



University of Tennessee, Knoxville

## TRACE: Tennessee Research and Creative Exchange

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The Exchange Newsletter

Institute for Public Service (IPS)

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12-2015

### Exchange December 2015

Institute for Public Service

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IPS Offices Relocated  
Off-Campus

Manufacturing Day Celebrated  
Across the State

Cyber Security Issues Addressed  
at MTAS Classes Statewide

# EXCHANGE

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December 2015 A newsletter of The University of Tennessee Institute for Public Service Vol. 10 No. 12

## New Vice President to Lead UT Institute for Public Service



Dr. Byrd

DR. HERB BYRD III has been selected to serve as the next University of Tennessee vice president for public service and lead UT's statewide Institute for Public Service. UT President Joe DiPietro made the announcement Dec. 3, following an internal search process launched in August 2015.

"Herb Byrd is a recognized and respected university leader who brings

30 years of service to UT and a thorough understanding of the university's statewide contributions and constituencies," DiPietro said. "I have every confidence he is the right person to oversee the Institute for Public Service and advance our outreach mission. I'm grateful for his continued dedication and believe the institute will thrive under his leadership."

Byrd served as interim vice president for public service during the search process, following the retirement of longtime administrator Dr. Mary Jinks. Previously, he was director of Extension Evaluation and Staff Development for UT's statewide Institute of Agriculture.

Byrd has served UT in a variety of roles since joining the university in 1984, including as Monroe County agent with UT Extension

and as McMinn County director for UT Adult Agriculture and Resource Development. He joined UT Extension's state office in 1998, where his responsibilities included recruitment, personnel and civil rights and service as Extension's affirmative action and EEO officer. He has served on the staff of the UT Leadership Institute since 1999. Byrd has a doctoral degree in educational administration and policy studies from UT Knoxville.

Byrd assumes the new role effective Jan. 1, 2016.

"Serving with such an outstanding group of educators and public servants over the past year has been a great privilege. Stakeholders and clientele all over the state have expressed to me how important our work is to their effective performance," Byrd said. "They are also quick to praise our highly competent staff and the professional manner in which service is rendered. I am eager to work, from the momentum we've gained in IPS during the past year, for a better Tennessee."

UT Knoxville Chancellor Jimmy G. Cheek chaired the 13-member search committee, comprised of representatives of multiple constituencies including IPS employees, partners and clients. X

# Law Enforcement Leaders Complete Academy

THE UT LAW ENFORCEMENT INNOVATION CENTER (LEIC) recently completed its redesigned Southeastern Leadership Academy, graduating 27 law enforcement professionals in the first cohort.



Law enforcement professionals from across Tennessee attended the five-week academy held on the UT Chattanooga campus. Each week, held over a five-month period, focused on topics including the foundations of leadership, leadership skills, building external relationships and employee/internal matters. The academy, which is targeted toward middle management, challenged participants to develop their leadership styles in order to become more effective and progressive leaders. X



**Dr. Tammy Garland, UTC Criminal Justice, providing opening remarks at the SELA Graduation.**

SELA is funded under an agreement with the State of Tennessee, Department of Finance and Administration, Office of Criminal Justice Programs and is supported by Award #23123 awarded by the Bureau of Justice Assistance, Office of Justice Programs, USDOJ.

