



THE INTEGRITY DIGEST

OCTOBER 19, 2023



OPERATIONAL EXCELLENCE



Operational Excellence

Greetings, IntegrITS Family! In this week's edition of *The IntegrITS Digest*, we are shining a light on individuals who have been recently recognized for outstanding work on our JTECH II contract. The JTECH II contract includes our work at the following locations:

- Edwards Air Force Base, CA (Annex 1)
- Ft. Irwin, CA and Nellis Air Force Base, NV (Annex 2)
- Hill Air Force Base, UT (Annex 3)

The following individuals (and one Team) received accolades from their managers and customers during the summer months, and we wanted to dedicate space in this month's Team Spotlight to acknowledge and celebrate their Operational Excellence.



JT Crockford

(Annex 2)

JT Crockford has been the foundation of our Green Flag West group for many years. As the work center team lead, he oversees the effort to provide air combat training for the 549th Combat Training Squadron (549th CTS, "The Warbats") from the Nellis AFB location. His exceptional leadership and performance keeps the team on their toes, as he uses his vast knowledge to anticipate challenges and needs associated with mission support and maintenance activities.

Green Flag supports approximately ten exercises each year, with much of the support occurring during the early morning and late-night hour, including weekends and some holiday events. This can easily become hectic, but JT puts extra effort into showing his concern for each member of his group as he ensures they have everything needed to move forward.

We are truly honored to have JT as one of our exceptional performers as he goes above and beyond each and every day.



Angela Gard

(Annex 1)

Angela Gard's above-and-beyond work on database administration caught the eye of her teammates. In addition to her normal schedule at F-22, Angela was tasked with taking over the Database Administrator responsibilities for four (4) other Oracle / SQL Server databases. All of the database systems required immediate action to test and install the latest patches. Angela worked with the local System Administrators to get these systems updated as quickly as possible.

For the FAA / CCF system, a new 412th Operations Support Squadron (412th OSS) user needed an account on the database, but the software was proprietary to a 3rd party contractor. The point of contact for the software did not have instructions for provisioning an Oracle account for the application. The user's job role required use of the application to complete ~60% of their duties at 412 OSS. Angela stepped in and reviewed the application code to determine the Oracle permissions that would be needed. Thanks to Angela's expertise and problem-solving, the FAA customer is now able to complete their allotted work. Angela, your expertise and willingness to tackle any challenge that comes your way is truly valued by IntegrITS. Thank you!



Barbara Gibson

(Annex 1)

Barbara Gibson's knowledge and attention to detail were on full display as she worked on the Military Interdepartmental Purchase Request (MIPR) workflow. During monthly audits, Barbara identified several dormant documents in a MIPR workflow. These

documents were mistakenly routed and approved via this workflow and sat untouched for several months. Barbara took actions to return the documents to the submitter to be appropriately routed for approvals. These documents had a total value of \$6.1M dollars, and due to the time lapsed, caused the issue to become mission critical.

Without Barbara's attention to detail, and her expertise to realize something wasn't right, the project would not have received funding. Barbara, thank you for taking time to make sure things are being done correctly and efficiently. We value your expertise and attention to detail, and we're so honored to have you on the IntegrITS Team!



Nestor Hernandez Miguel

(Annex 1)

In July, Nestor Hernandez Miguel received a letter of appreciation from Birk Flight Test Facility (BFTF) Data Management Deputy, Jonathan McCary. Nestor installed

a suite of complex applications for the Data Management team and successfully configured the software to operate on several Data Management systems. These applications are not Windows friendly, required extensive configurations, and were essentials to Data Management's mission.

The Customer was ecstatic when they learned of the successful installations. Nestor has demonstrated week after week a high level of customer service and is a valuable member of the IntegrITS Team. Thank you so much, Nestor, for your excellent work on this project!



HIRSCH System Team (Annex 1)



Gabriel Bitolas



Jose Gutierrez



Donna Ivory-Garcia



Walter Mendez



Drew Olufson



Dylan Rosado

In September, our IntegrITS Team that worked on the HIRSCH System received a letter of appreciation from Lieutenant Colonel Michael Pacini, Commander of the 416th Flight Test Squadron. He expressed gratitude for the Team's support as the HIRSH System was being upgraded. They worked tirelessly and with exceptional dedication during this time.

A quote from the letter that stood out to us was, "The warfighter-first and mission-centric mentality did not go unnoticed." This is one of the highest compliments we could have received, as our support of the Warfighter is of utmost importance to IntegrITS. We can't thank each of you enough for working so diligently on this mission!



Chris Nelson (Annex3)

There is not a more customer focused employee within our team than Chris Nelson. As Lead Technician, Chris manages daily customer support needs ranging from government Functional Specialists, JT4 Data Management, Air Force Reserve, UTTR Operations

Control Center, and JT4 Engineering. While planning and scheduling the Air Combat Training Systems and the Utah Tactical Data Link System, Chris works hand in hand with said personnel to ensure all scheduled and unscheduled test and training needs/activities are efficiently supported 100% of the time.

Chris Nelson has been instrumental during the virtualization process (WarRoom) of the Utah Tactical Data Link and Air Combat Maneuvers Instrumentation Systems, positively impacting customer support and training. Chris has embraced the virtualization of systems recognizing that it will continue to replace many legacy systems going forward. This virtualization will make better use of available support resources as the footprint and complexity of future systems grow.

Chris, thank you for your exceptional work!

It is truly an honor to never run out of stories of Operational Excellence from our Teams across IntegrITS. A huge thank you to JT, Angela, Barbara, Nestor, Gabriel, Jose, Donna, Walter, Drew, Dylan, and Chris for your excellent work. We are so proud and grateful to have you on the IntegrITS Team. We'd also like to thank our IntegrITS Leaders who have taken time to track and acknowledge these achievements. Bravo, IntegrITS!



And the winner is...

Today we are announcing the winners of our Employee Referral Bonus Program in Q3 2023. As a reminder, everyone who referred a prospective employee who made it to the interview process was entered into a raffle for a \$500 gift card. In Q3, there was one referral that resulted in an interview, so we only have one \$500 gift card winner this time around. Furthermore, we entered all employees who referred a job applicant into another raffle (regardless of the stage they made it to in the hiring process), with the winner receiving a \$250 gift card. Here are the Q3 2023 winners:

\$500 Gift Card Winner:

Harry Beatty

\$250 Gift Card Winner:

Martin Gonzalez

Tip of the Week

The Insperity MarketPlace is featuring an Everyday Savings Event on its website. [Click here](#) to, "Browse our carefully curated collection of money-saving offers, thoughtfully designed to help you cut costs on everyday expenses."



Employee Referral Bonus Program

At the end of each quarter, everyone who refers a prospective employee *who makes it to the interview process* will be entered into a raffle for a \$500 gift card. We will select two winners from this pool of contestants—meaning two people have the chance to win a \$500 gift card each quarter! Furthermore, we will enter all employees who refer a job applicant into another raffle (regardless of the stage they make it to in the hiring process), with the winner receiving a \$250 gift card.

We have a number of job openings across multiple IntegrITS locations (*IntegrITS Opportunity Central*). Let's work together to find the best candidates for these open positions!

COMING SOON

We'll be back on the first Thursday of November with another message from Mr. Carter in The CEO's Corner.

COMMENTS/QUESTIONS

If you have any comments or questions about this week's newsletter, email us at news@integrits.com.

We have also created a website where we are storing the archives of all our newsletters to date: <https://integrits.com/digest-archives/>.

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