

OT Reducing Executive Domain Email Inbox Size

Reprinted (with edits) from *Quotes, Notes, and Anecdotes*, the Department of Administration's newsletter.

The West Virginia Office of Technology (WVOT) began implementing new, automatic cleanup policies for Executive branch domain email boxes in July to more effectively manage the State email system. Additional measures are scheduled for August. These actions will reduce the State's email system database which helps ensure these systems continually function with minimal interruptions.

The first WVOT email cleanup task began July 14 with all emails in an individual's "Deleted Items" folder being automatically deleted **permanently** after emails were placed in that folder for 10 days or more. **This automatic deletion procedure will continue.** As of the first week of August, all items in an individual's "Inbox" (not "Mailbox") which are more than 90 days old will be moved to the individual's "Deleted Items" folder. Those items will remain in the "Deleted Items"

folder for 10 days before permanent deletion occurs. Individuals who wish to save emails need to take the following steps **immediately** to prevent losing items permanently:

1. Create folders under the "Mailbox" icon (not under the "Inbox" icon) to store items in email format. Move the emails to be saved into those folders. Items placed in these created folders **WILL NOT** be deleted.
2. If you are already using folders under "Mailbox," review the items stored in these folders and remove those which are no longer needed.
3. Use "Mailbox" clean-up tools to find large attachments. To do this in Outlook, choose "Tools" then "Mailbox Cleanup." Either delete the attachments if they are no longer needed or move them out of email and into your home directory, network share, or SharePoint site for retention. Remember, moving them to your PC is not recommended as there is no system back-up of your PC.



The WVOT recommends that individual email mailboxes should not exceed 500mb. Individuals should check their email mailbox size by right-clicking on the "Mailbox – [Name]" icon, clicking on "Properties for Mailbox – [Name]" and then click on "Folder Size" icon.

For questions or more information, contact the WVOT service desk at 304-558-9966 or email them at servicedesk@wv.gov.

Protect Data Contained in Copiers and Other Equipment

Contributed by Jim Richards, Director of the West Virginia Office of Information Security and Controls.

What kind of data can be stored in copiers, scanners, faxes, and printers?

You're probably familiar with many of the standard best practices for safeguarding your data, such as to avoid carrying unencrypted, sensitive data on portable devices; using a complex password; and keeping your PC current with updated anti-virus software and security patches. However, do you realize that another important aspect of safeguarding your data means taking precautions about the information contained on office equipment?

Increasingly, printers, copiers, and related devices come with hard drives capable of storing large volumes of information. The data you print, copy, scan, or fax may be stored on the hard drive permanently.

Recent national news coverage has highlighted the fact that confidential information can be recovered from printers, copiers, and similar devices. Some of the confidential information recently reported to be found on these machines included

Help East End Main Street with Online Grocery Survey

Contributed by Marsha Humphrey of the West Virginia Development Office.

East End Main Street wants to hear about your food shopping habits. Feeding your anonymous information into a short online survey could influence food options in your neighborhood.

The first Main Street West Virginia urban community, the East End

Main Street program, is a vibrant and established program in the historical district area surrounding the State Capitol Complex. As a diverse and eclectic neighborhood with solid and enthusiastic support from municipal and State elected officials, as well as from the business community, the volunteer-driven program strives to assist in the process of business retention, along with recruitment of businesses to provide goods and services to enhance the commercial district.

WV Receives Credit Rating Upgrade

For the second straight year, Moody's Investors Service has upgraded West Virginia's credit rating on its general obligation debt. Our new rating is Aa1, up from last year's Aa2.

Governor Joe Manchin is extremely pleased with the upgrade. "West Virginia has been triumphant during this most challenging financial time in our country's history and Moody's recognizes that our efforts have not occurred by accident," he said.

Department of Revenue Cabinet Secretary Virgil T. Helton agrees, stating, "The financial prudence exercised by State government has allowed the State to accomplish this goal two years earlier than expected, even during these challenging financial times."

How does this change impact the Mountain State? The higher rating means that the State can receive funds to finance major projects at a lower interest rate. Many projects, like water and waste water improvements, can be accomplished by doing more work at a lower cost. In fact, West Virginia was able to refinance \$37.7 million of State Road Fund Bonds at a lower interest rate, resulting in approximately \$4 million in savings.