## 2015 SELA GRADUATES

- SGT. KEVIN AKINS,  
CHATTANOOGA POLICE DEPT.
- LT. JAMES BRADFORD JR.,  
BRADLEY COUNTY SHERIFF'S OFFICE
- SGT. JAMES BURRELL,  
KNOXVILLE POLICE DEPT.
- SGT. GREGGORY CARSON,  
HAMILTON COUNTY SHERIFF'S OFFICE
- SGT. STANLEY CASH,  
KNOXVILLE POLICE DEPT.
- CAPT. KEVIN CONDEE,  
LENOIR CITY POLICE DEPT.
- CAPT. GENE COPPINGER,  
HAMILTON COUNTY SHERIFF'S OFFICE
- SHERIFF DAVID DAVIS,  
HUMPHREYS CO. SHERIFF'S OFFICE
- LT. ROBERT DAVIS,  
DYERSBURG POLICE DEPT.
- SGT. JIM DEPRIMO,  
CHATTANOOGA POLICE DEPT.
- SGT. KAREN FARROW,  
UT CHATTANOOGA POLICE DEPT.
- LT. ROGER GIBBENS,  
CHATTANOOGA POLICE DEPT.
- SGT. MICHELLE HAMMOND,  
METRO NASHVILLE POLICE
- SGT. DONNY HUSKEY,  
KNOXVILLE POLICE DEPT.
- SGT. JOHN JONES,  
MURFREESBORO POLICE DEPT.
- LT. MARK KING,  
HAMILTON COUNTY SHERIFF'S OFFICE
- SGT. CHRISTOPHER McCARTER,  
KNOXVILLE POLICE DEPT.
- CAPT. CECIL MOWDY JR., SULLIVAN COUNTY  
SHERIFF'S OFFICE
- DEPUTY CHIEF RANDALL PACK,  
GREENBRIER POLICE DEPT.
- LT. MATTHEW PYLKAS,  
METRO NASHVILLE POLICE
- SGT. JOSEPH SHAW,  
CHATTANOOGA POLICE DEPT.
- CAPT. CINDY STRANGE,  
NOLENSVILLE POLICE DEPT.
- CAPT. PAUL TAYLOR,  
SULLIVAN COUNTY SHERIFF'S OFFICE
- SGT. DAVID TITTLE,  
HAMILTON COUNTY SHERIFF'S OFFICE
- LT. CHRISTOPHER TUCK,  
MARYVILLE POLICE DEPT.
- LT. JEFFREY TULLOS,  
MADISON COUNTY SHERIFF'S OFFICE
- SGT. ALBERT VINCENT III,  
GOODLETTSVILLE POLICE DEPT.





# THE UNIVERSITY OF TENNESSEE

INSTITUTE FOR PUBLIC SERVICE

The *EXCHANGE* is a newsletter of  
The University of Tennessee  
Institute for Public Service  
105 Student Services Building  
Knoxville, Tennessee 37996-0213  
Phone: (865) 974.6621  
Fax: (865) 974.1528

WWW.IPS.TENNESSEE.EDU



DR. JOSEPH DIPIETRO  
President

DR. HERB BYRD, III  
Interim Vice President of Public Service

CHARLES E. SHOOPMAN  
Assistant Vice President

STEVEN T. THOMPSON  
Assistant Vice President



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All Post-Consumer Fiber

The University of Tennessee does not discriminate on the basis of race, sex, color, religion, national origin, age, disability, or veteran status in provision of educational programs and services or employment opportunities and benefits. This policy extends to both employment by and admission to the university.

The university does not discriminate on the basis of race, sex, or disability in its education programs and activities pursuant to the requirements of Title VI of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act (ADA) of 1990.

Inquiries and charges of violation concerning Title VI, Title IX, Section 504, ADA or the Age Discrimination in Employment Act (ADEA) or any of the other above referenced policies should be directed to the Office of Equity and Diversity (OED), 1840 Melrose Avenue, Knoxville, TN 37996-3560, telephone (865) 974-2498 (V/TTY available) or 974-2440.

Requests for accommodation of a disability should be directed to the ADA Coordinator at the UTK Office of Human Resources, 600 Henley Street, Knoxville, TN 37996-4125.

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## Local Officials Attend UT Leadership Program

THIRTY LOCAL OFFICIALS recently attended the Local Government Leadership Program (LGLP) hosted by the UT Institute for Public Service's Naifeh Center for Effective Leadership.



The city and county officials who attended the two-and-a-half-day program in Memphis were invited by the UT County Technical Assistance Service and the UT Municipal Technical Advisory Service, sister agencies of the Naifeh Center. They attended sessions on building an ethical culture, applying Lean practices in the public sector and heard from former Nashville Mayor Karl Dean, who discussed communication with the public during critical times.

Those who attended the program are: Anderson County Trustee Rodney Archer, Madison County Mayor Jimmy Harris, Obion County Mayor Benny McGuire, Shelby County Clerk Wayne Mashburn, Tennessee County Services Association Executive Director David Connor, Dickson County Mayor Bob Rial, Bradley County Road Superintendent Sandra Knight, Sumner County Road Superintendent Judy Hardin, Dyer County Register of Deeds Danny Fowlkes, Shelby County Register of Deeds Tom Leatherwood, Tipton County Sheriff Pancho Chumley, Hardeman County Register of Deeds Lily Barnes, Lewis County Road Superintendent Joyce Holt, Marshall County Mayor Joe Boyd Liggett, Baxter City Recorder Stacey Austin, Morristown Councilman Chris Bivens, Halls Public Works Director Alan Cherry, Arlington Town Recorder Catherine Durant, Eagleville City Manager Andrew Ellard, Sardis Mayor Jim Freeland, Adamsville Fire Chief Mark Hardy, White Pine Alderwoman Acoya Lamb, Brownsville Mayor Bill Rawls Jr., MTAS Finance and Accounting Consultant Kay Stegall, Stanton Mayor Allan Sterbinsky, Henning Mayor Marva Temple, Lewisburg Councilman Steve Thomas, Dover City Administrator Kim Wallace and Portland Finance Director Doug Yoeckel. ✕

# Certified Municipal Management Officer Program Enjoys Continued Success

THE CERTIFIED MUNICIPAL FINANCE OFFICER (CMFO) program will begin holding new classes in January 2016. Classes will be taught in Knoxville, Nashville, and Jackson. This program has graduated over 450 people across the state.

