

AUG
2009
Issue
20:02

THE UPDATE

AN ASMC HQ "HONORED" NEWSLETTER ('92, '96, '97, '98, '02, '06, '08)

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CHANGE MANAGEMENT

Change Management ... *Managing the successful transition from current to future state.* DFAS has a new Change Management Program which is used to ensure staff impacted by change events such as ERPs, changes in organizational structure and shifting of workload are supported through the change process.

The **ADKAR** (**A**wareness, **D**esire, **K**nowledge, **A**bility and **R**einforcement) **model**, used by DFAS, not only focuses on managing corporate change, but also change in your personal lives. Whether it's a new process being implemented at work, buying a new house, moving to a new city or starting a new job, using the ADKAR model will lend to a more successful transition.

'Change Management' will be presented at the August 20th Membership Luncheon. I encourage you to attend and learn more about what DFAS is doing to manage change and how you can use the same model to manage your personnel change events. (See From the Docs' Desks, p. 5, too!)

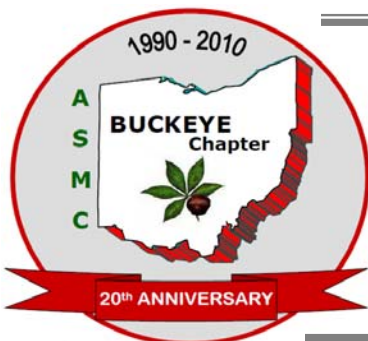
*"I keep six honest serving men. Their names are
What, Why and When, and How, Where and Who."*
– Rudyard Kipling

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Thursday, Aug 20 – Luncheon
Ohio Business Week & Change Mgt.

Thursday, Sep 17 – Joint Luncheon
Local AGA & ASMC Chapters



OUR 20TH YEAR - CHARTERED JULY 17, 1990



“Building a Strong Foundation –
Personally and Professionally”

TREASURER'S REPORT – As of Jun 30

Renaë Walters

	CHECKING	+ SAVINGS	= OVERALL
BEGINNING BALANCE	\$1896.79	\$1230.68	\$3127.47
DEPOSITS	+\$3314.28	+\$ 1.47	+\$3315.75
WITHDRAWALS	-\$ 25.00	-\$ 0.00	-\$ 25.00
ENDING BALANCE	\$5186.07	\$1232.15	\$6418.22
FUNDRAISER SET ASIDE			+\$ 5.00
OVERALL BALANCE			\$6423.22



CDFM INTEREST SURVEY RESULTS (98 Replies)

Barbara Bail

THERE IS



INTEREST!

Are you currently a CDFM?	No - four in five
Would you facilitate study sessions?	Five CDFMs said Yes
Will you take the CDFM course in the next year?	Yes – just over half
Would you participate in an audio conference?	Yes – seven in ten
Which module would you prefer to take?	All four about equally
Would you take the 1-week EDFMTC?	Yes – two in five
Is the EDFMTC listed on your IDP?	No – four in five
In what quarter would you prefer to study?	Winter or Fall
How can the Chapter help you better prepare?	Keep up good work!

HQ ASMC NEWS

ASMC Connection & www.asmonline.org



PDI '09 Workshop slides: [www.asmonline.org/development/extended learning](http://www.asmonline.org/development/extended_learning) are available for member use. ... **Earn CPEs!**

ASMC awards on-line submissions are coming ... stay tuned!

Dave McDermott remains DFAS' Representative to the National Council.

NEW CHAPTER MEMBERS ... Welcome!

Charles Miller

Oshimowe Momodu-Busari

DFAS Accounting Operations – AM&C

HONORED CHAPTER MEMBERS ... Congratulations!

