

CAO CONNECTION

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Who Is Our Boss?

A Note From Scot Faulkner

People frequently ask me, "to whom does the CAO report?" The organizational answer is "the Speaker and the Committee on House Oversight, and funding from the Appropriations Legislative Branch Subcommittee." The practical, day to day answer is far more insightful.

In the service environment we have developed, we report to our customers. This means that at any given time, 10,000 House employees and 440 House Members (voting and nonvoting) guide our activities. They are all our "bosses." Identifying, anticipating, and meeting their needs is our business. A locked-up computer screen, a delayed voucher payment, or a special event room set-up incorrectly would disappoint any of our 10,440 customers.

Providing first-rate service to over 10,000 customers is even more challenging because we serve the most important representative body on the face of the earth. Our customers live in a world where even small difficulties can have national — and global — consequences. And if they are let down, our customers can do more than write or call with a complaint, they can go on live television.

Ours is an exciting information age, characterized by live, transcontinental communications and intense, worldwide competition for educated, knowledgeable consumers. To survive and succeed, service providers must offer their best talents and best efforts at all times.

In this very special and challenging service environment known as the U.S. House of Representatives, the talents of 600 committed professionals within the CAO are tested minute by minute. We can all take pride that, collectively, we are up to those tests.

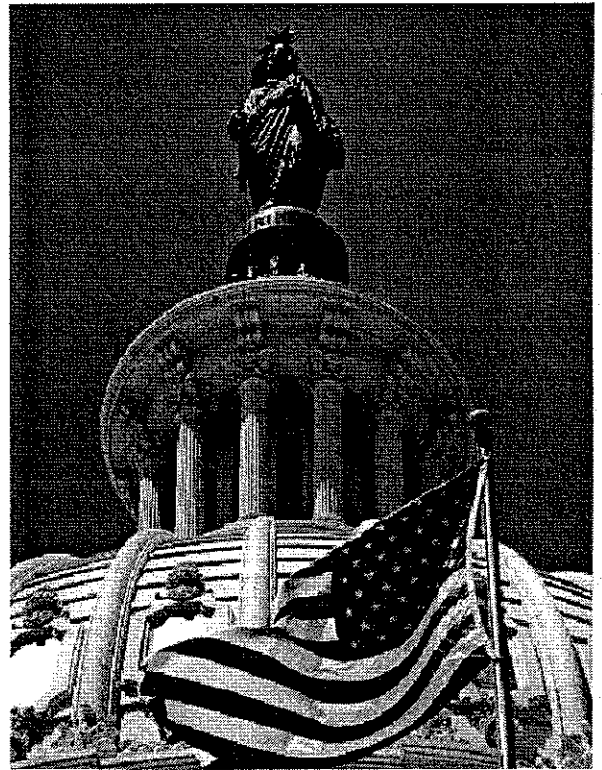

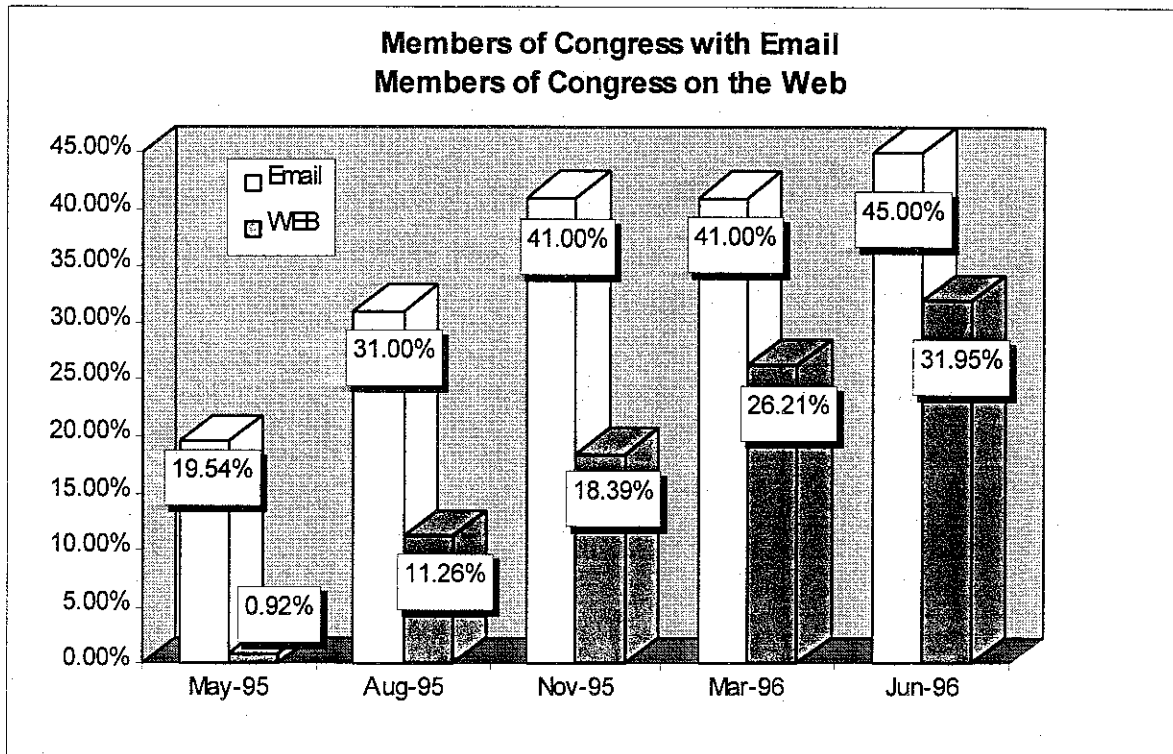


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This chart reflects the rapid growth of INTERNET use by Member Offices during the 104th Congress.



Online CAO: A Very Useful Tool

It's 9:30 at night and you finally have a moment to yourself. You have questions on benefits, but of course the office is closed. Or you just finished a meeting and you need to arrange a conference call for six people across the country. How do you get the answers right away?

