

A Response Report to an
Employee Dispute Resolution Action

Filed by

Mr. Michael Nikiforos, System Engineer, CSSS.NET

in March 2007

Prepared for Mr. McIntosh Ewell, Bus. Dev. Manager, CSSS.NET:

March 9, 2007

Submitted by
William F. Slater, III, PMP
Program Manager, CSSS.NET
Hines VHA OIFO Enterprise Technology Management
Hines, IL 60141
708-410-4098
william.slateriii@va.gov

Table of Contents

Table of Contents	2
Executive Summary	3
Introduction	4
History of Difficulties	7
Observations	11
What is Mr. Nikiforos' Job Title and What Are His Real Responsibilities?	11
Who Is Really Managing Mr. Nikiforos?	13
Why Can't Mr. Nikiforos Simply Comply with the Requests that Management Makes?	13
Constraints	14
Ironies	15
Proposed Resolution to this EDR Action	16
Proposed Input for Mr. Nikiforos' Performance Improvement Plan	17
Conclusion	18
Appendix A – Timeline Diagram	19
Appendix B – Calendars Diagrams Showing Missed Status Reports and Tardy Timesheets	20
Appendix C – Written Documentation of Mr. Nikiforos's Verbal Warning Regarding Discussion of Contractor Salaries	23
Appendix D – E-mails from Mr. Nikiforos	25
Appendix E – E-mails from Mr. Slater	48
Appendix F – E-mails to and from Mr. James Babe	56
Appendix G – E-mails from Ms. Lisa Wolford	68
Appendix H -- Remedy Statistics Showing Mr. Nikiforos' Performance as a System Engineer Compared with the Rest of the Team– November 2006 – February 2007	69
Appendix I –Mr. Nikiforos' Completed CSSS.NET Skills Survey	73

Executive Summary

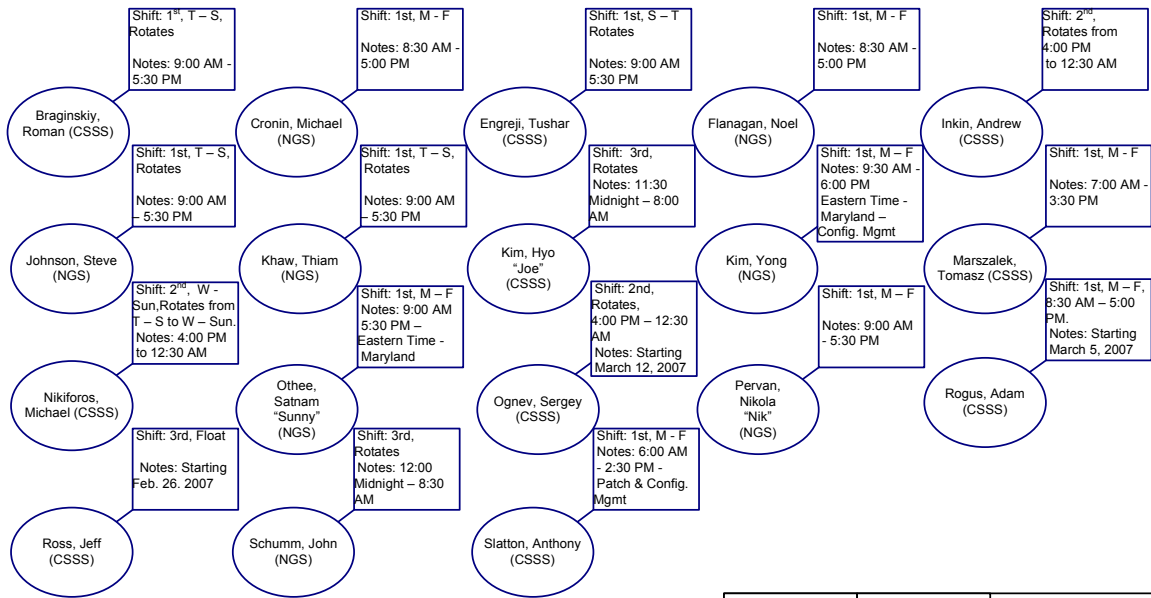
Mr. Michael Nikiforos and Mr. William F. Slater, III are employees of CSSS.NET working on the EMS Contract at the Hines VHA Office of Information Field Office Enterprise Technology Management organization in Hines, Illinois. Under the guidelines established in CSSS.NET Human Resources Policy 050 – Dispute Resolution Procedure, Mr. Nikiforos has reportedly initiated an Employee Dispute Resolution action informing CSSS.NET that he believes he has “picked-on” by his supervisor, Mr. Slater, as Mr. Slater requested he perform basic tasks related to his job. Mr. Slater started in his position as program manager on November 28, 2006. By December 5, 2006, Mr. Nikiforos, committed a serious breach of CSSS.NET company policy regarding workplace behavior and required being disciplined, thus beginning a history of being a very challenging employee to manage. This document will detail much of that history, serve as Mr. Slater’s Response Report to Mr. Nikiforos’ Employee Dispute Resolution action, provide suggestions for this EDR action, and provide suggestions to correct Mr. Nikiforos’ behaviors.

Introduction

Mr. Michael Nikiforos and Mr. William F. Slater, III are employees of CSSS.NET working on the EMS Contract at the Hines VHA Office of Information Field Office Enterprise Technology Management organization in Hines, Illinois. Under the guidelines established in CSSS.NET Human Resources Policy 050 – Dispute Resolution Procedure, Mr. Nikiforos has reportedly initiated an Employee Dispute Resolution action informing CSSS.NET that he believes he has “picked-on” by his supervisor, Mr. Slater, as Mr. Slater requested perform basic tasks related to his job.

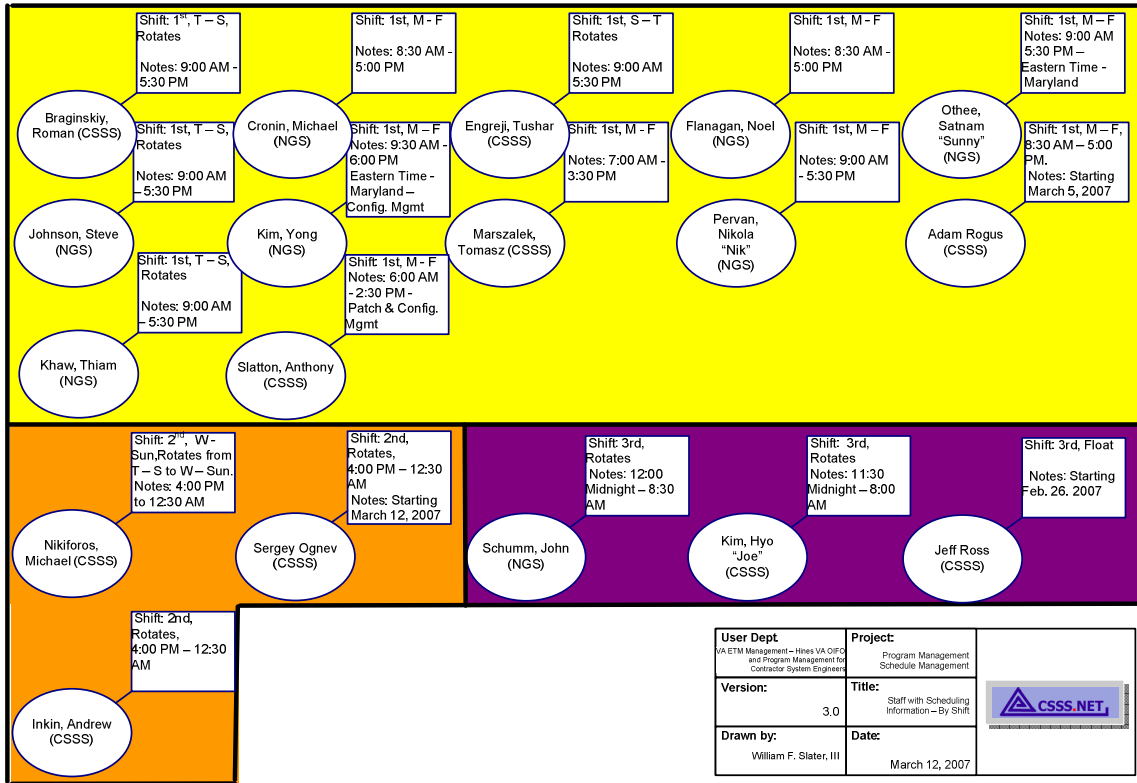
The EMS Contract at the Hines VHA Office of Information Field Office Enterprise Technology Management organization has with CSSS.NET provides technical support for hardware and software on servers and related connected components that support the business capabilities related for 300,000 e-mail users, and about 3600 Blackberry Messaging PDA users. Technical Support is required on a 24 x 7 basis, and each work day has three shifts of system engineers. See the diagrams shown below for additional information:

Hines VA OIFO ETM
 Contractor System Engineers
 Weekly Scheduling Information – By Engineer – Sorted Alphabetically
 March 12, 2007



User Dept. VA ETM Management – Hines VA OIFO and Program Management for Contractor System Engineers	Project: Program Management Schedule Management	
Version: 1.0	Title: Staff with Scheduling Information - Alphabetical	
Drawn by: William F. Slater, III	Date: March 12, 2007	

Hines VA OIFO ETM
Contractor System Engineers
Weekly Scheduling Information – By Shift Type
March 12, 2007



Mr. Slater started in his position as program manager on November 28, 2006. At that time, he was assigned to be the supervisor of 22 people, one of which was Mr. Nikiforos. At that time, Mr. Nikiforos was assigned to the Second Shift, By December 5, 2006, Mr. Nikiforos, committed a serious breach of CSSS.NET company policy regarding workplace behavior and required being disciplined, thus beginning a history of being a very challenging employee to manage. This document will cover the period from November 28, 2006 through March 7, 2007 and it detail much of that history, serve as Mr. Slater’s Response Report to Mr. Nikiforos’ Employee Dispute Resolution action, provide suggestions for this EDR action, and provide suggestions to correct Mr. Nikiforos’ negative workplace behaviors and attitudes.

History of Difficulties

Mr. Nikiforos has been described by many of the co-workers who have known and worked with him for a while, as “moody and combative.” Shown below are just some of the noteworthy difficulties Mr. Nikiforos has been directly involved in during the past 12 months. Appendix A provides a timeline diagram that shows many of these events.

Nature of Difficulty	Description	Dates and References of Problem	Specific CSSS.NET Policy or Management Directive that Was Violated	Comments
Unauthorized disclosure and discussion of extremely sensitive, confidential information.	Open discussion of Salary Data with other contractor employees.	Offense occurrence: December 5, 2006 Corrective action: December 6, 2006	CSSS.NET Policy 041 – Behavior of Employees, sections 5.2.4	See Appendix C for the written record of Mr. Nikiforos’ verbal warning regarding this issue.
Blatant refusal to follow management directives.	After three reminder e-mail requests requesting the completing and transmittal of the CSSS.NET Skills Survey, Mr. blatantly refused to participate and accused the company of asking for personal data without proper justification.	Offense occurrence: January 18, 2007 Corrective action: January 18, 2007	CSSS.NET Policy 041 – Behavior of Employees, sections 5.1.1, 5.1.8, 5.2.8	See Appendix D, sequence no. 1 for the written record of Mr. Nikiforos’ e-mail. See Appendix E, sequence no. 1 for the written record of Mr. Slater’s e-mail. See Appendix G, sequence no. 1 for the written record of Ms. Wolford’s mail.

Nature of Difficulty	Description	Dates and References of Problem	Specific CSSS.NET Policy or Management Directive that Was Violated	Comments
<p>Reports of being difficult to with.</p>	<p>Prince Lamptey (VA) and Thomas Walker (VA) each gave independent, voluntary accounts of Michael Nikiforos being a difficult person to work with.</p>	<p>As he was leaving CSSS.NET for the VA, Prince Lamptey reported that Michael Nikiforos was extremely difficult to work with and work around.</p> <p>February 15, 2007, 4:30 PM</p> <p>Thomas Walker (VA), who is the System Engineer assigned as the Microsoft Operations Manager (MOM), reported that when he was discussing his MOM system administration data needs with Michael Nikiforos and Christopher Cynowa together, they each criticized his ideas and refused to provide the technical support he was requesting. This incident with Cynowa and Nikiforos.</p> <p>Date of conversation: February 28, 2007, 11:30 AM</p>	<p>CSSS.NET Policy 041 – Behavior of Employees, sections 5.1.1, 5.1.8, 5.2.8</p>	<p>The situations described here are extreme embarrassments to Mr. Slater and would have been swiftly dealt with had they occurred while he was the Program Manager.</p>

Nature of Difficulty	Description	Dates and References of Problem	Specific CSSS.NET Policy or Management Directive that Was Violated	Comments
Arguing about Personnel assignments and Shift Schedules	<p>Mr. Nikiforos gave Mr. Slater a very hard time verbally when Mr. Engreji was chosen to move to First Shift to fill in the schedule openings after Mr. Mr. Cynowa's termination on January 18, 2007.</p> <p>Later on February 24, 2007 he gave Mr. Slater a hard time because Mr. Slater attempted to move him onto First Shift.</p>	<p>Offense occurrences: January 19, 2007</p> <p>Corrective action: January 19, 2007</p> <p>Offense occurrences: February 24, 2007</p> <p>Corrective action: February 24, 2007</p>	CSSS.NET Policy 041 – Behavior of Employees, sections 5.1.1, 5.1.8, 5.2.8	<p>See Appendix D, sequence no. 1 for the written record of Mr. Nikiforos's e-mail.</p> <p>See Appendix E, sequence no.3 for the written record of Mr. Slater's e-mail.</p>
Not submitting Status Reports on a Regular Basis.	Mr. Nikiforos has only submitted a few of the required Daily and Weekly Status Reports since the requirement was made in	<p>December 2006 through March 2007</p> <p>Resolved in March 2007 shortly after Mr. Nikiforos announced intentions to file an Employee Dispute Resolution Report against Mr. Slater.</p>	CSSS.NET Policy 041 – Behavior of Employees, sections 5.1.1, 5.1.8, 5.2.8	See Appendix B for a visual record of work days where Status Reports were required and never submitted.
Submitting an Electronic Timesheet late and then lying about it.	Mr. Nikiforos was late submitting his time, When confronted about it, he said it was entered by the deadline. He later admitted that was not true.	<p>Offense occurrence: March 1, 2007</p> <p>Corrective action: March 1, 2007</p>	CSSS.NET Policy 041 – Behavior of Employees, sections 5.2.8	See Appendix D, sequence no. 6 and 7 for the written record of Mr. Nikiforos's e-mail.

Nature of Difficulty	Description	Dates and References of Problem	Specific CSSS.NET Policy or Management Directive that Was Violated	Comments
Accusing his boss of "singling him out and then ordering him to produce a policy.	When asked to document his incidents of being late to work, Mr. Nikiforos became combative, accusatory and dictatorial towards Mr. Slater.	Offense occurrence: March 4, 2007 Corrective action: Unresolved, yet.	CSSS.NET Policy 041 – Behavior of Employees, sections 5.1.1, 5.1.8, 5.2.8	See Appendix D, sequence no. 8 and 9 for the written record of Mr. Nikiforos's e-mail.
Not observing office and organizational protocols in performing work for VA personnel.	Going behind his supervisor back to sneak around with a VA Project Manager to get things done.	February 2007	CSSS.NET Policy 041 – Behavior of Employees, sections 5.1.1, 5.1.8, 5.2.8	See Appendix F, sequence no. 1 and 2 for the written record of Mr. Slater's e-mail and Mr. James Babe's e-mail.
Not keeping his boss updated about working with VA Personnel	Going behind his supervisor back to sneak around with a VA Project Manager to get things done.	February 2007	CSSS.NET Policy 041 – Behavior of Employees, sections 5.1.1, 5.1.8, 5.2.8	See Appendix F, sequence no. 1 and 2 for the written record of Mr. Slater's e-mail and Mr. James Babe's e-mail.

Observations

What is Mr. Nikiforos' Job Title and What Are His Real Responsibilities?

Mr. Nikiforos' job title is System Engineer. As a system engineer, he should have the capability to work Remedy tickets regarding messaging infrastructure components. Appendix H will show that Mr. Nikiforos doesn't work many Remedy Tickets.

