



The IntegrITS Weekly Digest



Operational Excellence

Welcome to this week's edition of *The IntegrITS Weekly Digest*.

Greetings, IntegrITS Family! As we reflect on "Operational Excellence," we aim to feature an individual or Team that reflects one or more of our core Company tenets. We take pride in the excellent work being delivered to our Customers, day-in and day-out. At IntegrITS, we care about the "whole" Employee. We hold our Team to the high standard of providing superior customer service, cost-effective approaches, and consistent quality results...and we are equally as committed to ensuring that the IntegrITS Team has access to resources and services that invest in their holistic health and professional success. We like to call this holistic approach, "Work-Life Balance."

"We are, and have always been, supporters of work-life balance; no one should sacrifice one over the other. We believe in fostering an environment where our team has time to work, live, and play."

-IntegrITS' Statement on Work-Life Balance

In this month's edition of "Operational Excellence," we are featuring the people who set and continually cultivate this high standard of excellence and holistic support for the Employee: The IntegrITS Leadership Team.

Operational Excellence: The IntegrITS Leadership Team

The IntegrITS Leadership Team is made up of:

- The Senior Leadership Team (comprised of Corporate Officers and Senior Program/Project Managers)
- Section Supervisors and Managers
- Task Leads

In this edition of The IntegrITS Weekly Digest, we spoke with our Chief Information Officer (CIO) – Jim Lyon. As a 22-year veteran of IntegrITS and member of the Leadership Team, he shares his thoughts and perspectives on the Operational Excellence embodied by IntegrITS Leadership:

With the end of the Government Fiscal Year 2022 (October 1, 2021 to September 30, 2022) approaching us in eight days, this is an excellent time for reflection of our customer support and employee care actions over the past year. As a part of this reflection, the Leadership Team asked the following "Did We?" questions:

1. Did we communicate with you?
2. Did we challenge and celebrate you?
3. Did we advocate for you?
4. Did we care for you?
5. Did we hear from you?

Did we communicate with you?

Toward the end of 2021, the IntegrITS Leadership Team charged our Communications Team with the task of creating a tool that would communicate key information and corporate values on a frequent rotation. This challenge from Leadership birthed *The IntegrITS Weekly Digest*, which keeps the IntegrITS Family connected and “in the know” on what is happening across our Company, regardless of your work location.

You can view the dozens of newsletters we have sent out thus far at our [Digest Archives](#) website.

Did we challenge and celebrate you?

One of the most important elements of *The IntegrITS Weekly Digest* is our ability to consistently keep the IntegrITS Mission in front of you, while also celebrating Teams and individuals who are embodying that Mission. You are achieving so much and it is our honor to highlight your accomplishments! Take a look at the Teams and individuals we’ve featured in previous editions of Operational Excellence (click the links to access each write-up):

- [Adam Kim | Nellis Air Force Base](#)
 - [416th FLTS ATP Team + 411th FLTS IT Team | Edwards Air Force Base](#)
 - [Rick Ponzo | Phoenix, AZ](#)
 - [P5 Combat Training System Team | Nellis Air Force Base](#)
 - [The South Base Team | Edwards Air Force Base](#)
 - [The IntegrITS Payroll Team | Headquarters, San Diego, CA](#)
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Did we advocate for you?

While we certainly enjoy celebrating successes alongside our Teams across the Company, we also believe that it is just as important for the Leadership Team to stand alongside you during challenging times.

These times are when we cherish our role as “Advocate” for each of our Employees. Oftentimes, these moments aren’t shared broadly, but I can personally attest to witnessing Leadership step up to address issues and concerns that impact one or more of our employees.

Recently, IntegrITS Leadership (from headquarters to local, on-site leaders) pulled together in order to aide an employee. This Employee faced a situation where they were needing to move out of state, but this individual did not want to leave IntegrITS...and IntegrITS did not want to lose this employee. The Leadership Team worked with our Customers across locations to transfer the employee to an IntegrITS role in another state. This effort was very complex, taking multiple weeks and countless conversations/emails to coordinate the transition.

Leadership’s goal was to make this a Win-Win-Win for: 1) both Customer locations, 2) the Employee, 3) and the overall IntegrITS Family. This goal was achieved!

Did we care for you?

The Leadership Team hopes you understand how deeply committed we are to providing support and resources that help you thrive both professionally and personally. Leadership is constantly combing through and assessing our benefit offerings to ensure that we are able to provide the most robust benefit packages at the most reasonable cost to the Employee.

Our partnership with Insperity has drastically expanded our access to health benefits, professional development and training, employee assistance, Insperity MarketPlace savings, and so much more! We’ve used the Digest as a medium to educate the Team on the various benefits available to them. Here are the different newsletters we’ve dedicated to benefits:

- [MarketPlace by Insperity and Optum’s Employee Assistance Program \(EAP\)](#)
- [UnitedHealthcare Resources](#)
- [Insperity’s eLearning Training Portal](#)
- [The IntegrITS 401\(k\) Plan](#)
- [Insperity Diversity, Equity, and Inclusion Learning Resources](#)

Did we hear from you?



We have partnered with Insperity to facilitate a Staff Climate Survey in Q4 2022. These surveys will be sent to all Employees and will provide important information and data to the IntegrITS Leadership Team regarding your assessment of corporate communication, benefits, and Company culture. When you receive the surveys, please take the 10 to 15 minutes to complete.

We will provide more information in the coming weeks. However, we wanted to put it on your radar now because ***it will be crucial that everyone participates in order for us to receive enough information to make informed decisions/changes based on the survey results.*** We are incredibly excited to hear from you, and we look forward to sharing more about the survey very soon!

We are so grateful to the IntegrITS Leadership Team for their commitment to communicating with us, challenging and celebrating us, advocating for us, caring for us, and hearing from us. We truly believe that this sets the stage for

our Employees to grow and thrive, and in turn, IntegrITS will do the same. ***A huge thank you to the Senior Leadership Team, Section Supervisors/Managers, and Task Leads—we are thankful for all that you do for the IntegrITS Team!***

Tip of the Week

Did you know that the Insperity MarketPlace has a one-stop-shop for all things related to “Learning and Development?” This includes everything from Community Online Academy (COA) courses to discounts on learning-related products and services like Rosetta Stone...and even piano lessons!

[Click here](#) to learn more.

Coming Soon: *5th Thursday Check-in*

Every 5th Thursday, we like to add a bit of levity to the Digest. Be on the lookout for some fun next week!

Comments/Questions?

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

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

Have an incredible week, and we'll see you next Thursday!

Warmest Regards,
The IntegrITS Weekly Digest

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