

IT TAKES *a* WHOLE BANK

The success of the East Rutherford Operations Center/Philadelphia Fed check processing consolidation involved people throughout the Bank. Here is a brief look at other departments and employees who contributed to the ultimate success of the consolidation.

Customer Relations

This group pitched in to support the EROC consolidation by partnering with EROC's business development staff to conduct seminars for Second District customers, confirming shipping arrangements, updating agreements for various services as needed, and reviewing EROC's products and services and comparing them with those available in Philadelphia. In fact, Bond Kraemer, sales support coordinator, developed a database to make it easier to compare EROC's products with Philadelphia's. Subsequently, the Federal Reserve System's Retail Payments Office made a template for the database part of its repeatable processes manual. Customer Relations staff also kept Third District financial institutions informed about the various stages of the consolidation.

Tom Lombardo, financial services industry relations officer, was responsible for overseeing project reporting. Using the Federal Reserve System's restructuring repeatable processes template as a road map, Lombardo maintained the project plan — taking information from the various consolidation teams, tracking various tasks involved in the consolidation, and gathering empirical measures of the Bank's percentage of readiness. He then used these data to generate reports for the Retail Payments Office and high-level Federal Reserve officials. In essence, Lombardo served as the "face" of the EROC/Philadelphia consolidation project at the System level.

Human Resources (HR)

The Staffing division worked long and hard to interview and hire qualified employees for the EROC consolidation. Senior Staffing Recruiter Michelle Small was the lead recruiter for the project, supported by Paulette Pompey and Marcos Delgado, senior staffing assistants. Staffing Manager Donna Koller worked with the team to make sure that the hiring process went smoothly and that lines of communication were kept open. She joined Retail Payments management on a trip to EROC to interview existing staff there about possibly moving to Philadelphia. HR's Lisa Martino, senior medical administrator, coordinated the medical aspects of the hiring process. Tom Ballay, training specialist, worked with new hires as a facilitator and mentor.

Information Technology Services (ITS)

ITS staff made key contributions to the consolidation project. They had to ensure all of the Retail Payments Department's wiring and network connectivity needs were met. Since many employees had to be temporarily moved out of the check processing area during renovations, then moved back again, IT employees were kept busy. Ray Capriotti, Ed Harkins, and Willis Ross saw to the timely completion of network and telephone wiring. Office Automa-

Protection

The officers in Protection kept the hiring process moving by fingerprinting new hires and doing background checks. In particular, Officer Vicky Rodriguez coordinated the scheduling and fingerprinting of all new hires — whether they were temporary workers or permanent employees. Rodriguez had to process a larger number of employees than were actually hired, since some potential new hires didn't make the final cut.

“I am deeply impressed by the dedication and integrity exhibited by the staff of this institution.”

— *Charles I. Plosser*

tion Support staff — John Pietropaulo, Mark Zirpoli, Don Lisbon, and Rob Torney — completed all of the workstation moves and additions, taking care of personal computers for the temporary offices and the renovated checks area. Communications and Technical Support staff — Pete Bittle, Mark Bryant, Len Reingold, Rich Bauer, and Brenda Aldridge — assisted in the installation efforts by providing key technical support for this complex project. Finally, Ron Dorsch and Mike Whitzer managed and coordinated the ITS support efforts, including connectivity for all new and relocated sorters, printers, and other network devices.

Protection's special projects coordinator, Thomas Raggio, played a vital role in making sure all security concerns were addressed during consolidation. In addition to attending weekly meetings, Tom was instrumental in providing critical information about the configuration of the loading dock area to ensure that access was well-controlled but did not impede workflow. He also helped to advise on the placement of screening technologies in the loading dock area. The advice and experience of Assistant Vice President Danny Spriggs were invaluable in devising practical ways to maintain a safe and secure environment during the massive construction projects.