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The Exchange Newsletter

Institute for Public Service (IPS)

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9-2013

## Exchange September 2013

Institute for Public Service

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## MTAS Holds Workshops on 2013 Legislative Session

Municipal employees across the state are finding out what impact recent state legislation will have on their respective communities with the assistance of the UT Municipal Technical Advisory Service (MTAS). MTAS Legal Consultant Josh Jones held legislative update classes throughout the month of August.

These information-packed courses were an excellent opportunity for municipalities to learn about the impact the legislation will have on them. Some city officials attending the sessions provided comments such as "always interesting!," "good information and review" and "concise presentation of relevant legislation." Participants also commented that they appreciated staying current with the bills and the relevant topics to municipalities. Some of this year's bills addressed topics such as land use, eminent domain, annexation and firearms. >>>

## *CIS Contributes to Expand Lean Knowledge of International Students*

The UT Center for Industrial Services (CIS) assisted The University of Tennessee, Knoxville, in hosting 84 international students from five different countries in July for the third edition of the Lean Enterprise Systems Summer Program. The program consists of students being taught Lean manufacturing principles, which are then applied during a month-long project for various companies. The program is very intensive and keeps participants extremely busy during this four week period. The students worked on 17 different projects at seven companies around the East Tennessee region.

CIS, with support from Solutions Consultant Jim Slizewski helped contact the companies for this project. Aqua Chem, LLC, was one of the participating companies. "The Lean Enterprise Summer Program allows students to benefit from real-world application >>>



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of continuous improvement projects, while at the same time gaining valuable on-the-job experience,” said Derek Schroeder, director of supply chain management for Aqua-Chem.

The purpose of this program is to provide a comprehensive experience for the students who will play essential decision-making roles in their respective countries. By providing the students not only with the tools for continuous improvement, particularly in the lean field, but also by developing critical thinking skills and providing the latest topics, these students will be far more advanced in their problem solving approaches. The topic was instructed by CIS Solutions Consultant John Collier, who serves the North-Central Region of the state.

Collier took the students through an understanding of what CIS does and its background. He encouraged the students to participate by letting them share what projects they are working on this summer. He emphasized the importance of management support for the success of projects. Later he focused on distinguishing between the different management levels in order to standardize the language of the projects. He introduced the concept of Hoshin Kanri, which is policy/metrics deployment, by explaining how different metrics at different management levels are linked throughout the whole organization, all the way to the top level management. He stressed the importance of having clear and strong communication with management

through different strategies in order to achieve buy-in and better understand the proposed solutions, by always trying to set the same language.

Collier gave examples of CIS projects and explained the steps, tools and results. While explaining the examples, he showed the students some of the Lean tools and their applications. Students were engaged through the whole session and asked numerous questions.

The last topic covered was Toyota Kata, one of the most current topics in Lean, which is the methodology that enhances management through coaching with Lean principles (or Toyota Production System’s principles). Collier discussed the roadmap of Kata, and introduced the elements of Vision, Challenge, Target conditions and Improvement Kata, by repeating over and over the activity until the desired condition is achieved. By using Deming’s Cycle (Plan, Do, Check and Act), he helped the students understand how the structured coaching process helps achieve better results in teamwork and strategically deploy policies into the organization while staying lean and aiming for continuous improvement.

CIS has been a key supporter of the Lean Enterprise Systems Summer program, Collier’s participation was fundamental for this year’s session. ■

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## *LEIC Employee Appointed to TNCPE Board of Examiners*



Katie Powell

UT Law Enforcement Innovation Center Safe Schools Training Coordinator Katie Powell was appointed by the Tennessee Center for Performance Excellence (TNCPE) board of directors to the 2013 Board of Examiners. Every year, the TNCPE award program recognizes organizations demonstrating excellence in business operations and results.

Examiners are responsible for reviewing and evaluating organizations that apply for the TNCPE Award. The Board of Examiners comprises experts from all sectors of the regional economy, including health care, service, non-profit, manufacturing, education and government. All members of the Board of Examiners must complete extensive training in the Baldrige Criteria for Performance Excellence. Examiners take the skills developed during training and the assessment process back to their own jobs, benefiting and improving their own organizations in the process. Each year, the TNCPE Board of Examiners contributes more than 10,000 hours of volunteer service to organizations across Tennessee. ■

# CIS Helps Bartlett Company Secure Federal Contracts

Energy Cost Reducers, LLC (ECR) first met with the UT Center for Industrial Services' Procurement Technical Assistance Center (PTAC) in 2008 to discuss securing federal contracts. Since that time, the Bartlett company has won more than \$220,000 in contracts with counseling from PTAC.