On his resume, he lists his responsibilities as shown below, yet he has stated that he feels strongly that he is not paid like a software engineer. This is odd, because when Mr. Slater inquired via e-mail at 6:41 PM on March 1, 2007, about his knowledge of CMM and CMMI levels 1 – 5 as they apply to excellence in software engineering, he replied with a single word response in an e-mail one minute later: "NOTHING." (See Appendix D, Sequence No. 6) This leads Mr. Slater to believe that Mr. Nikiforos is either uninterested in developing his software development skills, or that he is oblivious to the efforts that go into the pursuit of excellence in a professional software environment. In either case, if Mr. Nikiforos is to pursue software engineering as a professional endeavor, he will need to be trained and then follow it in a disciplined way, either via CMM, CMMI, the Software Engineering Body of Knowledge, or some other structured, widely accepted software development standards.

**Michael Nikiforos' Current Job Responsibilities
As Described from His Resume**

Exchange/Windows Engineer, CSSS.NET/ Veteran's Affairs, Enterprise Management Center, Hines, IL, August, 2005 to Present.

Description of Enterprise:

- Enterprise consists of over 1000 VHA servers at more than 250 sites and dispersed geographic locations and approximately 300,000 end users. Technologies utilized are Exchange 5.5/2000/2003 servers, Windows 2003/2000/NT enterprise servers, domain controllers, Microsoft Clustering technology, Windows 2000/2003 terminal server technology, Tivoli backup technology, Blackberry mobile technology, Active Directory, WINS, DHCP, DNS, NetIQ, MOM, SQL and SMS technologies. Remedy 6.0 help desk software. Server and client side AV and anti-spam products. Multiple meshed wide area links, utilizing high bandwidth OC, T3, and T1 technologies, Cisco layer two and three devices and firewall technologies.

Principal responsibilities:

- Monitor the health of various enterprise systems, ensuring that the VHA Enterprise Management Center is aware of significant issues on the enterprise systems.
- Troubleshoot problems and resolve operational, performance and security issues remotely using various administration tools.
- Advanced knowledge (including planning, installing, implementing, supporting, monitoring, and fine-tuning performance) enterprise servers in a geographically dispersed environment, including:
 - Microsoft Windows 4.0/2000/2003 in a TCP/IP environment
 - Microsoft Operations Manager (MOM) 2005.
 - Microsoft Exchange 5.5/2000/2003.
 - Microsoft SQL.
 - Microsoft SMS, including automated operating systems patching.
 - Microsoft WINS/DNS/Active Directory
 - Trend Micro or McAfee Antivirus and Anti-SPAM products.
 - Blackberry Enterprise Server Ver. 3.6 to 4.0.
 - Microsoft Clustering
 - Tivoli
- Day to Responsibilities include:
 - Monitoring Exchange performance via MOM
 - Mailbox moves and load balancing between clustered virtual servers
 - Exchange Database defragmentations.
 - Cluster failover and failbacks
 - Determine and deploy the appropriate levels of patching and security for domain controllers, WINS, Exchange, Blackberry, and backup servers
 - Develop reports on a daily basis for team and management in Excel, Crystal Reports.
 - Use Remedy Help Desk Software for problem logging, tracking and resolution. Create training material and guides for non technical staff.
- Special Projects Include:
 - Develop scripts and programs to automate various monitoring reports using .NET Frameworks 2.0, Microsoft SQL 2005, Visual Studio 2005, C#, ADO.NET, ASP.NET, XML, XSLT, and HTML.

Who Is Really Managing Mr. Nikiforos?

Mr. Slater has been told, and he actually believes, that Mr. Nikiforos is part of his Contractor Staff that is assigned to the Hines VHA OIFO Enterprise Technology Management Team. However, due to e-some e-mails sent by James Babe, it appears that James believes that Mr. Nikiforos is a resource that is assigned to him for whatever projects he believes Mr. Nikiforos should work on. In addition, due to the poor manner in which Mr. Nikiforos keeps Mr. Slater informed about the projects Mr. Nikiforos participates in, it would seem that Mr. Nikiforos also believes that he is not really part of the Enterprise Messaging Team under the Hines VHA OIFO Enterprise Technology Management Organization. This has probably created a serious problem because it may be frustrating Mr. Nikiforos and giving him a sense of “divided loyalties.” It is also frustrating for Mr. Slater because after receiving old e-mails that reflect a great deal of the things Mr. Nikiforos is involved in, Mr. Slater knows he is “kept in the dark” regarding much of Mr. Nikiforos’ work.

Why Can’t Mr. Nikiforos Simply Comply with the Requests that Management Makes?

Mr. Nikiforos has demonstrated on several occasions that he will react to management requests in one of two ways: 1) He is willing to be defiant and argumentative and give people a difficult time; or 2) He simply ignores the request. His obvious inability to simply comply with even the most basic of requests makes him a very challenging person to manage and have on a Team.

Constraints

Every situation has constraints. Shown below are just some of the constraints involved in making any of several decisions involving Mr. Nikiforos' future on this Team. Note that this is not an exhaustive list.

- Recent termination of Mr. Christopher Cynowa makes it difficult to make a simple termination decision because such a decision could be seen by the VA as negatively impacting morale.
- Michael Nikiforos' ability to conveniently drop his Cerebral Palsy condition into any situation to work it for his personal advantage, either to obtain additional sympathy, additional consideration, or as a possible warning that he must be given special treatment or risk a law suit. Mr. Slater has seen this done at least two times, and each time he has alerted CSSS.NET management that these references were made.
- At the moment, even though patterns of negative, even disruptive workplace behavior, have been identified, there is insufficient documentation to substantiate a winnable case for termination for reasonable cause.
- Mr. Slater also tends to believe the best about his people and tries to coach and mentor them and give them every chance to be successful. People like Mr. Nikiforos can sometimes attempt exploit this type of boss, pushing their patience and attempts at harmony, good will and productivity to the maximum limit. Nevertheless, Mr. Slater can be tough when necessary, and did carry out the termination of Mr. Cynowa on January 18, 2007, and then when asked by CSSS.NET HR, documented that case in great detail.
- The VA Management does not like to see or hear about any negative workplace behaviors and/or conflict, because they view it as disruptive and a threat to the operational capabilities of the staff to provide technical support to the 300,000 VA e-mail users and Blackberry users.
- Ultimately, the VA Management wants a contractor staff that meets its operational needs 24 x 7 and not unlike the military, cheerfully performs and obeys orders without question.

Ironies

There are a few ironies about Mr. Nikiforos' workplace behaviors and one of these is noted below:

As previously noted, during January 2007, Mr. Nikiforos was requested three times to complete and submit a Skills Survey for the Business Development Team's marketing and planning efforts. Mr. Nikiforos ignored the request three times, then he submitted an e-mail reply that refused to provide the information unless he could be convinced that the transaction would be in his words, a "Win-Win situation." When Ms. Lisa Wolford, CSSS.NET President saw this behavior, she quickly responded with an e-mail on January 17, 2007, told him the "Win-Win situation" was being able to keep his job, and ordered him directly to complete and submit the Skills Survey immediately.

On March 4, 2007, Mr. Slater, informed Mr. Nikiforos that each time was tardy, he wanted an e-mail stating the amount of minutes he was late and an agreement to work that same number of minutes over at the end of his shift to make up for the lost time. Mr. Nikiforos quickly responded in e-mail stating that he was being singled out, and inferring that he was being mistreated and picked on.

The irony here is that Mr. Nikiforos chose to quickly accuse his supervisor of picking on him, yet he said nothing about raising such negative attention and a tough reply from Ms. Wolford.

Note that Mr. Nikiforos informed Mr. Anthony Slatton, the Deputy Program Manager and also a Senior System Engineer performing security related configuration work on the Enterprise Technology Management Team, that he had difficulties complying with Mr. Slater's request for the

Skills Survey because his “Greek Pride” kept him from doing it. Could this be a case of “Greek Pride Syndrome?”

Proposed Resolution to this EDR Action

Mr. Slater recommends that both sides of the issue, his and Mr. Nikiforos’ side, be carefully considered after reviewing all the relevant facts, and that under the guidelines of CSSS.NET Policy 050 – Dispute Resolution Process, a solution be put forth in writing by CSSS.NET Management.

If Mr. Nikiforos is correct in his assertions, and Mr. Slater is found to be lacking as a supervisor, then Mr. Slater should be counseled, placed on a Performance Improvement Plan, and given a chance to improve as a manager. If marked performance improvement is not evident by end of the Performance Improvement Plan’s specified period, then Mr. Slater should be terminated from CSSS.NET.

If Mr. Slater is correct in his assertions, and Mr. Nikiforos is actually found to be in need of workplace behavior modification, then Mr. Nikiforos should be counseled, placed on a Performance Improvement Plan, and given a chance to improve as an employee. If marked performance improvement is not evident by end of the Performance Improvement Plan’s specified period, then Mr. Nikiforos should be terminated from CSSS.NET.

To wit, Mr. Slater has provided information that should be considered for Mr. Nikiforos’ Performance Plan, in case it is decided by CSSS.NET Management that one is required.

Proposed Input for Mr. Nikiforos' Performance Improvement Plan

If Mr. Slater is found to be correct and Mr. Nikiforos has engaged in negative, disruptive workplace behaviors, the list of information shown below would help to create a comprehensive Performance Improvement Plan for Mr. Nikiforos.

- A course in proper business-oriented e-mail communications
- A course in workplace etiquette
- A course in anger management
- A course in conflict management
- A course in human relations and organizational behavior
- Some planned, structured meetings with the VA to decide:
 - What Mr. Nikiforos should really be working on, based on his job title
 - The types of projects Mr. Nikiforos can legally work on under the EMS contract
 - How Mr. Nikiforos will manage his own time on projects, and report his work in a clear, concise, yet meaningful written manner on a timely basis.
 - How Mr. Nikiforos should be receiving his work assignments
 - How to proceed with Mr. Nikiforos and the management of his activities.
- A list of unacceptable behaviors that Mr. Nikiforos previously engaged in. This document should be a good source for those.
- Some clear guidelines about appropriate office behavior, in a highly political environment, and a strict admonition to keep his supervisor informed and not go behind his back to sneak around with a VA Project Manager to get things done.

Conclusion

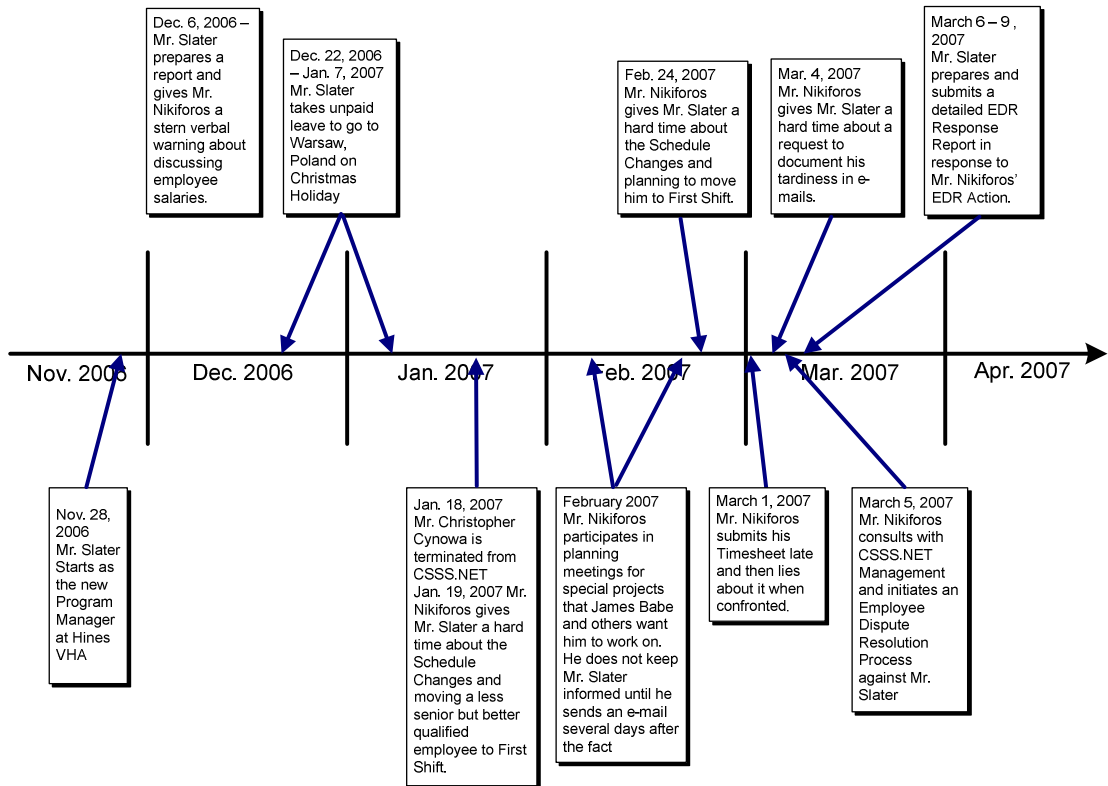
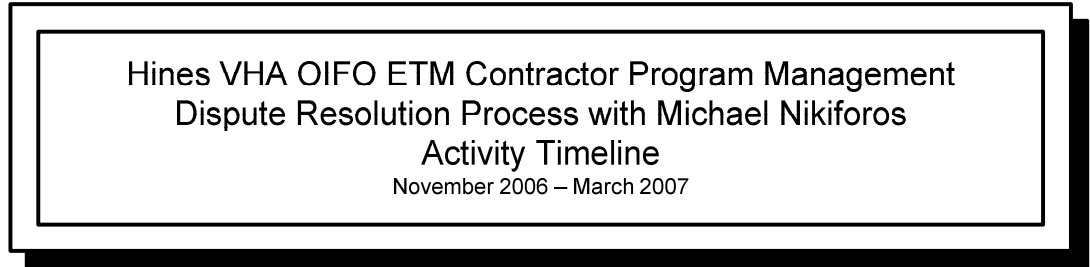
It would seem that Mr. Nikiforos has a history of difficulties in the workplace, and that in every instance, he finds himself in a situation that was preventable if he had been more cooperative. It is difficult to put an exact figure on the negative impacts that these preventable difficulties have caused, but suffice it to say, that the VA Management would view the results of these difficulties as a waste of the U.S. Taxpayer's money.


Therefore, for the sake of the EMS Contract obligations, the Team, and its ability to satisfy the expectations of the VA Management and help meet the requirements of the VA Mission, it is hoped that this EDR Response Report will bring help bring a swift, fair, and equitable result.



Appendix A – Timeline Diagram

The diagram below shows the timeline for major events described in this document.












User Dept: CSSS.NET Human Resources	Project: Hines VHA OIFO ETM Contractor Program Management HR Issues	
Version: 1.0	Title: Dispute Resolution Process with Michael Nikiforos Activity Timeline	
Drawn by: William F. Slater, III	Date: March 9, 2007	



















Appendix B – Calendars Diagrams Showing Missed Status Reports and Tardy Timesheets







(Red Flags show a missed Status Report. “Happy Faces” show a date when the Mr. Nikiforos’ Status Report was submitted in a timely manner. The Tardy Timesheet in March 2007 is noted in red font.)

