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The Exchange Newsletter

Institute for Public Service (IPS)

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IPS SEEKING APPLICANTS FOR
ASSISTANT VICE PRESIDENT,
MTAS EXECUTIVE DIRECTOR

CTAS HONORS
MARIE MURPHY

TWO CIS REPRESENTATIVES
NAMED TO PTAC
BOARD OF DIRECTORS



the EXCHANGE

2008

JUNE
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UT graduate shares investigative knowledge with cybercrime academy

Don Colcolough, a 1985 graduate of the University of Tennessee, made a trip back to Knoxville recently as guest speaker at Session 3 of the National Cybercrime Investigation Academy, which is part of UT's Law Enforcement Innovation Center (LEIC). Colcolough is the director of investigations and law enforcement affairs for America Online (AOL).

Twenty-one investigators from across the U.S. had the opportunity to hear Colcolough speak on AOL's efforts to keep its users safe from exploitation, phishing scams and other criminal activities that occur on the Internet.

"It is important for Internet service providers to have a well-thought out law enforcement cooperation policy. Otherwise, the offenders — once detected and terminated — usually return within minutes, hours or days. AOL believes strongly that it is to everyone's advantage to have a law enforcement receptive policy," Colcolough said.

LEIC's Center for Cybercrime Investigation Training (CCIT), through its National Cybercrime Investigation Academy, teaches local and state law enforcement personnel the latest methods, resources and technologies needed to investigate cybercrimes, or crimes in which computers are involved. These types of crimes range from child exploitations and network intrusions to



John Freeze (right), training specialist with LEIC's Center for Cybercrime Investigation Training, presents a token of thanks to Don Colcolough, director of investigations and law enforcement affairs for AOL.

online fraud activities. Sessions feature experts in computer crime investigations and provide participants with hands-on, scenario-driven learning opportunities.

The academy has trained 59 investigators from 21 states, and has just completed the third of three pilot programs, funded by the U.S. Department of Justice, Bureau of Justice Assistance. As the pilot program ends, LEIC plans to continue to offer the program to the law enforcement community as a fee for service program.

More information about the LEIC cybercrime training program can be found at www.leic.tennessee.edu/ccit.



A newsletter of
The University of Tennessee
Institute for Public Service

Graduate student receives municipal management internship

Tracy Baker, who just completed her first year in the University of Tennessee master's of public administration program, will spend her summer getting a taste of the real world in city management.

Baker is the recipient of the second Gary Hensley Municipal Management Internship Endowment from the UT Institute for Public Service (IPS). The endowment is named for former Maryville City Manager Gary Hensley and funds a summer internship in Maryville for a graduate student in public administration. Last year's recipient, Wade Tosh, is now serving as the city manager in Dover.

"I am so excited for the opportunity and privileged to be able to incorporate what I am learning at UT with what I'll be experiencing in future employment," said Baker,

(continued on page 2)

CTAS Honors Marie Murphy

The University of Tennessee (UT) County Technical Assistance Service (CTAS) recently honored long-time employee Marie Murphy with an appreciation luncheon at the Palms Restaurant in Nashville.

Murphy served almost 15 years as the executive director of the County Officials Association of Tennessee (COAT) before stepping down in April. Prior to COAT, she worked as a legal consultant for CTAS. In both capacities she was an invaluable resource to county officials in Tennessee.

To further honor Murphy, contributions totaling close to \$700 were made to the Jim and Marie Murphy Endowed Scholarship at the UT Institute for Public Service — a fund established to provide scholarships for children and grandchildren of COAT members and CTAS employees.



Marie Murphy

IPS seeking applicants for assistant vice president, MTAS executive director

Two search committees are considering applicants for the roles of UT Institute for Public Service (IPS) assistant vice president (AVP) and UT Municipal Technical Advisory Service (MTAS) executive director.

The IPS AVP will serve on the leadership team of the institute to set strategic direction, oversee implementation of programs and cultivate stakeholders and partners.

“The creation of this position and the subsequent organization of IPS leadership will enable us to effectively plan our initiatives to support the university’s strategic goals in outreach and public service,” said Mary Jinks, vice president of public service. “Most importantly, this step will enable us to better serve our customers in government, industry and law enforcement statewide.”

“The executive director of MTAS will develop strategic objectives for the agency and ensure that MTAS continues to provide relevant, progressive assistance to local officials,” Jinks said.

A Web site has been created for and dedicated to each of the positions during the search process. For additional information, visit www.mtased.ips.tennessee.edu for details on the search for the MTAS executive director. Chuck Shoopman is committee chair for the MTAS executive director search.