Debra White-Johnson

Client Executive (New Job)

Sandy Conner

30 Years Federal Service

Marilyn Davidson

30 Years Federal Service

William Frederics

35 Years Federal Service

Carrie Multerer

Black Belt Certification

Ernest Smith

30 Years Federal Service



CIV. EXPEDITIONARY FORCE AUDIO CONFERENCE – Jul 9

22 attendees heard Ms. Marilee Fitzgerald, Director, OUSD Civ. Personnel Policy, speak on DoD's forming of a workforce trained/equipped to deploy in support of overseas missions. Call 1-866-551-4520 251760# to hear the tape. www.cpms.osd/mil/expeditionary

100 BEST PLACES TO LIVE IN AMERICA**MONEY Magazine**© 2009 (August, pp. 70-82: www.cnnmoney.com)

Population: 8,500 to 50,000 – **Winning Criteria:** good jobs; low crime (safety); affordable homes; moderate tax burden; lots to do (leisure/arts); top notch schools (education); health care; diversity; weather; community spirit; can-do attitude; charm.



#15 – Westerville (Columbus) OH (35,700)

#18 – Highland Heights (Cleveland) OH (8,600)

#23 – Solon (Cleveland) OH (22,000)

#30 – Twinsburg (Cleveland) OH (17,500)

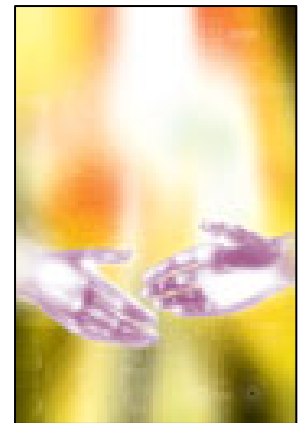
#40 – Medina (Cleveland) OH (26,200)

#41 – Springboro (Cincinnati) OH (17,300)

THE LAST LECTURE**Cheri Hanby**© 2007 www.thelastlecture.com/aboutbk.htm

On Sep. 18, 2007, computer science professor Randy Pausch stepped in front of an audience of 400 people at Carnegie Mellon University to deliver a last lecture called "**Really Achieving Your Childhood Dreams.**" Randy told his audience about the cancer devouring his pancreas that would claim his life in a matter of months. On the stage, Randy was youthful, energetic, handsome, often cheerfully, darkly funny. He seemed invincible. But this was a brief moment, as he himself acknowledged. (He died Jul. 25, 2008 = ten months later.)

- Look for the "head fake" (indirect learning)
- Apologize when you screw up
- When you are screwing up and nobody's saying anything to you anymore that means they gave up – and that's a very bad place to be
- Experience is what you get when you didn't get what you wanted
- Brick walls are not there to keep us out - they are there to stop the other people who don't want it badly enough
- Get a feedback loop and listen to it
- Show gratitude
- Find the best in everybody – you may have to wait a long time, but people will eventually show you their good side
- Don't underestimate your people. If you don't know how much they can achieve, don't do them a disservice by putting "the bar" anywhere
- Get people to be self reflective
- The best gold is at the bottom of barrels of "cr***"
- When you do the right thing, good stuff has a way of happening. Karma does exist.
- Have fun – you have to decide if you're a Tigger or an Eeyore



NATIONAL SECURITY READING LIST– Part 1 THE OFFICER Magazine Reserve Officers Association © 2009 (July-August, pp. 22-23)

These 10 titles cover topics of leadership, character and the military art:

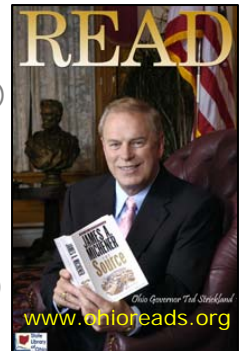


- > *Constitution of the United States*, Constitutional Convention, 1787
- > *The Art of War*, Sun Tzu
- > *On War*, Carl von Clausewitz
- > *Masters of War: Classical Strategic Thought*, Michael Handel
- > *The Book of War*, John Keegan (1 of 3)
- > *Fifteen Decisive Battles of the World:*
From Marathon to Waterloo, Edward Sheperd Creasey
- > *Alexander the Great*, Peter Bamm
- > *Hannibal*, Sir Gavin de Beer
- > *The Face of Battle*, John Keegan (2 of 3)
- > *Crucible of War: The Seven Years' War*, Fred Anderson