Hines VHA OIFO ETM Contractor Program Management
 Dispute Resolution Process with Michael Nikiforos
 Calendars Showing Problems with Status Reports and Timesheets
 December 2006 – March 2007

December 06						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
November 26	27	28	29	30	December 1	2
		My First Day on the Contract as the New Program Manager.				
3	4	5	6	7	8	9
10	11	12	13	14	15	16
	Michael Nikiforos begins Medical Leave			Published the request for Status Reports to the Team and Provides a Template		
17	18	19	20	21	22	23
24	25	26	27	28	29	30
			Michael Nikiforos returns to the office from Medical Leave / Christmas Vacation / Leave			
31						

January 07						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
December 31	January 1	2	3	4	5	6
						
7	8	9	10	11	12	13
						
14	15	16	17	18	19	20
						
21	22	23	24	25	26	27
		William Slater sends an e-mail requesting Status Reports effective immediately and a Description of Duties from 2 nd and 3 rd Shift Employees				
28	29	30	31	February 1	2	3
						

February 07						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
January 28	29	30	31	February 1	2	3
						
4	5	6	7	8	9	10
				Took the Day off for MLK Holiday.		
11	12	13	14	15	16	17
						
18	19	20	21	22	23	24
				Took the Day off for President's Holiday.		
25	26	27	28	March 1	2	3
						

March 07						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
February 25	26	27	28	March 1	2	3
						
4	5	6	7	8	9	10
	Timesheet Late And Lied About It. 					
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Appendix C – Written Documentation of Mr. Nikiforos’s Verbal Warning Regarding Discussion of Contractor Salaries

CSSS.NET

Confidential Company Memo

To: Michael Nikiforos, System Engineer
From: William F. Slater, III, Program Manager
CC: Scott Theobald, HR Director
Date: December 6, 2006
Re: HR Issues: Education Benefit Obligation and CSSS.NET Policies Regarding Confidential Information

Michael,

During our discussion on Tuesday afternoon, December 5, 2006 at the Department of Veterans Affairs, OI&T - ETM Division in Hines, IL, about getting your 2006 educational benefit approved, you disclosed two important facts that I want to quickly address:

- 1) That you planned to leave when you get your MCAD certification in the Microsoft Development Tools you are studying.
- 2) That you had discussed salary compensation rates with several staff members, and that you thought you were underpaid.

On the first issue, I want you to understand that as I approved your request, you need to be reminded that you were signing your name to a legally binding agreement to remain as a CSSS.NET employee for at least 12 months from the date of the completion of the training. If you leave the company prior to the completion of the 12-month obligation, either in a voluntary or involuntary manner, upon termination, you are legally obligated to reimburse CSSS.NET for the full amount of the educational benefit you requested. The CSSS.NET HR Department is serious about this and will either withhold these funds from any remaining compensation that is due to you, or it will pursue legal action to obtain the repayment of these monies, if you do not fulfill your agreement and remain at CSSS.NET for 12 months after your training has completed.

On the second issue, which I regard as extremely serious, the compensation level of every person working at the VA is regarded as highly sensitive, highly confidential information. Disclosure of this information, while you are a CSSS.NET employee is in direct violation of CSSS.NET Policy 041, titled Behavior of Employees and CSSS.NET Policy 047, titled Confidential Nature of CSSS Affairs. In addition, as one IT professional to another, I can share with you that absolutely no good

can come of such behavior, and that this is always viewed by management as conduct that is disruptive and highly unprofessional. **So in light of your disclosure regarding salary information, I am giving you a stern verbal warning that this behavior of discussing salary information, yours or anyone else's needs to cease immediately, and that if I hear about it or observe it again, I will be compelled by CSSS.NET policies to take disciplinary action. I am also cautioning you NOT to discuss this memo, or this discussion with anyone else, except possibly CSSS.NET HR, if you feel it necessary to get a clarification. I will regard this situation as a private, confidential matter between you and me, and I expect that you will comply and do the same.**

Finally, as a remedial effort to help you understand what CSSS.NET expects of you in the way of proper employee behaviors, I am providing you a copy of the CSSS.NET Policy 041, titled Behavior of Employees, as well as CSSS.NET Policy 047, titled Confidential Nature of CSSS Affairs. I strongly suggest that you read these thoroughly and keep them in mind at all times, on duty and off duty. CSSS.NET highly values its employees, its customers, and its reputation. As long as you are a CSSS.NET employee, you have an obligation, on duty and off duty, to help uphold CSSS.NET's image, and to participate in a company culture that is professional, supportive, and customer-focused.

Regards,

A handwritten signature in black ink that reads "William F. Slater, III". The signature is written in a cursive style with a horizontal line underneath the name.

William F. Slater, III, PMP
Program Manager
Department of Veterans Affairs
OI&T - ETM Division
william.slateriii@va.gov
P.O. Box 7008
Hines, IL 60141
Office: (708) 410-4098
Mobile: (312) 758-0307

Appendix D – E-mails from Mr. Nikiforos

Note: All e-mail contents shown below were sent using e-mail servers, computer and network resources that belong to the Veterans Health Administration, Hines VHA OIFO ETM, in Hines, IL.

Sequence No.	Date	Time	E-Mail Contents
1	1/16/2007	6:03 PM Central Time	<p>From: Nikiforos, Michael (CSSS) Sent: Tuesday, January 16, 2007 6:03 PM To: Slater III, William (CSSS) Subject: RE: CSSS.NET Survey in MS Excel Format: Individual Staff Member Technology Experience & Skills, and Accomplishments</p> <p>I feel that this 'marketing info' for CSSS.NET to use for additional contract does not benefit me in any way. In many ways I feel exploited here, and I would like justification as to filling this out. If you can make this a Win-Win situation for both CSSS.net and myself, then they can use my <u>personal</u> info in there repository.</p> <p>Michael Nikiforos Enterprise Technology Management (ETM) VA Hines (OIFO), IL Central Time (708)410-4112 desk Sat-Sun 8:30am-5:00pm Mon-Wed 4:00pm-12:30am michael.nikiforos@va.gov 'An unexamined life is not worth living' - Socrates</p> <p>From: Slater III, William (CSSS) Sent: Tuesday, January 16, 2007 6:00 PM To: Braginskiy, Roman (CSSS); Cynowa, Chris (CSSS); Engreji, Tushar (CSSS); Inkin, Andrew (CSSS); Lamptey, Prince K. (CSSS); Marszalek, Tom (CSSS); Nikiforos, Michael (CSSS); Sands, Katie E. Cc: 'Nolte, Edward'; 'Ewell, Mac'; 'Wolford, Lisa'; 'Theobald, Scott'; 'Carver, Larry' Subject: RE: CSSS.NET Survey in MS Excel Format: Individual Staff Member Technology Experience & Skills, and Accomplishments Importance: High</p> <p>[3rd Request for this information]</p> <p>Team,</p> <p>I know you are all very busy, but several of you have still not completed this required attached survey. It was due today at 4:00 PM.</p> <p>Please save the attached Excel file with a file name of:</p> <p>Experience_Checklist Final Draft_F_LastName_YYYY_MMDD_.xls</p> <p>Where</p> <p>_F_ is the first letter of your first name</p> <p>LastName is your Last Name</p> <p>YYYY is the Year</p>

			<p>MM is the number corresponding to the Month</p> <p>DD is the number corresponding to the Day of the Month</p> <p>My own example file name:</p> <p>Experience_Checklist Final Draft_W_Slater_2007_0110_.xls</p> <p>Please indicate when this will be completed. If you don't plan to submit the completed survey, please send an e-mail to Scott Theobald and Ed Nolte explaining why you think you should be exempt from this CSSS.NET requirement. Be sure to copy me on this e-mail if you choose this course of action.</p> <p>Thanks.</p> <p>Regards,</p> <p>Bill</p>
2	2/23/2007	5:10 PM Central Time	<p>From: Nikiforos, Michael (CSSS) Sent: Friday, February 23, 2007 5:10 PM To: Slater III, William (CSSS); Babe, James; Hasan, M. Adnan (Microsoft) Subject: FW: Meeting Minutes for BI for ETM - Thurs Feb 15 Bill, This is what the 'BI team' is working on, including Meeting Note at the very bottom of this email.</p> <p>Michael Nikiforos Enterprise Technology Management (ETM) VA Hines (OIFO), IL Central Time (708)410-4112 desk Sat-Sun 8:30am-5:00pm Mon-Wed 4:00pm-12:30am michael.nikiforos@va.gov 'An unexamined life is not worth living' - Socrates</p> <p>From: Hasan, M. Adnan (Microsoft) Sent: Tuesday, February 20, 2007 10:23 AM To: Nikiforos, Michael (CSSS); Walker, Thomas; Babe, James Subject: RE: Meeting Minutes for BI for ETM - Thurs Feb 15</p> <p>See my response below</p> <p>From: Nikiforos, Michael (CSSS) [mailto:Michael.Nikiforos@va.gov] Sent: Monday, February 19, 2007 11:46 PM To: Walker, Thomas; M.Adnan Hasan; Babe, James Cc: Nikiforos, Michael (CSSS) Subject: RE: Meeting Minutes for BI for ETM - Thurs Feb 15</p> <p>Tasks I was assigned to do:</p> <ol style="list-style-type: none"> 1. Create a .NET solution to extract Remedy data 2. Install SQL server on the following boxes (vhaishmulxxx3, vhaishmulxxx4, and vhaishmulxxx5) 3. Look at the OnePoint table schema for Mom 4. Talk to Brian about seeing if there is a Trend Micro DB.

Where I am at with these tasks

1. I have created a client side .NET solution that will pull Remedy Data (using odbc) and dump it in a SQL of our choice. The only problem with this solution it requires user intervention and has to have the Remedy software installed(to get the odbc driver). I am proposing that I create the .Net solution into a Window NT Service that can run unattended (preferably at night) to pull the data. The reason for an NT Service is two fold: 1) does not require intervention, and 2) because we will be using Adnan's credential's I don't want to hard code his password into the code nor do I want to know his password. With it being a Windows NT Service, Adnan can go ahead and change the credentials of the program at his leisure. For me to go any further, I would like to know the specs of this Service program such as 1)what fields am I going to be pulling, 2) will I be using a synching logic or will I just remove all data and start over, 3) when should I be pulling the data and how often, etc etc. etc.

If you configure the ETL via SSIS, you don't need a separate service to pull the data. The SSIS package will do it for you. You can use a distinct NT account to pull the data from remedy DB.

2. I do not have access to mulxxx3, even with my (1) account nor does Noel have it. Noel installed SQL 2005 on mulxxx4 and I installed SQL 2005 on mulxxx5. I also installed Visual Studio 2005 on mulxxx5. I also gave ourselves permission to these boxes.

Great. I presume all components of SSAS and SSIS are installed.

3. I downloaded documentation regarding creating custom reports using Mom 2000 which should suffice as to helping we with the OnePoint DB schema. I have attached the doc if someone does not have a copy. I also tried to connect to vhaishopst9 to see if I could run a SELECT statement, but it seems I do not have permissions.

Need further discussion on this issue. We probably need to hold off on this for now. I'll explain in our next meeting.

4. I talked to Brian B regarding Trend Micro stats, and he is recording daily stats from all the gateway boxes. It is on a SQL box: Vhaishcavt, in DB: Imss_stats in Table:Data1. I have attached a sample of the data in this email. Each record represent one whole day of one Trend gateway with summary info regarding that days stats.

Great work.

I am off Tue and Wed (my weekend) and taking off Thurs for comp day for Pres. I will be more than happy for you guys to call my on my personal cell, 312-519-0306, if you have any questions.

Michael Nikiforos

Enterprise Technology Management (ETM) || VA Hines (OIFO), IL
Central Time || (708)410-4112 desk

Sat-Sun 8:30am-5:00pm || Mon-Wed 4:00pm-12:30am

michael.nikiforos@va.gov

'An unexamined life is not worth living' - Socrates

From: Walker, Thomas

Sent: Friday, February 16, 2007 11:21 AM

To: Hasan, M. Adnan (Microsoft); Babe, James; Nikiforos, Michael (CSSS)

Cc: Poulos, Andy; Janczy, Zygmunt

Subject: RE: Meeting Minutes for BI for ETM - Thurs Feb 15

SQL 2005 also, it has BI installed.

Thomas E. Walker (Sgt.Ret.)
OIT Enterprise Technology Management
(708)410-4029 Desk,(518)229-7905 Cell
(708)786-5925 Fax
Mon-Fri 830am-500pm
thomas.walker4@med.va.gov

From: Hasan, M. Adnan (Microsoft)
Sent: Friday, February 16, 2007 11:10 AM
To: Walker, Thomas; Babe, James; Nikiforos, Michael (CSSS)
Cc: Poulos, Andy; Janczy, Zygmunt
Subject: RE: Meeting Minutes for BI for ETM - Thurs Feb 15

One more question, is one point DB on SQL 2000 or 2005?

From: Walker, Thomas [mailto:Thomas.Walker4@va.gov]
Sent: Friday, February 16, 2007 11:05 AM
To: Babe, James; Nikiforos, Michael (CSSS); M.Adnan Hasan
Cc: Poulos, Andy; Janczy, Zygmunt
Subject: RE: Meeting Minutes for BI for ETM - Thurs Feb 15

Patch levels/Security Issues. Dan McDonald was capturing these statistics. Thomas Walker will talk to Anthony Slatton to see if we can still capture this data. Also, we can look to see if SMS Hardware and software Inventory is running on any of Enterprise servers.

ANSWER:

All patching are still being maintained and STAT is still being used to monitor if the success and failed are current after the patching. WSUS is being actively used to monitor and manage the patching process as well (vhaishapp14). (Jason uses this process also to monitor the DC.)

Phones Statistics. We are a Help Desk/Phone Center and we should be monitoring this. There may be a db that Andy Poulos administers. Thomas will research this.

ANSWER:

The phone system "does" have this capability, however, it is not being utilized at this time due to not enough resources to maintain and manage the software.

Try and get read access permission for the 'OnePoint' table of MOM on vhaishopsT9 for Muhammad Adnan, myself, and James.

ANSWER:

Placed Adnan, James and Michael in the VHAISHOPST9 DC COM USER group. This group Members are allowed to launch, activate

and use Distributed COM objects on this machine.

If there's any additional information please let me know.

Thomas E. Walker (Sgt.Ret.)
OIT Enterprise Technology Management
(708)410-4029 Desk,(518)229-7905 Cell
(708)786-5925 Fax
Mon-Fri 830am-500pm
thomas.walker4@med.va.gov

-----Original Message-----

From: Babe, James
Sent: Thursday, February 15, 2007 9:45 PM
To: Nikiforos, Michael (CSSS); Hasan, M. Adnan (Microsoft); Walker, Thomas
Subject: Re: Meeting Minutes for BI for ETM - Thurs Feb 15

Thanks I will see where that goes.

Sent from my BlackBerry Wireless Handheld

----- Original Message -----

From: Nikiforos, Michael (CSSS)
To: Nikiforos, Michael (CSSS); Hasan, M. Adnan (Microsoft); Walker, Thomas; Babe, James
Sent: Thu Feb 15 19:37:49 2007
Subject: RE: Meeting Minutes for BI for ETM - Thurs Feb 15

I forgot to assign any tasks to James Babe (my boss) J

So here is one:

James Babe

* Try to use your political skills to see if we can access the Remedy DB thru SQL instead of the odbc driver.

From: Nikiforos, Michael (CSSS)
Sent: Thursday, February 15, 2007 7:33 PM
To: Hasan, M. Adnan (Microsoft); Walker, Thomas; Babe, James
Cc: Nikiforos, Michael (CSSS)
Subject: Meeting Minutes for BI for ETM - Thurs Feb 15

We tried to define the 'Business Requirements' for ETM as a starting point for getting aggregate/BI data for the ETM Dept

They are as follows:

1. Total Message Count – Internal and External in VA – Muhammad Adnan will be responsible for researching this.
2. Message Latency between different locations – Muhammad Adnan will be responsible for researching this.
3. Service availability data (CPU utilization, memory, disk space, network utilization, etc) (Adnan will be responsible for researching this). We tried to define our scope in phases. We have come up with these phases:

a. Phase I

- i. DC
- ii. Exchange
- iii. Backups

b. Phase II

- i. EAS
- ii. RMS
- iii. LCS
- iv. Share Portal

c. Phase III

- i. Network bandwidth Utilization (primarily for Exchange)- maybe from NOC?
- ii. Asset Management?
- iii. Configuration Management

4. Patch levels/Security Issues. Dan McDonald was capturing these statistics. Thomas Walker will talk to Anthony Slatton to see if we can still capture this data. Also, we can look to see if SMS Hardware and software Inventory is running on any of Enterprise servers.

5. Historical Trends – No one is assigned to this. This is something we can talk about in the future.

6. Remedy tickets by Engineers – Mike N. is assigned to this.

7. Distribution List Utilizations. Adnan is researching this. Ideas thrown out regarding this are

- a. Read the 'To' line of every email on the Gateways and use SSIS/Directory Services to check for utilization.
- b. Jason Miller was a database to check this info.

