

This Group's AdrOIT at Solving Our Tech Woes



Chances are that if you work at DEP you have had at least one computer crisis and who do you call? In this instance, the right answer is not “ghostbusters,” but rather the OIT Help Desk for the fast and easy way to resolve your IT issue. DEP employees call the Help Desk for a number of reasons, but most do not realize the hard work and dedication required of the Help Desk staff to ensure that all DEP employees are provided

with the highest level of technical support. Members of the Help Desk describe themselves as the gatekeepers for OIT, and for good reason. Last year the Help Desk processed more than 27,000 work orders.

All of that call and email volume is handled by service desk manager **Farhan Abdullah** and his team of 12 technicians. In spite

(Continued on reverse side)

Spotlight on Safety

Give Your Heart Some Love

Each year about 70 million Americans develop heart disease. One out of every four people dies from heart disease, and heart disease is the leading cause of death for men and women in the U.S. As February is American Health Month, it's a good time to think of ways in which we can all minimize the risk for heart disease by paying attention to several controllable factors.

Heart healthy tips include:

- Eat right by limiting fats and sodium; eating leaner meats, fish and fresh vegetables.
- Start moving! You don't need a gym membership to help manage your weight, lower blood pressure and reduce bad cholesterol.

- Quit/don't start smoking.
- Limit alcoholic drinks to one or two per day.
- See your doctor regularly for blood pressure and cholesterol checks.

Make health a part of your work routine:


- Stand as often as you can.
- Take walks during breaks.
- Eat heart healthy snacks.
- Walk to colleagues' workstations for discussions, rather than sitting and sending emails.


For additional information click here .

At DEP, everyone is responsible for safety. If you or anyone on your team is concerned about your working conditions, it's okay to ask your supervisor or your bureau's EHS liaison how they can help. If you've still got questions, you can call the EHS Employee Concerns Hotline. It's DEP's responsibility to acknowledge and fix unsafe situations, procedures, and practices. With your help, we'll not only get the job done, we'll make it safer for ourselves, our coworkers, our families, and our city.

CALL (800) 897-9677 OR SEND A MESSAGE THROUGH PIPELINE. HELP IS ON THE WAY. 

Commissioner's Corner

Since 2003, we've more than doubled the amount of city-owned watershed lands open for recreational use. The response has been so positive that we're doing more of it. On Friday, Deputy Commissioner **Paul Rush** announced an expansion of our recreational boating program at the Neversink, Pepacton and Schoharie Reservoirs. Starting this Memorial Day, more than 12,000 new reservoir acres will be open for kayaking, canoeing and other small non-motorized boats. Paul kicked off this announcement and was joined by several local officials, including Delaware County Chairman **James Eisel**, Greene County Legislature Chairman **Wayne Speenburgh**, Neversink Town Supervisor **Mark McCarthy**, Neversink Town Board member **Georgianna Lepke**, and Catskill Watershed Corporation Executive Director **Alan Rosa**. Based on the successful three-year Cannonsville Reservoir Recreational Boating Pilot Program—now permanent—that began in 2008 and showed no water quality impacts due to steam cleaning and other protective rules, this expansion will make these beautiful waters available for residents and visitors alike. The recreational boating program will provide a benefit to the local economy and is consistent with the need to protect the water supply of more than nine million New Yorkers, thanks to the collaboration between DEP and our watershed community partners. Read a press recap on the announcement here .

Last week I had the honor of addressing the New York Water Environment Association (NYWEA) , a non-profit organization promoting sustainable clean water quality management through science, education and training, at their 84th annual meeting. In his State of the City address last month, **Mayor Bloomberg** reaffirmed New York City's status as the “Capital of Innovation” in previewing many of the landmark initiatives to come in the next year. Similarly, at NYWEA I previewed some of the groundbreaking work being done here at DEP; 29 different DEP staff made 19 presentations on our projects, showing that DEP scientists, researchers and operators are at the forefront of our industry. Topics ranged from the nitrogen removal process at Ward's Island, to the AMR program giving our customers un-



precedented data to make smart and informed decisions about their water use, to our upcoming Service Line Protection Plan to reduce instances of customers being overwhelmed by the cost of water service or sewer line breaks. We also continue an active engagement of local stakeholders—like publishing our new Guidelines for the Design and Construction of Stormwater Management Systems to help private developers comply with new stormwater retention standards. I'd like to thank **Kathryn Mallon**, **Paul Rush**, **John Petito**, **James Lauria**, **Andrew Ng**, **Krish Radhakrishnan**, **Kimberlee Kane**, **Kevin Clarke**, **John McLaughlin**, **Keith Beckman**, **Allen Deur**, **Nat Federici**, **Matthew Osit**, **Daniel Solimando**, **Beth Petrillo**, **Jason Galea**, **Ken Moriarty**, **James Pynn**, **Frank Giardina**, **Justin Zakhar**, **Robert D'Attile**, **Kevin Byrnes**, **Anthony Fiore**, **Dorothy Chao**, **Pedick Lai**, **Dabeiba Marulanda**, **Keith Mahoney**, **Margot Walker** and **Roy Tysvaer** for their outstanding contributions to this gathering.



I want to also welcome **John Rousakis**, our new General Counsel to oversee the Bureau of Legal Affairs.

John is an attorney with more than 17 years of experience in environmental law, most recently with the law firm of O'Melveny & Myers. He also worked in the New York State Assembly as Counsel to Chair of the Environmental Conservation Committee. He has an undergraduate degree in civil engineering and worked as a structural engineer in New York City before going to law school. **Robin Levine** will now be the agency's Senior Environmental Counsel, focusing more heavily on compliance and regulatory reform. Good luck to you both!