Try **Online CAO**. It's available through the House computer network 24 hours a day, 365 days a year.

Launched this summer, **Online CAO** was used by over 500 people during the month of July! So far, the most popular feature is the phone directory, which allows you to search the entire House phone directory by office or last name.

The Campus Calendar is also very popular and includes reports from diverse sources, including the Capitol Police and Dear Colleague letters. All features are updated often to provide up-to-the-minute information.

Soon **Online CAO** will offer a database of employment opportunities and an online "meeting place," where CAO staff can get to know each other, exchange ideas or "put their heads together" to resolve customer problems. And, pending approval, an online furniture catalog.

It's a great tool. Try it. You'll like it!

If you have access to a Web Browser, look at our Home Page at <http://onlinecao.house.gov>

CAO Recognition Awards: Individual and Team Excellence

The second annual CAO Recognition Awards Ceremony was held on June 28, 1996. Individuals and team were honored for work that embodies our Credo: *We are serving our Country by serving our Congress.*

Individual honorees, chosen by their peers, were Wanda Chaney, Dan Ertel and Chris Naughton, and HIR's Legal Systems Team, chosen by the Associate Administrators.

This was a showcase for the creme de la creme of the CAO staff. The evening included dynamic speakers from the world of business and sports, an impressive posting of the colors by the Capitol Police Color Guard, musical selections from our own Harlie Sponaugle (HIS) and the Hill Brass led by Bob Templeton. Awards were presented by Scot M. Faulkner.

Albert C. Gadson, Manager of Customer Service Operations for the Xerox Corporation told us about the awards Xerox receives for its quality systems. At Xerox, quality is not just an abstract idea, but an entire system designed to produce excellence.

Trevor Matich, teams specialist for the Washington Redskins, told us his philosophy of teamwork: that it requires determination, commitment and mutual respect.

