

## NCCCP Team Wins NIH Director's Award

By Maritta Perry Grau, Staff Writer

The pilot phase of the NCI Community Cancer Centers Program (NCCCP) was recognized by an NIH Director's Award in July as an exemplary program.

The awards "recognize superior performance or special efforts significantly beyond the regular duty requirements, and directly related to fulfilling the mission of the National Institutes of Health." The awards include three categories: scientific/medical (NCCCP's category), administrative, and technical/clerical/support.

The NCCCP pilot includes 16 sites in 14 states (see map). The objective is to bring state-of-the-art clinical cancer care and research to patients—particularly minority and underserved—in hometown settings ranging from rural to underserved urban areas, rather than large,

university-based hospitals, that may be too far away from the patients' homes. "This diversity offers a potential framework for a national program of community cancer centers that would be integrated with NCI's extensive network of cancer research and quality care initiatives," according to the NCCCP web site, <http://ncccp.cancer.gov/index.htm>.

The SAIC-Frederick team working with NCI included Shannon Jackson, Research Contracts, Contract Planning and Administration Directorate; Frank Blanchard, public affairs director; and Joy Beveridge, NCCCP project manager, and her staff, Deb Hill and Linda Ritchie, in the Clinical Monitoring Research Program, Clinical Research Directorate.

"Our team represented all of SAIC-Frederick, and the award is a team accomplishment. The role of the contractor and the subcontracting mechanism has been a significant factor in the success of the program," Ms. Beveridge said.

She added that the NCCCP sites have been so successful in part because



top-level managers at the participating hospitals have been behind the program 100 percent. For every \$1 that the NCCCP contributes to the site, the pilot

*(continued on page 3)*

## November 5: A Day to Celebrate!

By Nancy Parrish, Staff Writer

Come celebrate your company and your peers on November 5 at the 13th Annual Achievement Awards Program at the Lynfield Complex, from 12:00 until 6:00 p.m.

A mouth-watering array of hors d'oeuvres and cocktails will be available at the opening reception beginning at noon, when all SAIC-Frederick employees can mix and mingle. Simply



*The band Mutual Fun will be playing again at the Annual Achievement Awards Program.*

Elegant Catering is making a return visit, with a delicious menu similar to last year's, according to Wanda Shook-

Bartlett, Achievement Awards Program Committee co-chair. "They seemed to be a real hit last year, and their servers were very, very professional. We will have pretty much the same menu, although we do plan to add an item or two," Ms. Shook-Bartlett said.

The Year in Review slide show will start running at approximately 1:40 p.m. in Building 5, and the program begins promptly at 2:00 p.m. Larry Arthur, Ph.D., Chief Executive Officer of the Operations and Technical Support Contract, will present the Contract Year

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Arthur's Corner

## Financial Management Directorate: An Effective Partner for Our Growing Business



Larry Arthur, Ph.D.

Since 1995, when SAIC-Frederick took over the Operations and Technical Support contract, our financial responsibilities have steadily increased. And in the last six years, it's almost doubled—from about 315 million dollars in spending in 2005 to about 620 million at the close of last year's contract. Our employee base has grown from about 300 to nearly 1,900 today.

With 300 employees, you can incorporate a small financial function into the overall operations of a company, but, at half-a-billion dollars, you need a stronger, more direct focus on the financial aspects.

So, a year ago, we created the Financial Management Directorate and hired Ken Carpenter as head. I've asked Ken to write this quarter's "Arthur's Corner," and tell you in more detail about the directorate's work.

Larry O. Arthur

Chief Executive Officer of the Operations and Technical Support Contract and Associate Director of the AIDS and Cancer Virus Program, SAIC-Frederick, Inc.

Since 1995, when SAIC-Frederick took over the Operations and Technical Support contract, our financial responsibilities have steadily

### Financial Management Addresses Broad Scope of Work

By Ken Carpenter, Chief Financial Officer

The Financial Management Group's (FMG's) scope is broad: to administer a financial management program to NCI and other agencies utilizing NCI's prime contract with SAIC-Frederick; to establish fiscal policies that ensure accountability for government funds; to provide high-quality financial reporting and analysis to assist in managing fiscal resources; and to deliver high-quality



Ken Carpenter, Chief Financial Officer

financial support and customer service to both our internal and our external customers. Our Budget and Cost Management department provides support for cost management, budgetary development, and coordination of fiscal processes to the NCI-Frederick community. In FY2009, this support included monitoring more than 1,900 individual cost centers and tracking approximately \$480 million in operating costs and associated funding.

The Controller's Office keeps key staff and directors of SAIC-Frederick up to date by providing regular financial briefings to directorate heads and key staff. In response to the notification that ARRA (American Recovery and Reinvestment Act of 2009) funding would be added to our contract with NCI, we've developed a very comprehensive work-flow mapping and control document. Including ARRA,

SAIC-Frederick's budget has jumped from about 300 million dollars in 2006 to about three-quarters of a billion dollars in 2010.

Most of you are perhaps more familiar with our Payroll department. But the department doesn't just produce your paycheck.

Did you know that included in various employee payments are reimbursements for everything from Flex Spending Accounts and employee reimbursements to the payment and tax withholding for relocation expenses—that's for nearly 2,000 employees and several international employees? The department issued 2,001 W-2's for CY2008; provided payments and tax reporting to 11 state agencies, processed transactions for company stock; and made other special payments. Payroll also reviews timesheets to ensure compliance with company policies and procedures.

### An Effective Business Partner

One of our aims is to ensure that what is processed through the financial system and provided at the end of that process as information provides a clear view of the performance of the company and the contract. Thus, we're examining how we're currently organized and how we deliver services. We want to be an effective, proactive, and strategic program partner.

We're also analyzing our processes and technology to support our partners with "best practices." For example, our biggest cost element in this half-a-billion dollar contract is labor, a resource that leaders need to be able to channel to where it's

most needed. With Total Time Accounting, a project leader can now more accurately assess the time people are actually spending on a project, and can then determine the need for additional resources or can redirect labor to other projects.

Earlier this year, FMG launched an initiative in cost savings, the “APennySaved” campaign (see article on page 6), and from feedback we received asking for your suggestions, we’ve begun to implement your ideas. For example, we’ve begun a distributed printing study, led by Dan Fox, and a study on wireless communications. We’re already seeing cost savings in both of those areas. And we’re looking carefully at many other suggestions you have sent.

To be an effective organization, SAIC-Frederick needs an effective, proactive financial partner. Financial Management strives to meet that challenge and thus to support both NCI’s and SAIC-Frederick’s research missions—supporting cancer and AIDS research. ↻

### NCCCP Team *(continued from page 1)*

institution matches with \$3 through staff, resources, partnerships, etc.

“This 1–3 matching really demonstrates the level of commitment that these sites have to the program. In addition, the networking is wonderful; using the model of a network approach enables the projects to continue. They are sharing many ‘best practices’ and ‘lessons learned,’” she said.

The project was conceived as a three-year initiative with a possible fourth year. Because of its successes so far, the fourth year extension was recently activated. “Year Four is a sort of bridge that will lead to ongoing

support of the NCCCP. Even during Year Two, NCI was convinced that three years would not be sufficient time to finish the project,” Ms. Beveridge said.

The major goals thus far have been to reduce cancer healthcare disparities, increase patient involvement in clinical trials, improve their information technology, standardize biospecimen collection, and improve the quality of cancer care provided.

### Healthcare Disparities

All of the NCCCP hospitals have “patient navigators” to help patients with the clinical care procedures, social services, and financial counseling. The pilot sites have developed the NCCCP *Template for Community Outreach* to help other groups with outreach efforts, particularly when they are aiming at “specific population groups and cancer types.” The sites are also capturing more patient data, which helps the pilot institutions learn more about disparities, ways to increase participation in clinical trials, and, of course, more about tailoring new cancer treatments for the type of patients they serve.