Clayton Poff, owner of the company, first met with PTAC Counselor Russell Toone who advised him that federal contracting can be difficult and a company needs to be well prepared, responsive and responsible while performing work for federal agencies.

*“We started from square one with Clayton. I noticed early on that Clayton had the determination to do the work required to be successful.”*

*- Russell Toone*

ECR has performed work or provided service as a prime contractor to Little Rock Air Force base, the U.S. Corps of Engineers Memphis District and the FedEx Forum among others. ECR is positioned to be the go-to contractor for federal facilities to achieve energy efficiency goals as required by Executive Order 13514 and Energy Independence and Security Act (EISA) of 2007.

Poff began his career in the United States Marine Corps in 1987. He is a veteran of Operation Sharp Edge centered in Liberia, Africa. Among many jobs since his honorable discharge, he served as head of maintenance for the Memphis Racquet Club, until he decided to establish Energy Cost Reducers, LLC a Service Disabled Veteran Owned Small Business.

“As a veteran owned business owner I believe that clean and reliable energy is of great importance to our national security”, says Poff. “As a Marine putting teams together, coupled with years of electrical experience, I know our energy efficiency team provides extensive project assistance and technical support.” Poff also is the director of resource efficiency for Team Green Zone of the Bartlett Area Chamber of Commerce (BACC). The BACC is part of the Chambers for Innovation and Clean Energy.



Clayton Poff and Russell Toone outside of the Alvin York Medical Center.

The Green Building Initiative has created a federal facility Guiding Principles Compliance Professional Certification. Poff attained that certification and is one of only six individuals certified nationally. Since 2006 he has completed numerous training courses from the Federal Energy Management Program, and the ENERGY STAR for Buildings Program. To date ECR has more than 43 facilities in the ECR Building Portfolio of Energy Star's Portfolio Manager Benchmarking Tool. ■

*(continued from page 1)*

## MTAS Holds Workshops on 2013 Legislative Session

“Facilitating these legislative updates is one of my favorite parts of the job. It allows me to personally interact with the city officials and employees I normally communicate with via email and telephone,” Jones said. “The attendees are always

eager to hear about new legislation and their personal experiences add real-world applicability to the material.” ■

# Information & Systems Classification Ongoing at IPS

Sometimes referred to simply as “computer classification”, information and systems classification is the process by which information technology staff take a multi-faceted look at information systems and determine the importance or value of that information based on the type of information stored on a particular system.

The type of information can be labeled low, medium and high, in one of three categories: 1) confidentiality, 2) integrity, and 3) availability.

Once this is done, the “what if” factor comes into play, which causes IT staff to take action, and to protect the information residing on the system. The “what if” factor causes staff to question what would be the consequences if a computer system:

- 1) Is lost or stolen;
- 2) becomes corrupt for various reasons such as a hard drive going bad;
- 3) is infiltrated by an outside hacker;
- 4) spyware is found on a computer;
- 5) has a virus that is found on a computer.

So, why is IT staff conducting this classification?

“Because, we are professionals at the Institute for Public Service and we value, not only the work we do but, we value the work of our clients and we value our relationship with our clients,” said IPS Chief Information Officer Scott Gordy.

If confidential information is found, the IT staff can run a program that looks for stored information such as credit card numbers and social security numbers.

Agency IT teams have begun the process by compiling information based on their best guess as to the information used across the institute. The next two steps will be the survey and scan. ■

## TREEDC Announces Workforce Development Partnership at TTU Forum

The Tennessee Renewable Energy and Economic Development Council (TREEDC) returned to the Tennessee Tech University (TTU) campus for a renewable energy forum. TTU President Dr. Phil Oldham welcomed the 60 attendees by expressing the university’s commitment to helping sustain the environment and economy in Tennessee.

Representatives from the UT Municipal Technical Advisory Service (MTAS), Tennessee Department of Environment & Conservation, PHG Energy, Tennessee Gas Association, Green Energy Sources, and Rhoades Car International gave educational presentations to the audience. Dennis Tennant, associate director at TTU and MTAS Management Consultant Warren Nevad developed the agenda. The keynote presentation was given by Dr. Ken Currie who is director of the TTU Center for Manufacturing Research. The TREEDC-TTU forum was the fifth out of five forums organized under the Tennessee Energy Education Initiative. This initiative was delivered statewide in connection with TREEDC Diamond Member Pathway Lending and other statewide energy resource providers to provide in depth training and educational tools.