Within the CAO, the entire staff contributes to our accomplishments. Together, we have developed excellent customer follow-up, offered technical support for Web sites, streamlined the property asset management process, cross-trained different departments, developed personnel procedures, and enhanced the transition between Congresses. Further innovations include the new Federal Financial System (FFS), outsourcing of Postal Services, excellent service by telephone operators and strong Human Resources support.

The goal of the CAO is to better serve our Congress as a team. We believe the marks of a true team can be seen in each team member: drive and determination to produce excellence in the face of new challenges, and total commitment. We are proud of every member of our CAO team!

CAO Associate's Spotlight

John Hitzel, Director of Administration, Food Services, is a great-grandfather. His granddaughter had a baby girl, April Gibbs on July 2. Baby and Great-Grandad are doing well!

John Atkinson, HIR, and his wife had a baby girl on May 22. She was 2 months premature and weighed in at 3 lbs., 14 oz. She is home now, doing fine and growing like a weed!

Welcome to July's New CAO Employees!

Jackie Aamot, Financial Counseling Supervisor
Lynn Borkon, Media Services, MSS
Michael Cicala, Furniture Resource Center, MSS
Luis Cornejo, Procurement and Purchasing
Patrice Croci, Financial Counselor
Bonnie Derby, Accounting Supervisor
Michelle Donches, Payroll Counselor
LaDedra Drummond, Communications Media, MSS
Keith Harrington, Financial Counselor

Steven B. Jones, Client Services, HIR
Jay M. Koonin, Client Services, HIR
Francesco Milasi, Client Services, HIR
Michael Modica, Client Services, HIR
Diana Nemeth, Financial Counselor
Cynthia D. Roselle, Client Services, HIR
Donna Weisner, Administrative Counsel, Immediate CAO
Michael Wilkins, Integration, HIR
Sherrye Y. Wray, Enterprise Computing, HIR

Food Corner

Longworth Changes

With its old stone walls and lower level location, the Longworth Cafeteria is often described as a "modified dungeon-garden." But it is a popular and busy place with familiar sights and sounds. Clacks and clangs of china, ice dropping into glasses, a cook tapping a spoon against the side of a pan, and a buzz of lively conversation. It's music to the ears of any restaurateur.

Will there still be a Longworth cafeteria? Yes, but as you've probably guessed, it is undergoing some changes as part of a major construction project to enhance service to the area.

Six new elevators are being built on either side of the cafeteria. And while two thirds of the dining space will be closed during construction, plans are already underway to provide continued food service. Work is being done to expand the Capitol Coffee Shop and Longworth Carry-Out, add temporary dining space, and modify the service capability in the main cafeteria. Most of the work will be finished by the Fall or early winter, before the commencement of the 105th Congress. Look for upcoming announcements from Marriott/Thompson for details.

We are here to serve you and we welcome your suggestions. If you have any ideas that could help expedite service to you, especially during peak hours, please tell us. You can reach us on the CAO WEB page chat room (Mare) under Marriott/Thompson. Thanks!

TRAINING CORNER

Playing a Game...

Promises! Promises!, an experiential training tool, was offered in June and July through the Organization and Employee Development Center. Over 30 CAO associates attended this highly interactive, fast paced and fun group learning experience.

Promises! Promises! places people in a situation which requires them to come to a consensus and focus on a common vision. Resolution does not occur until participants agree on a common goal. They are also encouraged and challenged to examine their role in the big picture. One of the benefits of this course is that participants are able to feel the consequences of their decision and see the results in a short period of time. The behaviors and skills participants use in this course need to be practiced in the real world, as we strive to provide quality service every day.

One recent participant had this to say...

"The best part of the Promises! Promises! course was being in the room and interacting in a dynamic way with all levels of CAO staff. People from every CAO department, some I knew, some I pass in the hallways every day, and some I've only dealt with on the telephone. It was a great way to learn, have fun and experience being part of a bigger picture."

Don't miss this outstanding learning experience and unique opportunity to meet other CAO associates. More sessions of Promises! Promises! will be available beginning in September. Please contact Wendy Younk at 226-0526 for more information.

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