Newsletter Issue No. 87   **June 2023**

TekSynap Receives Washington Post TopWorkplace Award

We are proud to share that TekSynap was been ranked among the top workplaces in the Washington DC region by The Washington Post for two years in a row! Thank you for your participation in the employee survey. We are grateful for your contributions to our culture.

TekSynap Culture

When mentoring younger employees, I often tell

them that they will come to care more about *who* they work with and *what* they get to do for our customers that motivate them, rather than salary compensation. While it's true we all have financial obligations, wouldn't you prefer to be happier when meeting those obligations? At TekSynap, "culture" is not just a buzzword or a trendy concept; it is the heart and soul of who we are as an organization. It defines our values, shapes our behavior, and ultimately determines our destiny. It's how we treat each other that has an impact on our daily work lives and overall success.

First and foremost, culture sets the tone for how we interact with one another. It establishes a shared understanding of what is expected from us as individuals and as a team. When our culture promotes respect, collaboration, and open communication, it fosters an environment where everyone feels valued and supported. It encourages us to bring our best selves to work, inspiring creativity, innovation, and high performance. Our Program and Task Order Managers drive this on each of our programs.

Culture also plays a significant role in attracting and retaining top talent. Just look at our TekSynap Anniversaries and New Employee section below! In today's competitive job market, candidates are not just looking for a paycheck; they seek an organization that aligns with their values and offers a positive work environment. A strong culture acts as a magnet, drawing in individuals who believe in our mission and are excited to contribute to our collective goals. Our employee referrals serve as some of the best recruiting resources we have in TekSynap. Moreover, when employees feel a strong sense of belonging and connection to TekSynap's culture, they are more likely to stay and grow with us, reducing turnover and retaining valuable expertise.

Furthermore, culture shapes our decision-making processes and guides us through challenging times. When faced with tough choices, we can turn to our shared values and principles to find the right path forward. We ask ourselves, "What is the best decision we can make for our customers, our employees, and TekSynap as a whole?". TekSynap's culture serves as a compass, reminding us of the importance of integrity, ethical behavior, and long-term thinking. By grounding our decisions in our cultural foundation, we navigate uncertainty with confidence and ensure that we remain true to our core identity.

An empowering culture also fuels employee engagement and satisfaction. When we feel supported, appreciated, and empowered to take ownership of our work, we become more invested in our roles. A positive work culture encourages autonomy, personal growth, and opportunities for development. It recognizes and rewards achievements, fostering a sense of fulfillment and motivation. As a result, we are more likely to go above and beyond, delivering exceptional results and contributing to our overall success.

Finally, culture extends beyond the walls of our company and influences our reputation in the wider world. Our culture shapes how we are perceived by customers, partners, and stakeholders. We have a good problem; our partner employees and our government customers want to come work for TekSynap. When our values are evident in our interactions, it builds trust and credibility. A strong culture can become a competitive advantage, differentiating us from our competitors and attracting customers who share our values.

At TekSynap, culture is not a mere afterthought but a fundamental pillar of our organization. It's what I believe I'm "selling" when I meet with potential customers or partners. It defines

who we are, how we operate, and where we are headed. As members of the TekSynap family, each one of us plays a role in shaping and upholding our culture. Let's embrace it, live it, and celebrate it every day. By doing so, we can create an exceptional workplace that inspires greatness and propels us toward a bright future together.

I look forward to interacting with many of you during our Family Fun Day on June 25, 2023, at Smokey Glen Farm in Gaithersburg, MD. It's just a small part of our Culture!

Yours truly,
Warren McQueen

Battle on the Bayou Round 2

TekSynap recently hosted the 2023 Battle on the Bayou Crawfish boil for the Mississippi/Louisiana Gulf Coast based TekSynap team and their families. The 2022 champion, David Bourgeois was challenged by Joe and Jimmy Walker. In true Cajun fashion, Dave repeated with his winning recipe and reigned supreme as the 2023 Boil Master champion. In addition to the intense cookoff, the team enjoyed boiled crawfish, cold drinks, ice cream, and live music by Sons of Uh Beech and Amanda Pruitt.