### Increase Patient Involvement in Clinical Trials

Patients in NCCCP sites have easier access to NCI-sponsored treatment trials for breast, colon/rectum, kidney, lung, and non-Hodgkin lymphoma. Increasing patient participation in

clinical trials gives researchers more diverse groups of patients. It’s worth noting that generally, only three percent of adult cancer patients participate in clinical trials. NCCCP sites are providing interpreters, patient navigators, financial assistance programs, and community education to encourage patient participation.

### Enhance Information Technology Capabilities

Many of the sites are adopting NCI’s caBIG® (cancer Biomedical Informatics Grid®) electronic tools and resources, and relying less and less on paper to track the information they need.

### Standardize Biospecimen Collection

All sites are assessing how to incorporate NCI’s *Best Practices for Biospecimen Resources* to improve the quality of collecting, documenting, storing, and transmitting medical specimens. All sites are also standardizing the way in which they collect and store medical specimens to ensure their quality, both for patient diagnosis and for cancer research. In fact, all hospitals have adopted the formalin fixation guidelines from the Best Practices.

### Improve the Quality of Cancer Care

The pilot sites offer genetic counseling; NCCCP has developed the *Genetic Counseling Assessment Tool* to assist with such counseling. ↻



*Shown with NCI Director John E. Niederhuber, M.D. (center), are some of the more than 30 people from various NCI divisions who comprise the NCCCP team. Local team members (not pictured) include Frank Blanchard, public affairs director; Joy Beveridge, project manager, and her staff at CMRP, CRD; and Shannon Jackson, Research Contracts, CPAD.*

## Work on Communication Plan Continues

By Ken Michaels, Staff Writer

The SAIC-Frederick Communication Plan is a work in progress. The overarching goals of creating and adopting such a plan are to become an organization that is characterized by a culture of:

- as much transparency as possible;
- two-way communication throughout the organization;
- innovation;
- consistent communication; and
- employees, especially managers at all levels, who promote effective communication.

Although the plan is still being written, some actions have already occurred.

We established a TalkToLarry e-mail address (TalkToLarry@mail.nih.gov) as a direct line to the chief executive officer (CEO) that is accessible to every SAIC-Frederick employee. This was a signal to all that our leader wants to hear employees' thoughts and ideas (see sidebar).

- We performed a communication audit in February and March to better understand what middle managers are doing at present.
- We surveyed all managers and supervisors this past spring, posing questions to help us better understand the current communication environment from their perspectives.
- In April, Dr. Larry Arthur, CEO, SAIC-Frederick, made a series of presentations to which all managers and supervisors were invited; these presentations were described in the July issue

of this newsletter ([http://www.ncifcrf.gov/campus/publications/online\\_newsletter/current/current.pdf](http://www.ncifcrf.gov/campus/publications/online_newsletter/current/current.pdf)).

- We surveyed the entire SAIC-Frederick community in early October to take the pulse of the entire organization on the effectiveness of our communication.
- Manager as Communicator training is currently under way. These five-hour sessions will ultimately be attended by all SAIC-Frederick managers and supervisors.

The Communications Subcommittee will develop additional action plans over the next few months and continues to seek input. All ideas to improve our information flow are welcome. Feel free to use the TalkToLarry channel, or contact any member of the committee ... we'd really like to hear from you!

### Committee members:

Beth Baseler	301-846-5413
Frank Blanchard	301-846-1893
Andi Gnuschke	301-846-6952
Steve Harshman	301-846-4003
Amy Huter-Imming	301-846-1669
Bill Kopp	301-846-1707
Ken Michaels	301-846-1057
Jill Sugden	301-846-5193



Chief technology officer, Tim Harris, Ph.D., presents to a group of managers and supervisors on September 15 as part of the Manager as Communicator Training.

## TalkToLarry: Where Do Your Messages Go?

### Purpose of the Program

To establish a mechanism that facilitates direct, informal communication between individual SAIC-Frederick employees and the CEO, Dr. Larry Arthur.

### Guidelines

**Access** – Dr. Arthur does not have exclusive access. The community should be aware that TalkToLarry (TTL) messages may be accessed and receipt acknowledged by a member of Dr. Arthur's office staff.

**Response** – Receipt of messages will be acknowledged promptly, but there is no guaranteed window for action to be taken. (Dr. Arthur is entitled to vacation time, too.)

**Nature of messages** – The community should be aware that TTL should not be used for communication for which other channels already exist (e.g., ethics issues). TTL is intended to provide an easy and direct pathway for employees to express things that they would like Dr. Arthur to hear and through which he can respond.

**Confidentiality** – TTL is NOT a confidential communication channel. Messages received by Dr. Arthur may be forwarded to others for action at his discretion. TTL is "on the record"; there should be no expectation of privacy. 🗣️

**November 5** *(continued for page 1)*

in Review, followed by the presentation of awards for outstanding achievements, the 2009 Fitness Challenge, and length of service.

After the program, you may choose from an array of tempting desserts and non-alcoholic beverages. Mutual Fun, the band that rocked the house last year, will play from 4:00 to 6:00 p.m. According to Ms. Shook-Bartlett, the committee had “so many wonderful comments about the band,” that they decided to bring them back this year. A six-piece band with a versatile repertoire that includes Motown, classic rock and roll, oldies, Top 40, disco, country, and big band sounds, Mutual Fun is sure to get your feet moving.

Like last year, a van will be provided to pick up/drop off employees in the Rockville/Bethesda areas. Invitations, including directions and additional details, are scheduled to be mailed to each employee in mid-October. If you have any questions or require additional information, please contact Wanda Shook-Bartlett at 301-846-6494 or [shookwan@mail.nih.gov](mailto:shookwan@mail.nih.gov); or Craig Gladden at 301-846-5474 or [gladdenc@mail.nih.gov](mailto:gladdenc@mail.nih.gov).

*Reminder: The Annual Achievement Awards Program is an official company event that everyone is encouraged to attend. Employees who do not attend must work their regular hours, take vacation leave, or arrange for an alternate schedule. ☺*



## Employees Feel More Recognized at Work, According to Gallup Survey

*By Ashley DeVine, Staff Writer*

The results of the Gallup Engagement Survey, taken in the spring, reveal that SAIC-Frederick employees feel they are receiving more recognition for their work.

The overall average response to the question, “In the last seven days, I have received recognition or praise for doing good work,” was 3.45 out of 5, compared to 3.19 in 2007. This is a score increase of .26, which can be viewed positively because The Gallup Organization considers an improvement of .14 to mean strong performance.

SAIC-Frederick’s overall average score on the question, “I know what is expected of me at work,” was about the same as the 2007 survey (4.32), which was the goal. Scores were improved for nearly all of the survey questions.



*Jill Sugden, director, Human Resources, presented the results of the 2009 Gallup Engagement Survey to managers in September.*

Survey participation was 79 percent, compared to 62 percent in 2007.

SAIC-Frederick’s overall mean score for the entire survey was 3.91 (3.8 in 2007) and SAIC Corporate’s overall mean score was 3.85 (3.71 in 2007).

All managers who had five or more employees complete the survey received

individualized reports. Managers with several departments or groups reporting to them also received “roll-up” reports. Before the end of the calendar year, each directorate will hold all-hands and/or individual work team meetings to provide feedback on results and draft and execute new impact plans. ☺

## “APennySaved” Campaign Launches Initiatives, Thanks Contributors

By Ken Carpenter, Chief Financial Officer, Guest Writer; and Ashley DeVine, Staff Writer

If you've ever seen an activity or process in your program that you think could be completed more efficiently



Eckart Bindewald (center), Ph.D., CCR Nanobiology Program, contributed 16 suggestions to the campaign. He is pictured here with Larry Arthur (left), Ph.D., CEO, and Ken Carpenter (right), chief financial officer.

or for less money, you may want to consider submitting your idea to the “APennySaved” campaign, which was launched in June.

The goals of this campaign are to save scarce resources, identify inefficient activities, and make sure SAIC-Frederick spends money and time on winning the war against cancer and AIDS.

