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Upcoming Events

GST's annual picnic
returns on Saturday,
June 14 from noon until
6 pm. See details inside
on page 8, or go to the
intranet: inside.gst.com

ICG Meetings with
Chieh-san Wednesday,
June 4 at noon and
Wednesday, July 2 at noon
in the Mississippi Room

Recognition and Thoughts for Further Improvement

By Chieh-san Cheng

Wisdom from Inc. Magazine's Conference

In October GST was ranked as #369 on *Inc. Magazine's* list of 500 fastest growing private companies in the U.S., and because of this I had the privilege to attend a conference sponsored by Inc., which was held in Palm Springs, California two months ago. I shared the honor of attending this conference with all 500 winners. I enjoyed the awards ceremony and other activities, but listening to the talks by successful entrepreneurs was a humbling experience for me. Speakers from successful companies, such as Intuit and Men's Wearhouse, Inc., shared their unique experiences in how to analyze customers' needs, how to nurture, develop, and deliver products and services, and how to expand market base. There were so many enlightening and important messages in their talks. I would like to share a couple with you.



First, all the speakers emphasized the importance of knowing what customers want at any given time. Scott Cook, co-founder of Intuit, elaborated on how he learned to *listen to customers carefully and passionately* [emphasis added] in order to cultivate an innovative environment, which led to the creation of such widely popular and successful products as Quicken®, QuickBooks®, QuickBooks Enterprise® and Turbo Tax®. Mr. Cook stated repeatedly that his company would not know the demands for more sophisticated but user-friendly accounting packages, such as QuickBooks and QuickBooks Enterprise, if he hadn't paid attention to his customers. He said that customer chemistry needs to be fluid. Therefore, "taking the pulse of your relationship with your customer" is crucial. And, to *develop plans for providing the best service to your customers* [emphasis added] is the key to success. We, at GST continue to emphasize the importance of listening to our customers, but in general we don't have a good enough systematic approach of implementing actions addressing customer's concerns and desires. We will take steps to improve this.

George Zimmer, founder and CEO of The Men's Wearhouse, Inc., addressed how to maximize human capital. Mr. Zimmer stated that in order to optimize the chances of business success, entrepreneurs and their management teams must support, motivate, and inspire their employees to reach their highest potential. The essential ingredient of a workplace environment that unleashes this potential is *trust* [emphasis added]. So, how can we foster a culture where people trust each other enough to want to do their best without worrying of making mistakes or losing their value if they share their proprietary information? Mr. Zimmer's answer to this is to learn how to be a "servant/leader." Mr. Zimmer's idea of being a "servant/leader" is similar to what I have been saying for a long time – all GST senior managers and administrative staff are here to serve. Our job is to *create the best working environment for our staff to be creative and productive* [emphasis added]. I believe that we have accomplished that to a certain extent, but there is always a room for improvement. This, too, we will improve.

...continued on page 2

Global Science & Technology, Inc.'s Mission and Vision

Our mission is to apply our leading scientific and technical expertise toward solving the challenges fundamental to advanced science and technology-based enterprises.

Our vision is to capitalize on our unique knowledge and accomplishments to sustain its growth as a financially stable and responsible corporate citizen with increasing employee ownership.



...message from Chieh-san continued from page 1

GSFC Contractor Excellence Award

On May 9, Global Science & Technology, Inc. was honored by NASA as the recipient for the 2003 Goddard Contractor Excellence Award in the Small Business, Service category. Goddard has been our primary customer since the founding of GST, 12 years ago. To be recognized as the best contractor by our primary customer means a lot to us. The winner is chosen each year on the basis of continuous improvement, technical excellence, and quality management. As a recipient of the award, GST will now be automatically entered into competition for the George M. Low Award, the most prestigious award for quality given to industry by NASA. GST will certainly take this opportunity for a NASA-wide quality competition. As GST's commercial business continues to grow and excel, I would like to enter the competition for the Goddard Contractor Excellence Award in the small business "product" category, and eventually enter a nation-wide quality competition, like the Malcomn Baldrige Award.