2023

WALK ABOUT MINIGOLF WINNERS
Marc Wills and Steve Sandum
We like SMALL Putts and I Cannot Lie

Congratulations to **Marc Wills** and **Steve Sandum** (pictured) for winning TekSynap's Third Oculus Walk About Mini Golf Tournament!

We Like SMALL Putts and We Cannot Lie!!! were awarded a spot on our Oculus trophy wall, an honorary Green Jacket, and $200 TekDollars.

Congratulations to Marc and Steve on your glorious victory!

A very special thank you to all those who participated in the tournament as well as those who made it a *virtual* reality.

If you have any suggestions or feedback for the next event, **click here** to complete a survey.

TekSynap Engineers Win Splunk Boss of the SOC

TekSynap's Splunk engineers, **Aaron Johnsen**, and **Skyler White**, achieved an impressive victory at the Splunk Boss of the SOC (BOTS) competition held at Dreamport in Columbia, Maryland. Despite having the smallest team, they outperformed 14 other teams from the intelligence community to claim the top spot. BOTS is a captivating blue-team challenge where participants utilize Splunk and other tools to solve security incidents in a simulated enterprise environment. Aaron and Skyler's exceptional skills and knowledge allowed them to answer a diverse range of questions and emerge as champions. This remarkable achievement highlights their expertise and showcases TekSynap's commitment to excellence in cybersecurity.

Caught in the Act

Rachel Holliday received kudos for her work on a Data Center clean-up project.

A customer sent kudos to **Lesley Quezergue** for her hard work.

Briana Corbett and **Matthew Hileman** have continuously gone above and beyond to diligently support the DTRA team.

Destin Davis and **D'Wann Herron** went above and beyond to help a customer at DTRA.

Matthew Lents was thanked for a job well done.

Ben McCormick has been very diligent, timely, and responsive at CISA.

Henry Weber and **Abenazer Bayou** received a positive callout from the Director at CISA.

A customer thanked **Gilbert Lafayette** for the extra effort put into fulfilling a tough request.

Several customers sent kudos to **Charlotte Solomon** for her excellent customer support and professionalism.

Daniel Strong was lauded for his knowledge, skills, and positive attitude by multiple customers.

Deborah Harkness was recognized for her great work supporting a big project.

Several customers thanked **Doug Lutz** for his excellent support during a maintenance outage.

Steve Bigcraft and **Jon McGinley** were given kudos for their professionalism and great example of teamwork in resolving an ongoing printer issue.

Bill Minor provided a quick resolution which prevented a potential outage; he was thanked for his punctuality, promptness, and support.

A customer thanked **Tim Clarke** for his professionalism in helping a customer feel welcomed and get settled in their new position.

Katrina Finch and **Everett Smith** were professional, engaging, and demonstrated a clear commitment to teamwork throughout a rewarding government and private sector collaboration.

Terrance Sullivan was thanked for being diligent and hands-on in getting a customer set up.

Kay Kennett, **Christine Sarracino**, and **Sylvia Seok** were thanked for their awesome customer service in getting scholars' accounts set up.

Alexis Windsor was acknowledged for providing a helping hand with logistics and other coordination.

Isaac Benporat received multiple kudos from the customer for his diligence, hard work, and good-natured assistance.

A customer thanked **Lester Dunn** for helping ensure that software rollouts went smoothly and quickly.

Don't forget to let your Quality team know about all the good things going on at TekSynap by submitting your Kudos on the *Employee Portal*.
Help us recognize our employee contributions in the monthly Newsletter.

Tiny Team TekSynap

Congratulations to **Nichole**

Bishop on her beautiful baby girl, Rowan!

TekPets

Elena Daly's pup, Bella was rescued from the country roads of Mississippi where she was found by a local, covered in ticks and with Lyme Disease. The local shelter sent her up to DC where Elena Daly and her family adopted her. Bella has been spoiled ever since! Bella had her DNA analyzed and she is mostly Mountain Cur. She has lots of dog friends and enjoys running around with them at the dog park in Herndon. In her backyard, she loves barking at the squirrels, deer, and foxes, and also basking in the sun until her next walk.

