

CAO CONNECTION

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This Old House

A Note From Scot Faulkner

Labor Day marks nine years that I have lived in a ninety year old house. It is a "fixer upper," which means Labor Day marked nine years of work on what has been deemed a "twenty year plan" to restore the house to its former luster.

Anyone who has embarked on restoration or renovation of an old house knows that one ultimately conducts an ongoing dialogue with history. Some of this dialogue is wonderment. The stripping of 17 layers of paint reveals beautiful craftsmanship on the mantel. The removal of eight layers of wallpaper reveals the shadow of a long lost doorway or window that generates options of what to do next. Pulling back thickets of ancient vines exposes previously unknown garden pathways and plantings which can be resurrected.

At the same time, an old house can reveal daunting challenges. The simple repair of a shutter reveals that the entire window frame is rotten and needs replacement. The changing of a light fixture unearths dangerous wiring that needs work back to the breaker box.

A plumbing upgrade forces the retrofitting of pipes. For three months I had to use a neighbor's shower as a plumbing project expanded and shut down my main bathroom. Another time the snow drifts of plaster dust drove me to staying at my parents until the project was completed.

Through it all, the old house owner perseveres. What was once a personal hallucination of a wonderful, workable home, slowly became a vision that others could see. Eventually, room by room, the reality is being achieved. The final form makes all the work, and all the hassles, worthwhile.

We are all restorers and renovators. We are working on a 205-year old House. We are conducting our own dialogue with history and with tradition as we change procedures, and gravitate operations into a business based, information age work environment. As with any old house, we persevere, because we love it and we are seeing our vision become a reality.

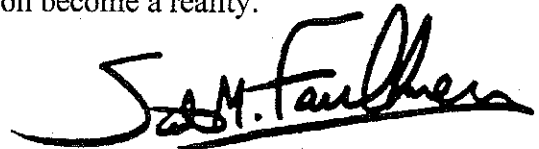
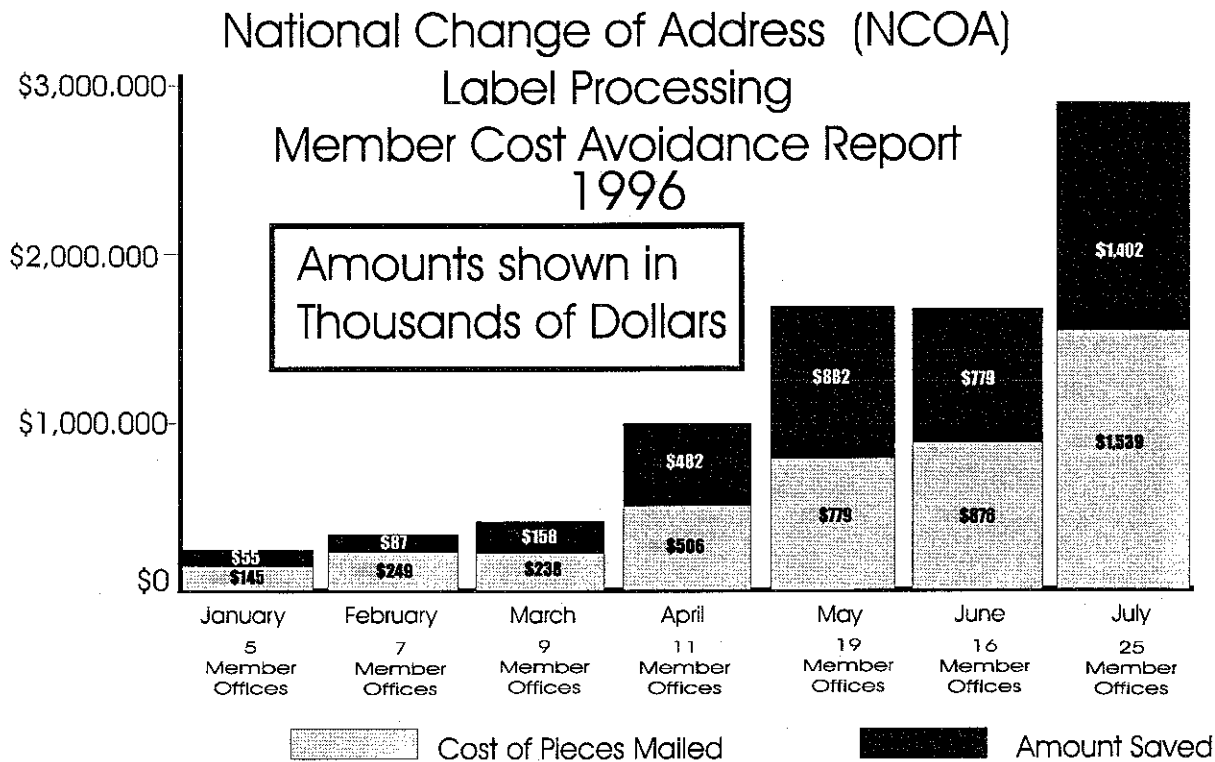


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This month, the CAO is sending the first-ever customer survey to Member offices. It is designed to measure awareness and satisfaction levels of all the services we offer, including those that are privately contracted. The survey is also accessible online through the CAO Web Page.

