

2010 ITRMC Information Technology Achievement Awards
Nomination Score Sheet – INDIVIDUALS

Category: Applications Developer of the Year

Nominee: Nancy Fauver

Title of Nomination: Sr. DBA

Responsible Organization: PERSI

- a. Enterprise Architecture: Degree of technical compliance with all applicable state requirements / recommendations.

Though her title is Sr. DBA, Ms. Fauver wears several hats as she services the IT needs of the PERSI organization. Her responsibilities include assuring compliance with PERSI and state security requirements by managing access to the agency's Line of Business system (Galena) and management of the annual IT audit. Among her duties, she confirms the access rights of our user base and surveys management regarding access changes, which maintains the security of millions of financial transactions managed in our databases. She has been entrusted to be a top secret administrator on the SCO mainframe, given the authority to manage user access to SCO applications and systems, including CICS, TSO, batch processing, JHS, STARS, and EIS. Security anomalies are rare due to Ms. Fauver's steadfast work, but when they do occur they're quickly addressed before they become larger problems. Her concern for maintaining control of the financial data PERSI manages and her deep knowledge of tax and payroll functions performed by PERSI and the State Controller's Office give any of her recommendations the highest priority for consideration.

- b. Professionalism: Consistently meeting or exceeding challenging objectives to ensure the successful use of IT and demonstrating a quality approach through personal values and working practices.

Ms. Fauver's concern for details and ability to manage concurrent tasks has made her my first choice in coordinating IT projects for PERSI. She maintains organization of all tasks within projects, delegates work assignments to other team members fairly and judiciously, and sets standards in line with our section's philosophy of being a center of excellence for PERSI. Ms. Fauver never shrinks away from an assignment, even if that assignment is in an area outside of her expertise. In fact, she often recognizes issues within the agency needing resolution, and then brings them to my attention, while planning the resolution efforts! These traits make her my go-to person whenever skills in task coordination, delegation, user interaction, and project coordination are required.

- c. Innovation: Used innovative approaches, working practices, or technologies to enhance their organization.

Innovation to some means implementing the leading edge of technology, believing that innovation with technology drives business success. Ms. Fauver does not subscribe to this philosophy and neither do I; indeed, Ms. Fauver recognizes that business requirements must drive innovation, and that this philosophy orients the organization to find the appropriate technology that fits its needs, based on sound business analysis and planning. This practice best serves the public interests, PERSI employees, and the PERSI membership. For example, Ms. Fauver has jumped in to help organize requirements to modify our help desk entry forms to reflect customer lost productivity, giving my team a metric that is tied directly to improving our performance in delivering customer service to the customer's satisfaction.

- d. Role Model: Provided an example to peers or colleagues of the importance of the role of IT in the organization and the standards expected of IT professionals through such things as leadership, character, integrity, selflessness, and excellence.

Ms. Fauver is responsible for the security and backup/recovery of all databases used within PERSI that contain millions of records for over 140,000 members, 730 employers, and 32,000 retirees, and tracks transactions of billions of dollars currently held in the PERSI fund! Her concern for the welfare and care of this data is overshadowed ONLY by her pleasant and positive demeanor. Her level of professionalism when dealing with internal and external customers, vendors, peers, and associates within agencies across Idaho state government, and her positive behavior, serve as an example for others to follow. Ms. Fauver is a long term state employee, with experience at several agencies. She is definitely a role model for others within PERSI.

- e. Measurable success: Has delivered quantifiable benefits to their organization.

Ms. Fauver's contributions to the success of PERSI are linked to her impressive knowledge of PERSI rules, her desire to implement new architectures, including VMWare and new Microsoft SQLServer platforms, and her vigilance in maintaining the viability of PERSI databases since 2001. Her leadership in committee and project meetings is key to her success. Our audit last year was recognized by the auditor to be quite thorough and complete, with no demerits. I credit that excellent report to Ms. Fauver's work in managing security within Galena and developing a robust backup and recovery scheme for our agency databases. Regarding project work, she consistently comes in on time and within scope, but also adds the component of Professional Service to every service or product she delivers. Ms. Fauver also coordinates a yearly internal audit of terminated employees to ensure that all Network access and any other resources granted to a terminated employee has been deleted or disabled.

- f. Personal Development: Has demonstrably enhanced their skill and their ability to succeed in the future.

Experience is a great teacher, and Ms. Fauver has significant experience in IT within state government. In addition, she keeps up with technological advances in database management. She eagerly has participated in the development and enhancement of the requirements for a new line of business system for the agency. Her comments and additions will help the agency find a solution that will endure the changes in pension administration yet to come.

- g. Collaboration: How has the individual contributed to multi-agency projects and initiatives?

Ms. Fauver has experience spanning over 32 years with state government IT, making several friends along the way. She routinely works out IT issues with SCO and the Department of Administration, and also works with our banking partners to assure that electronic retiree deposits occur without issue. She is currently working on a disaster recovery test plan, in conjunction with other PERSI employees, which will lead to a comprehensive, disaster recovery test within the next 6 months. Ms. Fauver is regularly called upon by other IT team members because of her experience with PERSI data and her relationships with other state IT professionals.

- h. Individuals will also be judged on their impact within their particular field.

Ms. Fauver's initiative, enthusiasm, concern for the public's interests, commitment to providing professional service to all PERSI customers, desire to determine the root cause of IT data problems, and dedication to the state and PERSI define the impact she has had in working as an IT professional for the state of Idaho. She is recognized by the agency as the data gatekeeper, responsible for the safekeeping of all member data.