Moody's cites the State's continued fiscal conservatism, strong financial performance, commitment to address long-term liabilities, and tight expenditure controls during the recent economic situation. In its release on July 12, they said, "The State's ability to keep recurring revenues aligned with recurring expenditures, especially in the current economic cycle where revenues have declined substantially creating large budget gaps in most states, speaks to the governance of the State. West Virginia is one of only a few states that did not experience a budget shortfall during fiscal 2009 primarily because of the State's conservative budgeting practices."



One current project underway is

the completion of a grocery store feasibility study, and you're invited to participate by completing an online survey.

Ric Cavender, director of the East End Main Street Program, is available through email at rcavender@charlestonareaalliance.org to answer any questions regarding the grocery store project or to offer other opportunities to volunteer your time and talents. The program is under the umbrella of the Charleston Area Alliance. You may click on the East End's website at <http://eastendmainstreet.com/site/> and also check them out on Facebook.

TAKE A FEW MOMENTS TO HELP CREATE MORE FOOD OPTIONS FOR CAPITOL WORKERS

Deadline: August 20, 2010

East End Main Street and the Charleston Area Alliance are working to expand food options in the East End neighborhood and around the Capitol complex. Please click on the link to take a short survey about your food and grocery shopping preferences. The results will be

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DO YOU EAT THE PROPER AMOUNTS?

FOOD INTAKE INFO	KIDS 2-6; SOME OLDER ADULTS	OLDER KIDS; TEEN GIRLS; ACTIVE WOMEN	TEEN BOYS; ACTIVE MEN
Calories	About 1,600	About 2,200	About 2,800
Min. Fruit/Veg. Servings/Day	5 servings	6 servings	7 servings

Adapted from the USDA Dietary Guidelines for Americans, 2005



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social security numbers, birth certificates, bank records, income tax forms, medical records, and pay stubs with names.

To keep data secure, immediately assume that any document you print, scan, fax, or copy is stored on the device. At a minimum, be aware that when you dispose of your printer, fax, copier, or scanner, there may be a hard drive containing images of all of your documents. In order to properly dispose of the device, have the hard drive securely wiped before you give the device away or sell it. Ideally, if the device's hard drive is removable, remove the drive entirely and have it securely destroyed. (For those not familiar with the term "wiped" as it refers to hard drives, we're talking about having information permanently cleared and deleted from the drive.)

Individuals and organizations should review the following recommendations for printers, copiers, scanners, and faxes:

- **Settings:** If possible, configure the devices to encrypt the data.
- **New Devices:** Purchase/lease devices with disk encryption and immediate data overwriting capability.
- **Disposal:** Remove or wipe the hard drive before disposal.
- **Use of Public Devices:** Be extremely cautious when using any public printers, copiers, scanners, or faxes for confidential documents .

You can find additional information on this topic at the following websites:

Identity Theft Awareness: www.identity-theft-awareness.com/digital-copiers.html

Identity Theft Fixes: www.identitytheftfixes.com/company_copiers_and_identity_theft_-_is_your_company_at_ris.html

CBS News - Digital Photocopiers Loaded With Secrets: www.cbsnews.com/stories/2010/04/19/eveningnews/main6412439.shtml

SANS Reading Room: www.sans.org/reading_room/whitepapers/networkdevs/auditing-securing-multifunction-devices_1921

Xerox: www.xerox.com/information-security/product/enus.html

Canon: www.usa.canon.com/cusa/production/standard_display/security-main-page

HP: <http://h71028.www7.hp.com/enterprise/cache/617575-0-0-225-121.html>

Toshiba: www.copiers.toshiba.com/usa/security/device-security/index.html

If you need further assistance, contact the Office of Technology Service Desk (304-558-1257 or servicedesk@wv.gov), or email Jim Richards, Director of the West Virginia Office of Information and Security Controls at jim.a.richards@wv.gov. For more monthly cyber security newsletter tips, visit www.msisac.org/awareness/news/.

PLANS Project Update

The State's PLANS Project is quickly approaching the data collection phase. Employees will be providing information about the work they perform, which will help ensure that our Classification Plan is accurate. It'll also be the basis for determining how each position fits within the updated plan.

The data collection phase will officially begin next month with the opening of the electronic Job Content Questionnaire (JCQ). Specific opening and closing dates for the JCQ will be posted on the PLANS website (www.plans.wv.gov) later this month. You'll also find contact information and an FAQ Section for help on the website.



