

# The Resource

Employee Newsletter of the Ohio Department of Natural Resources

July/August 2003



## SYSTEM SUPPORT IS THE NORM AT ODNR

The Office of Information Technology is responsible for technical support of the department's computers, network, telephone, and radio systems. As we all know, glitches can occur from time to time. When you've got a problem, who are you going to call?

### Why, Norm Spellman, on the OIT Support Desk, of course!

"Our business is service," said Norm. The Support Desk provides statewide technical support for all ODNR employees. He and an assistant take field problem reports and service requests via telephone and e-mail, and work with a network of technicians. The Support Desk receives more than 1,000 calls and creates 500 or more work requests per month.

Many of the "help" calls are from people having trouble with their PCs, generally users unable to log on. Password-related problems are the primary cause for this problem. Other pleas for assistance range from not being able to access network resources to e-mail, telephone, or even voice mail-related problems. He often gets questions about how to transfer or "call forward" telephone calls. *(For an explanation of phone functions, see <http://intranet/telephone>.)*

**There are two kinds of calls** — simple and not so simple. First level support is directed toward problems that can be solved quickly over the phone. Norm explained that, while in the process of helping with a particular problem for a customer, he often trains the caller on that particular process. If you don't know how to do something, he'll walk you through it.

Second level support gets in gear when a problem is more complicated. These are generally assigned to a technician who will make a site visit, if needed, to correct the situation. At the heart of second level problems are things like viruses, network outages, e-mail outages, or file restorations. The technicians work on the problem, while Norm monitors the progress, getting involved if additional resources are needed. Otherwise, he moves on to the next call.



"When you're having a problem, the key question is: Is it just my problem, or does it affect the office, division, or the entire department?" Norm said. If the problem affects more than a few customers, the Support Desk issues e-mail messages and/or posts information on the ODNR Intranet to inform employees. Scheduled outages, server maintenance, and other major operations are generally scheduled for minimum impact on employees (after 5 p.m. or on holidays).

**Work with information technology systems** is not a cut and dried business. "Predictability is an intangible," he declared. In most cases, it's hard to predict when a system will be restored or a major problem will be resolved. To paraphrase Yogi Berra, it ain't done until it's done.

"There's always a concern regarding prioritization," Norm noted, "where we must consider the

relative impact on the whole department. For example, your personal e-mail may be inaccessible, but if Watercraft's on-line registration is down — you may have to wait!" It's simply a matter of priorities in a large, diverse system with a limited number of helping hands.

**Norm, who's been with ODNR 17 years**, has seen the Office of Information Technology undergo many changes with the constant evolution of technology. He had been an insurance company manager and came to ODNR in 1986 to gain some technical expertise — and ended up staying. "In the old days, we had a very narrow focus by comparison, more specialized tasks. Now, it seems like we do just about everything for just about everybody," he said.

"At most places, there's standardization of systems and/or technology — everybody gets the same thing, the training window is relatively short. But at ODNR, we're not so standardized. We have much variety — we're not one business doing one thing, but many small autonomous businesses."

Given these conditions, Norm believes "our client services group does an outstanding job to an expansive client base, performing a diversity of tasks with limited resources."

**Norm is a Columbus native** and lives in Delaware with his wife. He's an avid boater — "I like being on the water" — and has plied the waterways from the Florida Keys to Minnesota and many points in between. He also enjoys trapshooting. He likes his job because of the diversity. And, as he puts it, "I like helping people."

And that's a good thing for us.

## NORM'S INFO TECH TIPS

- If you're having password problems, be sure the caps-lock feature hasn't been accidentally activated.
- To get the date and time a voice mail message was left, dial zero-zero during or immediately following the message.
- If the sound on your phone isn't very clear, it's often caused by anti-coiling devices attached to the cord. Occasionally, however, the lines are the problem.
- Periodically delete old e-mail messages and any unneeded temporary work files. This frees up storage space and reduces charges billed to your division or office.