NATIONAL SECURITY READING LIST–Part 2 THE OFFICER Magazine

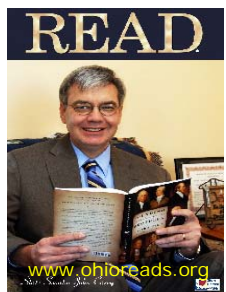
These 10 titles cover topics of leadership, character and the military art:

- > *Daniel Boone: Life/Legend of an American Pioneer*, John Faragher
- > *(George) Washington*, Richard Barksdale and Douglas Freeman (1 of 2)
- > *Tecumseh: A Life*, John Sugden
- > *Undaunted Courage*, Stephen Ambrose
- > *Napoleon Bonaparte: An Intimate Biography*, Vincent Cronin
- > *The Military Maxims of Napoleon: The Principles of War*, Napoleon
- > *(Horatio) Nelson: A Personal History*, Christopher Hibbert
- > *The Price of Admiralty: Evolution of Naval Warfare*, John Keegan (3)
- > *The Washing of Spears: Rise/Fall of the Zulu Nation*, Donald Morris
- > *(Robert E.) Lee*, Douglas Southall Freeman (2 of 2)



NATIONAL SECURITY READING LIST– Part 3 THE OFFICER Magazine

These 9 titles cover topics of leadership, character and the military art:

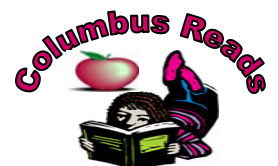


- > *Reminiscences*, Douglas MacArthur
- > *Churchill: A Biography*, Roy Jenkins
- > *Battle Cry of Freedom: The Civil War Era*, James McPherson
- > *Personal Memoirs: Ulysses S. Grant*
- > *A Message for Garcia (Essay)*, Elbert Hubbard
- > *With Napoleon in Russia*, Caulincourt
- > *About Face*, David Hackworth
- > *The Forgotten Soldier*, Guy Stager
- > *At Leningrad's Gates*, William Lubbeck

COLUMBUSREADS

www.asmcbuckeye.org/formreg/committeevol.htm

ColumbusReads is an Ohio State University Tutoring Program for Kindergarten students. Tutors can register to participate for the school year (Oct to May) or just one quarter. The exact dates are available on the registration form. Sessions involve a 1 1/2-hour commitment, one hour in the classroom and 1/2 hour for travel time.



FROM THE DOCS' DESKS

Tom O'Brien & Bob Osborne

Change Management

In today's business world, change is an **unpleasant fact**. Accounting and Finance functions today are different from a few years ago. At the heart of many of these changes is **technology**. Advances in technology can increase change, but routines can deter it and impede advancement. Routines get people into ruts, dull the senses, stifle creativity, constrict thinking, remove us from stimulation, and destroy our ability to compete. Too often, people cling to the familiar and put down new ideas (comments like: "It's not in the budget," "It'll never work" and our favorite - "We've never done that before.") When confronted with change some tend to respond like firefighters hosing down a fire, they douse ideas before they can flare up, and thereby extinguish enthusiasm and spirit.

Some organizations face **static environments**; few forces are changing. Other organizations face very **dynamic environments**: examples include rapidly changing government regulations affecting their business; changing accounting standards (such as the shift from GAAP - Generally Accepted Accounting Principles to IFRS - International Financial Reporting Standards); new competitors; and difficulties getting materials.