Chart of the Month



The total number of Offices using NCOA service year-to-date is 50. The total addresses processed year-to-date is 25,601,871. This translates into a total yearly savings to Members of \$3,848,522.24. With postage at \$.32, this represents over 12 million pieces of mail Members can send with this savings.

Special Events Get A New Look

Of the 42 special event rooms Members may use for meetings, press conferences or events with food service, 35 are administered by the CAO. Three of the multi-purpose rooms are among the most-requested facilities in the Capitol Complex. They are: Cannon 121, Longworth 1539 and Rayburn 2105.

During the August recess, major refurbishing was completed to this space at minimal cost because materials already on hand were used. Now, these rooms are virtually fully scheduled for the entire month of September and into October.

With the goal of historical preservation in mind, Joan DeCain and Deborah Hansen worked with the Architect's office and the painting staff.

First, storage areas were checked and beautiful all-wool carpeting and luxurious draperies were found from previous projects done years ago.

Each room now has its own "look," and a different color scheme, each with special attention to detail, such as moulding and wainscoting — even faux gold ceiling accents! The Superintendent's Paint Shop and the Carpet and Drapery Shops in Office Furnishings were enthusiastic participants and made helpful suggestions along the way — even making sure all the brass was polished. Remarkably, all work was done during a 10-day period.

When Congress is in session, these rooms are often used three times a day. The improvements to the "new" rooms have been well received by Members, with compliments graciously accepted. Thanks and congratulations on an outstanding effort to everyone involved.

Spotlight On What's New

Best of the Web

legal.online, the monthly newsletter for legal professionals using the Internet, has chosen The U.S. House of Representatives Internet Law Library as 1996 Best of the Web winner for Best Research Site — Laws. A panel of lawyers who are Internet experts and innovators chose the House Web site. The panel called this site “an indispensable tool for the Internet lawyer.”

The House Internet Law Library was developed by House Information Resources at the request of the Law Revision Counsel of the U.S. House of Representatives, as part of the Counsel's mission to make the law (particularly the U.S. Code) available to the public.

Fond Farewell

Gerry Murphy, Director of Integration for House Information Resources (HIR), will retire on October 7th after 23 years of service to the U. S. House of Representatives.

Gerry played a significant role in the progress and growth of computer technology on the Hill over the past two decades. Specifically, he led the design and development of two crucial systems, the payroll portion of the Financial Management System (FMS) and the Member Information Network (MIN), which provides essential information to Member offices on a daily basis.

Through the years, Gerry developed the first House Correspondence Management System, led the implementation of the House broadband and wide area networks, and initiated the first prototype client/server system in the House, paving the way for our “CyberCongress” initiatives.

All in all, Gerry is leaving a distinguished career and a legacy of dedicated, innovative service to customers. He will be greatly missed and we wish Gerry the very best in the future.

CAO Online

The CAO Web site is our “Intranet” and provides a wealth of up-to-the-minute information on what's going on in the House and what's available. Initiated and created by Scot Faulkner, John Atkinson and Trent Coleman led the design team for the new CAO Web site. With state of the art capabilities, the CAO Web site features larger bandwidth than most other web sites, which means faster relay of information, larger pictures, and unlimited capability for the future. Later this Fall, sound will be added and multimedia presentations can then be downloaded for customer's use.

The CAO Online Home Page is an exceptional learning tool and source of information. Although still in its infancy, the contents are updated continually. For example, color photographs of the Longworth construction project provide a behind-the-scenes look of work in progress, and are updated every 20 days. Channel 25's daily and monthly schedule is also on the Web and there are many useful topics for Congressional staff.

Please visit our Web site @Onlinecao and let us know what you would like to see!

More Cyber News...

New House Messaging System. Looking up an E-mail address for anyone on the House E-mail system is now as easy as finding a telephone number in the House phone directory.

2nd New Telephone Switch. A second new telephone switch was installed for the 105th Congressional Member offices to accommodate new digital telephones and many new features, such as caller ID and desktop video calling. Stay tuned.

Welcome to Our New CAO Employees!

George Bath, Procurement & Purchasing
Bonnie Derby, Accounting, Finance
Michelle Donches, Payroll, Finance
Keith Harrington, Financial Counseling, Finance
Dianne Jordan, Immediate Office, HIR
Holly Mathis, Financial Oversight & Review, Finance
Agatha Wise, Enterprise Computing, HIR
Newton Pendergraph, Client Services, HIR
Jeanne Smith, Personnel & Benefits, HR

Correction: Last month, Donna Wiesner's name was misspelled. Our sincere apologies.

Construction Update

Food Corner

Construction of new elevators and additional dining space is well underway in the Longworth basement, although much of the progress is hidden from view.

New outside walls are to be built to accommodate the new elevators in the area formerly known as the Courtyard. Pits are being dug and the foundation is being poured.

By mid-November, temporary adjunct dining space will be completed. The area that was home to the old folding room will eventually be the new storage room for Office Supply Services.

What's New?

The Longworth Carry-Out extension is open for business, and the temporary counters and tables you see now will soon be replaced with permanent food service equipment.