## FOCUS ON HEALTH & FITNESS AT ODNR

More than half of all Ohioans are overweight or obese. Six out of 10 lead sedentary lifestyles with no regular exercise. Health experts say that regular physical activity reduces the risk of developing coronary heart disease, hypertension, colon cancer, and diabetes.

With this in mind, Governor Taft initiated the "Healthy Ohioans - Small Steps, Big Strides" statewide campaign. The focus is on healthy lifestyles, and changing unhealthy habits for healthy ones — one small step at a time.

State departments were asked to develop a wellness plan for their employees. At ODNR, the Wellness Team includes **Lori Houpe** (deputy director); **Phil Miller, Tammy Terry**, and **Joyce Schramm**

(Watercraft); **Gary James, Tammy Heller**, and **Sybil Bell** (Parks); **Cindi Solomon, Jon Weiser, Meloni Miller, Shelly Ward**, and **Andrea Gintert** (Human Resources); **Dianne King** and **Sondra Yates** (Recycling); **Beth Pratt** (Engineering); and **Phyllis Greggs** (MRM).

A celebration of National Employee Health & Fitness Day at Fountain Square was held May 21. **Cindi Solomon, Sheryl Clinger**, and **Jeaneen Hooks** (Human Resources) coordinated the day's healthy promotional activities. Employees are being encouraged to take brisk walks during breaks; maps of the campus are available showing walking routes of different lengths around the Fountain Square campus.

Make a commitment today to take better care of yourself, and watch for more healthy activities and information.

## LAST CHANCE TO SIGN UP FOR THE 2003 OHIO STATE FAIR Friday, August 1 through Sunday, August 17

**Information Booth:** Three shifts: 10:30 a.m. to 3 p.m., 3 p.m. to 7:30 p.m., and all day, 10:30 a.m. to 7:30 p.m. with an hour for lunch. Contact Karen Kentosh, Communications, Bldg. C1, 614-265-6834.

**Critters and Critter Companions:** Hours on Saturdays, Sundays, and Mondays. Contact Scott Hunter, Communications, Bldg. C1, 614-265-6812.

**Parks Gift Shop:** Hours 10:30 a.m. to 3:30 p.m., 2:30 p.m. to 7:30 p.m., and an extra shift 12:30 p.m. to 5:30 p.m. on Fridays, Saturdays, Sundays, and Mondays. Contact Diana Cordi, Parks, Bldg. C2, 614-265-6513.

**Smokey Bear:** Voice or Helper. Two shifts: 10:30 a.m. to 3 p.m. and 3 p.m. to 7:30 p.m. Contact Bill Schultz, Forestry, Bldg. H1, 614-265-6704.

### YES! I want to volunteer at the Fair!

Choose an area: Info Booth      Critters      Smokey      Gift Shop

Choose a day(s):

Friday	8/1	8/8	8/15	Saturday	8/2	8/9	8/16
Sunday	8/3	8/10	8/17	Monday	8/4 or 8/11		
Tuesday	8/5 or 8/12	Wednesday	8/6 or 8/13	Thursday	8/7 or 8/14		

Choose a shift(s):

Morning	Afternoon	All Day	Special Hours
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T-shirt size:	S	M	L	XL	2X	3X
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Name \_\_\_\_\_

Division/Office \_\_\_\_\_

Phone Number \_\_\_\_\_



*Sheryl Clinger and Meloni Miller served healthful fruit smoothies to employees on Health and Fitness Day.*



## OHIOREADS AT ODNR

*In June, 22 kindergarten children from Hamilton Alternative Elementary School came to visit their OhioReads tutors at Fountain Square. This year, 20 employees volunteered their time to help increase the reading skills of Columbus students.*

# THE FUTURE OF OHIO'S WATER

*"When the well's dry, we know the worth of water." — Poor Richard's Almanac*

Government officials aren't waiting to know and protect the worth of water in Ohio. As **Michele Willis** says, "Water is Ohio's most important natural resource."

