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REVE NEWS

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Divisional Corner

Galia Galansky, Assistant Commissioner



Since January, when Galia Galansky assumed her new role with Employee Services she has infused this newly designated division with optimism and enthusiasm. Her wealth of administrative experience includes nine years within the Department of Pediatrics at the Montefiore Medical Center – Pediatric AIDS Program. In this role she initially provided crisis clinical case management to children and their families. Galia also managed social service and medical

programs as the Divisional Administrator as well as administered federal, State and City grants and managed a staff of over 30 employees. She negotiated contracts affecting nurses and social service staff and represented her division at governmental funding agencies such as the New York State Health Department.

Upon her arrival at Finance, Galia expressed her excitement at facing the challenges of learning about the agency, the **SMART** transformation, and the restructuring and streamlining of some Employee Services functions. She has addressed the demands of her new position, which impacts 2,000 plus Finance staff members, with poise, while helping to make Employee Services more efficient. The agency is proud to have this extremely talented woman lead this division.

“As we made the transition, we initiated essential input and feedback of the skilled staff within the Employees Services Division and throughout the agency and focused on several important needs and issues,” Galia stated. “We started at the beginning and looked at the experiences a new Finance employee would face, formulated a plan to help measure our contribution to the agency’s mission, to help people pay the right amount on time, and decided to streamline as well as expand and strengthen our services.”

For new workers at Finance, the Employee Services staff members are the first faces that greet them before they start their new jobs. But the wide range of support provided by this division goes far beyond the necessary administrative paperwork for new hires. The division encompasses several departments including Labor Relations, General Services, Agency Support & Distribution Services, Personnel, Procurement and Contracts, Training and Development, Payroll, Timekeeping and the newly formed Employee Affairs and the Employee Support Center. Many of these services are a first step to helping employees perform their duties more efficiently. Employee Services helps staff fulfill their job responsibilities which in turn leads to better service for Finance’s customers and compliers.

Galia acknowledged: “The focus was for the team to formulate a plan that would help measure the Division’s contribution to the agency’s mission.” Part of the plan was designed to help assess the quality of services provided. These metrics provide quantifiable data on how the division contributes to Finance’s overall mission. “This is an evolving process and we look to Finance Employees to tell us what they need and expect from Employee Services. We will work each month to ensure the standards of measurement are viable and will benefit the agency,” she said.

Another aspect of Employee Services benefiting the agency is how we provide learning and development opportunities. The Training Unit team is charged with improving internal customer satisfaction. Services provided by the Training Unit include mandatory and open enrollment workshops for managers, supervisors and employees. “We looked at how the Training Unit could better meet its objectives and made some adjustment to the way services were provided,” Galia said. To provide Finance staff an opportunity to conveniently complete mandatory training requirements, the team recently visited the Staten Island Business Center to conduct two half-day Equal Employment Opportunity and Right to Know workshops for employees at that location. In May, Employee Services provided notary public training sessions at 59 Maiden Lane and at 345 Adams Street. *(Continued at top of page 2)*

SMART CORNER

July Operational Review

When this month’s **ReveNEWS** arrives on your desk or email, Finance will be gearing up for this quarter’s Operational Review Week, which takes place from July 23rd through July 27th. As you know, Operation Reviews are an opportunity for units and divisions to review their **SMART** card data from the prior months, discuss the results achieved, and draw out key lessons learned from the quarter’s work. Are the results where we want them to be? What drove performance in the last three months? How can we build on the effective techniques to improve results further? If our strategies haven’t worked, what else can we try to drive performance? Every division conducts Operational Review sessions, so look for more information about your division’s Ops Review on **FinanceNet** or ask your supervisor how you can participate.

Business Scorecard Manager – The new SMART “Bulletin Board”

Some of you may know that we are building a new reporting tool for the agency’s performance data that will replace the **SMART** Bulletin Board. A team in Finance’s Information Technology (FIT) division, led by Chief Information Officer Jane Landon and Senior Analyst Phil Lewis, has been working hard with our consultants to get the system up and running and ready for the July Operational Review. When it goes live, Finance employees will be able to click on a desktop icon or email link to connect to the **SMART** site that reports performance data in clear, simple and user-friendly formats. Some advantages of the Business Scorecard Manager (BSM) over the old Bulletin Board include: data can be uploaded from or downloaded into Excel easily for analyses; data will

be updated more frequently and be available almost as soon as divisions report, and the BSM will ultimately provide a platform for Results Teams to report on their work throughout the agency. Most importantly, the system automates the collection and reporting of performance data, which is not only more efficient but will reduce the errors often associated with manual processes. More on the BSM, training and enhancements will follow in the fall!