This year approximately 90 participants are in classes across the state. During the life of the CMFO program MTAS has received numerous accolades and compliments about the quality of the study guides and the instructors. In the last two years particularly, several cities are sending additional staff through the program.



▲ **Al Major, MTAS Finance and Accounting Consultant teaching a CMFO class in Collegedale.**

“I thoroughly enjoyed the CMFO program. It focuses on the legal and financial rules of the road for Tennessee local government, said Peter Colin, a CMFO graduate and Munford city manager. “The program provides an important foundation for municipal finance directors and administrators. The content is well structured and very real world. The instructors brought their extensive experience in finance, audit and regulatory matters and kept the sessions lively and engaging.”

Annie Hand is financial director/city recorder for the town of Bruceton and has this to say about the program.

“As a recent graduate and a novice financial manager, I found the MTAS CMFO program an outstanding experience,” Hand said. “The CMFO trainers, Sharee Brewer and Kay Stegall as well

as others, were able to impart a wealth of knowledge and information that I could directly apply to my everyday work with the financial management of the small city of Bruceton.”

The program consists of topics as specified in the state statute and MTAS delivers the topics in these 11 classes:

- |                                   |  |
|-----------------------------------|--|
| 1. The Government Environment     | 7. Financial Reporting II              |
| 2. Municipal Budgeting            | 8. Cash Management                     |
| 3. Internal Controls and Auditing | 9. Debt Management                     |
| 4. Government Accounting I        | 10. Payroll Personnel and Pensions and |
| 5. Government Accounting II       | 11. Purchasing Risk Management and     |
| 6. Financial Reporting I          | Enterprise Resource Planning.          |

In order to retain the CMFO standing each graduate must complete 24 hours of training each year and report those to the Comptroller’s Office. There are also over 140 online programs, offered by MTAS, that supply CMFO recertification hours.

For more information on this program, contact Michelle Buckner at [michelle.buckner@tennessee.edu](mailto:michelle.buckner@tennessee.edu), P.J. Snodgrass at [pj@utk.edu](mailto:pj@utk.edu) or your MTAS finance consultant. For more information visit the MTAS website at <http://www.mtas.tennessee.edu/web2012.nsf/Web/Certified+Municipal+Finance+Officer>. ✕



# Manufacturing Day Celebrated Across the State



MANUFACTURING DAY, recognized each year, is “a celebration of modern manufacturing meant to inspire the next generation of manufactures.” Events related to Manufacturing Day, including expos, conferences, plant tours, job fairs, student learning centers, scholarship opportunities, and much more, take place across the country each October.



Assistant Vice President  
Chuck Shoopman,  
Interim Vice President  
Dr. Herb Byrd and CIS  
Executive Director  
Dr. Paul Jennings  
attended the Southern  
Automotive Conference.



From the Southern Automotive Conference collaboration track panelists discussed their efforts to train the workforce and work with the evolving needs of carmakers. Panelists (from left to right) were Jennifer Hagan-Dier, University of Tennessee CIS; Jason Bates, Toyota; Jason Hoff, Mercedes-Benz; Jack Laser, Jackson State Community College; Dan McCowan, Nissan North America