Organizational downsizing, the popularity of concepts such as business process reengineering, and the emergence of the Internet and e-business are obvious **testimony** to the changing environment. It should be noted that the tasks of the finance and accounting personnel have changed. New skills and abilities are being demanded of today's finance and accounting personnel because, as it was in the past and as it is today, the **human software** will remain the most important technology in the office of the future.

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Photos: T. Casasanta

EDWARD DEBONO'S SIX THINKING HATS**Yellow Hat: Optimism Versus Black Hat: Pessimism**

Renaë Walters



Photo: T. Casasanta

The **Yellow Hat** of optimism and **Black Hat** of pessimism are contrasted as **opportunity thinking vs. risk thinking**. Both employ speculative "what if" analyses and are needed in effective decision making. They provide context for performing positive and negative assessments for any proposed course of action. In conducting a SWOT analysis, the Yellow Hat would represent internal strengths and external opportunities, while the Black Hat may serve to identify internal weaknesses and external threats.

Of significance to the Yellow Hat is developing **value sensitivity**. This skill requires deliberately seeking out the benefits of collaborative suggestions, and more importantly, the ability to see the value in one's own ideas. The goal is to focus on the positive and engage in constructive thinking; it is concerned with **making things happen**. It also has a lot to do with creative vision, though not necessarily with creativity.

The Black Hat is very important, as it represents cautionary **risk analysis**; however, it can be overused and could become a detriment if it is the only hat one wears. Just as one can be overly optimistic to a fault, one can be pessimistic to the extreme. Both types of thinking are required. DeBono's methodology allows exploring each before reaching important decisions.

FORMULA/RECIPE FOR PERSONAL GROWTH

Joseph Sunday

© 2006 Brian Kim, *The Hidden Secret in Think and Grow Rich*

We need to write our goals down. It has been proven, people who write down their goals are more likely to achieve success while others achieve very little in life. Kim states "If they're not written down, they're just dreams. When you write things down, it sets off a chain of events that will change your life. I am a firm believer of writing. A FIRM BELIEVER."

The easiest personal growth step is to set one goal, just one goal, write it down and place it somewhere that you will see it every day. This will be the reminder of the stimulus.

"The benefits to writing your goals down are threefold:

1. It forces you to clearly define your goals; it forces clarity.
2. It frees your mind to take your thinking to the next level.
3. It uses all three learning techniques and stimulates creativity."

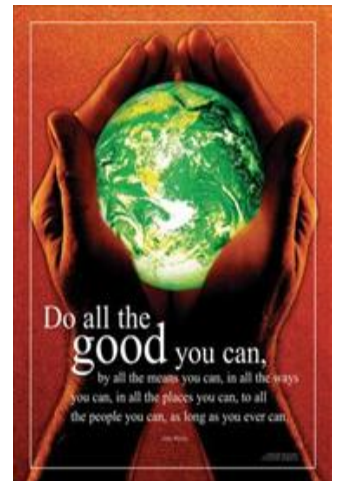
FORMULA/RECIPE FOR PROFESSIONAL GROWTH Kefentse Cade

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Developing a staff consists of costs, time, money, especially during a recession, when every company's goal is to produce more with less. The typical solution: downsizing and reduction in training.

However, downsizing and a decrease in training affects the organization's product or service. Developing staff can help a business by increasing creativity, productivity, staff retention and recruitment, customer retention and growth, and efficiency and effectiveness. "A security company found it increased customers retention 4%, 2%, and 2% over a 3-year span".

Employees, customers, and management must communicate with each other so the organization can accomplish its goals and objectives. By not developing employees, the employees will not commit to accomplishing the company's goals. And, not able to change with time, a company lessens its opportunity to grow as an organization.



Mr. Zann, In your resumé I think you misspelled the word "guerilla". I take it you were in charge of a military strike force where you commanded 50 "guerilla" troops.