8. Phones Statistics. We are a Help Desk/Phone Center and we should be monitoring this. There may be a db that Andy Poulos administers. Thomas will research this.

			<p>9. Virus Statistics – Trend Micro Data. Mike N. will research this.</p> <p>Immediate Tasks for Us all</p> <ul style="list-style-type: none"> * Thomas Walker <ul style="list-style-type: none"> * Try and get read access permission for the 'OnePoint' table of MOM on vhaishops60 for Muhammad Adnan, myself, and James. * Talk to Anthony about STAT and the statistics about patch levels. * Talk to Andy Poulos about any database for the IP phones. * Michael Nikiforos <ul style="list-style-type: none"> * Create a .NET solution to extract Remedy data * Install SQL server on the following boxes (vhaishmulxxx3, vhaishmulxxx4, and vhaishmulxxx5) * Look at the OnePoint table schema for Mom * Talk to Brian about seeing if there is a Trend Micro DB. * Muhammad Adnan Hasan <ul style="list-style-type: none"> * Research to see where we can get Total Message Count * Research to see where we can get Distribution List Utilization. * Research to see what Service availability data will be most useful to capture. * Research to see which boxes have SMS client installed and which don't and find out if we do software/hardware inventory. <p>If I missed anything, please amend it by replying to all.</p>
3	2/24/2007	5:51 PM Central Time	<p>From: Nikiforos, Michael (CSSS) Sent: Saturday, February 24, 2007 5:51 PM To: Slater III, William (CSSS) Subject: Discussion we has yesterday Pertaining to the discussion we had we where I would have liked to have been asked to go to 1st:</p> <p>There may be some 3rd shifters who are more than qualified to be on 1st shift who may want to go on 1st or just even just be asked. Just a thought...</p>
4	2/25/2007	5:33 PM Central	<p>From: Nikiforos, Michael (CSSS) Sent: Sunday, February 25, 2007 5:33 PM To: Slater III, William (CSSS)</p>

		Time	<p>Subject: RE: Need your input on all professional certifications that you have, please. All my certs have expired.</p> <hr/> <p>From: Slater III, William (CSSS) Sent: Sunday, February 25, 2007 5:31 PM To: Braginskiy, Roman (CSSS); Cronin, Michael (NGS); Engreji, Tushar (CSSS); Flanagan, Noel (NGS); Johnson, Steve (NGS); Khaw, Thiam (NGS); Kim, Hyo Sub (CSSS); Kim, Yong H. (NGS); Millan, Maria (NGS); Nikiforos, Michael (CSSS); Othee, Satnam (NGS); Pervan, Nik (NGS); Schumm, John R. (CSSS); Slatton, Anthony M. (CSSS); Marszalek, Tom (CSSS); 'slater@billslater.com'; Inkin, Andrew (CSSS) Cc: 'mewell@csss.net' Subject: Need your input on all professional certifications that you have, please. Importance: High</p> <p>Team,</p> <p>I need a list of all your certifications, complete with your MCP No., Date of the Certification. etc.</p> <p>Please list it in the format shown below.</p> <p>Examples:</p> <p style="padding-left: 40px;">Microsoft Certified System Engineer 2003: Security, MCP No. 3585, January 31, 2004</p> <p>Please be as thorough as possible. If you have questions, or need to discuss, please let me know.</p> <p>Best regards,</p> <p>Bill William F. Slater, III, PMP Program Manager Department of Veterans Affairs OI&T – Enterprise Technology Management Hines OIFO, Building 20, Hines, IL 60141 Office Phone: (708) 410-4098 Mobile Phone: (312) 758-0307 FAX: (708) 786-5940 Office e-mail: william.slateriii@va.gov</p>
5	2/25/2007	5:50 PM Central Time	<p>From: Nikiforos, Michael (CSSS) Sent: Sunday, February 25, 2007 5:50 PM To: Slater III, William (CSSS) Subject: RE: Need your input on all professional certifications that you have, please. I tossed all that out a long time ago.</p> <p>I got my MCSE 4.0 with Exchange 5.5 and SMS in Oct 2000 – Mar 2001.</p> <p>I got my CCNA in Dec 2000</p>

Michael Nikiforos

Enterprise Technology Management (ETM) || VA Hines (OIFO), IL
Central Time || (708)410-4112 desk
Sat-Sun 8:30am-5:00pm || Mon-Wed 4:00pm-12:30am
michael.nikiforos@va.gov
'An unexamined life is not worth living' - Socrates

From: Slater III, William (CSSS)
Sent: Sunday, February 25, 2007 5:47 PM
To: Nikiforos, Michael (CSSS)
Subject: RE: Need your input on all professional certifications that you have, please.

Michael,

The MCP No. is on the card that Microsoft sends you when you first get certified with them. If you have lost the card, then I am not sure where to go.

If you can't find it, no worries.

By the way, my MCP No. is 3585 and it is on every card Microsoft sent for every certification I got with them.

Regards,

Bill

From: Nikiforos, Michael (CSSS)
Sent: Sunday, February 25, 2007 5:42 PM
To: Slater III, William (CSSS)
Subject: RE: Need your input on all professional certifications that you have, please.

Tell me where to go to get my mcp # for NT 4.0 and I'll give it to you.

From: Slater III, William (CSSS)
Sent: Sunday, February 25, 2007 5:40 PM
To: Nikiforos, Michael (CSSS)
Cc: 'Theobald, Scott'; 'mewell@csss.net'
Subject: RE: Need your input on all professional certifications that you have, please.

Michael,

That may not be exactly accurate. Microsoft retires the exams after a certain length of time, but after seeing the large upset user community with the NT 4.0 MCSE, I believe they stopped expiring their certifications.

<http://www.microsoft.com/learning/mcp/newgen/faq/default.mspx>

So could you please cooperate with this request and just send information about your certifications whether or not you believe they are expired?

Thanks and regards,

Bill

William F. Slater, III, PMP

Program Manager

Department of Veterans Affairs

OI&T – Enterprise Technology Management

Hines OIFO, Building 20, Hines, IL 60141

Office Phone: (708) 410-4098

Mobile Phone: (312) 758-0307

FAX: (708) 786-5940

Office e-mail: william.slateriii@va.gov

From: Nikiforos, Michael (CSSS)

Sent: Sunday, February 25, 2007 5:33 PM

To: Slater III, William (CSSS)

Subject: RE: Need your input on all professional certifications that you have, please.

All my certs have expired.

From: Slater III, William (CSSS)

Sent: Sunday, February 25, 2007 5:31 PM

To: Braginskiy, Roman (CSSS); Cronin, Michael (NGS); Engreji,

Tushar (CSSS); Flanagan, Noel (NGS); Johnson, Steve (NGS);

Khaw, Thiam (NGS); Kim, Hyo Sub (CSSS); Kim, Yong H. (NGS);

Millan, Maria (NGS); Nikiforos, Michael (CSSS); Othee, Satnam

(NGS); Pervan, Nik (NGS); Schumm, John R. (CSSS); Slatton,

Anthony M. (CSSS); Marszalek, Tom (CSSS); 'slater@billslater.com';

Inkin, Andrew (CSSS)

Cc: 'mewell@csss.net'

Subject: Need your input on all professional certifications that you have, please.

Importance: High

Team,

I need a list of all your certifications, complete with your MCP No., Date of the Certification. etc.

Please list it in the format shown below.

Examples:

**Microsoft Certified System Engineer 2003: Security,
MCP No. 3585, January 31, 2004**

Please be as thorough as possible. If you have questions, or need to discuss, please let me know.

Best regards,

Bill

William F. Slater, III, PMP

Program Manager

Department of Veterans Affairs

OI&T – Enterprise Technology Management

Hines OIFO, Building 20, Hines, IL 60141

			<p>Office Phone: (708) 410-4098 Mobile Phone: (312) 758-0307 FAX: (708) 786-5940 Office e-mail: william.slateriii@va.gov</p>
6	3/1/2007	6:42 PM Central Time	<p>From: Nikiforos, Michael (CSSS) Sent: Thursday, March 01, 2007 6:42 PM To: Slater III, William (CSSS) Subject: RE: CMM and CMMI Levels 1 - 5 Nothing.</p> <p>Michael Nikiforos Enterprise Technology Management (ETM) VA Hines (OIFO), IL Central Time (708)410-4112 desk Sat-Sun 8:30am-5:00pm Mon-Wed 4:00pm-12:30am michael.nikiforos@va.gov 'An unexamined life is not worth living' - Socrates</p> <p>From: Slater III, William (CSSS) Sent: Thursday, March 01, 2007 6:41 PM To: Nikiforos, Michael (CSSS) Subject: CMM and CMMI Levels 1 - 5</p> <p>Michael,</p> <p>What do you know about CMM and CMMI Levels 1 – 5, as it applies to excellence in software development?</p> <p>Regards,</p> <p>Bill William F. Slater, III, PMP Program Manager Department of Veterans Affairs OI&T – Enterprise Technology Management Hines OIFO, Building 20, Hines, IL 60141 Office Phone: (708) 410-4098 Mobile Phone: (312) 758-0307 FAX: (708) 786-5940 Office e-mail: william.slateriii@va.gov</p>
6	3/2/2007	2:07 PM Central Time	<p>From: Nikiforos, Michael (CSSS) Sent: Friday, March 02, 2007 2:07 PM To: Slater III, William (CSSS) Subject: RE: Timesheet Completion and Status Report Completion</p> <p>I submitted my timesheet yesterday, and, as this email says, I have till 6pm to complete my status report.</p> <p>-----Original Message----- From: "Slater III, William (CSSS)" <William.SlaterIII@va.gov> To: "Braginskiy, Roman (CSSS)" <Roman.Braginskiy@va.gov>; "Cronin, Michael (NGS)" <Michael.Cronin@va.gov>; "Engreji, Tushar</p>

(CSSS)" <Tushar.Engreji@va.gov>; "Flanagan, Noel (NGS)"
<Noel.Flanagan@va.gov>; "Johnson, Steve (NGS)"
<Steve.Johnson@va.gov>; "Khaw, Thiam (NGS)"
<Thiam.Khaw@va.gov>; "Kim, Hyo Sub (CSSS)" <hyo.kim@va.gov>;
"Kim, Yong H. (NGS)" <Yong.Kim2@va.gov>; "Millan, Maria (NGS)"
<Maria.Millan@va.gov>; "Nikiforos, Michael (CSSS)"
<Michael.Nikiforos@va.gov>; "Othee, Satnam (NGS)"
<Satnam.Othee@va.gov>; "Pervan, Nik (NGS)"
<Nikola.Pervan@va.gov>; "Schumm, John R. (CSSS)"
<John.Schumm@va.gov>; "Slatton, Anthony M. (CSSS)"
<Anthony.Slatton@va.gov>; "Marszalek, Tom (CSSS)"
<Tom.Marszalek@va.gov>; "Ross, Jeffery L."
<Jeffery.Ross@va.gov>

Cc: "Taylor, Jerry (OI&T)" <Jerry.Taylor4@va.gov>; "Ewell, Mac"
<mewell@csss.net>

Sent: 3/1/07 3:33 PM

Subject: Timesheet Completion and Status Report Completion

Team,

The requests in this e-mail are MANDATORY (as in not optional) for
all contractors:

Your Timesheets must be completed and entered by Noon, March 2,
2007.

Your Weekly Status Reports must be completed and entered by 6:00
PM, March 2, 2007.

If you have any questions or need instructions or the Weekly Status
Report Template, please contact me ASAP.

Thanks for your support.

I hope you all have a great weekend.

Regards,

			<p>Bill</p> <p>William F. Slater, III, PMP</p> <p>Program Manager</p> <p>Department of Veterans Affairs</p> <p>Ol&T – Enterprise Technology Management</p> <p>Hines OIFO, Building 20, Hines, IL 60141</p> <p>Office Phone: (708) 410-4098</p> <p>Mobile Phone: (312) 758-0307</p> <p>FAX: (708) 786-5940</p> <p>Office e-mail: william.slateriii@va.gov</p>
7	3/2/2007	2:25 PM Central Time	<p>From: Nikiforos, Michael (CSSS) Sent: Friday, March 02, 2007 2:25 PM To: Slater III, William (CSSS) Subject: RE: Timesheet Completion and Status Report Completion</p> <p>Actually I did forget to submit it. But I must of been distracted because I do remember that I enter today's time yesterday. I just checked it awhile ago, and I submitted it.</p> <p>-----Original Message----- From: "Slater III, William (CSSS)" <William.SlaterIII@va.gov> To: "Nikiforos, Michael (CSSS)" <Michael.Nikiforos@va.gov> Cc: "Theobald, Scott" <stheobald@csss.net>; "Slatton, Anthony M. (CSSS)" <Anthony.Slatton@va.gov> Sent: 3/2/07 2:21 PM Subject: RE: Timesheet Completion and Status Report Completion</p> <p>Michael,</p> <p>When I approved timesheets this afternoon, your timesheet had yet been submitted.</p>

I think you missed the March 2, 2007 noon deadline for submitting it and quickly updated and submitted it in response to my reminder e-mail.

What is your response?

Regards,

Bill

William F. Slater, III, PMP

Program Manager

Department of Veterans Affairs

OI&T – Enterprise Technology Management

Hines OIFO, Building 20, Hines, IL 60141 Office Phone: (708) 410-

4098 Mobile Phone: (312) 758-0307

FAX: (708) 786-5940

Office e-mail: william.slateriii@va.gov

-----Original Message-----

From: Nikiforos, Michael (CSSS)

Sent: Friday, March 02, 2007 2:07 PM

To: Slater III, William (CSSS)

Subject: RE: Timesheet Completion and Status Report Completion

I submitted my timesheet yesterday, and, as this email says, I have till 6pm to complete my status report.

-----Original Message-----

From: "Slater III, William (CSSS)" <William.SlaterIII@va.gov>

To: "Braginskiy, Roman (CSSS)" <Roman.Braginskiy@va.gov>;

"Cronin, Michael (NGS)" <Michael.Cronin@va.gov>; "Engreji, Tushar

(CSSS)" <Tushar.Engreji@va.gov>; "Flanagan, Noel (NGS)"

<Noel.Flanagan@va.gov>; "Johnson, Steve (NGS)"

<Steve.Johnson@va.gov>; "Khaw, Thiam (NGS)"

<Thiam.Khaw@va.gov>; "Kim, Hyo Sub (CSSS)" <hyo.kim@va.gov>;

"Kim, Yong H. (NGS)" <Yong.Kim2@va.gov>; "Millan, Maria (NGS)"

<Maria.Millan@va.gov>; "Nikiforos, Michael (CSSS)"

<Michael.Nikiforos@va.gov>; "Othee, Satnam (NGS)"

<Satnam.Othee@va.gov>; "Pervan, Nik (NGS)"

<Nikola.Pervan@va.gov>; "Schumm, John R. (CSSS)"

<John.Schumm@va.gov>; "Slatton, Anthony M. (CSSS)"

<Anthony.Slatton@va.gov>; "Marszalek, Tom (CSSS)"

<Tom.Marszalek@va.gov>; "Ross, Jeffery L."

<Jeffery.Ross@va.gov>

Cc: "Taylor, Jerry (OI&T)" <Jerry.Taylor4@va.gov>; "Ewell, Mac" <mewell@csss.net>

Sent: 3/1/07 3:33 PM

Subject: Timesheet Completion and Status Report Completion

Team,

The requests in this e-mail are MANDATORY (as in not optional) for all contractors:

Your Timesheets must be completed and entered by Noon, March 2, 2007.

Your Weekly Status Reports must be completed and entered by 6:00 PM, March 2, 2007.

If you have any questions or need instructions on the Weekly Status Report Template, please contact me ASAP.

Thanks for your support.

I hope you all have a great weekend.

