

# THE FACILITATOR

SEPTEMBER/OCTOBER 2010

## INSIDE THIS ISSUE:

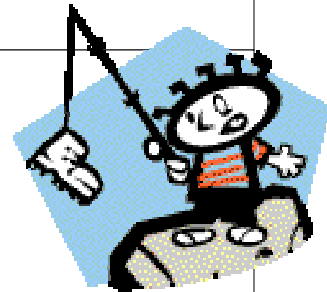
Willard Pippin	2
Birthdays	2
Green Tip	3
New Time Clocks	3
Hall Move-In	3
Vacancies	3
Events Calendar	4

## QUOTE OF THE MONTH:

“The secret is to work less as individuals and more as a team. As a coach, I play not my eleven best, but my best eleven.”

- Knute Rockne

## DON'T GET 'HOOKED' BY PHISHING SCAMS!



Recently, several Facilities Services staff have received “phishing” emails that prompt for their personal information, including UTK usernames and passwords. The following article, adapted from the UT Information Security Office website, describes how staff can protect themselves from this threat in the office and at home.

“Phishing” is the act of sending an email pretending to be from an online store (Amazon, eBay), a financial institution (Chase, SunTrust), or an Internet service provider with the intention of gaining personal information from the recipient. The email usually claims that you need to go to a link provided in the email to update your account information. Phishing hackers use this technique to obtain personal information such as credit card numbers, bank PINs, and Social Security numbers. Like traditional fishing, it relies on someone taking the bait.

Reputable banks, financial institutions, and ISPs will never send an email to notify you that your personal information needs to be updated via the Web. If you receive an email from an institution you regularly do business with that claims a requirement for this to be done, go directly to the institution's web site using your regular browser process (Do not click on any links provided in the email). You can also call them and ask if this is a legitimate request. **(Continued on page 4)**

## IMPORTANT HEALTH INSURANCE CHANGES

This year's enrollment is open to all benefits-eligible employees and dependents. The Annual Enrollment Transfer/Open Enrollment Period runs from September 15 to October 15 with coverage effective on January 1, 2011. Here's what to keep in mind for the Enrollment Period:

**Current members** - You must select a health insurance option, an insurance carrier and a premium level (tier) for 2011. Otherwise, you (and your currently covered dependents) will be enrolled in the Standard PPO, with coverage provided through your region's lowest cost carrier. You will receive your Enrollment Kit by mail in September.

**Benefits-eligible employees NOT currently enrolled with University health insurance** - you have the opportunity to enroll for benefits this year. You can enroll in a health insurance option and some other benefits (e.g., dental coverage) offered by the University. If interested, you can request an Enrollment Kit in early September from ParTners for Health (see below for contact information). There will be an additional monthly late applicant fee in addition to the regular monthly premium for adults applying through open enrollment.

**Dependent eligibility** - The new health reform law extends coverage to your dependent children under age 26. You can enroll them during the open enrollment period, with coverage effective January 1, 2011. There are special rules that apply to dependent children. No additional late applicant fee is required.

*If you have questions or need more information, call the ParTners for Health Call Center at 1-866-741-6464. Customer Service Representatives are available Monday to Friday from 8:00 a.m. to 9:00 p.m. EST.*



## WILLARD PIPPIN RETURNS FROM IRAQ

Please take a moment to welcome Willard Pippin back from his deployment to Iraq. Since February 2010, Willard had been deployed with Unit #278

- Force Protection in Katia, Iraq. He returned to Knoxville at the end of July, and has begun working in the Electrical Shop as a Construction Special-

ist. When asked to comment on returning home, Willard says "I'm glad to be back!" Thanks for your service and welcome back, Willard.