Michele is an assistant to director **Sam Speck** for special projects, especially water-related ones; she was the chief of the Division of Water for four years. Her current assignment is with the Ohio Water Resources Council (OWRC), a planning and decision-making body enacted in 2001.

The purpose of OWRC is to act as a forum for policy development and strategic direction for the state's water resources. The goal is to protect and responsibly manage water resources for the future of Ohio's economy, environment, and quality of life.

Director Speck is the chair of the council, while Michele coordinates the activities of two sub-groups, the State Agency Group and the Advisory

Group. The OWRC is comprised of the directors of nine state agencies and a representative from the governor's office.

Issues being addressed by the council include surface and ground water, the quantity and quality of that water, and users ranging from homeowners to industries. Michele said, "We will be identifying long-term water resource issues for the next 10 years, and identifying strategies to address those issues to ensure that abundant, high-quality water supplies continue."

Water is not just an Ohio concern; it's world-wide. For instance, water experts with the United Nations Environment Program confirm that the world's fresh water resources may prove to be the dominant issue for the environment and development in the 21st Century.

Statistics show that 20 percent of the world's population currently lack access to safe drinking water; 50

percent lack adequate sanitation. By 2025, two out of three people in the world will live in water-stressed areas.

We here in Ohio need to address water usage issues because of growing concern about diversions and exports of water from the Great Lakes, which contain 20 percent of the world's fresh surface water. In Ohio, waterways in the northern one-fourth of the state drains into the Great Lakes basin. It's fully anticipated that pressure on these water sources will increase in the future.

"We want to be ready," Michele concluded.

*Other ODNR employees in the State Agency Group include Dick Bartz, Ted Lozier, and Valerie Childress (Water); Dave Hanselmann and Greg Nageotte (Soil & Water); and Jennifer Kull (director's office). Staff providing expertise include Jim Morris (now with USGS), Paul Spahr and Wayne Jones (Water); Rosida Porter, Jill Evans, Jerry Wager (now retired), and Diane Cantrell (Soil & Water); Harry Payne (MRM); and Dave Crecelius, Scott Foor, and Khanh Pham (OIT).*

## THE PRETTIEST GARDENS

From Laura Roth, ODNR Horticulturist

### PURPLE MAJESTY ORNAMENTAL MILLET

Purple Majesty ornamental millet is a hybrid of an annual normally used as grain. It's considered one of the most exciting introductions to the horticultural market in recent years. It gives exceptional garden performance, and was honored as the 2003 All-America Selections Gold Medal Flower, an award for plant-breeding breakthroughs.



Laura Roth joked, "I've heard it described as 'tall, dark, and handsome,' and also as 'millet on steroids!'"

The cornlike plant grows four-to-five feet tall, with deep purple foliage and stems. The large spikes of tiny flowers appear golden with pollen and then change to shiny purple when the seeds mature. Laura said, "The seed spike is eight to 12 inches long, and can be cut and used in floral arrangements, or left on



the plant to attract birds that eat millet."

This ornamental plant is ideal for borders, mass plantings, and backdrops for other colorful flowers. It also works well in large, mixed containers.

Laura explained, "When you purchase the plants, they're green — but will start showing purple after eight leaves have developed. It must be planted in full sun to achieve that rich color."

Plant 10-12 inches apart in a well-drained sunny site. Laura added, "You must not let it dry out in the juvenile stages, but it's quite drought tolerant as an adult." Maintain even moisture and feed weekly. Don't pinch back, or let plants get rootbound in containers.

## MOODY RETIRES

**J. William Moody**, assistant director since 1995, retired June 30. He joined ODNR in 1991 as the department's budget chief, after serving 16 years as Knox Co. auditor. Bill also served as acting chief of the Division of Wildlife for the summer and fall of 1995.



Director Speck said, "Much of what the department has accomplished in recent years is directly attributable to Bill's efforts, and we are deeply grateful to him for his contributions."

Bill and his wife, Karen, live in Fredericktown.