Regards,

Bill

William F. Slater, III, PMP

Program Manager

Department of Veterans Affairs

OI&T – Enterprise Technology Management

Hines OIFO, Building 20, Hines, IL 60141

Office Phone: (708) 410-4098

Mobile Phone: (312) 758-0307

			<p>FAX: (708) 786-5940</p> <p>Office e-mail: william.slateriii@va.gov</p>
8	3/4/2007	5:01 PM Central Time	<p>From: Nikiforos, Michael (CSSS) Sent: Sunday, March 04, 2007 5:01 PM To: Slater III, William (CSSS) Cc: 'Theobald, Scott'; Slatton, Anthony M. (CSSS); Engreji, Tushar (CSSS); 'Ewell, Mac' Subject: RE: When you get in...</p> <p>Does this apply to everyone or are you just singling me out? If this is a system wide policy, I would like other staff to know of this policy is a universal format.</p> <p>As far as my tardiness, I had called Tushar Engreji it 3:30 that I would be coming in at 4:20.</p> <p>As far as making up for my time, I have always put in m time appropriately.</p> <hr/> <p>From: Slater III, William (CSSS) Sent: Sunday, March 04, 2007 4:51 PM To: Nikiforos, Michael (CSSS) Subject: RE: When you get in...</p> <p>Michael,</p> <p>I know you have software development and/or database work planned for this evening, but I wanted to remind you that I need those February Remedy Reports I requested on Friday, by 8:00 AM, Monday, March 5, 2007.</p> <p>When you are going to be coming in at a time other than what you were scheduled to work, I want two things to happen:</p> <ol style="list-style-type: none"> 1) I want to be notified in e-mail when you arrive that you were x minutes late; 2) I want you to agree to work past your scheduled departure time to account for the amount of time that you were late, or else make some other arrangements to work the time within that week, and notify me of what you are doing to make up the time. <p>Finally, due to the nature of the VA's philosophy about "duty tours", work, conduct, etc., I am expecting you to make the extra effort to ensure that unexpected tardiness is kept to an absolute minimum, and that you will always conduct yourself as an employee whose boss is sitting there observing your work, including your arrivals and departures, whether I am physically here or not.</p> <p>Thanks.</p>

			<p>Regards,</p> <p>Bill</p> <hr/> <p>From: Nikiforos, Michael (CSSS) Sent: Sunday, March 04, 2007 4:29 PM To: Slater III, William (CSSS) Subject: RE: When you get in...</p> <p>What's up?</p> <hr/> <p>From: Slater III, William (CSSS) Sent: Sunday, March 04, 2007 4:12 PM To: Nikiforos, Michael (CSSS) Subject: When you get in... Importance: High</p> <p>Michael,</p> <p>E-mail me when you arrive, get logged on and read this e-mail.</p> <p>I want to discuss some things with you.</p> <p>Thank you.</p> <p>Regards,</p> <p>Bill William F. Slater, III, PMP Program Manager Department of Veterans Affairs OI&T – Enterprise Technology Management Hines OIFO, Building 20, Hines, IL 60141 Office Phone: (708) 410-4098 Mobile Phone: (312) 758-0307 FAX: (708) 786-5940 Office e-mail: william.slateriii@va.gov</p>
9	3/4/2007	5:08 PM Central Time	<p>From: Nikiforos, Michael (CSSS) Sent: Sunday, March 04, 2007 5:08 PM To: Slater III, William (CSSS) Cc: 'Theobald, Scott'; Slatton, Anthony M. (CSSS); Engreji, Tushar (CSSS); 'Ewell, Mac' Subject: RE: When you get in...</p> <p>Then please stop being condescending towards me. I should expect to see this policy soon then.</p> <p>Michael Nikiforos Enterprise Technology Management (ETM) VA Hines (OIFO), IL Central Time (708)410-4112 desk Sat-Sun 8:30am-5:00pm Mon-Wed 4:00pm-12:30am michael.nikiforos@va.gov 'An unexamined life is not worth living' - Socrates</p> <p>From: Slater III, William (CSSS) Sent: Sunday, March 04, 2007 5:06 PM To: Nikiforos, Michael (CSSS)</p>

Cc: 'Theobald, Scott'; Slatton, Anthony M. (CSSS); Engreji, Tushar (CSSS); 'Ewell, Mac'
Subject: RE: When you get in...

Michael,

Yes, it applies to everyone. And I do not have to explain my conduct as a boss to you.

I am cautioning you, that the tone and content of the e-mail below indicates that you are being argumentative and that you are overstepping your bounds as an employee.

Regards,

Bill

William F. Slater, III, PMP

Program Manager

Department of Veterans Affairs

OI&T – Enterprise Technology Management

Hines OIFO, Building 20, Hines, IL 60141

Office Phone: (708) 410-4098

Mobile Phone: (312) 758-0307

FAX: (708) 786-5940

Office e-mail: william.slateriii@va.gov

From: Nikiforos, Michael (CSSS)

Sent: Sunday, March 04, 2007 5:01 PM

To: Slater III, William (CSSS)

Cc: 'Theobald, Scott'; Slatton, Anthony M. (CSSS); Engreji, Tushar (CSSS); 'Ewell, Mac'

Subject: RE: When you get in...

Does this apply to everyone or are you just singling me out? If this is a system wide policy, I would like other staff to know of this policy is a universal format.

As far as my tardiness, I had called Tushar Engreji it 3:30 that I would be coming in at 4:20.

As far as making up for my time, I have always put in m time appropriately.

From: Slater III, William (CSSS)

Sent: Sunday, March 04, 2007 4:51 PM

To: Nikiforos, Michael (CSSS)

Subject: RE: When you get in...

Michael,

I know you have software development and/or database work planned for this evening, but I wanted to remind you that I need those February Remedy Reports I requested on Friday, by 8:00 AM, Monday, March 5, 2007.

When you are going to be coming in at a time other than what you were scheduled to work, I want two things to happen:

- 3) I want to be notified in e-mail when you arrive that you were x minutes late;
- 4) I want you to agree to work past your scheduled departure time to account for the amount of time that you were late, or else make some other arrangements to work the time within that week, and notify me of what you are doing to make up the time.

Finally, due to the nature of the VA's philosophy about "duty tours", work, conduct, etc., I am expecting you to make the extra effort to ensure that unexpected tardiness is kept to an absolute minimum, and that you will always conduct yourself as an employee whose boss is sitting there observing your work, including your arrivals and departures, whether I am physically here or not.

Thanks.

Regards,

Bill

From: Nikiforos, Michael (CSSS)
Sent: Sunday, March 04, 2007 4:29 PM
To: Slater III, William (CSSS)
Subject: RE: When you get in...

What's up?

From: Slater III, William (CSSS)
Sent: Sunday, March 04, 2007 4:12 PM
To: Nikiforos, Michael (CSSS)
Subject: When you get in...
Importance: High

Michael,

E-mail me when you arrive, get logged on and read this e-mail.

I want to discuss some things with you.

Thank you.

Regards,

Bill
William F. Slater, III, PMP
Program Manager
Department of Veterans Affairs
OI&T – Enterprise Technology Management
Hines OIFO, Building 20, Hines, IL 60141
Office Phone: (708) 410-4098
Mobile Phone: (312) 758-0307
FAX: (708) 786-5940
Office e-mail: william.slateriii@va.gov

10	3/5/2007	5:08 PM Central Time	<p>From: Nikiforos, Michael (CSSS) Sent: Monday, March 05, 2007 5:08 PM To: Slatton, Anthony M. (CSSS) Cc: Slater III, William (CSSS); Engreji, Tushar (CSSS) Subject: RE: When you get in...</p> <p>For documentation purposes: I am more than happy to show my cell phone logs and well as Tushar Engreji's to show that I did call on that specific tome a date.</p> <p>Michael Nikiforos Enterprise Technology Management (ETM) VA Hines (OIFO), IL Central Time (708)410-4112 desk Sat-Sun 8:30am-5:00pm Mon-Wed 4:00pm-12:30am michael.nikiforos@va.gov 'An unexamined life is not worth living' - Socrates</p> <p>From: Slatton, Anthony M. (CSSS) Sent: Monday, March 05, 2007 6:28 AM To: Nikiforos, Michael (CSSS) Subject: RE: When you get in...</p> <p>Bill, for the record, you sent out an email regarding a process for call off's and here again for the after hours shift's you and Maria should be in the office M-F to receive a call for late or absent, but weekends create a unique situation. Because of the content in this email, and because of Mike's specific reference's, I would personally and privately, call Tushar into the office, 1st informing him, there is a Caller ID log, which I am sure he knows, and before you request it, you want to know if Mike did in fact call in, and if so, what time (as close as he can ID the time).</p> <p>Typically, at least for Companies I have worked for, there is a policy requirement to call if you are going to be in access of 30 min late. While 15 can be added, for people who don't have cell phones or cell phone with them, and or take public transportation, or traffic incidents or detours or trains or whatever, the 15 min call in, might be to tight. The practice and expectation has been, if you get to work late you work late.</p> <p>As I suggested before with Hyo Kim, I will suggest that you upon identifying an unfavorable situation, communicate to the entire team, what and how you expect the situation to be handled. This sets a baseline that you are sure everyone knows exactly what you want from them. If any one after that communication does not follow your direction, then you can address them individually and in the form of a verbal or written warning.</p> <p>Mike and everyone on the team is aware, that every has some form of flex time, and at least to my knowledge no one has even been addressed about late arrivals late departure behavior with the exception of your meeting with Nik, which I think was more about time accountability (identifying his time expectations as no one even knew what schedule he worked). I can see Mike now trying to take attendance just to see if anyone else gets an email or a warning or any instruction.</p> <p>Although everyone should practice responsible attendance, we don't want to make the environment hostile or tedious to accommodate Mike's personality. He has already expressed and we have already identified combative as an adjective for his character, let's not create a work place environment that will make him feel at</p>
----	----------	-------------------------	---

home, but make everyone else feel there in a private battle zone. You and I can talk more about this in your office tomorrow.

From: Nikiforos, Michael (CSSS)
Sent: Monday, March 05, 2007 12:55 AM
To: Nikiforos, Michael (CSSS); Slater III, William (CSSS)
Cc: 'Theobald, Scott'; Slatton, Anthony M. (CSSS); Engreji, Tushar (CSSS); 'Ewell, Mac'
Subject: RE: When you get in...

Signing off for the day at 12:54am.....

From: Nikiforos, Michael (CSSS)
Sent: Sunday, March 04, 2007 5:17 PM
To: Nikiforos, Michael (CSSS); Slater III, William (CSSS)
Cc: 'Theobald, Scott'; Slatton, Anthony M. (CSSS); Engreji, Tushar (CSSS); 'Ewell, Mac'
Subject: RE: When you get in...

Feb Remedy Reports

From: Nikiforos, Michael (CSSS)
Sent: Sunday, March 04, 2007 5:08 PM
To: Slater III, William (CSSS)
Cc: 'Theobald, Scott'; Slatton, Anthony M. (CSSS); Engreji, Tushar (CSSS); 'Ewell, Mac'
Subject: RE: When you get in...

Then please stop being condescending towards me. I should expect to see this policy soon then.

Michael Nikiforos

Enterprise Technology Management (ETM) || VA Hines (OIFO), IL
Central Time || (708)410-4112 desk
Sat-Sun 8:30am-5:00pm || Mon-Wed 4:00pm-12:30am
michael.nikiforos@va.gov
'An unexamined life is not worth living' - Socrates

From: Slater III, William (CSSS)
Sent: Sunday, March 04, 2007 5:06 PM
To: Nikiforos, Michael (CSSS)
Cc: 'Theobald, Scott'; Slatton, Anthony M. (CSSS); Engreji, Tushar (CSSS); 'Ewell, Mac'
Subject: RE: When you get in...

Michael,

Yes, it applies to everyone. And I do not have to explain my conduct as a boss to you.

I am cautioning you, that the tone and content of the e-mail below indicates that you are being argumentative and that you are overstepping your bounds as an employee.

Regards,

Bill
William F. Slater, III, PMP

Program Manager
Department of Veterans Affairs
OI&T – Enterprise Technology Management
Hines OIFO, Building 20, Hines, IL 60141
Office Phone: (708) 410-4098
Mobile Phone: (312) 758-0307
FAX: (708) 786-5940
Office e-mail: william.slateriii@va.gov

From: Nikiforos, Michael (CSSS)
Sent: Sunday, March 04, 2007 5:01 PM
To: Slater III, William (CSSS)
Cc: 'Theobald, Scott'; Slatton, Anthony M. (CSSS); Engreji, Tushar (CSSS); 'Ewell, Mac'
Subject: RE: When you get in...

Does this apply to everyone or are you just singling me out? If this is a system wide policy, I would like other staff to know of this policy is a universal format.

As far as my tardiness, I had called Tushar Engreji it 3:30 that I would be coming in at 4:20.

As far as making up for my time, I have always put in m time appropriately.

From: Slater III, William (CSSS)
Sent: Sunday, March 04, 2007 4:51 PM
To: Nikiforos, Michael (CSSS)
Subject: RE: When you get in...

Michael,

I know you have software development and/or database work planned for this evening, but I wanted to remind you that I need those February Remedy Reports I requested on Friday, by 8:00 AM, Monday, March 5, 2007.

When you are going to be coming in at a time other than what you were scheduled to work, I want two things to happen:

- 5) I want to be notified in e-mail when you arrive that you were x minutes late;**
- 6) I want you to agree to work past your scheduled departure time to account for the amount of time that you were late, or else make some other arrangements to work the time within that week, and notify me of what you are doing to make up the time.**

Finally, due to the nature of the VA's philosophy about "duty tours", work, conduct, etc., I am expecting you to make the extra effort to ensure that unexpected tardiness is kept to an absolute minimum, and that you will always conduct yourself as an employee whose boss is sitting there observing your work, including your arrivals and departures, whether I am physically here or not.

Thanks.

Regards,

Bill

From: Nikiforos, Michael (CSSS)
Sent: Sunday, March 04, 2007 4:29 PM
To: Slater III, William (CSSS)
Subject: RE: When you get in...

What's up?

From: Slater III, William (CSSS)
Sent: Sunday, March 04, 2007 4:12 PM
To: Nikiforos, Michael (CSSS)
Subject: When you get in...
Importance: High

Michael,

E-mail me when you arrive, get logged on and read this e-mail.

I want to discuss some things with you.

Thank you.

Regards,

Bill

William F. Slater, III, PMP

Program Manager

Department of Veterans Affairs

OI&T – Enterprise Technology Management

Hines OIFO, Building 20, Hines, IL 60141

Office Phone: (708) 410-4098

Mobile Phone: (312) 758-0307

FAX: (708) 786-5940

Office e-mail: william.slateriii@va.gov

Appendix E – E-mails from Mr. Slater

Note: All e-mail contents shown below were sent using e-mail servers, computer and network resources that belong to the Veterans Health Administration, Hines VHA OIFO ETM, in Hines, IL.