## SEPTEMBER BIRTHDAYS

Glover, Donald - 9/1  
 Underwood, Carolyn - 9/2  
 Cannon, Richard - 9/2  
 Bennett, Gordon - 9/3  
 Gann, William - 9/3  
 McDonald, Judy - 9/3  
 Burch, Brian - 9/4  
 Coward, Ted - 9/4  
 Furbush, Theresa - 9/4  
 Tackett, Emily - 9/4  
 Bayless Jr, Guy - 9/5  
 Bales, Darrell - 9/7  
 McMahan, Brenda - 9/7  
 McDonald Jr., Charles - 9/8  
 Ogle, Douglas - 9/8  
 Fisher, Thomas - 9/10  
 Lett III, Millard - 9/11  
 Patterson, Britton - 9/11

Baker, Charles - 9/11  
 Newman, Joe - 9/12  
 French, Marty - 9/14  
 Cox, Sherrill - 9/15  
 Godfrey, Travis - 9/15  
 Brown, Ethel - 9/16  
 Wagner, Mark - 9/16  
 Martin, Brandon - 9/16  
 Morris, Christopher - 9/17  
 Spangler, Johnny - 9/17  
 Watkins, Joseph - 9/17  
 Lane, Kenny - 9/17  
 Kimsey, Katie - 9/17  
 Musselman, Michael - 9/18  
 Reno, James - 9/19  
 Lanagan, Glon - 9/19  
 Adams, Ronald - 9/19  
 Sothen, Julia - 9/19

Foltz, Shelia - 9/20  
 Wolfenbarger, Kenneth - 9/20  
 Hanley, Everett - 9/20  
 Anderson, Thomas - 9/21  
 Patton, John - 9/21  
 Hastie, James - 9/21  
 Messamore, William - 9/21  
 Shultz, Tami - 9/21  
 Hayes, Lisa - 9/22  
 Luttrell, Carlos - 9/24  
 Underwood Jr., Michael - 9/25  
 Johnson, Garret - 9/25  
 Knight, Scott - 9/25  
 Ford, Mark - 9/25  
 Clevenger Jr., George - 9/26  
 Hileman, David - 9/27  
 King, Barbara - 9/27  
 Williams, Evelyn - 9/28

Gibson, Ronald - 9/28  
 Lewis, Joseph - 9/29  
 Byrd, Marquetia - 9/30  
 Hanson Sr., Timothy - 9/30

## OCTOBER BIRTHDAYS

McCarter, James - 10/31  
 Farmer, John - 10/30  
 Long, Jonathan - 10/17  
 Maples, Edward - 10/8  
 Hensley, Danny - 10/20  
 Lewis, John - 10/26  
 Abernathy, Dale - 10/21  
 Matthews, Timothy - 10/8  
 Mills, Claude - 10/12  
 Moyers, Steven - 10/20  
 Garbacz, David - 10/10  
 Tackett, Michael - 10/7  
 Blair, Paula - 10/18  
 Pritchard, Paul - 10/31

Baker, Terry - 10/4  
 Dykes, Robert - 10/10  
 Hash, Paul - 10/3  
 Holbert, Daniel - 10/12  
 Lethco, Jerry - 10/12  
 Llewellyn Jr., Eugene - 10/10  
 Nichols, Michael - 10/14  
 Tezak, Arthur - 10/9  
 Webb, Samuel - 10/11  
 Williams, Tracy - 10/13  
 Click, George - 10/19  
 Fike, Melvin - 10/21  
 Grant, Troy - 10/9  
 Hill, Alan - 10/3

Larmer, Vicki - 10/16  
 Malley, Sara - 10/6  
 Moyers, Sheri - 10/19  
 Price, Jay - 10/16  
 Smith, Travis - 10/22  
 Willingham, Linda - 10/26  
 Wren, Gladys - 10/20  
 Cain, Larry - 10/21  
 Ownby, Nathan - 10/6  
 Bryant, Robert - 10/22  
 Hoose, Paul - 10/9  
 Treece, Justin - 10/28  
 Cox, Ronald - 10/19  
 Elder, Austin - 10/27

Elder, Stanley - 10/25  
 Weaver Jr., Edgar - 10/26  
 Britt, Sandra - 10/21  
 Cannon, Seth - 10/8  
 Jaeger, Matthew - 10/25  
 Mace, Tamika - 10/4  
 Williams, Chris - 10/11

## NEW TIME CLOCKS INSTALLED

New time clocks were installed on July 18th. Our first payroll on the new system completed on August 1st.

Instead of using issued badges, employees now use their VolCard to clock in and out. The old phone-in system (TkTalk) was also replaced with a new system (Teletime).

The new phone-in system uses an employee's personnel number to clock in and out instead of using a badge number like the old system – most noticeable here is the change from a male voice to

female.

The payroll system was also replaced and now fits more tightly with IRIS as clock data is now being sent automatically to payroll servers instead of our departmental servers.