And in the Capitol Coffee Shop, work is moving ahead on the additional dining space. Later this Fall, a new and unique feature will be offered: 24-hour hot and cold vended food service.

Remember: for an exciting look behind the scenes, check the CAO Online Home Page. Just click on "Arcade," then "Elevator Construction" and you will see color photographs of work in progress.

TRAINING CORNER

Building a Quality Culture

— The Steps to a Successful Organization

The CAO recognizes that any organization's most important assets are its human resources, and that individuals who continue to acquire knowledge and skills make an organization successful. Therefore, the Organization and Employee Development Center is committed to offering professional development opportunities to all CAO Associates.

We are all part of the Quality team and we can all make a difference in providing world-class service to our customers. After all, Quality management means focusing on how we serve our customers, reduce costs and empower employees.

We have built a "core curriculum" for success which has an array of employee development seminars such as: Building A Quality Culture, Team Development for Building A Quality Culture, Continuous Improvement Tools and Techniques, and Problem Solving Skills. Each course is a "building block." Because the workshops are interactive and personalized, these courses are essential in understanding what "quality" means in our jobs, our organization and the way we serve our customers.

For example, objectives include: how a team can successfully meet a crucial challenge: getting the job done despite individual differences, managing conflict, identifying different styles of problem solving, becoming a better team player, and using measurement and cause and effect analysis to solve problems.

All the courses offer techniques that work to make serving the customer a reality and a way of life. We hope you will take advantage of them. For more information, just call Wendy Younk in the Office of Training at 226-0526. The new course schedule is also available on the CAO Web site.

Contributors: Doug Fehrer, John Hitzel, Joan DeCain,
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Lynn Borkon and James Davison

A Special Insert to the CAO Connection

Channel 25

The first ever House cable channel is on the air!

After a one-week test in August, a variety of programming is now offered on Channel 25 from 9 a.m. to 6 p.m. Monday through Friday. The daily schedule is listed throughout the day, and to help our viewers know if they would like to record something they cannot watch "live," the next day's programs are also given at the end of each broadcast day.

Designed as a training tool for our customers, programming is offered in three categories:

- 1) **Instruction on the office systems used by Member offices.** Programs are offered at the introductory and intermediate to advanced levels in Windows 95, Excel, Lotus 123, Word, Word Perfect and other software programs.
- 2) **Informational programming.** Programming includes a variety of programs on topics such as using The Congressional Record, Congressional Casework, Ethics, computer data security, and CAO Services. For example, since information on obtaining official photos for Members is in high demand, a program is offered on how to use the CAO Office of Photography.

Eventually, Channel 25 will offer information on all of the resources offered by the CAO, as well as information of general interest from the Clerk's office, Sergeant At Arms, Architect of The Capitol and Attending Physician.

- 3) **Employee Development.** Current broadcasting in this area includes the prestigious Baldrige Awards and a special presentation by Quality Management Pioneer, Philip A. Crosby. These programs are designed to illustrate successful management principles for first-rate organizations in the private sector that can be used in any organization. A "World Class Speakers" series is planned featuring other internationally renowned business leaders.

What else is new? You can now check the schedule for the entire month on the CAO Home Page. Just click on Channel 25.

Channel 25 is your in-House information and education resource. Tell us what you would like to see via the Suggest phone line at 225-7200 or by E-Mail. Our address is suggest@hr.house.gov.

A Special Insert to the CAO Connection

Individual Performance Plan and Evaluation

Earlier this year, the Committee on House Oversight approved new Personnel Policies and Procedures for the Officers and Inspector General of the U.S. House of Representatives. One very important aspect of these policies and procedures is the introduction of performance evaluations for all non-legislative employees.

What does this mean for CAO employees?

The new CAO Individual Performance Plan and Evaluation process (IPPE) was introduced this month after an exhaustive review of more than two dozen corporate, private, and public sector performance and evaluation plans. Our IPPE is unique and reflects the CAO's vision for an open "performance partnership" between employees and managers.

Like all aspects of Quality management, it is based on empowering us all to identify and fulfill measurable requirements.

First, a performance plan is outlined by an employee and the manager within the first month of employment. The manager specifies job requirements and works with the employee to determine what must be done to get the job done. It is the manager's responsibility to make sure the employee knows and understands the specific requirements of the job. Then, every year on the anniversary date, job performance is rated and the employee and manager update the performance plan for the next rating period.

This CAO performance partnership as envisioned by the CAO is based on two very important aspects: 1) It is an open process, designed to be a positive and meaningful measurement tool for both employees and managers. 2) The process fosters professional and technical development. Our goal to be a successful organization cannot be met unless we are successful as individuals. In that regard, training is key. The CAO's commitment to ongoing training parallels the "continuous improvement" we strive to provide to our customers. Just as we constantly look for ways to increase customer service and satisfaction, so do we seek to grow and continually improve. [See this month's Training Corner on page 4.]

The new CAO performance partnership was introduced after Labor Day and already over one-third of CAO employees have begun the IPPE plan process. Managers have received special training in this process, and are happy to discuss any questions. Our goal is to have performance plans in place for all employees by the end of September.
