFER A FRIEND — AND BE REWARDED —



DLA JETS

Network Engineer, New Cumberland, PA
WAN Network Engineer, New Cumberland, PA
Sr. Computer Operator, New Cumberland, PA
Network Engineer, Columbus, OH
Sr. Network Engineer, Dayton, OH
Virtual Platform Administrator, Tracy, CA
IT Support Specialist, Tracy, CA
IT Support Specialist, Richmond, VA

DTRA

HBSS System Administrator - Fort Belvoir, VA

AFNCR

Helpdesk Specialist - JB Andrews, MD

50 SCs

Technical Controller - Colorado Spring, CO

Kirtland

Client Support Technician - Albuquerque, NM

NRC-SNCC (Rockville, MD)
Project Scheduler SME

Wireless

Configuration Analyst

Performance Reviews and Merit Increases

Now that we have your attention....

TekSynap is moving to a new quarterly review cycle. Our growth is driving change in the way we manage our workforce. We currently conduct performance reviews once annually - and typically a review happens on or about the time of your anniversary with the company. We have found that this is not the most efficient or effective way to operate for the employee or the manager. Employees were missing their annual performance self-evaluations which in turn would delay their managers review and subsequent evaluations. But why change it rather than tighten the reigns on the existing system? Performance reviews are important. It's a time to reflect, plan, and chart goals and objectives both personal and professional each year. We are changing to a quarterly model so that both the manager and the employee can spend time evaluating the past year and plan for the coming year. It affords individualized attention, using a structured delivery, so that no one falls through the cracks. Everyone needs and deserves feedback on their performance and most folks want to know how they are doing in their jobs. Everyone will still be reviewed annually but this quarterly approach will ensure timeliness and individualized attention for each employee.

The implementation has already begun and here is what you can expect. Your hire date determines the quarter in which your annual review will occur. When the self-assessment begins you have 14 days to complete your own self-assessment performance review. Once you've finished the performance self-evaluation, your manager then has another 14 days to review and approve. The table below illustrates the timelines for each quarter.

Quarter	Boundary	Self-Assessment	Manager's Assessment	Effective Date
Quarter 1	Jan 1st - March 31st	March 1st	March 15th	April 1st
Quarter 2	April 1st - June 30st	June 1st	June 15th	July 1st
Quarter 3	July 1st - Sept 30st	September 1st	September 15th	October 1st
Quarter 4	Oct 1st - Dec 31st	December 1st	December 15th	January 1st

A performance review is anticipated once annually although it is not a mandate. It's also important to note performance assessment, while conducted once annually, are not the same as compensation changes, promotions or merit increases. Employees can receive some cost of living adjustments, merit increases and in some cases a promotion but a change in your annual compensation is not guaranteed. Every employee and every program are unique and require different treatment given the circumstances. We value every employee, and we appreciate the service that each employee delivers to our customers. If you have any questions about these changes, please check in with your supervisor or send an email to hr@teksynap.com.

Configuration Analyst
Jr Wireless Engineer
Core Engineer
Site Manager

HQ - Reston

Junior Associate Accountant
Proposal Manager
IT Intern

JSP

AV/ITC Junior (Secret Clearance), Arlington, VA

DOI/BSEE

Software Engineer (Java), Arlington, VA
Sr. Software Engineer (Java), Arlington, VA

Stennis Space Center, MS

Software Systems Engineer (Intermediate)
Applications Systems Analyst/Programmer
Lead (GIS with GeoServer)

Please email your referral resumes to:

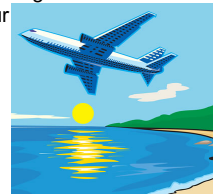
careers@teksynap.com
or visit TekSynap Careers



Need to create a service desk ticket? If you can't reach the HelpDesk portal, you can create an IT HelpDesk ticket by emailing support@teksynap.com.

Traveling Abroad???

Per DoD policy, personnel who hold SCI clearances are required to receive a foreign travel briefing prior to international travel. You will also receive a debriefing questionnaire upon your return. While only required if you hold an SCI clearance, it is beneficial for all employees to receive this safety information. Please notify



security@teksynap.com if you will be traveling abroad. Remember to keep alert while traveling and report any suspicious activity to your FSO or local embassy.

Employee Anniversaries

7 Years

Don James

5 Years

Warren McQueen

3 Year

Darrel Mikoski

2 Year

Timothy Bobbitt

1 Year

Drew Harper
Richard Morisset
Matthew Jewett
Charles Nesbitt
Justin McBeth
Douglas Gray
Arian Arabshahi
Michelle Norris



Welcome New Employees!

Chukwudi Bosah
Danyl White
Jamel Swain
Michael Cox
Melvin Scott
Gregory Nelson
Michael Gallagher
Richard Blok
Francesca Folkerth
John Stanley
Stephen Knapp
Maurice Green

We want to hear from you!

Send us your news -- babies, weddings, pets, trips and vacations, graduations, kudos to coworkers...

Send all submissions to the [Newsletter team](#).





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news and info!**



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