Two major cost-savings initiatives that have been recently launched as a result of suggestions to the campaign are the Distributive Printing Initiative (DPI) and the Wireless Communications Initiative. For the DPI plan, the Cost Management Committee is researching the cost savings of

reducing the number of individual printers and moving towards a more centralized approach. The Wireless Communications Initiative involves the committee looking at SAIC-Frederick's current wireless policy to see where

money-saving changes can be made, such as account pooling, since costs have steadily increased over the years.

As a way to thank those who contributed to the “APennySaved” campaign, a continental breakfast was held September 17, in which campaign contributors were introduced to the Cost Management Committee.

Approximately 80 contributors were invited to attend this breakfast. One contributor, Eckart Bindewald, Ph.D., Center for Cancer Research Nanobiology Program, sent 16 suggestions to the campaign.

The Cost Management Committee is made up of the following people: John Gilly, Biopharmaceutical Development Program; Steve Harshman, Contract

Planning and Administration; Terry Hebb, Contracts and Acquisitions; Kathryn Hoffman, Financial Management; Beth Kelly, Contract Planning and Administration; Jeffrey Lake, Advanced Technology Program; Teresa Stitely, Contract Planning and Administration; Jill Sugden, Human Resources; Dante Tedaldi, Facilities Maintenance and Engineering; and Ginny Whipp, Financial Management.

The initial response to this campaign was tremendous, with ideas ranging from easy to hard and from quick fixes to longer-term policy changes. Two suggestions were to turn off computers at the end of the day (easy) and implement a Six Sigma black belt function (a little more difficult), which is a business management strategy. Each idea is passed on to the Cost Management Committee and is added to the agenda for the next committee meeting.

Cost savings is one way all employees can contribute to finding a cure for cancer and AIDS and expediting the transfer of knowledge and technology from the bench to the bedside.

To submit an idea for the campaign, send an e-mail to [APennySaved@mail.nih.gov](mailto:APennySaved@mail.nih.gov). 



A continental breakfast was held in September to thank employees who contributed ideas to the “APennySaved” campaign.

## Experimental Treatment Improves Survival for Patients with Neuroblastoma

By Barbara Kending, Biopharmaceutical Development Program, Contributing Writer

The Biopharmaceutical Development Program (BDP) at NCI-Frederick is manufacturing ch14.18, a monoclonal antibody being used in clinical trials for children with neuroblastoma. NCI's Cancer Therapy Evaluation Program (CTEP) is sponsoring the trial.

### Clinical Trial Results Announced at ASCO Meeting

Clinical trial findings about an experimental treatment that includes ch14.18 were presented at the American Society of Clinical Oncology's 2009 annual meeting, held last May in Florida.

The trial's lead investigator, Dr. Alice Yu, University of California, San Diego, presented the findings.

Neuroblastoma is the most common cancer diagnosis in the first year of life. The disease, which arises in infants and young children, is a cancerous tumor that develops in the tissues of the sympathetic nervous system. Each year, approximately 650 new cases in the United States are identified, of which 40 to 50 percent have high-risk disease. Ch14.18 targets GD2, a glycolipid that is highly expressed on the surface of neuroblastomas, leading to activation of the immune system against GD2-expressing cancer cells.

The construction and expression of the chimeric antibody ch14.18 was reported in the *Journal of Immunology Methods* more than 10 years ago (Gillies SD et al. "High-Level Expression of Chimeric Antibodies Using Adapted cDNA Variable Region Cassettes," 125[1-2]:191-202, 1989).

### BDP Produces ch14.18 for Clinical Trials

In 1997, BDP began producing the antibody, and the last lot of product was vialled in 2006.

BDP has manufactured ch14.18 for several clinical studies, including the neuroblastoma Phase III clinical study that was conducted at trial sites throughout the United States and Canada through the Children's Oncology Group (COG), a worldwide clinical trial cooperative group supported by NCI.

The Division of Cancer Treatment and Diagnosis, NCI, sponsored the study under its IND (investigational new drug) for ch14.18. The Phase III clinical study was designed to determine whether immunotherapy (ch14.18, IL-2, and GM-CSF) plus 13-cis-retinoic acid (cis-RA) could increase the chance of event-free survival and overall survival after stem cell transplantation, when compared to standard therapy of cis-RA alone.

### BDP Helps with Search for Collaborator

BDP provides technical and regulatory support in NCI's search for a pharmaceutical or biotechnology company that can effectively collaborate on the scientific and commercial development of ch14.18.

The goal of the collaboration is the successful transfer of ch14.18 to a commercial sponsor that will be

responsible for the rapid scale-up and clinical manufacture of the agent to support a Biologic License Application through a Cooperative Research and Development Agreement (CRADA).

The CRADA is a unique agreement between a federal laboratory and a non-federal party for conducting specified research or development and is used when NIH and industry collaborate to further develop a technology for commercialization. BDP will work together with other NCI programs to transfer ch14.18 technology to NCI's selected CRADA partner for the further commercial manufacture and clinical development of ch14.18. 

For more information, read: AL Yu, AL Gilman, MF Ozkaynak, WB London, S Kreissman, HX Chen, KK Matthay, SL Cohn, JM Maris, P Sondel: "A Phase III Randomized Trial of the Chimeric Anti-GD2 Antibody ch14.18 with GM-CSF and IL2 as Immunotherapy Following Dose-intensive Chemotherapy for High-Risk Neuroblastoma: Children's Oncology Group (COG) Study ANBL0032." *J Clin Oncol* 27:15s, 2009 (suppl; abstr 10067z).

For more information about this topic, please visit the NCI web site at <http://www.cancer.gov> or call NCI's Cancer Information Service at 1-800-4-CANCER (1-800-422-6237; TTY: 1-800-332-8615).



## Double the Impact of Your Giving via Payroll Deduction

By Frank Blanchard, Staff Writer

You can double the impact of your charitable giving if you make your contributions to qualified organizations through SAIC-Frederick's expanded payroll deduction program—and if you act fast.

You can make your choices starting October 22, when SAIC-Frederick will launch its “Double Your Reach” campaign with a charity fair from 10 a.m. to 2 p.m. in Building 549.

The campaign will include seven local charities and nonprofit organizations to which you can donate via payroll deduction in 2010. SAIC-Frederick will also match dollar-for-dollar—on a first-come, first-served basis—your qualified contributions up to a company cap of \$50,000.

The expanded program will extend SAIC-Frederick's regular program of donations and sponsorships that are made each year through the Public Affairs Office, the Donations Committee, and through directorates' discretionary spending accounts.

At the charity fair, participating organizations will set up tables, provide more information, and answer questions about their activities. Payroll deduction sign-up forms will be available that day as handouts and electronically from an on-line location to be announced later.

The main reasons for expanding SAIC-Frederick's charitable giving:

- In these hard economic times, SAIC-Frederick is doing relatively well, having recently secured a long-term contract with the National Cancer Institute.

- We are part of a community that provides an exceptional workforce and outstanding living environment.
- We can have a greater impact as an organization by strategically aligning our corporate giving and our employee giving.

means and within our will to reach out to those who are less fortunate.”

Participating organizations:

- American Cancer Society
- Chesapeake Bay Foundation
  - Frederick Rescue Mission
  - Frederick Community College Foundation
  - Habitat for Humanity
  - Heartly House
  - United Way of Frederick County

These organizations were chosen for the campaign after a survey of SAIC-Frederick staff earlier this year suggested that more people would enroll in the payroll deduction program if it offered a broader choice of organizations. Traditionally, SAIC-Frederick has only included the United Way in its campaign.

The survey also offered employees a chance to say which causes they are interested in supporting and which organizations they would like to include in the payroll deduction program. 

- Employees have expressed an interest in having more organizations from which to choose in the payroll deduction program.

“Clearly, we are all feeling the impact of a bad economy, and I don't want to minimize that for any of our staff,” CEO Larry Arthur, Ph.D., has said.