Sequence No.	Date	Time	E-Mail Contents
1	1/16/2007	9:02 AM Central Time	<p>From: Slater III, William (CSSS) Sent: Wednesday, January 17, 2007 9:02 AM To: Nikiforos, Michael (CSSS) Cc: Nolte, Edward; 'Ewell, Mac'; Carver, Larry; Wolford, Lisa; Theobald, Scott Subject: RE: CSSS.NET Survey in MS Excel Format: Individual Staff Member Technology Experience & Skills, and Accomplishments</p> <p>Mike,</p> <p>We are not asking for "personal" information and it is unfortunate that you feel exploited. This survey is to gather information skills and expertise you are using in your current position.</p> <p>When any forward looking IT Services company such as CSSS.NET sets out to develop marketing plans and sales plans, it endeavors to review the market, determine what the current and future demand is for various skills and technologies, make projections, and identifying trends, and then determine what it can deliver and make a decent profit.</p> <p>The leadership of CSSS.NET is being proactive in seeking this employee skills information because it will certainly help us to position ourselves to win more business and it also provides additional opportunities for those currently employed who provide the information.</p> <p>For your information, contributors with good attitudes and good performance have great potential in a small company like CSSS.NET to make positive impacts and are rewarded with future, greater opportunities. Is if that is win-win enough for you?</p> <p>Thanks for considering these facts in complying with our request to complete the CSSS.NET Employee Survey on Technology Experience & Skills, and Accomplishments. If you participate, that will be noted and it will help the company. If you do not participate in this required employee skills survey, that too will be noted.</p> <p>Regards,</p> <p>Bill William F. Slater, III, PMP Program Manager Department of Veterans Affairs OI&T – Enterprise Technology Management Hines OIFO, Building 20, Hines, IL 60141 Office Phone: (708) 410-4098 Mobile Phone: (312) 758-0307 FAX: (708) 786-5940 Office e-mail: william.slateriii@va.gov Office Hours: Monday – Friday, 8:00 AM to 5:00 PM</p>

2	2/9/2007	6:25 PM Central Time	<p>From: Slater III, William (CSSS) Sent: Friday, February 09, 2007 6:25 PM To: Nikiforos, Michael (CSSS) Subject: FW: *** Special Notice *** Mandatory Contractor Town Hall Meeting -- Please Indicate your Attendance Preference</p> <p>Michael,</p> <p>Thanks for the explanation. I understand.</p> <p>We have two people dialing in from the East Coast. We will accommodate you by providing a dial-up conference number and pass-code number for you so you can participate via phone.</p> <p>Also, please send an e-mail to Ms. Lisa Wolford, the CSSS.NET president, with your phone number and best times to call you on Tuesday, Feb. 27, or Wed. Feb 28, so she can contact you directly while she is here in Chicago. She plan to make the attendees speak with or meet with everyone individually, and I don't want her and you to miss this opportunity.</p> <p>I hope you feel better after your bad experiences with the stomach flu this week.</p> <p>Best regards,</p> <p>Bill</p> <hr/> <p>From: Nikiforos, Michael (CSSS) Sent: Friday, February 09, 2007 6:17 PM To: Slater III, William (CSSS) Subject: RE: *** Special Notice *** Mandatory Contractor Town Hall Meeting -- Please Indicate your Attendance Preference</p> <p>I have a weekly meeting with a doctor regarding my cerebral Palsy(CP), and I schedule a weekly meeting on Tuesdays, where I officially have my weekends. If there is any accommodations to be made, I am open. Also, my vehicle is in the shop and I am limited to public transportations for the next couple of weeks.</p> <p>Michael Nikiforos Enterprise Technology Management (ETM) VA Hines (OIFO), IL Central Time (708)410-4112 desk Sat-Sun 8:30am-5:00pm Mon-Wed 4:00pm-12:30am michael.nikiforos@va.gov 'An unexamined life is not worth living' - Socrates</p> <p>From: Slater III, William (CSSS) Sent: Friday, February 09, 2007 5:35 PM To: Nikiforos, Michael (CSSS) Subject: RE: *** Special Notice *** Mandatory Contractor Town Hall Meeting -- Please Indicate your Attendance Preference Importance: High</p> <p>Michael,</p> <p>The meeting will not be re-scheduled, however, if you want to state your case for not participating, please contact one or more of the following people:</p> <p>Ms. Lisa Wolford, CSSS.NET President Mr. Larry Carver, CSSS.NET Vice President of Business Development Mr. McIntosh Ewell, CSSS.NET Business Development Manager</p>
---	----------	----------------------------	---

You should send that e-mail sooner than later.

Regards,

Bill

William F. Slater, III, PMP

Program Manager

Department of Veterans Affairs

OI&T – Enterprise Technology Management

Hines OIFO, Building 20, Hines, IL 60141

Office Phone: (708) 410-4098

Mobile Phone: (312) 758-0307

FAX: (708) 786-5940

Office e-mail: william.slateriii@va.gov

From: Nikiforos, Michael (CSSS)

Sent: Friday, February 09, 2007 5:13 PM

To: Slater III, William (CSSS)

Subject: RE: *** Special Notice *** Mandatory Contractor Town Hall Meeting -- Please Indicate your Attendance Preference

My weekend for that week is Tue-Feb -27, and Web-Feb 28. I have things I have to do on those days. Is there a chance to reschedule?

Michael Nikiforos

Enterprise Technology Management (ETM) || VA Hines (OIFO), IL

Central Time || (708)410-4112 desk

Sat-Sun 8:30am-5:00pm || Mon-Wed 4:00pm-12:30am

michael.nikiforos@va.gov

'An unexamined life is not worth living' - Socrates

From: Slater III, William (CSSS)

Sent: Monday, February 05, 2007 7:31 PM

To: Braginskiy, Roman (CSSS); Cronin, Michael (NGS); Engreji, Tushar (CSSS); Flanagan, Noel (NGS); Johnson, Steve (NGS); Khaw, Thiam (NGS); Kim, Hyo Sub (CSSS); Kim, Joon (NGS); Millan, Maria (NGS); Nikiforos, Michael (CSSS); Othee, Satnam (NGS); Pervaiz, (NGS); Schumm, John R. (CSSS); Slatton, Anthony M. (CSSS); Marszalek, Tom (CSSS)

Cc: 'Wolford, Lisa'; 'Ewell, Mac'; 'Carver, Larry'; 'Theobald, Scott'; Taylor, Jerry (OI&T)

Neil

Subject: *** Special Notice *** Mandatory Contractor Town Hall Meeting -- Please Indicate your Attendance Preference

Importance: High

In approximately 22 days, on February 27, 2007, there will be two 90-minute Mandatory Contractor Meetings.

These identical meetings will be conducted by the following:

Ms. Lisa Wolford, CSSS.NET President

Mr. Larry Carver, CSSS.NET Vice President of Business Development

Mr. McIntosh Ewell, CSSS.NET Business Development Manager

Mr. William Slater, CSSS.NET Program Manager

Your attendance at one of these meetings listed below, is required.

Morning Meeting: 8:15 AM till 9:45 AM, February 27, 2007

			<p style="text-align: center;">Afternoon Meeting: 3:15 PM till 4:45 PM February 27, 2007</p> <p>Please e-mail me back ASAP and indicate which one of these meetings you plan attend. It doesn't matter if you are scheduled to be off that day, your attendance required at once of these. Please select the one that is most convenient and make commitment via e-mail to attend one. When you e-mail me back with your meeting preference, I will e-mail you an Outlook 2003 Calendar Appointment to remind you your attendance.</p> <p>Also, the following day, the President of CSSS.NET, Ms. Lisa Wolford, will be scheduling a meeting with each one of you. This individual meeting could take up to 60 minutes. More details will be provided about this meeting when I get the details.</p> <p>If there are questions, please advise as soon as possible.</p> <p>Thanks and regards,</p> <p>Bill William F. Slater, III, PMP Program Manager Department of Veterans Affairs OI&T – Enterprise Technology Management Hines OIFO, Building 20, Hines, IL 60141 Office Phone: (708) 410-4098 Mobile Phone: (312) 758-0307 FAX: (708) 786-5940 Office e-mail: william.slateriii@va.gov</p>
3	2/24/2007	7:13 PM Central Time	<p>From: Slater III, William (CSSS) Sent: Saturday, February 24, 2007 7:13 PM To: Nikiforos, Michael (CSSS) Subject: RE: Discussion we has yesterday Michael,</p> <p>As I explained to you in detail yesterday evening, the consideration to place you on First Shift was based on our discussion that you initiated on January 19, 2007 regarding the selection of Tushar Engreji to go to First Shift. In that discussion, you stated that you felt strongly you deserved the consideration to go to First Shift and wanted to discuss at length all the reasons I considered when I made my choice.</p> <p>You made an impression that day. "Michael wants to go to First Shift ASAP."</p> <p>I will handle the Resource Scheduling Issues. I am aware of the preferences and capabilities of each of my Team members, and I will be the person who is responsible for scheduling, managing, and evaluating the performance of my Team resources.</p> <p>Anyway, from now on, please keep me in the loop on all your work activities and provide Weekly Status Reports in a punctual manner to me, Jerry Taylor, and Jan Babe. I don't want anymore project-related communications from you (like you have in the past) that are as old as 8 days. As your manager, I call that being kept out of the loop. And if I was asked about your activities, and unprepared to give an explanation, I would be called being blind-sided. Since I don't like either, I expect that you will submit your Status Reports submitted in a timely manner, without being begged or reminded.</p> <p>Thanks.</p> <p>Regards,</p> <p>Bill</p>

			<p>William F. Slater, III, PMP Program Manager Department of Veterans Affairs OI&T – Enterprise Technology Management Hines OIFO, Building 20, Hines, IL 60141 Office Phone: (708) 410-4098 Mobile Phone: (312) 758-0307 FAX: (708) 786-5940 Office e-mail: william.slateriii@va.gov</p> <hr/> <p>From: Nikiforos, Michael (CSSS) Sent: Saturday, February 24, 2007 5:51 PM To: Slater III, William (CSSS) Subject: Discussion we has yesterday</p> <p>Pertaining to the discussion we had we where I would have liked to have been asked 1st:</p> <p>There may be some 3rd shifters who are more than qualified to be on 1st shift who may go on 1st or just even just be asked. Just a thought...</p>
4	2/25/2007	5:40 PM Central Time	<p>From: Slater III, William (CSSS) Sent: Sunday, February 25, 2007 5:40 PM To: Nikiforos, Michael (CSSS) Cc: 'Theobald, Scott'; 'mewell@csss.net' Subject: RE: Need your input on all professional certifications that you have, please. Michael,</p> <p>That may not be exactly accurate. Microsoft retires the exams after a certain length of time, but after seeing the large upset user community with the NT 4.0 MCSE, I believe they stopped expiring their certifications.</p> <p>http://www.microsoft.com/learning/mcp/newgen/faq/default.msp</p> <p>So could you please cooperate with this request and just send information about your certifications whether or not you believe they are expired?</p> <p>Thanks and regards,</p> <p>Bill William F. Slater, III, PMP Program Manager Department of Veterans Affairs OI&T – Enterprise Technology Management Hines OIFO, Building 20, Hines, IL 60141 Office Phone: (708) 410-4098 Mobile Phone: (312) 758-0307 FAX: (708) 786-5940 Office e-mail: william.slateriii@va.gov</p> <hr/> <p>From: Nikiforos, Michael (CSSS) Sent: Sunday, February 25, 2007 5:33 PM To: Slater III, William (CSSS) Subject: RE: Need your input on all professional certifications that you have, please.</p> <p>All my certs have expired.</p>

			<p>From: Slater III, William (CSSS) Sent: Sunday, February 25, 2007 5:31 PM To: Braginskiy, Roman (CSSS); Cronin, Michael (NGS); Engreji, Tushar (CSSS); Flanagan, Noel (NGS); Johnson, Steve (NGS); Khaw, Thiam (NGS); Kim, Hyo Sub (CSSS); Kim, Hyo Sub (NGS); Millan, Maria (NGS); Nikiforos, Michael (CSSS); Othee, Satnam (NGS); Pervaiz, Muhammad (NGS); Schumm, John R. (CSSS); Slatton, Anthony M. (CSSS); Marszalek, Tom (CSSS); 'slater@billslater.com'; Inkin, Andrew (CSSS) Cc: 'mewell@csss.net' Subject: Need your input on all professional certifications that you have, please. Importance: High</p> <p>Team,</p> <p>I need a list of all your certifications, complete with your MCP No., Date of the Certification. etc.</p> <p>Please list it in the format shown below.</p> <p>Examples:</p> <p style="padding-left: 40px;">Microsoft Certified System Engineer 2003: Security, MCP No. 3585, January 2004</p> <p>Please be as thorough as possible. If you have questions, or need to discuss, please let me know.</p> <p>Best regards,</p> <p>Bill William F. Slater, III, PMP Program Manager Department of Veterans Affairs OI&T – Enterprise Technology Management Hines OIFO, Building 20, Hines, IL 60141 Office Phone: (708) 410-4098 Mobile Phone: (312) 758-0307 FAX: (708) 786-5940 Office e-mail: william.slateriii@va.gov</p>
5	3/1/2007	6:41 PM Central Time	<p>From: Slater III, William (CSSS) Sent: Thursday, March 01, 2007 6:41 PM To: Nikiforos, Michael (CSSS) Subject: CMM and CMMI Levels 1 - 5 Michael,</p> <p>What do you know about CMM and CMMI Levels 1 – 5, as it applies to excellence in software development?</p> <p>Regards,</p> <p>Bill William F. Slater, III, PMP Program Manager Department of Veterans Affairs OI&T – Enterprise Technology Management Hines OIFO, Building 20, Hines, IL 60141 Office Phone: (708) 410-4098</p>

			<p>Mobile Phone: (312) 758-0307 FAX: (708) 786-5940 Office e-mail: william.slateriii@va.gov</p>
6	3/4/2007	5:06 PM Central Time	<p>From: Slater III, William (CSSS) Sent: Sunday, March 04, 2007 5:06 PM To: Nikiforos, Michael (CSSS) Cc: 'Theobald, Scott'; Slatton, Anthony M. (CSSS); Engreji, Tushar (CSSS); 'Ewell, Mac' Subject: RE: When you get in...</p> <p>Michael,</p> <p>Yes, it applies to everyone. And I do not have to explain my conduct as a boss</p> <p>I am cautioning you, that the tone and content of the e-mail below indicates that being argumentative and that you are overstepping your bounds as an employee</p> <p>Regards,</p> <p>Bill William F. Slater, III, PMP Program Manager Department of Veterans Affairs OI&T – Enterprise Technology Management Hines OIFO, Building 20, Hines, IL 60141 Office Phone: (708) 410-4098 Mobile Phone: (312) 758-0307 FAX: (708) 786-5940 Office e-mail: william.slateriii@va.gov</p>
7	3/6/2007	11:17 AM Central Time	<p>From: Slater III, William (CSSS) Sent: Tuesday, March 06, 2007 11:17 AM To: Nikiforos, Michael (CSSS) Cc: 'Ewell, Mac'; 'Theobald, Scott'; Slatton, Anthony M. (CSSS); 'Carver, Larry'; 'Wolford, Michael' Subject: ACTION: Your E-Mail Signature Block - Modification is required.</p> <p>Importance: High</p> <p>Michael:</p> <p>Effective immediately, you must modify your VA e-mail signature block and remove the following quote:</p> <p style="text-align: center;"><i>'An unexamined life is not worth living' - Socrates</i></p> <p>The quote is antithetical to the mission and the spirit of the VHA, and therefore not acceptable. After discussing this with CSSS.NET HR this morning, we are going to strongly suggest that you simplify matters and keep your VA e-mail signature block business-like as possible, and free from quotes of any kind.</p> <p>Also, in order to avoid confusion, I also strongly suggest that you modify your signature block to reflect the actual hours you will be in the office. The office hours in your present signature block are not the office hours you are presently working. I am concerned that such inaccurate information could confuse people.</p> <p>Michael Nikiforos Enterprise Technology Management (ETM) VA Hines (OIFO), IL Central Time (708)410-4112 desk Sat-Sun 8:30am-5:00pm Mon-Wed 4:00pm-12:30am michael.nikiforos@va.gov</p>

If you have questions or comments, please direct them to Scott Theobald or McEwell.

Thank you for your cooperation.

Regards,

Bill

William F. Slater, III, PMP

Program Manager

Department of Veterans Affairs

OI&T – Enterprise Technology Management

Hines OIFO, Building 20, Hines, IL 60141

Office Phone: (708) 410-4098

Mobile Phone: (312) 758-0307

FAX: (708) 786-5940

Office e-mail: william.slateriii@va.gov

Appendix F – E-mails to and from Mr. James Babe

Note: All e-mail contents shown below were sent using e-mail servers, computer and network resources that belong to the Veterans Health Administration, Hines VHA OIFO ETM, in Hines, IL.