Visit www.avp.ips.tennessee.edu for details on the IPS AVP search. Ron Loewen is committee chair for the IPS AVP search.



Graduate student

(continued from page 1)



Tracy Baker (left) met Maryville Assistant City Manager Roger Campbell at a recent meet and greet for summer interns.

a native of Lebanon. She graduated summa cum laude from UT Martin with majors in political science, French and international studies.

During her internship, Baker will gain experience in all aspects of city management, including budgets, facilities management and personnel. Her internship begins in mid-May and will end in August.

“She not only had a grasp of the details involved in local government but seemed to be able to see the big picture as well,” said Hensley, who served on the committee to select the intern.

In addition to Baker, the UT Municipal Technical Advisory Service (MTAS) has placed four other municipal interns for the summer. They are Sarah Brown in Alcoa, Josh Cole in Morristown, Grae Hinds in Sevierville and Erin Kettle who will work with MTAS.



Two CIS representatives named to PTAC board of directors

Joe Flynn, Procurement Technical Assistance Center program director, and Becky Peterson, operations manager for the UT Center for Industrial Services, were recently named to the board of the Association of Procurement Technical Assistance Centers (APTAC).

Flynn was elected by his peers as president-elect of the organization, and Peterson was chosen as treasurer.

APTAC is a membership association of Procurement Technical Assistance Centers from across the country. These procurement professionals support and extend Defense Logistics Agencies' (DLA) mission of providing the best value goods and services to America's Armed Forces and other government agencies.



Becky Peterson



Joe Flynn

Many PTAC counselors have backgrounds in government acquisitions and virtually all receive ongoing training to keep pace with continually evolving acquisitions procedures and policies. APTAC provides a network that allows any PTAC counselor almost instant access to the expertise and experience of more than 400 colleagues, as well as real-time information from government agencies regarding new requirements and initiatives.

APTAC strives to maintain the highest standards of its members through training and an education certification program. The highest level of APTAC certification is a Level 3 — Certified Contracting Assistance Specialist, which CIS' Debbie Barber earned in March.



CIS kicks off Eureka! Winning Ways program

The UT Center for Industrial Services, in conjunction with the Johnson City/Washington County Economic Development Board, invited Tennessee manufacturers to a breakfast in Johnson City for the Eureka! Winning Ways program. The program focuses on processes for accelerating profitable growth. Representatives from eight companies, three economic development organizations, two higher education institutions and Congressman David Davis' office attended the event.



THE UNIVERSITY of TENNESSEE **UT** LAW ENFORCEMENT INNOVATION CENTER

Just weeks before the National Forensic Academy™ (NFA™) opens its doors, the lab starts to take shape with the installation of cabinets, faucets, sinks and light fixtures for each work station.

MTAS serves more cities with MMA

More cities are taking advantage of training and development for their supervisors and managers using the UT Municipal Technical Advisory Service's (MTAS) Municipal Management Academy (MMA). More than 30 cities have invested in the training program to help supervisors increase their effectiveness as managers and leaders. Since the start of this fiscal year, seven cities have added membership to the MMA alumni ranks.

Goodlettsville, Livingston and Maryville provided Level I training for their personnel in late summer and fall 2007. The most recent cities to participate in Level I training are Brentwood and Newport.

Many of the cities that participate in MMA have a staff large enough to warrant a training partner. In January, a Level I course was offered, providing a training opportunity for smaller cities, including Kingston, Pittman Center and Whitwell.

Sixteen MMA participants from Johnson City joined the distinguished circle of MMA Level III graduates in May. Along with participating in several training sessions, Level III requires participants to invest a minimum of 20 hours in practicum work approved by an MTAS practicum committee. Johnson City is only the third city to move participants into this highest and most challenging level of MMA training. As many as six more cities may achieve this status during next fiscal year.



CTAS Training Corner

April Capstone participants: newly designated certified public administrators

The UT County Technical Assistance Service (CTAS) Training Department held its Capstone Event in April and May. The three-day forum is the final step in completing the County Officials Certificate Training Program (COCTP). County officials are invited to Capstone when they have completed 60 hours of CTAS training and passed an exit exam on the *Tennessee County Government Handbook*. The event focuses on group interaction, problem-solving challenges and working with differing personalities.

At the conclusion of Capstone, participants receive the designation of Certified Public Administrator (CPA).