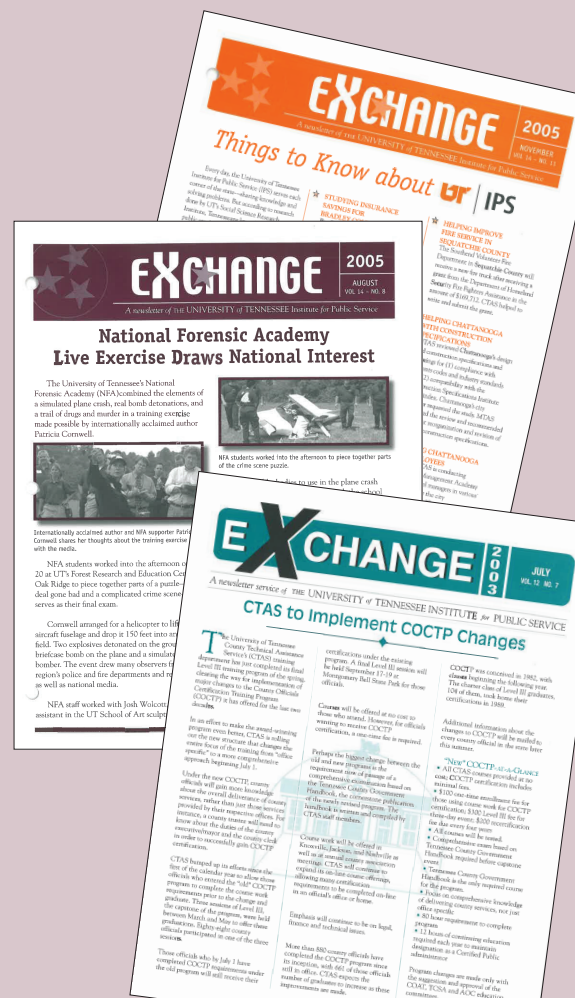
As part of its participation, CIS had a presence at the Tennessee Manufacturing Excellence Summit, the Cooper Standard event, the Regional Advanced Manufacturing Partnership conference and the Southern Automotive Conference.

CIS strives to positively impact Tennessee’s manufacturing sector by providing training and consulting services to manufacturers in order to improve their economic competitiveness and ultimately help improve Tennessee’s economy. X



## THE EXCHANGE THROUGH THE YEARS

DECEMBER MARKS the end of the monthly publication schedule for The Exchange. Beginning in 2016, the newsletter will be distributed quarterly via e-mail. To mark the end of monthly publication, we take a look back at the newsletter through the years. X





## Cyber Security Issues Addressed at MTAS Classes Statewide

WHEN ELECTRONIC DEVICES share information it can make our lives easier and less stressful. At the same time, when those devices are connected to the wrong sources it can make our lives more complicated and cause monetary losses and data losses for local governments and citizens.

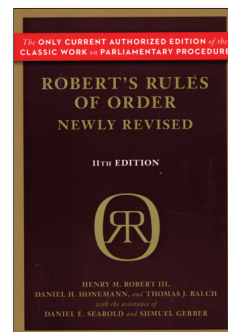
According to MTAS Information Technology Consultant Lisa Shipley, cyber security and privacy management are top issues in today's electronic environment. Computer networks are a target of criminals, and it is highly likely that the risk of data breaches will only increase in the future. Local governments are at particular risk as they maintain a large amount of personal data and records as well as confidential government information. With increased knowledge and preparation, cities and towns can take strong steps to secure their systems and minimize losses. Successful management of privacy and cyber security is a shared responsibility and it relies on every elected official, staff member, and volunteer to be an active participant in the process.

During October, the Municipal Administration Program (MAP) classes included the topic of cyber security issues. Shipley and George Dalton, risk management specialist with the Tennessee Municipal League's Risk Pool presented useful and timely information on past, present and future issues on computer hacking and cyber security risks. The presenters gave attendees tools to protect themselves and their cities from possible cyber attacks. These tools ranged from security measures they can use daily to agency-wide tools that can assist cities in protecting their data and financial resources. Attendees found this information very useful and several stated that they would make security changes immediately. ✕

## MTAS Helps Cities Improve Public Meetings

IN THE MONTH of October MTAS used the expertise of Management Consultant Margaret Norris to conduct three Roberts Rules of Order classes. These classes were held in Nashville, Jackson, Knoxville and were a huge success. Many participants were planning and zoning board members and city recorders. The course's objectives included finding ways to cover basic meeting operations and reviewing best practices, pursuant to Robert's Rules of Order on how to make meetings more manageable.

The course's description explained, "If everyone knows and fully understands parliamentary procedures then meetings usually proceed more smoothly and efficiently." Each participant received a copy of the *Robert's Rules of Order, Newly Revised, 11th edition*. ✕



## kudos

To: Robin Roberts, CTAS

I wanted to take the time to express my appreciation for the training classes CTAS provides to all County Officials and County Employees.

My experience with the programs and the training sessions provided by CTAS, has been exceptional and extremely informative. The CTAS training sessions, have been well worth my time.

Planning and organizing training sessions determines a great amount of the effectiveness of the course. Mr. Chris Payne invests the time, knowledge, and skill in offering the "right" classes and the "right" instructors to achieve training results.

Please take the time to recognize Mr. Chris Payne, for his efforts and professionalism in creating a conducive learning environment for all individuals.