From left to right: Larry Roleofs, Paul Clemens, Chieh-san Cheng, and Al Diaz

Government Division

GSFC Code 696

JOULE Has Launched

By Glen Gardner, Engineer

At 3:09 AM Alaska time, March 27, 2003 the sounding rockets of the JOULE campaign were launched from the Poker Flat Research Range, north of Fairbanks, Alaska. As the northern lights blazed overhead, the four rockets were launched in rapid succession, two containing sophisticated electronic payloads built by GST personnel. The other two rockets contained Tri-Methyl-Alumina as a chemical release payload for camera studies of high altitude winds. The purpose of the launch was to study heating in the upper atmosphere due to sun/Earth interaction via the magnetosphere/ionosphere, and aurora borealis. The data from these payloads could provide new insight into the Earth's heat budget and sun/earth connection.

The people of Alaska seemed to have a great interest in our work, and we were televised on NASA TV and Alaskan TV channels on at least one evening. The Discovery Channel TV crew was present and spent a

great deal of time interviewing all of us and a lot of time filming the various aspects of the buildup prior to launch. We also previewed the Sun Earth Connection video they made, which showed the launch of the CUSP payload last November in Norway. (CUSP was also built by GST personnel.)

Initial reports from the science team indicate that all instruments appear to have performed perfectly. On a personal note, for me, this is great news, because so many have worked so very hard and long to make it possible, on what was a particularly ambitious launch schedule and a difficult launch. My thanks go out to all at GST who provided support for the effort. Thank you all ever so much.

The following link is for the launch site (Poker Flat Research Range):

<http://www.pfrr.alaska.edu>

For more launch images and some pictures of the chemical release, go to

<http://www.alaskaaurora.com/Poker/PokerFlat.htm>

Joule continued...

In short, we had two payload rockets, and two chemical release rockets (tri-methyl alumina). The first rocket was fired at 3:09 a.m. March 27. The last rocket left the pad at 3:13 a.m. the same morning. That comes out to be a rocket launch every minute.



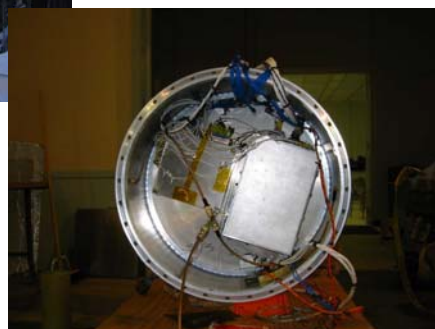
◀ *A nice image of Poker Flat. It seems that if it is not a hill, they call it a "flat" in Alaska. You can see the launch site, and the tower near the block house, as well as the blue sheds that cover the rocket launchers.*



◀ *A picture of the blockhouse. I discovered that it was the only place in all of Alaska where I did not feel that constant chill of the cold weather.*



◀ *This is one of the rockets on the launch rail. This one is a Black Brant V aka "BBV". The motors and electronics can be damaged by the severe cold, so the rockets were completely encased in sheets of foam insulation, and warm air was pumped inside the keep things nice and warm. It looks really funny to see these 40-60 foot long boxes sticking up in the air.*



◀ *This is a picture of just two of the six electronics boxes we built up for the two payload rockets.*

▼ *Here is one of the Joule Rockets as it is being prepared on the launcher. This rocket is a "Black Brant X," also called "BBX" by those who know it. It has two stages and is the workhorse of the sounding rocket fleet.*



◀ *A picture of both the payloads in the assembly area. The payloads were similar but had different configurations. Yes, the black fold-up booms are really made from fishing rods.*



NASA Peer Review

News from NASA Peer Review Services

By Beth Lunsford, Lead Technical Editor

GST is the prime contractor for NASA Peer Review Services (NPRS), a consolidated contract (with partners InDyne, Inc., and SAIC) that coordinates all peer review activity for NASA Headquarters. NASA's most recent performance evaluation of NPRS demonstrated that the organization is continuing to excel at and improve upon its work: NPRS received an overall score of 97.3 percent, up 1.5 percent from the prior performance period. NPRS processed 82 solicitations along with creation of task books, formal presentations, speeches, data analyses, reports, and other products. Eighty (80) percent of all NASA grants go through NPRS.