IPS adopts new policy on receiving gifts

Beginning June 1, the UT Institute for Public Service (IPS) will adopt a policy that advises employees on what types of gifts may and may not be accepted in the course of their work. IPS employees are sometimes offered personal gifts, gratuities or favors in appreciation for their contributions to IPS clients. While such offers reflect well on the efforts made by IPS employees on behalf of their clients, routinely accepting personal gifts for university work could create:

- real or perceived conflicts of interest.
- a perception among clients that personal gifts are required to access IPS services.
- a culture where employees expect gifts as supplements to their salaries.

IPS employees may accept:

- items that are given as part of established recognition or promotional programs such as plaques, paperweights, pens, caps, shirts, entertainment, refreshments and meals.
- occasional non-cash gifts with a value of \$50 or less.
- honoraria paid in compliance with the UT travel policy.
- fees and gifts received for services provided outside one's official duties as a university employee, providing these comply with the UT policy on Conflict of Interest and the IPS policy on Outside Consulting.

IPS employees should not accept cash gifts of any amount. Employees may suggest a donation to a charity of the employee's choosing or to UT in recognition of the employee's efforts. The IPS director of development can assist with these arrangements. In rare cases where the employee feels compelled to accept the offer, he/she may accept the gift and donate it to UT. This policy also may be found on the IPS employee Intranet.



IPS seeks to raise \$3 million in university campaign

The University of Tennessee has officially launched its ambitious \$1 billion fundraising campaign to enhance programs of excellence at all of the university's campuses and institutes.

The Campaign for Tennessee is the most ambitious effort in the university's 214-year history.

Accompanied by Board of Trustees Vice Chair Andrea Loughry, UT President John Petersen announced in April at a gathering of campaign volunteers that \$704,007,696 has been raised. The campaign seeks support for initiatives that impact student access and success, research, economic development, outreach and goals for globalization.

As part of the campaign, the statewide UT Institute for Public Service is seeking to raise \$3 million to fund priorities in leadership development programs, student internships and special project consulting.

"The support we receive from the campaign will propel the institute's efforts to improve community

safety, advance excellence in local government, ready an educated workforce and modernize business and industry for the benefit of Tennesseans," said Mary Jinks, UT vice president of public service.

Representing the UT Institute for Public Service at the campaign kickoff were: Chris Combs, president of DCS Electronics, Inc.; Don Combs, vice president of DCS Electronics; Pikeville Mayor Greg Johnson; Romeo Morrissey, program manager, UT Law Enforcement Innovation Center; Becky Peterson, business manager, UT Center for Industrial Services; Sevier County Mayor Larry Waters; Fire Chief Ed Mitchell, city of Maryville; Police Chief Kim Wallace, town of Dover; and Tim Schade, senior evidence technician, Knoxville Police Department.

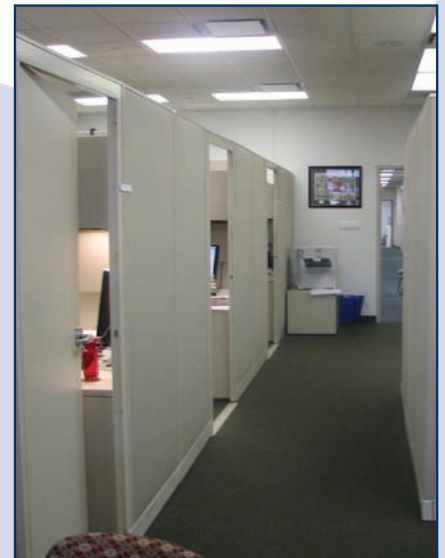
For more on the Campaign for Tennessee, go to <http://www.ips.tennessee.edu> or visit <http://development.tennessee.edu/campaign/>.



MTAS library gets a makeover

In order to make more room for additional staff in the UT Municipal Technical Advisory Service (MTAS) Knoxville office, the library was moved to compact mobile shelving, and 10 new office cubicles were installed.

MTAS gained storage space by going to the compact mobile shelving. Consultant records, city audits and financial records can now be stored in the box and file storage, and the book collection will reside on the cantilever shelving. The new shelves are electric powered and are operated with the touch of a button.



Upper left, MTAS library before; lower left, MTAS library after; above, newly-created cubicles.

Agents use LEIC TO SPOT training to identify potential bomber

The effectiveness of the UT Law Enforcement Innovation Center's (LEIC) TO SPOT program was recently emphasized when Transportation Security Administration (TSA) agents in Orlando, Fla., used techniques learned in similar training to identify and apprehend a potential bomber.

Transit Oriented Screening of Passengers by Observational Techniques or TO SPOT focuses on behavioral assessment training. Transit workers learn to recognize certain behavioral characteristics that might indicate that an individual may have harmful motives.