John H. Marchesoni  
Coffee County Trustee



## IPS Offices Relocated Off-Campus

THE UNIVERSITY OF TENNESSEE SYSTEM'S Knoxville footprint is growing to include the Mechanicsville area with the relocation of the UT Institute for Public Service (IPS). The institute's offices, and its 65 employees, will move into a building, previously occupied by state of Tennessee employees, at 1610 University Ave. IPS's administration offices - based in the Communications and (Student Services) University Extension Building on the Knoxville campus - as well as regional employees from two of its agencies, the Center for Industrial Services and the County Technical Assistance Service began occupying the building Thanksgiving week. The Municipal Technical Advisory Service, which currently is housed at the UT Conference Center, began moving into the building around the first of December.

All phone numbers for the institute will remain the same, however the mailing address will change to: UT Institute for Public Service, 1610 University Ave., Knoxville, 37921. Visitors to the building must obtain a parking pass upon arrival.



▲ **Jessie Stooksbury with IPS Administration takes a picture of her new office.**



▲ **CTAS's Mike Meyers shows his office to MTAS's Frances Adams O'Brien and Becky Smeltzer.**

UT purchased two buildings from Knoxville's Community Development Corp. in May 2014. The 1610 University Ave. building is a two-story, 29,000 square foot office building. UT Foundation Planned Giving will also be located at 1610. Other UT Foundation employees will be relocating to the second building at 1525 University Ave. The Foundation's new home is 15,800 square feet with two floors. A timeline for the renovation at 1525 is not set. When the Foundation relocates, that will bring the employee total in the two buildings to 120. ✕

*To: Sharon Rollins, MTAS*

I'd like to complement John Grubbs who works for your department. We have had two requests this year for the promotional process which we requested assistance for -our fire marshal position and our deputy chief position.

At the time we scheduled our fire marshal assessment we had two applicants, but that changed and we ended up with one. I asked John for assistance but then had to change it at the last minute, he was very helpful. The same thing happened with the deputy chief process. My city manager only felt comfortable with the hirings if we provided at least an abbreviated assessment. John came to our department and assisted greatly in an abbreviated assessment and we were able to provide a valid assessment for this position quickly.

John has demonstrated professionalism and flexibility to our city and I feel he is a credit to your department.

*Barry Carrier  
Chief, Elizabethton Fire Department*

*To: Robin Roberts, CTAS*

I wanted to take the time to express my appreciation for the training classes CTAS provides to all County Officials and County Employees.

My experience with the programs and the training sessions provided by CTAS, has been exceptional and extremely informative. Kim Clark always has the local venue prepared and ready to start on time. Furthermore, her dedication is illustrated consistently by energizing and motivating each individual at the introduction of each class training.

I am convinced there are many preparations prior to holding a training session by witnessing how organized and effective each session begins and ends. Please take the time to recognize Kim Clark for her efforts and dedication to ensure each individual has the opportunity to learn.

*John H. Marchesoni  
Coffee County Trustee*





# THE UNIVERSITY OF TENNESSEE

INSTITUTE FOR PUBLIC SERVICE

105 Student Services Building  
Knoxville, TN 37996



Beginning in 2016, THE EXCHANGE  
will become an online only publication.  
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receiving a printed copy please email  
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## calendar

### CTAS

- Dec. 9 Customer Service Principles, Jackson
- Dec. 11 Customer Service Principles, Franklin
- Dec. 15 Customer Service Principles, Johnson City
- Dec. 16 Customer Service Principles, Knoxville

### MTAS

- Dec. 8 The Dynamics of Leadership, Germantown
- Dec. 9 The Dynamics of Leadership, Jackson
- Dec. 10 CMFO Financial and Compliance Updates, Franklin
- Dec. 10 The Dynamics of Leadership, Nashville
- Dec. 10 MMA12 Developing Teamwork, Greeneville
- Dec. 11 The Dynamics of Leadership, Knoxville
- Dec. 15 MMA05 Human Resource Overview, Mt. Juliet

## retirements

CTAS Patricia Burke

## promotions

- CIS Dwaine Raper, Solutions Program Manager
- CIS Misty DePriest, Resource Program Manager

## anniversaries

*These dates reflect what is referred to in IRIS as the Current Hire Date.*



Christine Anderson,  
IPS Administration, 2 years



Sherri Brown, MTAS, 9 years



Judie Martin, IPS Administration,  
10 years



Justin Ohara, MTAS, 15 years



Pam Peters, CTAS, 17 years



Russell Toone, CIS, 21 years