“But I think we have it within our



## R-E-S-P-E-C-T: Find Out What It Means...to Everyone

By Andi Gnuschke, Contract Planning and Administration, Guest Writer; and Nancy Parrish, Staff Writer

Do you know someone who's always going the extra mile—and you wish that person could be recognized somehow? Or maybe you've watched a team tackle and accomplish an enormous task, then unceremoniously disband and move on to other work.

Now you can do something to recognize people who put in extra effort for the mission of the National Cancer Institute.

Larry Arthur, Ph.D., Chief Executive Officer, SAIC-Frederick, recently launched a new Employee Recognition Program. With the slogan "Show some RESPECT!" (Recognizing Excellent Service Promotes Employee Commitment and Teamwork!), the program encourages all employees to acknowledge the contributions of others.

All SAIC-Frederick employees or project teams spanning more than one directorate are eligible to receive an award. Criteria for winning the award include demonstrating exemplary customer service or work ethic, or performing tasks above and beyond an employee's normal scope of responsibilities. Qualified project teams are eligible for recognition upon the successful completion of a significant project.

### Gift Cards to Be Awarded

Individual employees will be awarded a \$25 gift card of their choice to Walmart, Best Buy, Outback,

Sheetz, Home Depot, Giant Eagle, Regal Cinemas, Barnes & Noble, Sports Authority, Dutch's Daughter, Cheesecake Factory, Glory Days, TGI Fridays, or Target.

A project team will receive a gift card with a total value equal to \$15 for each team member, rounded up to the nearest \$25 denomination. The team may choose the type of gift card it will receive; however, the gift card must be used for a team celebration event, such



as, for example, bowling, paintball, ice skating, movies, or a restaurant.

### How You Can Nominate Someone

Any SAIC-Frederick employee may nominate any other SAIC-Frederick employee, as long as there is no direct or indirect reporting relationship. For instance, supervisors and managers may not nominate anyone who directly or indirectly reports to them. Employees may not nominate supervisors or managers to whom they directly or indirectly report. An SAIC-Frederick employee nominating a project team for an award must not be a member of that team.

To nominate an employee or project team, use the Employee Recognition Nomination Form posted in most buildings and common areas, or accessed online at <http://web.ncifcrf.gov/campus/sahsp/EmployeeRecognition/>. The form asks

why you think the nominee's actions merit the award. E-mail your completed form to [saicferp@mail.nih.gov](mailto:saicferp@mail.nih.gov), or send it via interoffice mail to the Employee Recognition Coordinator, Andi Gnuschke, TJ Drive, Room 33.

Award recipients will be notified as nominations are approved. After a gift card is selected, both the gift card and a recognition certificate will be delivered to the award recipient's work location. Employees are encouraged to display their recognition certificates on their desk or locker, or in the department common area. *News & Views* will publish the names of all individuals and project teams recognized during the preceding quarter.

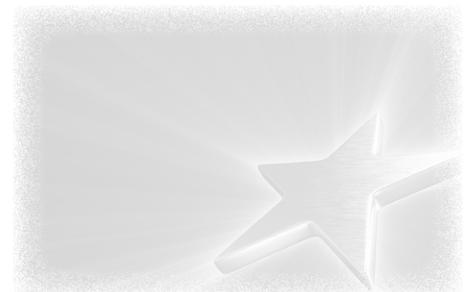
### Awards Granted throughout the Year

You may nominate an individual or team at any time. An SAIC-Frederick Employee Recognition Committee consisting of

a representative from each of the four organizational groups (Research and Technology; Clinical; Operations; and Financial) will review and approve employee recognition requests. Committee chair Andi Gnuschke, Ethics Coordinator and Project Manager in the Contract Planning and Administration Directorate, is a nonvoting member of the committee.

### Start Today

You can nominate a peer or project team today. For more information, contact Ms. Gnuschke, [gnuschkea@mail.nih.gov](mailto:gnuschkea@mail.nih.gov), or 301-846-6952. ☺



## Thinking Green

By Nancy Parrish, Staff Writer

More than 100 employees attended the third annual Buying Green Vendor Show sponsored by the SAIC-Frederick Purchasing Department on July 16 in the Conference Center. The show promotes the purchase of products and services that have minimal impact on the environment. Displays showed green office, laboratory, and industrial equipment, as well as computer-related items. Vendors engaged in lively discussions with employees on ways to reduce, reuse, and recycle. As a result, the Purchasing Department's Green Team launched a campus-wide contest for the best green tips. A tee shirt will be awarded every month to the employee who submits the best



suggestion, as judged by the Purchasing Department's Green Team, and the tip will be posted on the Think Green web site, <http://web.ncifcrf.gov/campus/als/green/>. ↻



## Ladies Night Out – Who Knew a Mammogram Could Be So Much Fun?

By Nancy Parrish, Staff Writer

NCI-Frederick has partnered with Frederick Memorial Healthcare (FMH) system to provide screening mammograms exclusively for NCI-Frederick employees or spouses. Called Ladies Night Out, the event includes a mammogram, plus a free neck and shoulder massage, and free reflexology and hand treatment.

Catered refreshments will be available, and drawings will be held for gift certificates to Volt, one of Frederick's newest and hottest restaurants, and for complimentary therapy treatments at the FMH Wellness Center at FSK Mall.

### October Dates Are Still Available

Be sure you have a referral from your health care provider before making your appointment. The cost associated with annual screenings is covered by most health insurance plans, but check with

your insurance company if you have questions.

Ladies Night Out Screening Mammography will be held from 5:00 p.m. to 7:45 p.m., at FMH Rose Hill on Opposumtown Pike, on the following dates:

- October 21 (Wednesday)
- October 27 (Tuesday)
- October 29 (Thursday)

Call 240-566-3135 to schedule your appointment. Remember to have your prescription from your health care provider when you call. Then pick up a scheduling card in Occupational Health Services (OHS, Building 426) for the special drawings. For questions, call OHS, 301-846-1096.

## Not Due for Your Mammogram?

You and your spouse can come to an Open House on October 19, when FMH Rose Hill will be open for tours between 5:00 and 7:00 p.m. The technicians will be available to show you the variety of screening technology available, including X-ray, ultrasound, and cardiac stress testing. No mammograms will be available, but you can still enjoy the Ladies Night Out amenities, including refreshments, massages, and drawings for special gift certificates. ↻

## Breast Cancer Awareness Worksite Presentations

Occupational Health Services (OHS) clinicians are offering on-site breast cancer awareness presentations throughout October, Breast Cancer Awareness Month. Please contact OHS, 301-846-1096, to schedule a presentation in your work area. ↻

## SAIC-Frederick Training Calendar

### Communication Series

Effective Oral Presentations.....	October 20 and 27, 9:00 a.m.–12:00 p.m.
Business Writing.....	October 29, 12:00–1:00 p.m.
Interpersonal Influence: The Power of Assertive Communication.....	November 6, 9:00 a.m.–12:00 p.m.
Persuasive Business Writing.....	November 12, 12:00–1:00 p.m.
Scientific Writing Workshop.....	November 16, 18, and 20, 9:00 a.m.–12:00 p.m.
Editing and Proofing.....	December 10, 12:00–1:00 p.m.

### Individual and Professional Enrichment Series

Colleague-to-Colleague Constructive Feedback.....	October 28, 8:30 a.m.–12:30 p.m.
Providing Exceptional Customer Service.....	November 4, 10:00 a.m.–12:00 p.m.
Employee Performance Review.....	November 18, 10:00 a.m.–12:00 p.m., or December 9, 2:00–4:00 p.m.

### Managerial and Supervisory Series

Case Studies in Employee Relations.....	October 20, 12:00–1:00 p.m.
Running Effective Meetings.....	November 17, 9:00 a.m.–12:00 p.m.
Conducting Employee Relations Investigations.....	November 19, 12:00–1:00 p.m.
Successful Interview Techniques.....	December 3, 12:00–1:00 p.m.
Five Mistakes Managers Make.....	December 1, 2:00–5:00 p.m.
Legal Do's and Don'ts of Reference Checking.....	December 9, 12:00–1:00 p.m.