Another software upgrade is planned for the payroll system at the end of August or sometime in September, but most employees won't notice this upgrade – it doesn't affect the clocks as much as it improves performance and some interface & reporting on the administration side.



## RESIDENCE HALL MOVE-IN

Each fall, students moving into campus residence halls bring household items ranging from TVs to computers packed in cardboard boxes. For the past eight years, the UT Recycling program has coordinated collection of cardboard for recycling during fall move-in.

This year UT Recycling collected a record 24,000 pounds of cardboard over four days of move-in activities. During a typical week on campus more than 10,000 pounds of cardboard is recycled from academic, administrative, athletic, and residential buildings. With the cardboard recycling rate up more than 30% from last fall, freshman students are off to a good start Making Orange Green!



A full bin during move-in weekend at campus residence halls.

## VACANCIES AS OF 9/10/10

Facilities Data Specialist-Technical Services  
 Admin Support Asst III-Administration  
 Estimator-Architecture & Engineering  
 Sr. Steam Plant Operator-Steam Plant  
 Steam Plant Mechanic-Steam Plant  
 Asst Gen Maint Cft Worker-Steam Plant  
 Heavy Duty A/C Mechanic-Air Cond Services  
 Refrig/AC Mechanic-Air Cond Services  
 Carpenter-Carpentry Services  
 Cabinetmaker-Carpentry Services  
 Electrician-Electrical Services (3 positions)  
 Sr Electrician-Electrical Services  
 Craft Assistant I-Electrical Services  
 Senior Locksmith-Lock & Key Services

Maintenance Specialist-Preventive Maintenance (3 positions)  
 Custodial Foreman-Building Services  
 Service Aide I -Building Services (3 positions)  
 Service Aide II-Building Services  
 Welder-Grounds Services  
 Lawn Aide I-Grounds Services  
 Admin Support Asst II-Grounds Services  
 Service Aide II-Preventive Maintenance (Arena—2 positions)  
 Service Aide II-Preventive Maintenance (Athletics - 4 positions)  
 Custodial Foreman-Preventive Maintenance (Athletics)

### GREEN TIP

Did you know that a 900-Watt coffee maker left on for 8 hours every day uses around \$110 per year in electricity?

Save energy by unplugging coffeemakers when they are not being used. Also, use a microwave not the coffeemaker to reheat coffee.

Check out the Facilities Services web page!

<http://facilities.utk.edu/>

YOUR BI-MONTHLY "FIX" OF FACILITIES NEWS AT THE UNIVERSITY OF TENNESSEE

University of Tennessee, Knoxville  
 Facilities Services Department  
 2233 Volunteer Boulevard  
 Knoxville, TN 37996-3010

With suggestions, corrections, and comments, contact:  
 Public Relations Coordinator  
 Facilities Services room 203  
 (865) 974-2510  
[facilities@utk.edu](mailto:facilities@utk.edu)

## PHISHING SCAMS

**(Continued from page 1)** Try never to expose your personal information in any form on the Internet unless you know that the site is encrypted and is legitimate. Even if a link in an email looks legitimate, don't click on it. Be aware that there are several ways to "spoof" a Web address, some of which can fool even an experienced surfer.


















Facilities Services computers are protected against phishing by reliable anti-virus software. If you own a computer, it would be a good idea to purchase and install such software at home as well. This protection is not foolproof, but it does provide an excellent layer of defense for you and your computer. For more information contact Jim McCarter at x 7784.



## EVENTS CALENDAR

### SEPTEMBER 2010

### OCTOBER 2010

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
			1	2	3	4  Home Game						1  Make Orange Green POWER Challenge (thru 10/31)	2
5	6  HOLIDAY - Labor Day	7  Biweekly Staff Payday	8	9	10	11  Home Game	3	4	5  Biweekly Staff Payday	6	7  Fall Break - No Classes	8  Fall Break - No Classes	9
12	13	14	15	16	17	1  Home Game	10	11	12	13	14	15	16
19	20  Make Orange Green Week (thru 9/24)	21  Biweekly Staff Payday	22	23	24	25  Home Game	17	18	19  Biweekly Staff Payday	20 Campus Sustainability Day	21	22	23  Home Game
26	27	28	29	30  Monthly Staff Payday			24	25	26	27	28	29  Monthly Staff Payday	30
							31  Halloween						