The Central Florida Regional Transportation Authority (LYNX), located in Orlando, has recognized the value of behavioral assessment training and recently made TO SPOT mandatory for all LYNX employees. LYNX hosted a TO SPOT delivery in February, at which time 25 of their own employees were certified as TO SPOT trainers.

"We are about to embark in our training for TO SPOT," said William E. Zielonka, manager of safety and security at LYNX. "LYNX is excited about training all of our employees. We have recently seen how the recognition part of TO SPOT works when TSA prevented a potential serious situation at Orlando International Airport by using the observational techniques taught in TO SPOT."



More than 500 attend Sustainable Tourism Summit

In honor of the upcoming 75th anniversary of the Great Smoky Mountains National Park, Tennessee and North Carolina officials came together in April to offer the Great Smoky Mountains Sustainable Tourism Summit in Knoxville.

"More than 70 speakers, moderators, presenters and panelists from around the country brought expertise and best practice case studies to the summit platform. The wealth of knowledge was enough sustainable seed-planting to keep Tennessee on the "green" track for generations to come. More than 500 attendees participated in the conference, representing 11 states and tourism partners from across Tennessee. This show of support from the tourism industry and community leaders tells us all that we are on the right track for the future," said Susan Whitaker, commissioner of the Tennessee Department of Tourist Development.

The University of Tennessee was a key sponsor of the summit. UT President Dr. John Petersen addressed the attendees during the opening session. Throughout the two-day conference, university representatives discussed programs, opportunities and initiatives related to sustaining communities, tourism and the environment. Dr. Tim Ezell discussed environmental sustainability; Sarah Surak highlighted "green" initiatives on the UT Knoxville campus, including recycling efforts and student involvement; Megan Bruch addressed a session on agricultural tourism; and Beth Phillips provided feedback on IPS' 2008 Sustainable Tourism Town Hall forums and next steps.

Phillips is an economic development specialist at the UT Institute for Public Service, which partnered with the Department of Tourist Development to plan the summit. In the months prior to the summit, IPS organized and facilitated 10 town hall forums in gateway communities, collecting ideas and listening to concerns on the subject of tourism and environmental sustainability from more than 300 participants.



GET TO KNOW...

David Hall, CIS

David Hall joined the University of Tennessee Center for Industrial Services (CIS) as the Jackson region field engineer in 1991, serving small- and medium-size manufacturers in a 23-county area. With the advent of the Tennessee Manufacturing Extension Program (TMEP) in 1994, he was promoted to assistant director with responsibilities for expanding manufacturing extension services across the state using federal, state and local resources.

In 1998, Hall was promoted to associate director of CIS and TMEP. Hall was named executive director of CIS following the retirement of T.C. Parsons three years ago.

Prior to joining CIS, Hall completed a successful 26-year career in the U.S. Navy, retiring with the rank of captain. His final assignment in the military was as commanding officer of the Defense Industrial Plant Equipment Center (DIPEC) in Memphis. He is a graduate of Purdue University and received his master's of business administration from Harvard Business School. He also graduated from the Naval War College. He and his wife Priscilla have four grown children and two grandchildren.

★★★



David Hall

Libby McCroskey, CTAS

Libby McCroskey, senior legal consultant, has been with the UT County Technical Assistance Service (CTAS) since June 1991. McCroskey and the CTAS legal team are responsible for a range of duties, including issuing written legal opinions and providing information regarding legal issues to county officials; authoring numerous publications covering topics pertinent to county government; drafting and reviewing legislative proposals; monitoring General Assembly action; and compiling the private acts for each county.

McCroskey graduated from the University of Tennessee in Knoxville with a degree in animal science in 1982, and received her law degree from the UT College of Law in 1985. Prior to joining CTAS, McCroskey was a partner in a Chattanooga law firm where she practiced law for six years.

★★★

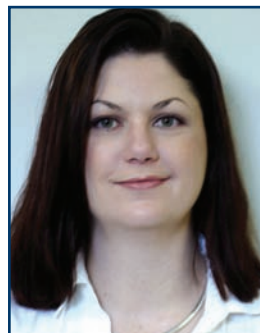


Libby McCroskey

Deidra Phillips, LEIC

Deidra Phillips is a training specialist with the UT Law Enforcement Innovation Center's (LEIC) Center for Homeland Security Training. She joined LEIC in June 2006 as a Homeland Security program coordinator. She has a bachelor's degree in public administration and criminal justice from the University of Mississippi and a master's degree in sociology also from the University of Mississippi. Phillips served in the U.S. Navy before returning home to complete her undergraduate degree. After receiving her bachelor's degree, Phillips was an operations supervisor for Allied Security in St. Louis before accepting a promotion and transfer to Kansas City. She returned to Mississippi in 1998 to accept a position at a private correctional facility. During her tenure there, Phillips worked as a case manager, case manager supervisor, classification manager and training director. Phillips also served temporarily as the security threat group coordinator and volunteered as the facility's youth program coordinator.