### Management Development Program (MDP)

MDP is an internal training initiative designed for SAIC-Frederick's newly hired and promoted managers and supervisors. It provides an overview of essential information needed to successfully manage in our environment. Participants will also benefit from learning about specific policies and procedures unique to our organization. This program includes eight comprehensive modules offered over a four-week period. Topics include:

Session 1: Increasing Self-Awareness and Understanding Diversity.....	October 8, 8:30 a.m.–5:00 p.m.
Session 2: Benefits Overview and Compensation.....	October 15, 8:30 a.m.–5:00 p.m.
Session 3: Staffing and Coaching for Managers.....	October 22, 8:30 a.m.–5:00 p.m.
Session 4: Conflict Management and Employee Relations.....	October 29, 8:30 a.m.–5:00 p.m.

All programs are offered at no charge. For additional training opportunities and registration details, contact Sukanya Bora, Training and Development Manager, 301-846-1129, or [boras@mail.nih.gov](mailto:boras@mail.nih.gov), or go to [www.ncifcrf.gov/campus/outreach/course-list.asp](http://www.ncifcrf.gov/campus/outreach/course-list.asp).

## Floor Audits: Not “If” but “When”

*By Carrie Belasco, Financial Management, Guest Writer; and Nancy Parrish, Staff Writer*

As a government contractor, SAIC-Frederick is subject to internal audit as well as external audits conducted by applicable federal audit agencies. Since the NCI-Frederick Operations and Technical Support contract is one of the largest contracts for the U.S. Department of Health and Human Services (HHS), we anticipate that an external audit will occur in the near future.

The federal auditors are likely to be from one of two agencies: (1) the Defense Contract Audit Agency (DCAA), whose auditors review primarily Department of Defense contractors but are frequently requested by other government agencies; or (2) HHS. On the other hand, SAIC-Frederick could be audited by both agencies.

### The Importance of Accurate Timekeeping

To many of us, recording our time in the timekeeping system may seem like a chore we have to do so that we can get paid every two weeks. But it also serves a greater purpose: it gives SAIC-Frederick the records it needs to support the hours billed to the government.

In a federal audit, our timekeeping policy will be the major focus of attention because the majority of the contract costs come from labor hours. That's why it's essential to keep an accurate—and up-to-date—record of your time.

### What Is a Floor Audit?

In a floor audit, the auditing agency selects a random sample of employees to review. If you are one of the selected employees, the agency's representative will come to your work area, ask you a series of questions about how you

charge your time, and review your timecard. Keep in mind that the auditor will be looking for errors!

### “Mock” Floor Audits Being Conducted

To prepare for the federal audit, SAIC-Frederick's Internal Audit (IA) department has recently been conducting random floor audits throughout the directorates. The purpose of IA's review is to increase employee compliance with the new timekeeping policy, which requires time to be recorded each day, and to prepare employees for the federal audit. The current round of IA audits will run through November; as of this writing,

six directorates have been audited by IA. If you are selected for an IA audit, you should treat it just as you would the “real thing.”

For more information on time-charging procedures, contact the Payroll Department, 301-846-1518 or 301-846-1139; or you may contact the Timewizard administrator at 301-846-5545.

A copy of the timekeeping policy (B301-Completion and Approval of Timesheets) can be obtained from the Payroll Department, 301-846-1518 or 301-846-1139. Read it carefully and be completely familiar with it. 

### How You Can Prepare for a Floor Audit

- Know your password – do not write it down, and do not share it with anyone.
- Know what to do if anyone (including a manager) asks for your password or instructs you to record your time incorrectly.
- Record your time once a day; try to do it at the same time every day, to make it a habit.
- Know when it's okay to enter time in advance.
- Know when timesheets must be submitted to the Payroll Department.
- Know who approves your timesheet.
- Know what to do if your supervisor (or someone else) submits a timesheet on your behalf when, for example, you are on vacation or travel, or out sick.

# Employees Recognized for Outstanding Workplace Contributions

*By Ashley DeVine, Staff Writer*

The following employees were recognized in July–September 2009.

## Advanced Technology Program

Lakshman Bindu, Research Associate  
Zuoming Deng, Senior Scientist  
Kimberly Peifley, Research Associate

## Clinical Research Program

Joy Beeler, Clinical Research Associate  
Pearl Chapman, Protocol Coordinator  
Roxanne Cox, Clinical Research Associate  
Kia Davis, Special Projects Administrator  
Tracy Dean, Senior Program Coordinator  
Tom DiMaggio, Clinical Research Nurse  
Jen Farrell, Clinical Research Associate  
Taree Foltz, Assistant Program Manager  
John Freymann, Systems Programmer  
Technical Manager

Lisa Giebeig, Clinical Research Associate  
Craig Gladden, Program Manager  
Theresa Gratiano, Project Manager  
Peter Greco, LAN/Network Specialist  
Tom Harvey, Regulatory Associate  
Craig Hill, Medical Affairs Scientist  
Deborah Hill, Senior Special Projects  
Administrator  
Debbie Hissey, Secretary  
Melinda Hohnke, Secretary  
Sherry Howard, Secretary  
Lynda Huber, Secretary  
Ami Hurd, Behavioral Research Associate  
Jen Imes, Assistant Program Manager  
Jeff Jagoda, Systems Administrator  
April Kennedy, Senior Program  
Coordinator  
Justin Kirby, Bioinformatics Analyst  
Mohan Kunnatha, Driver (Courier)  
Kimberly Larsen, Secretary  
Corina May, Administrative Coordinator  
Carmen Meeks, Secretary  
Denise Motok, Financial Analyst  
Evelyn Obot, Clinical Project Manager  
Daniel Owens, Driver (Courier)

Sandra Paul, Clinical Coordinator  
Linda Ritchie, Documentation Specialist  
Kathryn Spates, Protocol Nurse  
Coordinator  
Sara Stallings, Clinical Research Associate  
Marc Teitelbaum, Medical Affairs Scientist  
Debbie Whitmore, Secretary  
Irenna Zubal, Senior Special Projects  
Administrator

## Contracts and Acquisitions

Lisa Anders, Buyer  
Jean Eyler, Senior Buyer  
Charles Gartner, Senior Buyer  
Debra Hogarty, Purchasing Supervisor  
Shelly Hollinger, Senior Buyer  
Thomas Kennedy, Senior Buyer  
Traci Kenney, Buyer  
Stephen Marsh, Shipping/Receiving Clerk  
Nancy Mayo, Senior Buyer  
Debra Ramsburg, Buyer  
Joyce Shelton, Order Clerk  
Darryl Smith, Buyer  
Lori Smith, Purchasing Administrator  
Hope Troxell, Senior Buyer  
Andrea Turner, Buyer

## Environment, Health, and Safety

Victor Carr, Environmental Specialist  
Verna Curry, Occupational Health Nurse  
Gail Housaman, Administrative Assistant  
Bryan Malseed, Senior Environmental  
Specialist  
Reginald Mose, Protective Services Officer  
William Osman, Senior Environmental  
Specialist  
Harry Sier, Jr., Protective Services Officer  
Mary Stewart, Occupational Health Nurse  
Dana Young, Senior Safety Specialist  
Jim Young, Protective Services Officer

## Facilities Maintenance and Engineering

Sue Keilholtz, Secretary  
Shirley Keller, Secretary  
Brad Leggett, Building Manager

Tim Murphy, HVAC Mechanic  
Larry Pawlick, Engineer  
Tom Tousegnaut, Engineer  
Doug Vaughn, Pest Control  
Allen Webb, Millwright