There were two categories of review criteria: Technical Performance – in two parts, Customer Surveys and a Subjective Assessment – for which all Codes received a rating of “very good” or “excellent,” and Cost/Business Management Evaluation, which was rated “excellent.” NPRS earned an overall rating of “excellent,” which is the highest possible adjectival score. Among the accomplishments cited by the customer was the delivery of the Abstract Collection and Transmittal System (ACTS). This new system received much positive attention from the Office of the Administrator.

The accomplishments of Codes E and F are too numerous to mention, however, some of those commended in the evaluation are support to the University Research Center, the Faculty Awards for Research Program, the Educator Astronaut Program, and the Graduate Student Researchers Program.

Once again, the customer cited the ability of the three contractors (GST, InDyne, and SAIC) to function seamlessly to meet the customer's requirements, and the customer's agents' – the NASA Contracting Officer, Contracting Officer's Technical Representative, Resource Manager, and Code Performance Monitors – acting as a part of the NPRS team to achieve common goals. Thanks to the quality of NPRS's work, the contract has grown from approximately 60 employees to 120 in three years.

NPRS cannot rest on its laurels however. The busiest part of the proposal season has begun, and the group

will be supporting peer review meetings nearly every week from now to November. The photo below captures a dramatic indicator of this busy period – neatly stacked boxes containing the approximately 650 proposals received in response to one of Code Y's solicitations, “Earth System Science Research using Data and Products from TERRA, AQUA and ACRIM Satellites.”



SESDA

Celebrating Award Fee Score

By Pete VanWie, Program Manager, SESDA

About 60 people attended a luncheon on March 12 at the 94th Aero Squadron Restaurant in College Park, MD to celebrate the recent performance evaluation score of 93%, which SESDA received from NASA. Thanks to everyone who helped GST earn such a great score!



▲ SESDA Luncheon Photos

GIMMS

GST Employee Co-Recipient of 2003 ASPRS Distinguished Award

Taken from GSFC PAO News Release for May 2003 written by Cynthia M. O'Carroll

Drs. Assaf Anyamba and Compton J. Tucker of NASA Goddard Space Flight Center, and GST's Robert Mahoney are the first place recipients of the 2003 John I. Davidson President's Award for Practical Papers presented by the American Society of Photogrammetry and Remote Sensing (ASPRS) for their paper "Mapping Potential Risk of Rift Valley Fever Outbreaks in African Savannas Using Vegetation Index Time Series Data." The award consists of a Pewter Tankard and cash to be divided between the NASA researchers and coauthors Drs. Kenneth Linthicum and Patrick Kelly. GST awarded Robert Mahoney a cash bonus for this accomplishment.

This paper, which appeared in the *Photogrammetric Engineering and Remote Sensing Journal*, February 2002; 68-2, pp. 137-145, was selected for its practical value in demonstrating the capability of using satellite data for near-real time monitoring of eco-climatic conditions necessary for outbreaks of Rift Valley Fever in Africa. This work is part of a collaborative effort between NASA and the Department of Defense's Global Emerging Infections System which attempts to monitor and predict outbreaks of Rift Valley Fever early enough to prevent them or reduce their impact on society.

For more information about this work: <http://www.geis.ha.osd.mil/GEIS/SurveillanceActivities/RVFWeb/index.htm>

Commercial Division

News From the Geospatial Interoperability Group

Nadine Alameh Receives International Recognition

By George Percival, Director, Geospatial Interoperability Group

Nadine Alameh of GST's Geospatial Interoperability Group has been receiving international recognition for her expertise in geospatial web services recently.

In March, Nadine presented at Geospatial Information & Technology Association's (GITA's) 26th Annual Conference and Exhibition in San Antonio, TX. Nadine's paper "Chaining GIS Web Services," was selected as one of the best presentations at the conference. The paper will appear on a "Best of GITA 26" CD and will be presented as part of GITA International's panel at GEOBrasil 2003 in São Paulo, Brazil.