Focus on the Field



As DEP's Chief Information Officer, Assistant Commissioner **Jin Chang** and his staff are at the forefront in helping the agency embrace innovations in information and technology. Jin has been working in the field of Information and Technology for more than 25 years, after completing both bachelor's and master's degrees in computer science along with his post graduate work. Before Jin joined DEP last year, he worked for a number of companies including Exelon, Accenture, and AT&T Bell Laboratories. Jin's experience also includes working with an entrepreneurial Silicon Valley startup company and conduct-


ing research on pattern recognition and sonar signal processing technology.

Under Jin's leadership, the Office of Information Technology and its 100 plus staffers support the agency's work internally and externally. As he puts it, "The Office of Information Technology (OIT) exists to support DEP to become the best in what we do." Jin sees a number of opportunities where OIT can be truly an enabler for DEP—ranging from 100 strategic initiatives to day-to-day operations of well-known systems and devices such as email and cell phone.


Jin has been busy learning the agency's operations and culture. In his spare time, he enjoys swimming, and biking (weather permitting) as well as spending time with his wife **Joo**, and their daughters **Hanah** and **Sarah**. Although Jin has lived in Chicago for a fair amount of time, it's not Michael Jordan's Bulls he has rooted for. The Los Angeles Lakers have been his favorite team since his teenage years growing up in Southern California.

Kudos Corner

SEARCH AND RESCUE: When reports of an injured hiker at a Greene County hiking trail were received, DEP Police Officers were quick to respond, resulting in a very impressive rescue. Rescuers included Lt. **Shane Turck**, Environmental Police Officers **Charles Chapman**, **Paul Krum**, **John Mattice** and **Jesse Murphy**, along with numerous cooperating agencies including the Tannersville Fire Department, NYS Police, NYS Forest Rangers, Hunter Ambulance Corps, and Greene County 911. The rescuers used all-terrain vehicles to conduct the search and when they found the fallen hiker, they saw that he had sustained a broken left ankle. He was placed in a special rescue basket and lowered across two frozen-over waterfalls by the DEP Police using their low angle rope rescue training and equipment. The hiker was then transported to Columbia Memorial Hospital where he is doing well.

The Quality of Work Life ("QWL") program is a forum for labor and management to work together to plan and implement initiatives that will improve the workplace environment and improve employee morale. The program operates via committees. One of these committees ("CAT") has had the responsibility to plan and produce the annual Employee Recognition Day ceremony. Some of its other initiatives are to produce seminars on various useful topics for our employees such as a Health Fair. Photos from these recent events have been posted on Portal .

Press Box

GIANT FLUSH: "In the moments after New England's dreams of Super Bowl glory went down the drain with Tom Brady's failed last-second Hail Mary toss, toilet use spiked a staggering 13 percent in the city, according to Department of Environmental Protection .

—from a February 9, 2012 New York Post article on the change in water use at the conclusion of Super Bowl XLVI

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of the high volume, the Help Desk answered 97% of the calls it received in 60 seconds or less. The level of customer service that thousands of DEP employees and hundreds of consultants have come to expect from the Help Desk is available from 7:00 am to 6:00 pm, and even later in cases that involve urgent matters. After hours activities are not just limited to 3:00 am password resets for executive staff, they include assisting BCS with lien sale outreach, staffing a mobile command center during the North River repair operation, and 24/7 support for DEP crews out in the field during and after Hurricane Irene.

Like a number of units within DEP, the Help Desk slowly evolved into its current configuration. Eighteen years ago, the Help Desk was just a few people answering phones. Today, emails (the Help Desk's preferred form of communication) automatically generate work orders that are handled by OIT staff. Each bureau used to have their own small group of technical support. Now the Help Desk centralizes all of OIT's expertise so that it is available for problems large or small, agency-wide.

In the coming months, the Help Desk team will continue to develop their self-service portal. This new online interface will allow employees to trouble shoot a number of common problems on their own, freeing up capacity for more complicated IT problems.

The Help Desk, like the rest of OIT, does not work on DEP IT issues alone. They partner with DoITT on a number of special projects. Issues like network outages require a close level of co-operation, but other more common complaints like "how do I reset my password?" and "you asked me to click the 'any key,' but I can't find it" can be handled quickly by one of Farhan's 12 in-house technicians.

To continue to receive the highest level of service, Farhan often reminds friends to contact the Help Desk directly when they have a problem; your top secret inside contact at OIT just refers it to his shop anyway. So whether it's setting up a video conference call, resetting a password, or explaining that DEP computers perform more efficiently when plugged in, there is no question that the OIT Help Desk is a vital part of what makes DEP tick in this digital age.

Milestones

Congratulations to the following employees: **Burjor Kharivala**, BEDC, on 44 years of service; **William Haberland**, BWT, **William Grandner**, BWT, **Thomas Brown**, BWT, **Joseph Polizzano**, Fleet Services, and **Alan Naider**, BEDC, on 34 years of service; **Sofya Tsukerman**, BWSO, **Jim Teevan**, BEDC, **Vincent Pasqueralli**, BWSO, and **Rosalind Smalls**, BEDC, on 31 years of service; and **Vitali Nadzharov**, BEDC, **Max Klavansky**, BEDC, **Jashbhai Patel**, BEDC, and **Edwin Tardy**, BWSO, on 30 years of service.

Word of the Week

Flights: Continuously moving scrapers used to push and collect sludge or scum.

We welcome your feedback! To submit an announcement or suggestion, please email us at: newsletter@dep.nyc.gov 