Donna Curry, administrator of the Tennessee Energy, Industry and Construction Consortium (TEICC) announced the partnership between TEICC and TREEDC to help support workforce development in renewable energy. TREEDC will work with its 92 local governments to create more awareness during Careers in Energy Week in February 2014. Both organizations will partner

## CTAS Consultant Presents at State Education

UT County Technical Assistance Service County Government Consultant Wesley Robertson attended the Tennessee School Board Association’s and Tennessee



Wesley Robertson

in 2014 to conduct workforce development educational forums at various schools across the state. TEICC is one of the first of more than 25 state consortia under the Center for Energy Workforce Development (CEWD), a non-profit consortium of utilities to develop solutions to the coming workforce shortage in the utility industry. Curry concluded her remarks by stating that TREEDC and TEICC will collaborate to increase awareness and support of workforce development at the state and national level. ■



**Front row, left to right:** Phyllis Shelton, Rhoads Car International; Valerie Medovich, Pathway Lending  
**Back row, left to right:** Bob Patterson, Tennessee Gas Association; Dr. Douglas Airhart, Tennessee Tech University; Harvey Abouelata, ARIES Energy; Chris Koczaja, PHG Energy; Warren Nevad, The University of Tennessee MTAS; Dr. Ken Currie, Tennessee Tech University and Dennis Tennant, Tennessee Tech University

County Commissioners Association’s joint workshop to discuss several important issues including the Basic Education Program (BEP).

Robertson provided a review of the Basic Education Program (BEP) funding formula. Also in attendance were David Connor, executive director of the Tennessee County Commissioners Association and Kevin S. Huffman, commissioner of education. Chris Henson from Metro Nashville Public Schools and Lee Harrell with the Tennessee School Boards Association also presented at the workshop. ■



Jim Hart

## CTAS Jail Consultant Speaks at Liability Seminars

UT County Technical Assistance Service Jail Management Consultant Jim Hart was invited to speak at several jail liability seminars held around the state and sponsored by the Local Government Insurance Pool.

The first session, held in Gallatin, attracted 90 attendees including sheriffs, jail administrators, other jail leadership staff, county attorneys and risk management specialists. Hart co-presented during the sessions with Donald Barker, an adjunct professor at Trevecca University.

Hart’s presentation was titled hot topics and generated discussions on legal challenges that jails are facing not only in Tennessee but across the country in areas of religion, mail and periodicals, suicide prevention, duty to protect, and use of force. ■

# New Manufacturing Extension Program Director Joins CIS

Jennifer Hagan-Dier has joined the Center for Industrial Services (CIS) as Solutions Consultant program manager and director of the Tennessee Manufacturing Extension Partnership. Hagan-Dier comes to CIS from Lattimore Black Morgan & Cain, PC where she was a senior manager for state and local tax services. In this capacity, she sold and delivered consulting services to manufacturers and other companies across the country.



Jennifer Hagan-Dier

Before working with LBMC, Hagan-Dier served as assistant commissioner for the Tennessee Department of Revenue and the liaison to the Tennessee Department of Economic and Community Development, where she worked directly with government officials, economic development professionals and clients to negotiate and package relocation and expansion projects for new and existing businesses across the state.

"Jennifer's background as an attorney and economic development professional will greatly benefit CIS as we build on past

successes to strengthen sales and marketing and expand partnerships across Tennessee and the U.S.," said Paul Jennings, CIS executive director. "We are excited about Jennifer's arrival to CIS and think that her unique skill set will help us increase visibility, develop an aggressive innovation agenda, and accelerate improvements to our organization. "

"I look forward to working with the Solutions Consultant team to continue the tradition of great work and innovative services provided by CIS over the past 50 years," said Hagan-Dier. "CIS has a proud history, important mission, and a bright future here in Tennessee. I am excited and proud to be a part of it going forward."

The CIS Solutions Consultant team is responsible for business development activities across the state. Each of the nine Solution Consultants is based in one of the nine CIS regions where he or she serves as the primary CIS contact for CIS services. The Tennessee Manufacturing Partnership is one of several federally funded programs that addresses the CIS mission of delivering solutions that help business grow, succeed and create high quality jobs. ■

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## Staff Applause

To: **John Chlarson, MTAS**  
**Steve Wyatt, MTAS**

I want to thank you for all of your help in the selection of our new police chief. The work that you and your team did, and the time that you spent gathering information for the job analysis and the assessment center was invaluable to us, and I truly believe you helped us do everything we possibly could to ensure that a very fair and consistent process has been used to select the best person for the position.

I would certainly recommend this process to other who are hiring a chief, and feel the evaluations we received on the candidates would be equal or surpass what we would have received if we had hired an independent firm to conduct the assessment center and job analysis.

**Jill Holland, Mayor**  
**City of McKenzie**



Did you know that all of the employee awards given at annual conference are funded with private dollars?



## 2013 IPS Annual Conference

UT Institute for Public Service employees from across the state gathered in Franklin in August for the 2013 IPS Annual Conference. The two-day session included individual agency meetings, an all-hands teambuilding session and award presentations.