Allen Foster

WHAT'S A STRATEGY MAP? Kaplan & Norton
From "The Execution Premium" © 2008

"... a visual display of the cause-and-effect (i.e., value-added) relationships among the expectations that make up an organization's strategy." These relationships may be "horizontal" (i.e., $x + y = z$) for a particular *balanced scorecard (BSC) perspective*. And/or, they may be "vertical" thrusts, rising (as do parts of a building) from *core competencies, a mission and values* – the foundation, up through each *perspective* – each floor, to fulfill a *theme (and goal)* – a pillar, in a quest to support the organization's *vision* – its roof (or cap). During the quest, the themes and perspectives work together to appropriately prioritize (i.e., distribute and balance) impacts/interdependencies of the varied expectations.

PDI '09 MEMORY – May 26-29

"I thoroughly enjoyed DFAS Service Day. It was innovative and very creative. The games played were an excellent way to learn and have fun at the same time. I learned a lot of DFAS facts that I found very interesting and worth knowing. It kept my attention the entire day. Mrs. McKay, Director, DFAS, is to be commended for changing the pace of Service day."

Shirley Benton

Photo: J. Fenwick

20th ANNIVERSARY TRIVIA**Who Sponsored the Chapter back in 1990?**

Frank Egan, then Deputy Director, DFAS Columbus (DFAS-CO) Center

Larry Gallagher, then Member, Moundbuilders (Newark AFS, Heath OH) Chapter, DFAS-CO Employee

Marylin McCauley, then President, Aviation (Wright-Patterson AFB, Dayton OH) Chapter

Pam Nowicki**ADOPT-A-SCHOOL COLLECTION – Aug 6-20****Mary Baker**

**Broadleigh
Elementary School**

Needed: hand sanitizer; blunt scissors; #2 (or fat) pencils; spiral notebooks; sturdy, pictured folders; glue (sticks); 24 (plus) count (or fat) crayons; rulers; Kleenex.

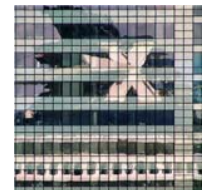
Watch email/break rooms for POCs. Donate Cash @ www.asmcuckeye.org/PP%20Broadleigh%20Donations.

OHIO BUSINESS WEEK CAMP REPORT – Aug 20**Shirley Benton**

Ohio Business Week (OBW) is a weeklong summer program that gives high school students a unique, hands-on experience with business and entrepreneurship. Students (there were two we sponsored) learn directly from the pros how to establish and run their own company. Hosted on a college campus, they experience campus life and lay the groundwork for a successful future!

**DFAS CHANGE MANAGEMENT EFFORTS – Aug 20****Macy Newman**

Debra White-Johnson, DFAS Change Management Office, will speak on DFAS' change management initiatives. Debra is the current Buckeye Chapter President and former President-Elect. She was formerly in charge of DFAS-CO Accounting Operation's Functional Training Office. She recently accepted a new job in the DFAS-CO Client Executive Office.

**JOINT AGA/ASMC LUNCHEON – Sep 17****Macy Newman**

The Greater Columbus Chapter, Association of Government Accountants (AGA), and the Buckeye Chapter, American Society of Military Comptrollers (ASMC), will co-host their annual joint meeting on Thursday, Sep. 17. Location/time/topic are still TBD.

PLANNING BD./EXEC. COMMITTEE – Jul 8**Christine Prenoveau**

Board Discussion: *Luncheons:* July – seek Broadleigh donations; Sept – joint AGA/ASMC planning coming; Oct & Feb – still open; Nov - Jonathan Witter agreed to speak on Organizational Change (= HPOs). Next June – conflict(?) with multi-cultural day. Add Community Service report to agenda; get agenda items to Macy before luncheon. *Chairs:* vacancies exist/backups needed. Audio conferences and CPE Crediting will move under Education. *Newsletter:* Jun 23rd deadline. *Calendar:* 26 will attend Jul 9 audio conference. *CDFM:* study groups start today; survey results pending. *Awards:* need list of special recognitions; photos today. *Community Service:* looking to expand human touch opportunities. Broadleigh collection in mid August. *Treasury:* expenses exceed revenues; lack of downtown hotel rooms hinders being PDI host; need non-profit affirmation for fundraisers. IRS has requested added documentation; our state charter requires it be amended to read we're organized for non-profit purposes.