## Financial Management

Debbie Green, Financial Systems Analyst  
Karen Toms, Senior Financial Analyst

## Human Resources

Sukanya Bora, Manager, Training and  
Development  
Debbie Higdon, Senior Employment  
Specialist  
Irene Newman, Benefits Associate  
Retha Parsons, Compensation and HRIS  
Supervisor  
Mary Lou Siegle, HR Manager  
Courtney Watkins, HR Assistant

## Information Systems Program

Nancy Roche, Clinical Trials Management  
Systems Workspace Technical Lead  
Tammy Schroyer, Senior Illustrator

## Laboratory Animal Sciences Program

William Bowbliss, Animal Caretaker  
Julie Bullock, Veterinary Associate  
Sung Chin, Laboratory Animal Technician  
Mercy Gathuka, Manager Technical  
Operations  
Christina Hernandez, Research Associate  
Elena Kuznetsova, Animal Care Supervisor  
Danielle O'Mard, Veterinary Associate  
Rajagopal Sriperumbudur, Animal Program  
Veterinarian  
Mai Ni Thawng Tha, Animal Caretaker  
Angela Thetford, Sr. Laboratory Animal  
Technician  
Solomon Wangari, Sr. Laboratory Animal  
Technician  
Jeanne Yimdjo, Sr. Laboratory Animal  
Technician

## Vaccine Clinical Materials Program

Doris Evans, Fill Associate  
Sheldon Hawkins, Lead Shipping Specialist  
John Maciolek, Microbiology Associate

## Project Management

# Working in a Project Team Environment

*By William Lonergan, Facilities Maintenance and Engineering, Guest Writer*



NCI-Frederick uses various strategies and technologies to manage its projects. Every project, large or small, ties into NCI's scientific mission at Frederick. Putting science first means that project teams are structured to represent the variety of stakeholders whose mission is being served. A typical project team includes employees from different directorates, from NCI or NIH divisions, and often from outside resources, such as designers, contractors, and other vendors. In addition, project managers typically serve on several teams simultaneously.

Every new plan that develops into a project means managing the numerous active projects affecting many departments, participants, process documents, and budgets. Multiple layers of projects, all at different stages, involve a wide variety of activities, resources, and locations at the NCI-Frederick campus.

The basic premise of project management methodology is to use a standardized approach so that the full life cycle of each initiative is managed from inception to completion on time, within budget, and with all its goals achieved. Organizations are complex systems that organically adapt to their environment. Day-to-day operations must be prioritized. Without using the proper project management tools and technologies in a comprehensive and proficient manner, few projects could be executed successfully.

Project team management introduces stakeholders and resources to a process that is already complex. Team dynamics are, therefore, an important part of project success. Through all stages of project planning and execution, there must be communication with all stakeholders to ensure that deadlines will be met, that resources are allocated and optimized, and that bottlenecks are identified. The only way to reduce the risk of project failure is to ensure that crucial conversations are held between the project team and stakeholders throughout the process.

Project team effectiveness is how well the group members function together to address project requirements, resources, roles, and accountabilities so that project outcomes are optimized. Project teams interface with many facets of the organization to achieve desired goals and project requirements. Optimization of project resources includes defining roles, responsibilities, accountabilities, and authorities to develop an effective project team that uses standard methods of conducting crucial communications with project stakeholders.

At NCI-Frederick, we have many projects occurring at one time with multiple project teams. In many cases, projects are being managed by several project managers or leaders of various directorate teams. Complicating the picture are multiple projects being managed within directorates having different priorities and resource requirements. Project governance processes must be implemented to manage the integration of all project activities.

Facilities Maintenance and Engineering is a professional project management organization providing the necessary leadership to its project teams so that solutions evolve as a natural extension of the core project management methodology. In this way,

contemporary project requirements are seamlessly integrated into successful project outcomes. ↻

## Quality Management

# Establish Internal Control (Part 4)



*By Steve Harshman, Staff Writer*

The procedures to be followed have been documented and are up to date. The staff has been trained to perform the work as defined in the procedures. The equipment to be used has been calibrated and is performing according to specifications. Yet there is one other process input that needs to be controlled before we proceed with performing the work: materials.

Most processes and procedures require the use of materials and supplies. In many cases, the source, the lot number, or even how long the materials have been on hand will have little or no impact on the outcome of the process. However, some materials are critical to the successful completion of a process, and a new vendor or a new lot number could mean the difference between success and failure. The key is identifying these materials and establishing the appropriate means to maintain control of them to ensure success.

Controlling materials may be as simple as making sure that the toner cartridges you just received are what you ordered and confirming that they are appropriate for the intended printer before they are actually needed. But controlling materials can also be a very complex process that may include pre-qualifying critical reagents before they are used in a validated assay. Whatever the case, if materials are

not available or they do not meet the required specifications, time will be lost, additional money may be spent, and customer's requirements will likely not be met.

But simply having the right materials on hand doesn't necessarily mean you have established control. Materials may not always be used as supplied by the vendor. Bulk purchases may require that materials be dispensed into

secondary containers or several products may be mixed to making working stocks for specific procedures. When this is the case, secondary containers must be appropriately labeled so that end users can be sure that the correct materials are being used.

Something else to consider with respect to materials is storage conditions and expiration dates. Many biologicals have specified storage temperatures

and defined expiration dates. Material storage must also be controlled to ensure that materials will perform as expected when used.

With all of your process inputs under control, you are now ready to perform the work with the confidence that your process outputs will be consistent and predictable. But what if this is not the case? In the next issue, we will take a look at one technique you can use to identify what went wrong. ↻

## ERC Events for Fall 2009–Winter 2010

*By Ashley DeVine, Staff Writer, and Tammy Eyer, Basic Science Directorate, Contributing Writer*

Consider joining the Employee Recreation Council (ERC) for discounts on exciting events for fall 2009–winter 2010:

### Discount Tickets for the 33rd Annual Renaissance Festival

When: Open weekends through October 25, 2009

Where: Crownsville, MD

Tickets: \$12 for adults (ages 16 and older) and \$6 for children ages 7–15; children 6 and under are free

How: Send check payable to the ERC to Heidi Bokesch, Building 562.

### Discount Tickets to the Maryland Ensemble Theater (MET)

When: Times vary; for specific dates and times, go to [www.marylandensemble.org](http://www.marylandensemble.org)

Where: 31 West Patrick Street, Frederick

Tickets: ERC voucher rates are \$10 for Main Stage (normally \$19–\$24) and \$6 for the Fun Company's Children's Theatre (normally \$12)

How: Secure tickets through the MET box office at 301-694-4744 and then send a voucher request for that show to Barbara van der Schalie at Industry

Lane/211 with your check made payable to the ERC.

### Annual Halloween Costume Contest

Create your best costume and compete for the categories of Most Bootiful, Most Spooktacular, or Most Creative Individual or Group.

When: Friday, October 30, at 2:00 p.m.

Where: Building 549 Auditorium

How: The flyer will be out soon.



*A costumed character from the annual Halloween Costume Contest in 2008.*

### Disney on Ice

Enjoy a winter wonderland with Mickey and Minnie; a Halloween haunt with the Disney villains; a very merry un-birthday party; a royal ball; and more.

When: November 7

Where: Hershey, Pennsylvania

Tickets: \$20/person – seats are lower level, club seats

How: Send check payable to the ERC to Roxanne Angell, Building 430.

### Breakfast with Santa

Santa will be handing out presents to all the deserving boys and girls.

When: Saturday, December 5, at 9:30 a.m.

Where: Building 549 Conference Center

Tickets: \$10/person for parents and children ages 10 and under

How: The flyer will be out soon.

### The Musical Production of Young Frankenstein

When: January 9, 2010, at 1:30 p.m.

Where: The Kennedy Center

Tickets: \$65/person

How: The flyer will be out soon (send check payable to the ERC to Debbie Dobbe, Building 350).

### Discount Movie Tickets for Regal Cinemas

When: Available all year

Where: The tickets are good at all Regal Cinemas, including Westview 16 on Buckeystown Pike in Frederick

Tickets: \$7.50 each (limit four tickets per week)

How: Send check payable to the ERC to Marilyn Buchen, Building 1050.