Sequence No.	Date	Time	E-Mail Contents
1	3/6/2007	12:16 PM Central Time	<p>From: Slater III, William (CSSS) Sent: Tuesday, March 06, 2007 12:16 PM To: Babe, James Cc: Taylor, Jerry (OI&T) Subject: RE: Support for BI project</p> <p>James,</p> <p>I am not getting a lot of detailed, timely information from Mr. Nikiforos about his project work that he is doing with you and perhaps other folks.</p> <p>Can you please forward as much information as possible about this? As his supervisor, I must understand exactly what he is doing at all times, and how to evaluate it.</p> <p>Thanks.</p> <p>Regards,</p> <p>Bill</p> <hr/> <p>From: Babe, James Sent: Friday, February 23, 2007 5:09 PM To: Slater III, William (CSSS) Subject: Support for BI project</p> <p>Bill,</p>

			<p>Is Mike Nikiforos come to first shift? What will his role be, and when will that happen?</p> <p>FYI, Mike, has started working on a BI project with Adnan, Thomas and I will he have time to continue that?</p> <p>James Babe</p> <p>Project Manager</p> <p>OI&T - Enterprise Technology Management (ETM)</p> <p>Direct: 708-410-4031</p> <p>Blackberry Cell: 518-229-7105</p> <p>Fax: 708-786-5925</p> <p>Hours: 9:00am - 5:30pm CST</p> <p>Email: James.babe@va.gov</p>
2	3/6/2007	1:27 PM Central Time	<p>From: Babe, James Sent: Tuesday, March 06, 2007 1:27 PM To: Taylor, Jerry (OI&T); Slater III, William (CSSS) Subject: Re: Meeting Minutes for BI for ETM - Thurs Feb 15</p> <p>Bill,</p> <p>Did you see this update in the forward email? This work continues. We are understanding the data structure of the various systems that we will pull date from at this time.</p> <p>The Excel doc with Remedy data is another example of the type of data we are interested in.</p> <p>At this point we are laying the ground work which will take time given our other jobs.</p> <p>----- Sent from my BlackBerry Wireless Handheld</p>

		<p>----- Original Message ----- From: Nikiforos, Michael (CSSS) To: Slater III, William (CSSS); Babe, James; Hasan, M. Adnan (Microsoft) Sent: Fri Feb 23 18:09:56 2007 Subject: FW: Meeting Minutes for BI for ETM - Thurs Feb 15</p> <p>Bill,</p> <p>This is what the 'BI team' is working on, including Meeting Note at the very bottom of this email.</p> <p>Michael Nikiforos</p> <p>Enterprise Technology Management (ETM) VA Hines (OIFO), IL Central Time (708)410-4112 desk Sat-Sun 8:30am-5:00pm Mon-Wed 4:00pm-12:30am michael.nikiforos@va.gov</p> <p>'An unexamined life is not worth living' - Socrates</p> <p>From: Hasan, M. Adnan (Microsoft) Sent: Tuesday, February 20, 2007 10:23 AM To: Nikiforos, Michael (CSSS); Walker, Thomas; Babe, James Subject: RE: Meeting Minutes for BI for ETM - Thurs Feb 15</p> <p>See my response below</p> <p>From: Nikiforos, Michael (CSSS) [mailto:Michael.Nikiforos@va.gov] Sent: Monday, February 19, 2007 11:46 PM To: Walker, Thomas; M.Adnan Hasan; Babe, James Cc: Nikiforos, Michael (CSSS) Subject: RE: Meeting Minutes for BI for ETM - Thurs Feb 15</p> <p>Tasks I was assigned to do:</p> <ol style="list-style-type: none"> 1. Create a .NET solution to extract Remedy data 2. Install SQL server on the following boxes (vhaishmulxxx3, vhaishmulxxx4, and vhaishmulxxx5) 3. Look at the OnePoint table schema for Mom 4. Talk to Brian about seeing if there is a Trend Micro DB.
--	--	--

			<p>Where I am at with these tasks</p> <p>1. I have created a client side .NET solution that will pull Remedy Data (using odbc) and dump it in a SQL of our choice. The only problem with this solution it requires user intervention and has to have the Remedy software installed(to get the odbc driver). I am proposing that I create the .Net solution into a Window NT Service that can run unattended (preferably at night) to pull the data. The reason for an NT Service is two fold: 1) does not require intervention, and 2) because we will be using Adnan's credential's I don't want to hard code his password into the code nor do I want to know his password. With it being a Windows NT Service, Adnan can go ahead and change the credentials of the program at his leisure. For me to go any further, I would like to know the specs of this Service program such as 1)what fields am I going to be pulling, 2) will I be using a synching logic or will I just remove all data and start over, 3) when should I be pulling the data and how often, etc etc. etc.</p> <p>If you configure the ETL via SSIS, you don't need a separate service to pull the data. The SSIS package will do it for you. You can use a distinct NT account to pull the data from remedy DB.</p> <p>2. I do not have access to mulxxx3, even with my (1) account nor does Noel have it. Noel installed SQL 2005 on mulxxx4 and I installed SQL 2005 on mulxxx5. I also installed Visual Studio 2005 on mulxxx5. I also gave ourselves permission to these boxes.</p> <p>Great. I presume all components of SSAS and SSIS are installed.</p> <p>3. I downloaded documentation regarding creating custom reports using Mom 2000 which should suffice as to helping we with the OnePoint DB schema. I have attached the doc if someone does not have a copy. I also tried to connect to vhaishopst9 to see if I could run a SELECT statement, but it seems I do not have permissions.</p> <p>Need further discussion on this issue. We probably need to hold off on this for now. I'll explain in our next meeting.</p>
--	--	--	--

			<p>4. I talked to Brian B regarding Trend Micro stats, and he is recording daily stats from all the gateway boxes. It is on a SQL box: Vhaishcavt, in DB: Imss_stats in Table:Data1. I have attached a sample of the data in this email. Each record represent one whole day of one Trend gateway with summary info regarding that days stats.</p> <p>Great work.</p> <p>I am off Tue and Wed (my weekend) and taking off Thurs for comp day for Pres. I will be more than happy for you guys to call my on my personal cell, 312-519-0306, if you have any questions.</p> <p>Michael Nikiforos</p> <p>Enterprise Technology Management (ETM) VA Hines (OIFO), IL</p> <p>Central Time (708)410-4112 desk</p> <p>Sat-Sun 8:30am-5:00pm Mon-Wed 4:00pm-12:30am</p> <p>michael.nikiforos@va.gov</p> <p>'An unexamined life is not worth living' - Socrates</p> <p>From: Walker, Thomas Sent: Friday, February 16, 2007 11:21 AM To: Hasan, M. Adnan (Microsoft); Babe, James; Nikiforos, Michael (CSSS) Cc: Poulos, Andy; Janczy, Zygmunt Subject: RE: Meeting Minutes for BI for ETM - Thurs Feb 15</p> <p>SQL 2005 also, it has BI installed.</p> <p>Thomas E. Walker (Sgt.Ret.) OIT Enterprise Technology Management</p> <p>(708)410-4029 Desk,(518)229-7905 Cell (708)786-5925 Fax Mon-Fri 830am-500pm thomas.walker4@med.va.gov</p>
--	--	--	--

From: Hasan, M. Adnan (Microsoft)
Sent: Friday, February 16, 2007 11:10 AM
To: Walker, Thomas; Babe, James; Nikiforos, Michael (CSSS)
Cc: Poulos, Andy; Janczy, Zygmunt
Subject: RE: Meeting Minutes for BI for ETM - Thurs Feb 15

One more question, is one point DB on SQL 2000 or 2005?

From: Walker, Thomas [mailto:Thomas.Walker4@va.gov]
Sent: Friday, February 16, 2007 11:05 AM
To: Babe, James; Nikiforos, Michael (CSSS); M.Adnan Hasan
Cc: Poulos, Andy; Janczy, Zygmunt
Subject: RE: Meeting Minutes for BI for ETM - Thurs Feb 15

Patch levels/Security Issues. Dan McDonald was capturing these statistics. Thomas Walker will talk to Anthony Slatton to see if we can still capture this data. Also, we can look to see if SMS Hardware and software Inventory is running on any of Enterprise servers.

ANSWER:

All patching are still being maintained and STAT is still being used to monitor if the success and failed are current after the patching.

WSUS is being actively used to monitor and manage the patching process as well (vhaishapp14). (Jason uses this process also to monitor the DC.)

Phones Statistics. We are a Help Desk/Phone Center and we should be monitoring this. There may be a db that Andy Poulos administers. Thomas will research this.

ANSWER:

The phone system "does" have this capability, however, it is not

			<p>being utilized at this time due to not enough resources to maintain and manage the software.</p> <p>Try and get read access permission for the 'OnePoint' table of MOM on vhaishopsT9 for Muhammad Adnan, myself, and James.</p> <p>ANSWER:</p> <p>Placed Adnan, James and Michael in the VHAISHOPST9 DC COM USER group. This group Members are allowed to launch, activate and use Distributed COM objects on this machine.</p> <p>If there's any additional information please let me know.</p> <p>Thomas E. Walker (Sgt.Ret.) OIT Enterprise Technology Management (708)410-4029 Desk,(518)229-7905 Cell (708)786-5925 Fax Mon-Fri 830am-500pm thomas.walker4@med.va.gov</p> <p>-----Original Message----- From: Babe, James Sent: Thursday, February 15, 2007 9:45 PM To: Nikiforos, Michael (CSSS); Hasan, M. Adnan (Microsoft);</p>
--	--	--	---

Walker,
Thomas
Subject: Re: Meeting Minutes for BI for ETM - Thurs Feb 15

Thanks I will see where that goes.

Sent from my BlackBerry Wireless Handheld

----- Original Message -----

From: Nikiforos, Michael (CSSS)

To: Nikiforos, Michael (CSSS); Hasan, M. Adnan (Microsoft);
Walker,
Thomas; Babe, James

Sent: Thu Feb 15 19:37:49 2007

Subject: RE: Meeting Minutes for BI for ETM - Thurs Feb 15

I forgot to assign any tasks to James Babe (my boss) J

So here is one:

James Babe

* Try to use your political skills to see if we can access the
Remedy DB thru SQL instead of the odbc driver.

		<p>From: Nikiforos, Michael (CSSS)</p> <p>Sent: Thursday, February 15, 2007 7:33 PM</p> <p>To: Hasan, M. Adnan (Microsoft); Walker, Thomas; Babe, James</p> <p>Cc: Nikiforos, Michael (CSSS)</p> <p>Subject: Meeting Minutes for BI for ETM - Thurs Feb 15</p> <p>We tried to define the 'Business Requirements' for ETM as a starting point for getting aggregate/BI data for the ETM Dept</p> <p>They are as follows:</p> <ol style="list-style-type: none"> 1. Total Message Count - Internal and External in VA - Muhammad Adnan will be responsible for researching this. 2. Message Latency between different locations - Muhammad Adnan will be responsible for researching this. 3. Service availability data (CPU utilization, memory, disk space, network utilization, etc) (Adnan will be responsible for researching this). We tried to define our scope in phases. We have come up with these phases: <ol style="list-style-type: none"> a. Phase I <ol style="list-style-type: none"> i. DC ii. Exchange
--	--	--

			<p>Backups iii.</p> <p>b. Phase II</p> <p>EAS i.</p> <p>RMS ii.</p> <p>LCS iii.</p> <p>Share Portal iv.</p> <p>c. Phase III</p> <p>Network bandwidth Utilization (primarily for Exchange)- maybe from NOC? i.</p> <p>Asset Management? ii.</p> <p>Configuration Management iii.</p> <p>4. Patch levels/Security Issues. Dan McDonald was capturing these statistics. Thomas Walker will talk to Anthony Slatton to see if we can still capture this data. Also, we can look to see if SMS Hardware and software Inventory is running on any of Enterprise servers.</p> <p>5. Historical Trends - No one is assigned to this. This is</p>
--	--	--	--

			<p>something we can talk about in the future.</p> <p>6. Remedy tickets by Engineers - Mike N. is assigned to this.</p> <p>7. Distribution List Utilizations. Adnan is researching this. Ideas thrown out regarding this are</p> <p style="padding-left: 40px;">a. Read the 'To' line of every email on the Gateways and use SSIS/Directory Services to check for utilization.</p> <p style="padding-left: 40px;">b. Jason Miller was a database to check this info.</p> <p>8. Phones Statistics. We are a Help Desk/Phone Center and we should be monitoring this. There may be a db that Andy Poulos administers. Thomas will research this.</p> <p>9. Virus Statistics - Trend Micro Data. Mike N. will research this.</p> <p>Immediate Tasks for Us all</p> <p>* Thomas Walker</p> <p style="padding-left: 40px;">* Try and get read access permission for the 'OnePoint' table of MOM on vhaishops60 for Muhammad Adnan, myself, and James.</p> <p style="padding-left: 40px;">* Talk to Anthony about STAT and the statistics about patch levels.</p> <p style="padding-left: 40px;">* Talk to Andy Poulos about any database for the IP phones.</p>
--	--	--	---

			<ul style="list-style-type: none">* Michael Nikiforos * Create a .NET solution to extract Remedy data * Install SQL server on the following boxes (vhaishmulxxx3, vhaishmulxxx4, and vhaishmulxxx5) * Look at the OnePoint table schema for Mom * Talk to Brian about seeing if there is a Trend Micro DB. * Muhammad Adnan Hasan * Research to see where we can get Total Message Count * Research to see where we can get Distribution List Utilization. * Research to see what Service availability data will be most useful to capture. * Research to see which boxes have SMS client installed and which don't and find out if we do software/hardware inventory. <p>If I missed anything, please amend it by replying to all.</p>
--	--	--	--

Appendix G – E-mails from Ms. Lisa Wolford

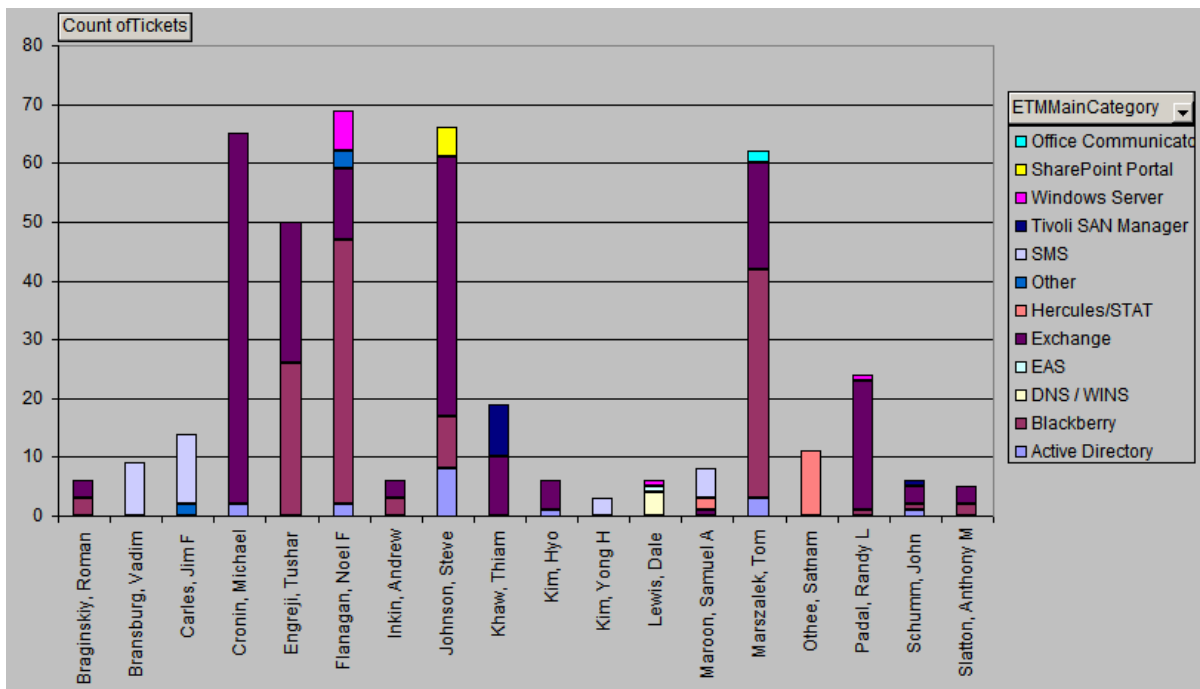
Note: All e-mail contents shown below were sent either using e-mail servers, computer and network resources that belong to the Veterans Health Administration, Hines VHA OIFO ETM, in Hines, IL, or e-mail servers, computer and network resources that belong to CSSS.NET.