Recommendations to Exec. Committee: Increase luncheon price: \$12 members; \$14 non-members. Combine Planning Bd. And Exec. Committee meetings; save ½ hr. per month.

Committee Discussion: Unanimously passed motions to (1) amend our Ohio charter to read our purpose is non-profit activity and (2) increase luncheon cost to \$12 members, \$14 non-members. Will ask DFAS to make earlier PDI selections to allow chapter to volunteer attendees to ASMC HQ for proceeds-sharing jobs.

Attendance: Officers (4 = quorum) – Bail, Mathews, L. Snyder, White-Johnson. **Chairs** (11) – (no vote) Baker, Javor, Lannan, Miller, Neeffe, Newman, Palmore, J. Snyder, Stevens, Torain, Woolford.

Adjourned (11:30 – 1 PM). Next Meeting: Aug 5

MEMBER APPRECIATION/AWARDS – Jul 24**Mary Mathews**

Members and guests attended the evening luau/swim and awards ceremony at Napoli's Restaurant at the Ramada Inn, Whitehall. Besides certificates, many received door prizes.

Debra White-Johnson, President, presented 33 certificates of service for officers & chairs, 84 participation certificates for members, 16 special recognition certificates, and four President's Awards.

Special Recognition: In General & Rose Sale Fundraiser – **Diana Javor, Pam Nowicki** (Bowl-A-Thon too!), **Teresa Woods**; In General & Newsletter Articles – **Dr. Tom O'Brien, Renae Walters** (Website too!); Publicity – **Rebecca Smith**; Scholarship – **Kefentse Cade, Juan McGuire, Macy Newman, Sonya Thompson**; Meetings – **Marcus Harris, Joseph Sunday**; Community Service – **Melissa Stevens**; In General – **Joy Fenwick, Mary Mathews, Charles Miller**

President's Awards (clockwise): **Linda Ferguson** – Chapter Banners; **Roger Neeffe** – Revised Bylaws, On-line Election, Non-Profit Application, Assistant Treasurer; **Dr. Bob Osborne** – In General, Newsletter Articles, Non-Profit Application; **Jim Snyder** – Chapter Banners & Logo/Seal, Revised Bylaws, Newsletter

**PRESIDENT'S AWARD(S)**

Photos: T. Casasanta

ACTIVITIES OR EVENTS

Carol Wilson

Member Luncheon	DFAS Conference Center Room TBD	Aug 20 11:30 AM – 1 PM	
Joint AGA/ASMC Luncheon	DFAS Conference Center Room TBD	Sep 17 11:30 AM – 1 PM	
Audit Due	<i>ASMC HQ (See Below)</i>	Sep 22	
Officer Listing Due	<i>ASMC HQ</i> 415 N. Alfred Street Alexandria VA 22314	Oct 10	
Member Luncheon	DFAS Conference Center Room TBD	Oct 15 11:30 AM – 1 PM	
AGA PDC	TBD TBD	Oct 19-21 8 AM – 4:30 PM	

COMMITTEE MEETINGS

Carol Wilson

Planning Bd./Executive Committee	DFAS Bldg 21 Room B413	Aug 5 11:30 AM – 1 PM	
Planning Bd./Executive Committee	DFAS Bldg 21 Room B413	Sep 2 11:30 AM – 1 PM	
Planning Bd./Executive Committee	DFAS Bldg 21 Room B413	Oct 7 11:30 AM – 1 PM	