## ANNIVERSARIES

### 5 Years

Maureen Sallach, Account Clerk, Parks/Geneva

### 10 Years

David Disbennett, Park Maintenance Supervisor, Parks/Mohican

Vicki Snodgrass, Custodial Worker, Parks/Mohican

Douglas Miller, Wildlife Officer District Supervisor, Wildlife #3

### 15 Years

Rodger Norcross, NR Staff Officer, Administration

Latonia Harper, Administrative Assistant, Budget & Finance

### 20 Years

Kevin O'Connor, Internal Audit Program Manager, Administration

Timothy Stevens, Officer, Wildlife #3

David Bishop, Fiscal Specialist 2, Budget & Finance

William Jonard, Environmental Specialist 2, MRM/Cambridge

### 25 Years

David Risley, Executive Administrator, Wildlife

Barbara Flowers, Environmental Specialist 2, MRM/Jackson

James Glass, Jr., Geologist 3, MRM

## MILESTONES

### New Hires

Lindsay Benjamin, Communications Specialist, Wildlife #1

Daniel Isermann, Fisheries Biologist, Wildlife/Fairport Harbor

Dave Thompson, Telecommunications Technical Coordinator, OIT

Frank Lopez, Program Assist. Mgr., DNAP/Old Woman Creek

### Promotions

Joseph Mion, Biology Program Administrator, Wildlife

Scott Hull, Biology Supervisor, Wildlife/Olentangy Research

Mark Shieldcastle, Biology Supervisor, Wildlife/Crane Creek

### Transfers

Randy Beinlich, from CCC to DNAP, Central Preserve Manager

Walt Jinks, from CCC to DNAP, North Central Preserve Manager

Bill Bopp, Planner, from REALM to Parks

Glenn Maxwell, Admin. Assistant, from CCC to REALM

Chris Swires, Storekeeper, from Parks to REALM

Joetta Bragg, Admin. Assistant, from CCC to REALM

Perry Brannan, Customer Services Asst., from REALM to Forestry

Randy Sanders, NRA3, from Wildlife to REALM

Terrie TerMeer, Deputy Chief, from CCC to Recycling

### Retirements

Gregg Russell, Grants Coordinator, Watercraft, June 30, 26+ years



### THE RESOURCE

*The ODNR employee newsletter is published by the Office of Communications, 1952 Belcher Dr., Bldg. C1, Columbus, OH 43224. Call 614-265-6834.*

*Karen Kentosh, Editor  
Mike Williams, Photographer*

**Bob Taft, Governor  
Sam Speck, Director**

## TIDBITS

### WE'VE GOT A TEE TIME:

ODNR employees, retirees, friends and guests are invited to participate in the **18th annual golf outing on Monday, September 8**. This year's event will begin at 9:30 a.m. at the Darby Creek Golf Course in Marysville. The event is open to 34 teams in a four-person scramble. Cost is \$200 per team (\$50 per person) and covers all golf costs, food, and prizes. As always, employees are required to take personal leave or vacation to participate. Golf course information is available at [www.darbycreekgolf.com](http://www.darbycreekgolf.com). For additional outing information and registration, contact **Larry Cooper** (614-265-6401) or **Ken Pendley** (614-265-6749).

### FLOODPLAIN EXPERT:

In May, **Chad Berginnis**, supervisor of the floodplain management program in the Division of Water, was elected chair of the Association of State Floodplain Managers. The group assists with the development of floodplain management policy on a national level, and networks with the U.S. Congress and FEMA. Chad first came to ODNR in 1993, but left in 1998 to get a close-up view of how floodplain regulations were implemented locally as Perry County's first planning director. He came back to ODNR in 1999.

### SCHOLARSHIP WINNER:

Winner of a \$1,000 OCSEA scholarship is **Lydia Mychkovsky**, daughter of George Mychkovsky in the Division of Mineral Resources Management. She attends the University of Dayton as a pre-med major, and has a 3.8 grade point average. Lydia is working this summer for the Division of Wildlife. The scholarship is awarded to dependents of collective bargaining members under OCSEA Chapter 2515.