Feature your pets in the next newsletter!
Send pictures of your companions on **TekSnaps** located on the employee portal page.
Learn how to use TekSynaps, **here**.

Certification Corner

Solomon Banks
Mist Wifi
Mist Location

Leonard Newman
Fundamentals of ISO
ServiceNow Certified Application Developer

Sean Pigford
Cisco Certified Technician Collaboration

Todd Squire
Certified Wireless Technician

John Kayastha
Azure Administrator Associate

Avery Withers
Certified Wireless Technician

Thomas Reid
Network+

Tim Bailey
CASP+

Employee Learning Program

Employees are encouraged to use the Employee Learning Program (ELP) Benefit. *Click Here* to access the form.

If you have earned a new certification, please add it to your ADP profile. Remember to include the effective date.

ADP > Myself > My Information > Profile
And email a copy to *HR@teksynap.com*

Updating your certifications in ADP will help us identify you for career advancement opportunities.

Open Positions

DTRA
Helpdesk Specialist II
Systems Administrator IV(Domain)
Systems Administrator (MS Exchange)
Systems Engineer (ABQ)
Systems Admin (ABQ)
Cyber Forensics Analyst
ISSO
VTC Engineer
Senior Network Engineer

NGA
Jr Helpdesk Specialist
Enterprise Watch Officer (Night Shift)

AFRL Prism
Senior Client Support Admin

CSfC
Senior System Engineer
Network Engineer

DOI BSEE TIMS — New Orleans, LA
Senior Solutions Architect
Senior Software Engineer APEX Specialist

ATF
Firewall Administrator

DOJ PPAMS
Sr ISO Analyst

VA NSOC/NEDIIS
WAN Network System Engineer (Washington, DC/Martinsburg, WV)

NRC BPA MAS
Software Engineer III
Software Engineer IV

NRC SNCC
Sr Active Directory Administrator
Splunk SIEM Application Engineer

DHA/CISA — Arlington, VA
Cyber Research Analyst
Communications Specialist
Cyber Security SME

AFNCR
Senior Network Administrator
Senior VMware Engineer
SCOM Engineer

Vanguard
Software Developer
Network Engineer

Please email your referral resumes to *careers@teksynap.com* to receive up to $5,000.

Prior Authorizations

Under medical and prescription drug plans,
some treatments and medications may need
approval from your health insurance
carrier before you receive care.

Prior authorization is usually required if you need a complex treatment or prescription. Coverage will not happen without it. That's why beginning the prior authorization process early is important.

Ask your healthcare provider if a prescription or medical treatment is going to require prior authorization so they can start the process immediately.

This is not the same as if you need additional treatments or prescriptions after your initial visit.

In that instance, you may need to get a medical necessity review, or "authorization."

How do I get a prior authorization?

If your healthcare provider is in-network, they will start the prior authorization process.

If you don't use a healthcare provider in your plan's network, then you are responsible for obtaining the prior authorization. If you don't obtain it, the treatment or medication might not be covered, or you may need to pay more out of pocket.

Review your plan documents or call the number on your health plan ID card for more information about the treatments, services, and supplies that require prior authorization under your specific plan.

How does the prior authorization process work?

Typically, within 5-10 business days of receiving the prior authorization request, your insurance company will either:

- Approve your request
- Deny your request
- Ask for more information
- Recommend you try an alternative that's less costly, but equally effective, before your original request is approved

These responses are based on input from clinical pharmacists and medical doctors who review the requests at the health insurance company.

If you're unhappy with your prior authorization response, you or your healthcare provider can ask for a review of the decision.

If you missed the **Prior Authorization Webinar with Cigna**, *you can watch the recorded version* **here**.

8 Habits of Highly Secure Remote Workers
Written by Sabrina Ortiz - Full Article Here

Working remotely has become the new norm for many. Here are some tips to securely work from any location of your choice.