Here is a look at the annual conference through pictures:

- 1) Employees point to where they think north is during a breakout session addressing the Baldrige process.
- 2) **From left:** Jim Hart, Bobby Phillips, Mike Garland and Brett Howell from the County Technical Assistance Service (CTAS) sit in on one of the three breakout sessions on the first day of the conference.
- 3) UT President Dr. Joe DiPietro spoke to IPS employees during lunch on the first day of the conference.
- 4) John Erdmann of the Center for Industrial Services (CIS) waits for his team to complete its answer in a teambuilding trivia game.
- 5) Law Enforcement Innovation Center (LEIC) Executive Director Don Green meets with Dr. Brian Donavant of UT Martin. Donavant was awarded with the Faculty Excellence Award at the conference for his role in implementing the National Forensic Academy Collegiate Training Course.



Did you know that there are several IPS internships that are funded with private dollars? IPS internships that help the student and IPS agencies succeed.

**You can be a part of the success of IPS.** By pledging to give bi-weekly, monthly or over a five-year period to the IPS fund of your choice, your contributions can help grow the endowments, which can translate into larger gifts to IPS employees and UT students. Be on the lookout for information and an opportunity to participate in the **IPS Family giving campaign!**



# IPS September Calendar & Posts

## CIS

- September 5 Innovation 101  
Nashville
- September 10 40-Hour HAZWOPER  
Hazardous Waste Site Worker  
Knoxville
- September 10 OSHA 10-Hour General Industry  
Nashville
- September 10 Spill Prevention Countermeasures  
& Control/Stormwater  
Germantown
- September 12 Spill Prevention Countermeasures  
& Control/Stormwater  
Jackson
- September 17 OTI 2014 Hazardous Materials  
Knoxville
- September 17 ISO 9001 Auditor Training  
Nashville
- September 17 Toyota Kata: A Management  
System for Sustaining Lean/  
Continuous Improvement  
Germantown
- September 23 OTI 501 Trainer Course in OSHA  
Standards for General Industry  
Memphis
- September 24 Spill Prevention Countermeasures  
& Control/Stormwater  
Knoxville

## CTAS

- September 10 Legal Issues in Human Resources  
Johnson City
- September 11 Legal Issues in Human Resources  
Knoxville
- September 24 Legal Issues in Human Resources  
Jackson
- September 25 Legal Issues in Human Resources  
Franklin

## LEIC

- September 17-18 Tactical Response to an Active Shooter  
Ashland City

## RECRUITMENT

### MTAS

Administrative Coordinator (Paralegal)  
Knoxville

IPS Specialist (Online Training)  
Knoxville

## MTAS

- September 4 Cash Management  
Columbia
- September 10 Legal Issues in Human Resources  
Johnson City
- September 11 Legal Issues in Human Resources  
Knoxville
- September 11 Considerations when Look at Water  
& Sewer Rates and Fees  
Jackson
- September 12 Considerations when Look at Water  
& Sewer Rates and Fees  
Bartlett
- September 17 Considerations when Look at Water  
& Sewer Rates and Fees  
Collegedale
- September 18 Considerations when Look at  
Water & Sewer Rates and Fees  
Tusculum
- September 18 Planning & Organizing  
Sevierville
- September 18 Communicating, Coaching &  
Counseling  
Franklin
- September 18 Debt Management  
Knoxville
- September 18 Debt Management  
Jackson
- September 23 Considerations when Look at  
Water & Sewer Rates and Fees  
Franklin
- September 24 Legal Issues in Human Resources  
Jackson
- September 25 Legal Issues in Human Resources  
Franklin

## NAIFEH CENTER

September 22-27 Tennessee Government  
Executive Institute  
Knoxville

## NEW HIRES

### CIS

Jennifer Hagan-Dier, MEP Program Manager  
Nashville

### CO

Jessie Stooksbury, Communications Specialist  
Knoxville

## STATE SERVICE LONGEVITY

- Steve Austin, CTAS . . . . . 13 years
- Jennifer Benson, LEIC . . . . . 7 years
- Mike Garland, CTAS . . . . . 28 years
- Gary Jaeckel, MTAS . . . . . 14 years
- Mary Jinks, CO . . . . . 30 years
- Mike Meyers, CTAS . . . . . 14 years
- Bobby Phillips, CTAS . . . . . 26 years
- Kim Raia, CTAS . . . . . 13 years
- Wesley Robertson, CTAS . . . . . 9 years
- Brian Spears, CTAS . . . . . 18 years
- Michelle Terry, MTAS . . . . . 4 years
- Jim Thomas, MTAS . . . . . 9 years
- Steve Wyatt, MTAS . . . . . 15 years

**the EXCHANGE**

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