Sequence No.	Date	Time	E-Mail Contents
1	1/17/2007	10:14 AM Central Time	<p>From: Wolford, Lisa [lisa@csss.net] Sent: Wednesday, January 17, 2007 10:14 AM To: Slater III, William (CSSS); Nikiforos, Michael (CSSS) Cc: Nolte, Edward; Ewell, Mac; Carver, Larry; Theobald, Scott Subject: RE: CSSS.NET Survey in MS Excel Format: Individual Staff Member Technology Experience & Skills, and Accomplishments</p> <p>Mike - The win-win is your continued employment. As a part of your employment contract with my firm you are required to work in the best interests of the firm, not yourself. Your job at the VA is not personal, this is a job and you are an employee. It is in your best interest to understand that your employment is an at-will situation. Your immediate reply to the request for information is required. This is not a choice, it is a directive.</p> <p>Lisa N. Wolford CSSS.NET 402-393-8059w 402-393-1825f www.csss.net SDVOB, 8(a)/SDB & WOB - TS clearances</p>

Appendix H -- Remedy Statistics Showing Mr. Nikiforos' Performance as a System Engineer Compared with the Rest of the Team-- November 2006 – February 2007

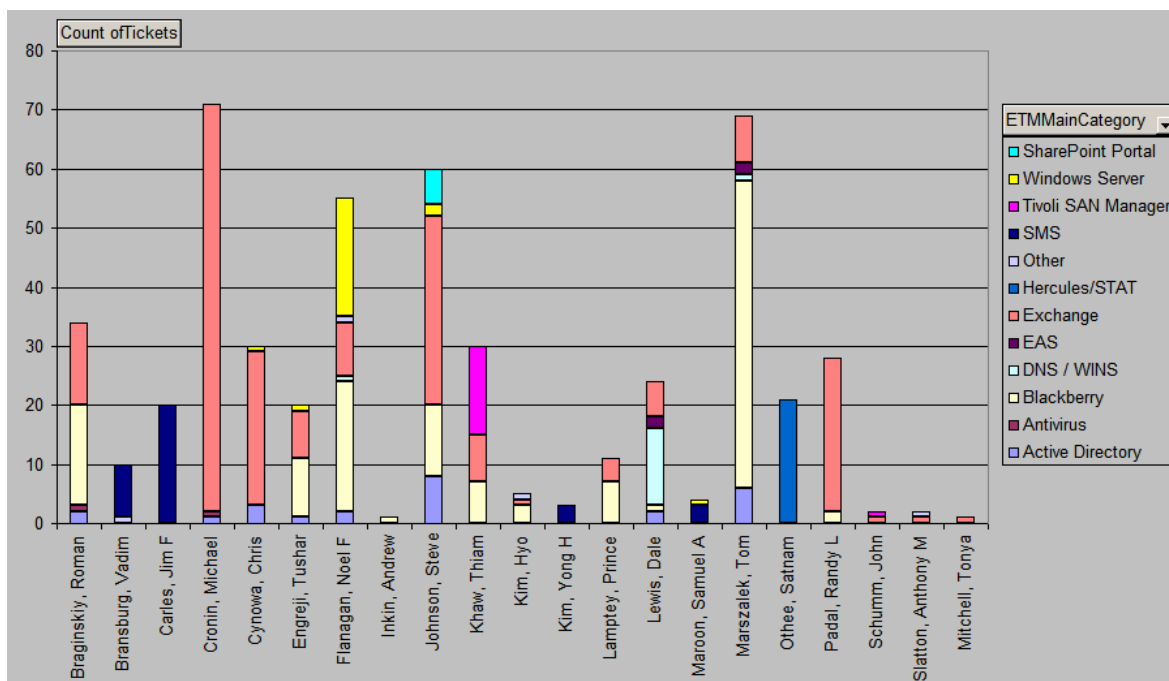
The following graphs were created from historical Remedy Ticket data that is stored in the Remedy Database. Each graph shows the names of the system engineers names, the types and various volumes of tickets being worked and the total number of Remedy Tickets that were resolved by each system engineer for that given month. Total counts and types of tickets are types of performance measurements used by the ETM Staff Management to ascertain the performance of the Team as a Team and as individual Team members.

February 2007



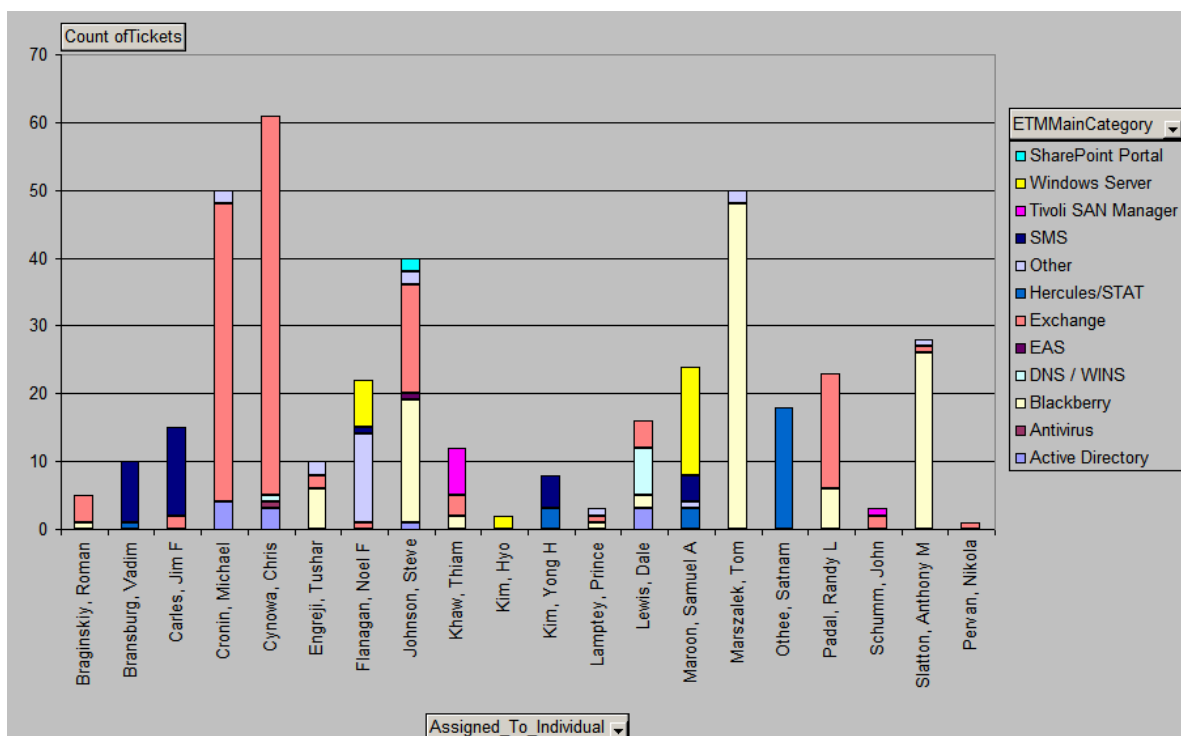
Comments: In February 2007, Mr. Nikiforos worked no Remedy Tickets.

January 2007



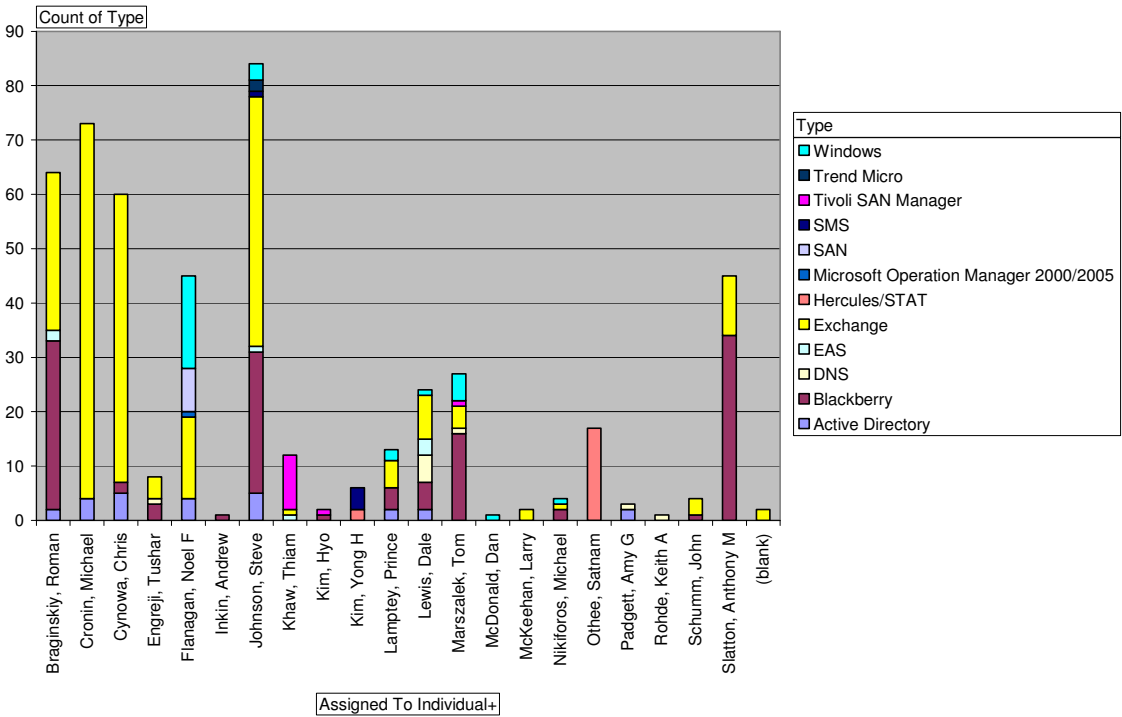
Comments: In January 2007, Mr. Nikiforos worked no Remedy Tickets.

December 2006



Comments: In December 2006, Mr. Nikiforos worked no Remedy Tickets. But it is also true that he was out on medical leave about 50% of the month of December 2006.

November 2006



Comments: In November 2006, Mr. Nikiforos worked less than five Remedy Tickets.

Appendix I –Mr. Nikiforos’ Completed CSSS.NET Skills Survey

Past Performance and Employee Experience Questionnaire	
[Employee name]	Michael Nikiforos
[Employee Job Title]	Systems Engineer
[Contract Name]	Veterans Health Administration
[Date]	19-Jan-07
<p>Describe the program and specific systems you are supporting and tell us the value to the customer: Microsoft Windows 2000/2003 in a TCP/IP environment Microsoft Operations Manager (MOM) 2005. Microsoft Exchange 2000/2003. Microsoft SQL 2005. Microsoft WINS/DNS/Active Directory Trend Micro or McAfee Antivirus and Anti-SPAM products. Microsoft Clustering Tivoli-</p>	
<p>Describe any geospatial aspects of your job and what tools you are using: We are located in Building 20 in the Hines VA campus. We remotely administer servers via administration tools.</p>	
<p>Significant Accomplishments, Awards, or Achievements: Automated serveral tools for use in reporting to management.</p>	

Where could you add or where/how would you recommend improvements to add value for the customer: Listen to the customer's needs.

What tools would make your job easier, make you more productive, or improve the product that you are delivering: I have creates several of these tools. There is the VACO tool, the IGR tool, as well as the daily notification tool. All these tools allow us to compile data quicker that the customer needs on an hourly basis, saving us time to troubleshoot any pending issues or new issues that arise.

For Systems Administrators, Information Security, Network Engineers, Geospacial Engineers, and Help Desk personnel, what operating systems, desk tools, storage software, and security tools do you use: Windows 2000/XP, Windows Server 2000/2003. SQL, MOM, SMS, WINS, DNS, AD. We use Active Directories/Exchange System Manager/Blackberry Enterprise Server and Remedy to resolve day to day issues. We use Tivoli/IBM servers for storage, and use Mcafee & Trend for security.

Directions: Please fill out the following questionnaire as it relates to the work and tools used on your current contract.

Configuration Management/Quality Assurance					
EXPERIENCE	YES	No	Tools/Versions		
Harvest Change Manager			x		
PVCS			x		
Visual SourceSafe	x				v2005
Other (Describe)			x		
Summary/Description on how these are used in your current role:					
Data Architecture/Data Administration					
EXPERIENCE	YES	No	Tools/Versions		
AllFusion ERwin			x		
Power Designer			x		
Oracle Designer			x		
Rochade			x		
Data Repository			x		
Other (Describe)			x		
Summary/Description on how these are used in your current role:					
Database Administration					
EXPERIENCE	YES	No	Tools/Versions		
Cache			x		
DB2			x		

FoxPro				x	
IMS				x	
MS Access		x			Microsoft Access 2003
MS SQL Server		x			SQL 2005
MySQL		x			
ORACLE (8i, 9i, 10g, etc)				x	
PosteGreSQL				x	
Sybase				x	
UDB				x	
Other (Describe)				x	
Summary/Description on how these are used in your current role:					
Data Warehousing/Operational Data Stores					
EXPERIENCE					
		YES		No	Tools/Versions
Ab Initio				x	
Business Objects				x	
Cognos Powerplay				x	
Hyperion Brio				x	
Hyperion Essbase				x	
Informatica				x	
MicroStrategy				x	
SAS				x	
Other (Describe)				x	
Summary/Description on how these are used in your current role:					
Process Engineering					
EXPERIENCE					
		YES		No	Tools/Versions
AllFusion Process Modeler				x	
CMMI				x	
ISO 9000				x	
Other (Describe)				x	
Summary/Description on how these are used in your current role:					
Project Management					
EXPERIENCE					
		YES		No	Tools/Versions
DOORS				x	
Microsoft Project				x	
EVMS				x	
PM BOK				x	
Risk Management				x	
Other (Describe)				x	
Summary/Description on how these are used in your current role:					
Software Engineering					
EXPERIENCE					
		YES		No	Tools/Versions
Ada				x	
Assembly				x	

ASP				x	
Basic				x	
C				x	
C#		x			v2005
C++				x	
COBOL				x	
ColdFusion				x	
Delphi				x	
Forte Developer				x	
FORTRAN				x	
Front Page				x	
HTML/XML				x	4.02/2.0
Java/Java Script				x	
Microsoft DOT.NET				x	v2005
Modula-2				x	
Oracle Developer				x	
Oracle PL*SQL				x	
Oracle Pro*C				x	
Pascal				x	
Perl				x	
PowerBuilder				x	
Rational Rose				x	
Shell Scripting				x	
SQL Forms				x	
SQL Loader				x	
Sun 1 Studio				x	
UML				x	
Visual Basic/VBA		x			v6
Visual C++				x	
Other (Describe)				x	
Summary/Description on how these are used in your current role:					
Security/Information Assurance					
EXPERIENCE		YES	No	Tools/Versions	
Altiris				x	
Audit and Investigation				x	
Disaster Recovery				x	
Encryption		x			Encryption Anywhere
Firewalls				x	
Intrusion Detection				x	
McAfee		x			VirusScan Enterprise 8.0
Public Key Infrastructure (PKI)				x	
Section 508 Assessment				x	
Security Assessment				x	
Smart Cards				x	
Standards (NIST or DOD?)				x	
Symantec				x	
Tivoli		x			TSM 5.3

Other (Describe)				x	
Summary/Description on how these are used in your current role:					
Systems Administration/Network Administration					
EXPERIENCE	YES	No	Tools/Versions		
Blackberry			x		
Cisco			x		
ePolicy Orchestrator			x		
Handhelds (Blackberry, Palm, etc)	x			Windows Moble	
HERC/STAT			x		
IBM			x		
Linux			x		
Microsoft Office Manager (MOM)	x			MOM 2005	
NetIQ			x		
Satellite Uplink			x		
Secure Cell Phone			x		
Secure RAS			x		
SMS	x			SMS 2.0	
UNIX			x		
Video Teleconference			x		
Web Mail	x			OWA 2003	
Windows	x			Windows/Server 2000 and up	
Other (Describe)			x		
Summary/Description on how these are used in your current role:					
Web Development/Engineering					
EXPERIENCE	YES	No	Tools/Versions		
Apache ANT			x		
Borland JBuilder			x		
DreamWeaver			x		
Eclipse IDE			x		
Front Page			x		
HTML	x				
J2EE			x		
Java Script			x		
Java Beans			x		
Java Servlets			x		
JDBC			x		
Oracle J*Developer			x		
Quest Jprobe			x		
WebSphere			x		
Xdoclet			x		
XML	x				
Other (Describe)			x		
Summary/Description on how these are used in your current role:					
Training					

EXPERIENCE		YES	No	Tools/Versions
Training Course (Describe All)			x	
Certification (Describe All)		x		NT 4.0 and CCNA
Degree			x	
Summary/Description on how these are used in your current role:				
Testing/Tools Used				
EXPERIENCE		YES	No	Tools/Versions
Other (Describe)			x	
Other (Describe)			x	
Other (Describe)			x	
Summary/Description on how these are used in your current role:				