To join the ERC, send a \$15 check payable to the ERC to Heidi Bokesch, Building 562. ↻

## Three Warehouse Specialists Earn Certifications through the NPMA

By Ashley DeVine, Staff Writer

Three long-time employees of the Property Accountability Department recently became members of the National Property Management Association (NPMA) Certification Program.

Quentin Jackson, Brad Staup, and Kurt Zimmerman, all Warehouse Specialists, have earned certifications as Professional Property Specialists.

The NPMA Certification Program is a nationally recognized organization in the property management field that is “designed to elevate professional standards, enhance individual performance, and designate those who demonstrate knowledge essential to the practice of personal property management,” according to the NPMA web site (<http://www.npma.org/pubs/certification/Introduction.cfm>).

“The certification is very beneficial to learning any new or pending regulations regarding government property, and gaining new ideas and techniques to use in our operations at NCI-Frederick,” said Byron Bowie, Manager of Logistics.

To earn this certification, Mr. Jackson, Mr. Staup, and Mr. Zimmerman spent four months completing extensive self-study courses and group studies with local chapter instructors. They also had to pass two module tests, each composed of 50 multiple-choice questions, by scoring 76 percent or better.

“This certification is important because of the knowledge we gained during our classes/self-study sessions that will be needed in the future as procedures change in the property management field at NCI-Frederick,” Mr. Zimmerman said.

“A major benefit is keeping the property staff up-to-date on changing property



From left, Brad Staup, Quentin Jackson, and Kurt Zimmerman, of the Property Accountability Department, earned certifications as Professional Property Specialists this year.

issues/environments. I genuinely feel that this continuous learning makes me a better professional and a more valuable employee,” Mr. Staup said.

“In becoming certified, I have gained more knowledge about the regulations, policies, and processes that govern property management,” Mr. Jackson said. 🔄

## SAIC-Frederick Supports Future Engineers

By Maritta Perry Grau, Staff Writer

Thanks to donations from SAIC-Frederick and other local sponsors, 24 Frederick County high school students spent their summer vacation experiencing the world of science and engineering—by building bridges made of raw spaghetti noodles.

Their challenge: to see whose bridge would support the most weight. The winning bridge held nearly 72 pounds before it broke.

The Johns Hopkins University’s (JHU’s) Engineering Innovation Program takes a 13-week college-level course and offers it to high school students as a four-week summer class. The students gain experience in robotics, engineering, science, and higher mathematics. The students who earned an A or B in the



High school students in the JHU Engineering Innovation Program applied engineering, robotics, and higher math skills to a real-world challenge of building a bridge...out of spaghetti noodles.

class received three Johns Hopkins credits. The JHU program brochure says that nearly 90% of the Engineering Innovation kids choose science-related majors in college.

Because of the generous donations from local organizations, the cost of participating in this program was reduced from more than \$1,800 per student to \$500 per student. “We’re grateful for the wonderful support from the Frederick community and hope to bring the program back next summer,” said Dr. Karen Borgsmiller, lead instructor for the program and General Chemistry Coordinator, Hood College.

For more information about the JHU program, go to <http://www.frederick-news.com/sections/news/display.htm?StoryID=93208>

<http://engineering-innovation.jhu.edu/news-announcements/> 🔄

**Supergraphic****FME Designer Enjoys a Challenge***By Ashley DeVine, Staff Writer*

Challenges at work are not always viewed positively, but Jeff Ott finds that the challenges are what make his job interesting.

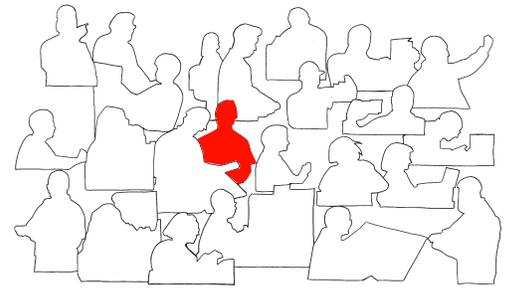
As a designer for Facilities Maintenance and Engineering (FME), Mr. Ott uses an AutoCAD (computer-aided design) software application to design and draft construction drawings for renovations at NCI-Frederick. Recently, he worked with the FME design team to create



drawings for first- and second-floor renovations to the AIDS Monitoring Laboratories in the north end of Building 469. The renovations include new casework, flooring, autoclaves, and hoods, and upgrades to piping, electrical, and HVAC systems.

“My interests in mechanical design brought me to SAIC-Frederick,” said Mr. Ott, who has worked for the company for five years.

Mr. Ott also pursues his mechanical interests at home where he has two antique Mustangs that he works on in his spare time. “I enjoy working on and fixing anything mechanical/electrical. Mostly, I enjoy spending time with my family, since



my two girls are growing up so fast,” he said.

When Mr. Ott learned that his picture was going to be a part of the supergraphic, he was not very excited about it. “Now that I see the finished product, I think it is really amazing,” he said.

“The photo montage shows people from a variety of backgrounds ‘frozen in time,’ working hard doing their diverse daily tasks, using their specialized equipment, but all contributing to accomplish one common goal; to find a cure for cancer,” Mr. Ott said. ↻

**G.I. Joe Comes to Protective Services***By Nancy Parrish, Staff Writer*

Tom Gannon-Miller, Manager of Protective Services, had a pleasant surprise when he was visiting his brother in Charleston, SC, last August. The brothers planned to attend a minor league baseball game between the Charleston Riverdogs and the Lexington Legends. On the day of the game, Mr. Gannon-Miller noticed a newspaper announcement that the first 1,000 fans would receive a G.I. Joe helmet to promote the opening of the movie, *G.I. Joe: The Rise of the Cobra*. As it happened, the promotion was sponsored, in part, by SAIC (corporate). “I told [my brother] that we had to arrive early because I just knew that my Access Control employees would look just great wearing one (in fact, I am thinking about making it a part of their

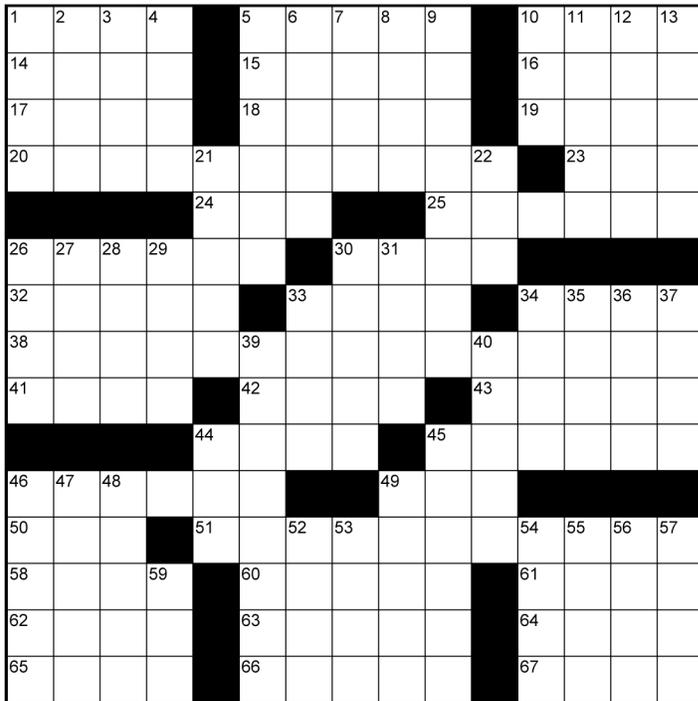
daily uniform!),” Mr. Gannon-Miller said. Here he is shown with Roberta

Harner (center), Secretary, and Lynette Kelly (right), General Clerk. Inset shows SAIC logo on the back of the helmet. ↻



# Catch Phrases

By Frank Blanchard



## ACROSS

- 1. Vacation spots
- 5. Influential person, to Agnew
- 10. Attorney-to-be test?
- 14. Nobelist Wiesel
- 15. Central Florida town
- 16. In the know
- 17. Took the bus
- 18. Big brasses
- 19. Hay home
- 20. Name of recent initiative
- 23. So-so grade
- 24. Plural suffix
- 25. Spidey alter ego Peter
- 26. Mustang's "big brother"
- 30. Rich soil
- 32. \_ ear and out the other
- 33. Author Morrison
- 34. Wearing her Sunday \_
- 38. New initiative

- 41. Food particles
- 42. Computer pgms
- 43. Former tennis star John Mc\_
- 44. General \_ chicken
- 45. Things that happen
- 46. F-14 \_ jet
- 49. Professional manufacturing soc.
- 50. \_ you kidding?
- 51. Title linked to an initiative
- 58. \_ Lisa smile
- 60. Ex-Egyptian president Anwar
- 61. Deal with
- 62. They might be split
- 63. Angry
- 64. Jane Austen novel
- 65. A measure of medicine
- 66. Poisonous snake
- 67. Episode of Congress (abbr.)