Managing for Results (MFR) Workshops

It’s summer, but school isn’t out for everyone. The 163 Finance managers and supervisors who completed the first phase of the Managing for Results course last year (MFR I) were back in class on June 26th for the second phase. Members of Cohorts 1 through 6 are now taking four half-day workshops that run through August 9th.

For those of you new to the agency, MFR training is a major component in the **SMART** transformation to introduce result-based management to Finance. Launched last year, the program aims to train all Finance managers and supervisors by the end of this year on the fundamentals of **SMART** – performance management, setting expectations, building trust and accountability, and managing individuals and teams.

In this second phase, known as MFR II, managers and supervisors have the opportunity to continue building upon what they learned. The first session focuses on ideas and tools for experiencing and leading change. Set in the context of Finance’s transformation, where changes are part of our everyday work life, participants work through real scenarios to try to address change as they experience it. In the

second session, they learn how to use data the **SMART** way, which means having the tools and knowledge to understand data, and how to measure, collect, and analyze data to make business decisions. (Remember, one of our core agency values is data-driven decision-making.) In the third sessions, managers and supervisors learn how to use their strengths, and the strengths of others, in managing and leading. This management philosophy focusing on the strengths rather than on weaknesses is more effective in producing better results. Finally, the course will equip the managers with skills on how to achieve better results through continuous improvements, with a particular focus in the last session on how we can hold others accountable to create an environment of continuous learning and improvement.

The second group of managers and supervisors from Cohorts 7 through 12, who recently finished MFR I in June, will also participate in the MFR II workshops starting in September.

SMART Factoid — Did you know?

All of Finance’s Internal Services Divisions — those divisions that provide support and services to Finance employees and management, like Budget, Communications, Employee Services, FIT, etc. — now have their own **SMART** metrics. Some have already started to report performance data. Check out the **SMART** Business Scorecard Manager in late July to see how they are measuring the results they produce for you!

ENERGY SAVING TIPS

Every summer there are concerns about how to save energy. The U.S. Department of Energy asks to follow these SMART energy saving techniques to make certain conservation and efficiency measures are followed while at work.

- Use Compact Fluorescent Lights (CFLs) in desk lamps as opposed to incandescent lights.
- Switch off all unnecessary lights.
- Use natural lighting when possible.
- When working late, use task lighting to directly illuminate work areas.
- Unplug equipment that drains energy even when not in use (i.e., cell phone chargers, fans, coffeemakers, desktop printers, radios, etc.)

For more information contact the U.S. Department of Energy at the Energy Efficiency and Renewable Energy Information Center: 1-877-EERIE-INF (1-877-337-3463) or log onto www.eere.energy.gov

For more energy saving tips go to **FinanceNet**.

SUMMER SONGS CONTEST RESULTS

We'd like to thank everyone who entered the Summer Songs contest.

Unfortunately, no one got all the correct answers. However, we do have 2 runners-up.

Congratulations!

Howard Gross, Treasury Division, and Lisa Loren, Employee Services

Correct Answers:

- 1) Surf City. Jan and Dean, 1963
- 2) Summer Wind. Frank Sinatra, 1966
- 3) Summer of '69. Bryan Adams, 1973
- 4) Itsy Bitsy Teenie Weenie Yellow Polka-Dot Bikini. Brian Hyland, 1960
- 5) Wipe Out. The Surfaris, 1963
- 6) Summer Nights. Grease Soundtrack, 1978
- 7) Under the Boardwalk. The Drifters, 1964
- 8) School's Out. Alice Cooper, 1972
- 9) Summertime. Will Smith, 1991
- 10) Palisades Park. Freddy Cannon, 1962

We noticed that we had a lower response to this contest than previous contests and would like to reach out to you for your feedback. Let us know what you did or didn't like and why you didn't enter. We look forward to hearing from you. Your input is important to us.

OPEN INVITATION

Are you an expert in golf, music, audits, history or SMART? Want to write a contest, and challenge your colleagues? Submit your contest ideas with no more than 10 questions per contest to tsarrica@nyc.gov. Be part of the action!

(Divisional Corner continued from page 1)
In addition, the Unit coordinates the New Professional Development and Training Opportunities, which entitles each employee to one free training course from the selection listing on **FinanceNet**.