★★★



Deidra Phillips

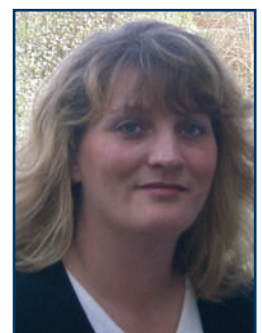
Misty Bean, LEIC

Misty Bean joined the UT Law Enforcement Innovation Center (LEIC) in April as an accounting assistant.

Bean began her career at the University of Tennessee in October 2003 in Mail Services as a senior postal clerk. She transferred to Graphic Arts Services in July 2005 as a work order coordinator.

Bean is a Knoxville native who relocated to Anderson County 16 years ago. Her hobbies include candlemaking and other crafts. She is the mother of four children and stepchildren and grandmother of one.

★★★



Misty Bean

IPS June Calendar of Events

CIS

- June 2-6 40-Hour Site Worker, Gatlinburg
- June 3 Accident Investigation Basics, Knoxville
- June 4 Food Defense Training, Jackson
- June 4 Lean Manufacturing, Knoxville
- June 5 Food Defense Training, Nashville
- June 12 Food Defense Training, Knoxville
- June 17 Accident Investigation Basics, Nashville
- June 17 Tennessee Environmental Regulatory Overview, Jackson
- June 18 Air Regulations, Knoxville
- June 24 Accident Investigation Basics, Jackson
- June 25 Kaizen Facilitator Training, Knoxville

CTAS

- June 3-4 TCSA Post-Legislative Conference, Gatlinburg
- June 10-12 Tennessee Clerks of Court Conference, Gatlinburg

LEADERSHIP PROGRAMS

- June 18 TELA Mentor Training, Nashville
- June 19 TELA Forum, Nashville
- June 22-27 TGMI B, Knoxville

LEIC

- June 2-30 National Forensic Academy, Knoxville
- June 5-6 Community Partnerships Training, Knoxville
- June 9-13 Cybercrime Course, Philadelphia, Pa.
- June 10-12 Leadership Course, Collierville
- June 16-20 Crime Scene Investigations Course, Forsyth, Ga.
- June 16-18 Survival Spanish for Law Enforcement, Murfreesboro
- June 23-27 Introduction to Cybercrime Investigations, Philadelphia, Pa.
- June 24-26 Transit Terrorist Tools and Tactics, Vail, Co.

MTAS

- June 3 Planning and Organizing, Newport
- June 5 Customer Service, Knoxville
- June 11 Making Effective Decisions, Signal Mountain and Soddy-Daisy
- June 12 Risk Management and Safe Workplace Environment, Brentwood
- June 12 Interviewing, Selecting and Retaining Employees, Knoxville
- June 17 Communication Skills, Newport
- June 19 Motivating Your Workforce, Knoxville
- June 21 EOA Level II Classes (in conjunction with the TML Annual Conference), Memphis
- June 25 Developing Teamwork, Signal Mountain and Soddy-Daisy
- June 26 Human Resource Overview, Brentwood
- June 26 Performance Measurement, Knoxville

Service Anniversaries

- Donna Bridges, CIS 5 years
- Derek Brownlee, LEIC. 4 years
- John Chlaron, MTAS 10 years
- Nancy Gibson, MTAS 12 years
- Lynne Holliday, CTAS 24 years
- Libby McCroskey, CTAS 17 years
- Pam Peters, CTAS 36 years
- Deidra Phillips, LEIC 2 years
- Sharon Rollins, MTAS 23 years
- Becky Smeltzer, MTAS 10 years
- Bill Stetar, CIS 9 years
- Norma Wilcox, CIS 17 years

Recruitments

CTAS

Environmental Management Consultant, Cookeville

IPS CO

Assistant Vice President, Knoxville or Nashville
Economic Development Specialist, Nashville

LEIC

Administrative Support Assistant, Oak Ridge
Administrative Specialist, Oak Ridge

MTAS

Executive Director, Knoxville
Municipal Management Consultant, Knoxville

New Hire

LEIC

Emily Masonick
Curriculum Development Specialist
Oak Ridge



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