## DOWN

- 1. Will be, in Paris
- 2. Plunk down
- 3. Assistant
- 4. The tallest one I've ever \_
- 5. Answer to, "Are we there?"
- 6. Strange but likable person (2 wds.)
- 7. \_ ganoush
- 8. Norwegian king
- 9. DNA building block
- 10. High tennis hit
- 11. Something to grab on the go
- 12. Diagram of ancestors (2 wds.)
- 13. Printer supply
- 21. Ex-British cabinet member Lawson
- 22. Beaver project
- 26. Dog name?
- 27. \_ about this date

- 28. Clear win
- 29. "Eat, drink, play" restaurants (abbr.)
- 30. Roller coaster features
- 31. Burden
- 33. Keystroke error
- 34. Nota \_
- 35. To gain income
- 36. He got off \_ free
- 37. Certain articles
- 39. Russia's home
- 40. Celebrate with gusto
- 44. An AIDS virus gene
- 45. One who hams it up
- 46. Subdued a wild animal
- 47. University of Maine town
- 48. Repairs
- 49. Florida or Michigan
- 52. Animal fat
- 53. Wyoming radio station
- 54. Best tennis shots
- 55. It wasn't built in one day
- 56. Rate meas. for vinyl records
- 57. Roll-call responses?
- 59. Enzyme suffix

Answers to the July News & Views Crossword Puzzle.



## Presentation Is Teaching

*By Ken Michaels, Staff Writer*

In the Effective Oral Presentations workshop that is offered on the NCI-Frederick campus, I usually introduce one of my segments with three major principles:

1. Always show respect for your audience.
2. Remember that presentation is teaching.
3. Remember that it's all about the message.

I'd like to address the second of these principles: Presentation is teaching. What does that mean? Essentially, it means that if the audience doesn't fully understand the message(s) being delivered, the presentation is a failure.

### It's Not about You

It's both common and natural for those with relatively little public speaking experience to experience a bit of nervous "jitters" as they prepare to give an oral presentation. They find themselves thinking, Will I sound like I know what I'm talking about? Do I, in fact, really know what I'm talking about? Will they know that I'm nervous about giving this talk? What if I forget what I want to say? What if my mind goes blank?

Notice that all of these notions are focused on you, and how well you will perform. But it's not about you. An information-rich presentation is not about the performance; it's about whether the audience understands the message.

Most audiences assume that the speaker knows what he or she is talking about. After all, the audience wouldn't be there if they thought the speaker knew nothing about the subject. You know your topic; that's a given. What you're there to do is to share what you know in

a way that gives your audience a better understanding of the topic. When getting up to present, remember that you need to put on your teaching hat; focus on making sure your audience is getting the message, not on impressing them with your knowledge.

### Good Delivery Gets the Message Across

I don't mean to say that a good presenter pays no attention to performance. On the contrary, effective speakers pay a lot of attention to how they get their messages across. They take the time to consider how to use tools such as tone of voice, volume, pace, facial expressions, and hand gestures to best effect.

When getting up to present, remember that you need to put on your teaching hat; focus on making sure your audience is getting the message, not on impressing them with your knowledge.

What I do mean to say, though, is that the attention to delivery is not rooted in the desire to come off looking good, but rather to be certain that the audience gets the point. As they "read" the audience, good speakers are not looking for evidence that they're scoring points; they're looking for signs of understanding—that the message is getting through.

On the flip side are those speakers who pay no attention at all to delivery. You've probably been to presentations where the speaker takes the platform,

picks up the remote in one hand, the laser pointer in the other, turns to the screen, and holds forth for 20 minutes or more, rarely, if ever, turning to see if the audience is even still in the room, much less getting the message (and the likelihood is that they're not).

### Watch for Understanding

Every parent knows that when you counsel a child about looking both ways before crossing the street, you don't just toss that message over your shoulder while doing something else. You bend down, look the child in the eye, and deliver your message in simple, emphatic terms, watching the child's face for signs of understanding. It's not about you and your performance as a speaker; it's about whether the child is getting it.

And that's what really effective presenters do; they don't just talk to their audience. They teach. 🔄

**Benefits Corner****Annual Open Enrollment Elections Begin in November**

By Rebecca Newhall, Human Resources,  
Guest Writer

It's that season once again—Annual Open Enrollment Election season for health, dental, vision, and flexible spending plans for 2010. This is the only time of the year that employees are allowed to add or drop dependents, change coverage, and enroll in new plans for the 2010 calendar year unless there is a family status change known as a “Qualifying Event.” Short- and long-term disability insurance and life insurance are not subject to Annual Open Enrollment elections. If you are interested in adding or dropping these coverages, please contact Human Resources at 301-846-1146.

It is anticipated that health, dental, and vision premiums will increase moderately. As this newsletter goes to print (October), we are working with consultants, negotiating rates,

and considering year-round feedback from our employees. The cost management team will make the final recommendations to the key staff/group heads.

Annual Open Enrollment Election information will be mailed to the home addresses of all eligible employees during the first week of November. Please review the information carefully for changes and important information about the plans.

Remember: You will be able to access Annual Open Enrollment Election forms and information by logging on to [www.hrconnection.com](http://www.hrconnection.com) from any computer 24/7. The user name is “saicfrederick,” and the password is “HumanRes1” (case-sensitive). Please note: Annual Open Enrollment Election 2010 information will not be available on this site until November 2.

Again this season: Human Resources will sponsor a mini-health fair at the Conference Center, Building 549. Representatives from CIGNA, Kaiser, UHCVision, MetLife Dental, and others will be available with special displays and information. Mini-health fair days are November 18 and 19 from 8:30 a.m. to 4:00 p.m.

Annual Open Enrollment Election meetings for employee questions and presentations from plan representatives will be held in the Conference Center Auditorium, Building 549, during November. Dates and times will be announced. We plan to have DVDs and/or a web link of the Annual Open Enrollment Election presentation available for employees working outside of Frederick County. The deadline for 2010 changes is 5:00 p.m. EST, December 4, 2009, and cannot be extended, due to federal regulations. ☺

**Deadlines**

January issue.....	November 20	Please send your information,
April issue.....	February 20	articles, or ideas to Maritta Grau,
July issue.....	May 21	Managing Editor
October issue.....	August 21	( <a href="mailto:graump@mail.nih.gov">graump@mail.nih.gov</a> ).

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**Important Telephone Numbers**

Ethics Hotline .....	1-800-760-4332
Human Resources Department.....	301-846-1146
SAIC Stock Programs.....	1-800-785-7764 or 858-826-4703
SAIC Stock Recorded Information.....	1-888-245-0104

**Dates to Note**

13th Annual Achievement Awards Program .....	November 5
Veteran's Day—NCI-Frederick closed.....	November 11
Thanksgiving Day—NCI-Frederick closed .....	November 26
Christmas Day—NCI-Frederick closed .....	December 25

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