The Training Unit also coordinated the SMART Film Series, which was available in each borough. The series, which recently ended, was designed to provide employees an opportunity to learn and discuss key SMART concepts related to their everyday work within Finance. The Unit also coordinated the training and schedules of the SMART Film Series facilitators as well as the collection and summarization of employee feedback. Overall, employees rated the films and discussions as effective towards enhancing their awareness and understanding of SMART principles.

Just as SMART is a new way for employees to think about how Finance does business; Human Resources has created a new unit called Employee Affairs, which reports directly to Carl Merante. The unit's functions include: worker's compensation, verification of employment, leaves of absence, unemployment insurance, retirement conferences, the combined municipal campaign, transit benefits, dedicated leave and catastrophic grants. Under the leadership of Carl, with the assistance of Mike Plutonian and Matthew Nazareno, those human resources functions are expected to be more effective.

Throughout the second phase of City Time rollout, Human Resources developed a team of employees that were trained as "super users" of the City Time system. These teams of super users help employees navigate through weekly time sheets, annual leave balances, overtime and the many services provided by this new automated payroll system. During this second phase, Human Resources identified employees who needed basic computer skills and provided training so that they could successfully complete their City Time card.

The General Services Unit is also conducting business more efficiently by establishing a new direct email contact between the Unit and Finance staff. General Services is comprised of teams representing facilities, fleet administration, planning and design, security and telecommunications, and ensures that Finance employees have a safe and accommodating work environment. Any issues or concerns that employees would like to be addressed can be sent via email to the facility management email address facilitymanagement@finance.nyc.gov. This email system is a great way for employees' issues to be addressed.

Sneak Peak... The Employee Support Center (ESC)

Employee issues can also be addressed through the new ESC. This unit will provide accessible support service to Finance employees by offering clear and accurate answers to employee questions. The unit headed by Joddie Taylor Brooks, will assist

in contributing to our mission of "helping people pay the right amount on time" by providing support services to employees while following relevant City rules and procedures.

But sometimes employees need information that goes beyond the normal day-to-day activity within the various departments, such as addressing grievance concerns. For these duties the Labor Relations unit serves as liaison between the Department and Labor Unions. The unit also coordinates the Quality of Work Life (QWL), and the Awards for Excellence (AFE) programs. The team spearheads many of the events year round that are offered to employees. This includes the Annual Employee Recognition Ceremony, the Agency-wide Awards for Excellence Ceremony, the Blood Drive, Food Drive, Book Drive, and Lunch Time Seminars on important topics like Deferred Compensation, and Identity Theft.

None of the goals, new proposals and initiatives would be reached, nor would the outstanding training and professionalism in all the units of this invaluable division be a reality, without the hard work of all of Employee Services dedicated workers.

THERE'S PLENTY OF HELP AT FINANCE'S HELPDESK



Standing, left to Right: Paul Brown, Juan Lopez, Ray Williams, Carla Agnew, Elaine McNeil, Ron Malpeli, Vito Deserio, Luc Perony - Seated, Left to Right: Jody Barnofsky, Carol Hendrix. For more Helpdesk pictures visit us on the web.

Since its inception in 2001, the Finance Helpdesk has been responsible for ensuring that the Agency has properly functioning technology. This unit provides technical support and assistance to all Finance system users.

During 2006, the Helpdesk logged in more than 12,000 calls! The requests ranged from password resets to reporting system outages. The unit also coordinates NYC Serv technology issues for agencies outside of Finance (e.g., Environmental Protection, Health, and Consumer Affairs.)

Led by Senior Manager, Ron Malpeli and Helpdesk supervisor, Elaine McNeil, the Helpdesk's seven members assist Finance employees by troubleshooting a wide variety of technical problems - from the inability to access the network to non-functioning e-mails. If the Helpdesk is unable to resolve an issue by telephone, they will log the call, and submit an Incident ID for in-depth technical assistance.

Read the full story on **FinanceNet**.

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59 Maiden Lane, 22nd Floor
New York, New York 10038
Phone 212.232.1775/Fax: 212.232.1890

Communications
Sam Miller, Assistant Commissioner
Theresa Sarrica, Director of Communications

NEWSLETTER STAFF
Editor: Theresa Sarrica
Writer: David Miller

E-mail comments & suggestions for future issues of ReveNEWS to SarricaT@finance.nyc.gov

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