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GOVERNOR

STATE OF IDAHO
LIQUOR DIVISION
Executive Office of the Governor

DYKE NALLY
DIRECTOR

April 15, 2010

2010 ITRMC Information Technology Achievement Award Nomination
Category: IT Manager of the Year
Responsible Organization: Idaho State Liquor Division

The Idaho State Liquor Division would like to nominate Keven Lowe for IT Manager of the Year.

Keven has been employed with the State Liquor Division since May of 2008. He started with the agency in a temporary position as Network Analyst and was promoted to IT Manager in October of 2008 after showing his network administration skills and completing multiple unfinished projects in a short period of time. Since then, Keven has shown great initiative in several areas as IT Manager for the Idaho State Liquor Division.

As IT Manager, Keven has been able to bring the IT team together to update and implement the programs and network for the Liquor Division. By doing so, Keven made sure that all equipment, networks and programs were in compliance with State requirements. Keven works well with his team, leading with professionalism and excellence. Keven leads by example and works alongside his team to meet all technological needs of the State Liquor Division. He is constantly coming up with creative technological ideas to bring us up to date and move us further into the future. When problems arise, Keven is always there with a solution that not only is efficient, but is cost effective and moves us one more step forward.

Keven worked with the Idaho State Police Alcohol Beverage Control Bureau to implement an automated program making liquor licensing information available to all Liquor Stores immediately. This replaced a cumbersome paper-based system.

His expertise has been invaluable in converting the Warehouse to an automated warehouse using the WMS (warehouse management system). His experience and knowledge of the technology needs for this project have made the project move to each new stage smoothly. He and his team have been working closely with the vendors, warehouse manager and purchasing manager for the technical and automation programming of this project. To help keep costs down, Keven has researched every aspect of the technological needs of this system.

Keven, with his team have implemented a new ID Scanning program for the State Liquor Stores. This program works with the P.O.S. (Point of Sale) system making it easier for the stores to check ID's. Along with this new program, Keven has also improved communication software

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between the stores, warehouse and the IT department. This software enhancement allows automatic updates and real time reports to be generated. Keven designed these improvements for better communication, efficiency and security.

He has taken the initiative to work with his programmers on a program to run the handheld scanners for the Liquor Division's District Managers. This innovation has made it possible for the District Managers to more easily and efficiently conduct their audits of each of their stores. Other projects that Keven has implemented to bring this agency into the future have been the paperless pricing manuals and Server virtualization for disaster recovery.

Another vital improvement has been the creation of an intra-net site to allow both the Central Office and the State liquor stores to access vital and timely information electronically that previously had to be printed and distributed manually.

Keven is always researching new technologies for anything that may improve the efficiency of the agency and the quality of the customer service that the stores and administrative staff provide.

In summary, Keven Lowe has been a great addition and wonderful asset to the State Liquor Division and it's IT Department. He is always open to new challenges, and willing to step in where his knowledge is needed. Keven has the professionalism, character, integrity and personal values that bring respect and courtesy to the Liquor Division. He has gained the respect of everyone he works with including his coworkers, his colleagues and vendors alike. His contributions to this agency are a great asset and well noted; he continues to bring this agency into the future with his innovative ideas.

Sincerely,



Dyke Nally
Director

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