1. Avoid working in public places

I know one of the biggest perks of working remotely is being able to work from a setting that fuels your productivity, which can often be a public place such as a coffee shop, library, or park. However, by working in a public place you are exposing yourself to serious cybersecurity risks.

2. Do not use public Wi-Fi

To practice safe remote working, if you have to work in a public place, you should avoid connecting to public Wi-Fi. Working in public spaces has its own set of risks, but public Wi-Fi networks will only amplify your risks of getting hacked and put corporate sensitive information at risk.

3. Invest in antivirus software

Antivirus software is an easy way to add another layer of security to your device. All computers, regardless of maker, can benefit from software that stops malware from entering your computer.

4. Reboot and update all your devices on a regular basis

Typically, when we think of the benefits of software updates, we think of new features or device performance enhancements. However, software updates deliver the latest security fixes to your device.

5. Use password best practices

Setting strong, unique passwords may seem like the most obvious precaution, but it is one often overlooked.

6. Beware of phishing attacks

A quick and easy way to give scammers access to your personal information is falling for *a phishing attack*. In these attacks, scammers attempt to get your personal information out of you by impersonating a trusted site, email, link, or message that you would typically interact with.

7. Back up your data

The best way to protect yourself against ransomware is by backing up your data. As implied by the name, in a ransomware attack, a hacker threatens to publish or delete your information until a ransom is paid.

8. Manage household risks

Even though you may trust your family members and others in your household, it is important to remember that your computer holds sensitive information about your business.

Happy Anniversary to all the June hires
of TekSynap!

Anniversaries

Nine Years
Jeff Beyer

Six Years
Ruben Hormostay
Robert Yohn

Four Years
Anthony Bosco
Karen Billingsley
Jordan King
Rachel Bates
Joshua Tudor

Three Years
Gilbert Lafayette
Roderick Moton
Stanley Beaver
Michael Freeman
David Bourgeois
Benjamin Schwieterman

Two Years
Maria Singarayan
David Fulton
Jesse Phillis
Timothy Morgan
Pablo Julia-Ocasio
Laurie Hrubowchak
Christyna Bishop
Karen Kane
Jane Henry
Robert Lopez
Mark Vinson
Crystal Cross
Zachary Tabor
Cydney Schrader
Avery Rolle
Jian Chen
Daniel Lyons

One Year
Sarai Smith

Welcome, New Employees!

Tanya Perrin
Derek Coupe
Douglas Anderson
Susan Gorman
Casey Holland
Daream Badi
Alexander Kovacevic
Je'Reme Herbert
Victoria Diaz
JT Bangert
Johnathan Wallace
Robert Brzenchek
Milinkumar Patel
Dane Diaz
Tyler Ellis
Eric Carpenter
Darrick Noah
Jose Vargas Navia
Bailey Bartram
Chris Gyan-Baffour
Mariel Le
Aziz Algalaa
Claudia Dockery
Tristan DeVries
Shantae Peterson
Renate Holt
Ashley McCoy - Hospedales
Ewan Drellack
Kelsey New
Michael Benjamin
Beth Egbert
Isabella Wylie
Kamal Dangal
Ericka Brown
Noah Ballaibe
Yzinah Haile
Otis Benton
Ariana Munoz
Matthew Schlag
Albert James

Diop Harris
Christa Ciccone
Kim Comstock
Cedric Sharps
Christopher Danvers
Taehoon Kang
Katrina Finch
Keira Thornes
Kyle Arnold
Christine Judkins
Robert Lee
Michael Jones
John Grau
Denis Nkeangnyi
John Sheffer
Mariah Bailey
Solomon Banks
Kareen Moore
Benjamin Kohler
Jeremy McGowan
Jennifer Topps
Andrew Kelly
Dylan De Leon
Grace Jinnah
Anna Enriquez
Lisamarie Hughes
Kyle White
Steven Doyle
LaMario Favron Jr
Everett Smith
Lyan Lopez Hung
Brandon Cho
Mohammad Umaid

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