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**State Of New Hampshire**  
**DIVISION OF PERSONNEL**  
Department of Administrative Services  
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January 27, 2014

Her Excellency, Governor Margaret Wood Hassan  
and the Honorable Executive Council  
State House  
Concord, New Hampshire 03301

REQUESTED ACTION

Pursuant to RSA 99-E: 7, Suggestion and Extraordinary Service Award Program, the State Suggestion and Extraordinary Service Award Evaluation Committee respectfully requests approval to award a net sum of \$1,000.00 to Michael Gilligan from the Department of Transportation, effective upon Governor and Council approval.

EXPLANATION

The Suggestion and Extraordinary Service Award Program provides for monetary and non-monetary recognition to classified executive branch employees who perform extraordinary services or who provide original suggestions of substantial value to the State. RSA 99-E integrates each Department into the process of reviewing employee suggestions and services by incorporating the input of Departmental award evaluation committees who are authorized to forward suggestions to the State Committee.

The State Committee received two written submissions from the Department of Transportation nominating Michael Gilligan, Systems Development Specialist IV, for monetary recognition as a result of providing services above and beyond any expected standard of work performance.

The first submission the Committee received referenced Mr. Gilligan's development of a Rich Text Conversion tool for improving time and labor in entering supplemental job descriptions in Lawson/NH First. His efforts in this conversion tool resulted in reducing a download to 5 minutes from the previous time of entering transactions of 20 minutes. The Department of Transportation alone has approximately 1,891 supplement job descriptions. By using the new conversion, 473 of employee work hours will be saved. This results in savings of approximately \$17,867 for the Department of Transportation. Mr. Gilligan's design of this improved process was also tested at DoIT and in December, 2013 FDM tested and released this process statewide. Potential direct labor savings for 17,867 statewide positions could result in \$140,837.

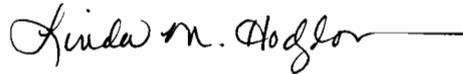
The second recommendation the Committee received involved DOT's Oversize/Overweight permit program, OverHaul. The Department was informed in April, 2013 that this program had a significantly vulnerability issue identified by the State's PCI Auditor. The issue identified compromised permit applicant contact and permit information. If not corrected by May, 2013 the use of the OverHaul program would have to be revised. Several individuals including the vendor attempted to resolve the issues without success and the state prepared to suspend the system, which would result in all manual processes. Mr. Gilligan took it upon

himself to research a process to determine if a possible coding solution would meet the proper requirements. His solution makes use of an encryption process preventing the authentication from being reproduced correctly by an attacker. Every page of the application will check that the user id is valid and act accordingly if it does not, thereby eliminating the vulnerability of users and hackers being able to access other user's information. Mr. Gilligan implemented this fix on a test platform which was provided to the PCI Auditors to determine if a hacker could successfully manipulate the program. His solution was found to be successful and the fix was then implemented in a production platform and again found to be successful in eliminating the vulnerability. The end resulted in the use of OverHaul being allowed to continue in an uninterrupted manner without any impacts to permit applicants. With a permit volume in excess of 30,000 permits a year, the added cost to the private section is approximately \$300,000 a year. The cost of a consultant to correct this issue would have been \$15,000. Along with that amount, failure to provide a timely solution would have involved fines in the thousands of dollars due to the entire state being held accountable regardless of which agency had a breach in the system.

Under RSA 99-E, a fund of \$10,000 has been established in the Governor's Office for the implementation of this program. Maximum award amounts and a suggested table of monetary awards appear in the statute at RSA 99-E: 7. In this case, the Committee has decided to recommend an award of a net sum of \$1,000.00 to Mr. Gilligan for both submissions. His initiative, creativity and resourcefulness in resolving a time-sensitive issue on the OverHaul program along with his creation of a web based tool eliminating time consuming manual processes has proved that his efforts and accomplishments improved government efficiency and cost savings.

Whether or not to issue any monetary award is a matter that is solely in the discretion of the Governor and Council. The Committee believes that this nomination presents an example of the type of extraordinary service that merits recognition under RSA 99-E. It therefore respectfully requests approval of the award contemplated herein.

Respectfully submitted,



Linda M. Hodgdon  
Commissioner



Sara J. Willingham,  
Acting Director of Personnel  
Committee Chair