



State of New Hampshire

DIVISION OF PERSONNEL
Department of Administrative Services
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June 22, 2016

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 \$500.00 to Brian Armstrong from the Department of Information Technology, 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 a written submission from the Department of Information Technology nominating Brian Armstrong, Technical Support Specialist V, for monetary recognition. In March, 2016 the Department of Environmental Services was involved in a migration of its computers onto the Granite domain. The migration was scheduled to occur on a weekend and involved the need for Regional Support Services technicians from the Department of Information Technology to touch every migrated computer to complete post-migration activities that ensure each user's full access to the required information and technology resources. The technicians' work, which includes entering into each computer a series of commands to complete various steps in the post-migration process and then testing the results thereof, was originally anticipated to take 45 to 60 minutes per machine. In preparation, Mr. Armstrong reviewed the long-established post-migration process, identified an opportunity to streamline it, and then began researching and exploring ways in which these tasks could be completed faster. Mr. Armstrong determined that each series of commands could be developed into a script – a programmed series of instructions that are then executed within the computer. Mr. Armstrong then identified that each step of the process should be prioritized based on the time required to complete it; this enabled him to align the scripts into the most efficient order.

Mr. Armstrong, tested several scripts with the assistance of the migration team, and discovered he was able to reduce the time required for post-migration activities down to 15 – 20 minutes per computer. In subsequent State Departments, Mr. Armstrong continued to refine these scripts based on lessons learned and each agency's unique requirements. Through his unrelenting desire to eliminate manual process and be as efficient as possible, he was able to reduce the time down to 5 minutes per machine.

The Department of Information Technology has estimated that Mr. Armstrong's efforts have resulted in a cost savings of \$10,858 -- or 362 fewer labor hours needed for post-migration activities. Over time, all agencies will benefit from the changes in the post-migration process now employed at the Department of Information Technology.

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 \$500.00 to Mr. Armstrong for his knowledge in providing service above and beyond any expected standard of work performance for ensuring cost savings to the State of New Hampshire.

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,



Vicki V. Quiram
Commissioner



Sara J. Willingham,
Director of Personnel
Committee Chair