Capitol Fall Blood Drive

Sept. 7 • 9 AM to 3 PM
Capitol Conference Center

A single blood donation can save three lives.

The need is constant.
The gratification instant.



Make an appointment at

www.givelife.org/index.cfm?group=registration&hlc=sgw&pos=1



Credit Card Laws Change

The final round of changes for the implementation of the Credit Card Accountability, Responsibility and Disclosure (CARD) Act of 2009 has an August 22, 2010 effective date. The act was designed to give consumers a break on fees and penalties. The changes are complicated – below is just a sampling:

- 💰 Inactivity fees are banned.
- 💰 First time late charges are capped at \$25. Pay late within the next six months, and you can be charged up to \$35. Pay on time for six months, and then pay late again, the fee is again capped at \$25; however, a late fee cannot exceed the amount you're delinquent. If your minimum payment is \$20, your maximum late fee can't be over \$20.
- 💰 Only one fee can be charged per transaction - i.e., you cannot be charged a late fee AND a returned payment fee.

Be aware: Although limits are set, companies can still enact new fees or raise interest rates. They can do away with your annual fee, but institute a maintenance fee. Even if you pay on time and do not carry a balance, issuers can raise your interest rate with 45 days' notice.

Todd Ossenfort advises in an article on FoxBusiness.com that if your credit card company imposes provisions you can't afford, you should consider moving your balances to one with more desirable terms.

For more, search out "credit card act of 2009" on the internet and **read articles from reputable sources.**

New Policy for Family/Medical/Parental Leave to Be Implemented

On October 1, 2010, the Division of Personnel's Parental Leave/Family and Medical Leave Interpretive Bulletin is being replaced with a policy.

The new Family and Medical Leave Act/Parental Leave Act Policy was developed to provide consistency in the administration of leave requested under each of these Acts. By following the provisions of this new policy, all agencies will use the same criteria and calculation method, as follows:

- The 12-month leave period will be calculated using a rolling 12-month period, measured backward from the date of leave use, except for FMLA military caregivers, which requires leave be based on the first day the employee uses leave, measured forward.
- Appropriate, available paid sick and annual leave will be used to cover leave taken for FMLA qualifying events. The paid leave will run concurrently with the employee's entitlement to unpaid FMLA leave, starting on the date the agency provides the required notice.

The laws governing these types of leave are very complex because they have different eligibility requirements and leave provisions. For this reason, it's important that each request for family or medical leave be individually evaluated by the appropriate agency staff.

The policy will be available prior to October 1 on the DOP's website. Employees who have questions about the policy should first consult their agency Human Resources Office. If further information is needed, the employee or the agency staff may contact the Division of Personnel staff at 304-558-3950, ext. 57209.



Save the Date!
West Virginia's 2010 Public Service Recognition Week is September 27 - October 1, with the Governor's Awards Ceremony scheduled for Thursday, September 30.

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used to increase food and grocery amenities in the Capitol area. The survey should only take three to four minutes. The deadline is August 20, 2010.

www.surveymonkey.com/s/XBZXSMX

Main Street West Virginia, a program of the West Virginia Development Office, uses a common-sense approach to tackle the complex issue of downtown and neighborhood commercial district revitalization, capitalizing on the history and the resources of the community itself.

Started in 1988, the program works with 12 certified Main Street and 16 ON TRAC communities throughout the State. The program provides technical services, such as design assistance and continuous training of board and committee members, and program managers in the National Trusts Main Street Four-Point Approach®. Main Street West Virginia also serves as a liaison between designated communities and various State agencies and organizations.

Pencil In ...



Celebrate **Women's Equality Day** and 90 years of voting at the Charleston Women's Club on **August 26** at 6:30 P.M. The event is **FREE** and open to the public. Please RSVP by August 17 to: 304-558-0070 or erica.m.smith@wv.gov.




The Division of Personnel has a new **FAX number:**
304-957-0141



The **WV Statehouse Mixed Bowling League** is looking for teams of five (must have at least one male and one female). Not on a team? Individual spots are available! The organizational meeting is at 6 P.M. on August 23 at Venture Lanes. For more, contact Bob Blosser (robert.l.blosser@wv.gov or 558-9724).



Why are canines so good at tracking and sniffing out contraband? Dogs have up to 220 million olfactory sensors, compared to mere approximately 50 million we humans have.

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