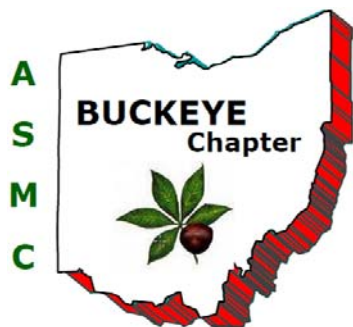
COMMUNITY SERVICE www.asmcuckeye.org/formreg/committeevol.htm

Mid Ohio Food Bank	West of Downtown 1625 W. Mound	Aug 1 CANCELLED! The Bank is moving!	
Columbus Wine Festival	Franklin Park Conservatory	Aug 7: 4 – 10 PM	
Various Charities	1777 E. Broad	Aug 8: 1 – 8 PM	
Broadleigh School Supplies Collection	DSCC & DFAS	Aug 6-20	
Adopt-a-School	Bldgs 10, 11, 20 & 21	Aug 21 Delivery	
COSI Family Fridays	Center of Science/Industry	Aug 28/Sep 25/Oct 22	
	333 W. Broad	5 – 9 PM	
Vintage Baseball Festival	Ohio Village	Sep 5-6	
	I-71 @ 17 th avenue	9 AM – 5 PM	
Half Way to St. Patrick's Day	Smith Bros. Office Bldg.	Sep 18	
Cystic Fibrosis	580 N. Fourth	6 – 9 PM	
All Hallowes Eve	Ohio Village	Oct 17, 24	
	I-71 @ 17 th Avenue	5:30 – 9:30 PM	
ColumbusReads Tutoring	Broadleigh Elementary	Oct-May	
Adopt-a-School	3039 Maryland Ave	1 1/2-2 hours per day	

CDFM STUDY GROUPS

Theresa Lannan

Resource Management = Module 1	DFAS Bldg 21 Room C720	Aug 5, 12 11 AM – Noon	
Host: Nalin Patel 693-8876			
Budget/Cost Analysis = Module 2	DFAS Bldg 21 Room C720	Aug 7, 14 11 AM – Noon	
Host: Barb Bail 693-0657			
Accounting & Finance = Module 3	DFAS Bldg 21 Room C720	Aug 6, 13 11 AM – Noon	
Host: Priscilla Appelgate 692-9782			
On-Site Testing	DFAS Bldg 21 Room A119 (Erie)	Aug 24 9-11 AM; 1-3 PM	
Host: Robert Mariani			



THE UPDATE STAFF

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Writer	Cheri Hanby
Writer	Joseph Sunday
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This electronic Newsletter is authorized and funded by ASMC's Buckeye Chapter in Columbus, OH. Articles are due by the 25th of the month prior to that of publication – sent to Jim.Snyder@dfas.mil.

Clip Art: www.fotosearch.com



EXECUTIVE COMMITTEE

President	Debra White-Johnson
President Elect	Barbara Bail
Secretary	Christine Prenoveau
Treasurer	Renaë Walters
Vice-President Participation	Mary Mathews
Vice-President Programs	Lisa Snyder
Executive Liaison	Pam Franceschi
Past Presidents	Invited

COMMITTEE CHAIRS (* Past Presidents)

Audit	Dr. Bob Osborne
Awards	Carol Wilson
Certification	Theresa Lannan
Community Service	Melissa Stevens
Competition	VACANT
Constitution/Bylaws	<i>Ad Hoc</i>
Education	Nalin Patel
Election	* Roger Neefe
Executive	Debra White-Johnson
Family/Broadleigh	Mary Baker
History	Melinda Nelson
Meetings	Macy Newman
Membership	Charles Miller
Newsletter	* Jim Snyder
Nominations	* Pam Nowicki
Photography	Tom Casasanta
Publicity	Rebecca Smith
Scheduling	Carol Wilson
Scholarship	Shirley Benton
Special Events	Mamie Torain
20 th Anniversary	VACANT
Ways & Means	Diana Javor
Webmaster	Renaë Walters