Furthermore, by personal invitation of the Egyptian government, Nadine was asked to speak on May 7th at a conference on the Egyptian National Spatial Data Infrastructure, hosted by the Egyptian Information Technology Institute. Her talk on interoperability and web services, which she presented in Arabic, received

the Best and Most Relevant Presentation award from the Egyptian Minister of Information and Telecommunications. Subsequently, Nadine was interviewed, alongside the Minister, on a couple of national Egyptian TV and radio stations. Nadine said, "Interoperability and web services resonated really well with the attendees (of the conference) as everyone there is getting ready to build the Egyptian National Spatial Data Infrastructure."



Nadine Alameh in front of the Great Pyramids

News From the Spatial Technology Group



- ◀ GST's Auburn, New York office will be relocating mid-June to the campus of Cayuga Community College. The building, pictured, will house the Institute for the Application of Geospatial Technology as well as our Spatial Technology Group, directed by Brian Bell.

"I Knew GST Was the Right Company When..."

"I Knew GST Was the Right Company When..."

by Laurie Graham, Graphic Designer

We all have defining moments when we know if we've made the right or wrong decision. My moment was at my first GST Christmas Party.

I came to GST in October of 1997 through the acquisition of our contract with NASA. I had been with my previous company for over five years and was unsure about changing companies.

The Christmas party two months later was at a country club and everything was top drawer. After the meal, Chieh-san Cheng and Ed Stanford stood up in front of the room and announced that they would demonstrate the Tango for our enjoyment. Apparently, Ed teaches ballroom dancing and had been teaching Chieh-san the Tango. Before my mind



could wrap itself around this strange notion, the music was on and there was the president of my new company, dancing the Tango with another male employee! Both men were tall and thin and with hands clasped, faces screwed into mock seriousness, those two tangoed across the floor, stopping only for the well-placed dip! As I laughed, I knew at that moment that, oh yeah – I'd *definitely* come to the right company! They were a sight to behold – Chaplinesque in their style and grace. :-)

Here at GST, we like to think of ourselves as a big family. Well...every family has a few good stories, and we would like to hear yours. In this new section, we are looking to find out which special moments reaffirmed your choice to work at GST. We hope to hear from everyone and enjoy a few more laughs along the way.

- ◀ *Chieh-san Cheng and Ed Stanford*

News from Human Resources

News from Human Resources

By Kandie Tytus, Employment Specialist, and Cathy Starnes, Director

Welcome New Employees

- Monty Deel
- Purnachandra Dokku
- Carmen Verdugo
- Chingiz Tairbekov
- Chris Herb
- Ellison Bowman
- Ashish David
- Althia Harris
- Ignatius Hsu
- Nathan Jones
- Kathy Ward
- Nicole Francis-Williams
- Elmer Yglesias
- Lotfi Mehari
- Antoine Besson

Employees on the Move

- Kiwana Stuart from Receptionist at Headquarters to Receptionist NPRS
- Philip Larkin from Senior Communications Specialist at Headquarters to ESTO Outreach Coordinator at GSFC

Promotions

- Beth Lunsford to Lead Technical Editor at NPRS
- Rochelle Holder to Lead Meeting and Conference Coordinator at NPRS
- Pauline Burgess to Lead Meeting and Conference Coordinators at NPRS

Careers at GST

Greenbelt, MD

- Linux (Unix) System Administrator
- Object Oriented Software Development Lead
- Opto-Mechanical Engineer
- Proposal Manager

Washington, DC

- Education Program Analyst
- Help Desk Analyst
- Program Support Manager
- Program/Project Coordinator
- Senior Software Engineer – Web Applications

Benefit Information

Discounts on Alternative Therapies Available

By Nancy Tutini, Benefits Administrator

As a member of the CareFirst health plan (HMO, POS, PPO) GST employees are entitled to *discounts* on laser vision correction procedures, Beltone hearing aids, mail order contact lenses, fitness centers, and alternative therapies, such as acupuncture, massage therapy, and chiropractic. This is not a covered benefit under the CareFirst health plan, but a way for our members to tap into health and wellness practitioners at discounted rates. These services require no paperwork or referrals. To find out about participating practitioners, or to receive more information, visit www.carefirst.com.

Employee Service Awards

By Linda Wieder, Office Manager

The first annual Employee Service Award luncheon was held on Monday, March 10 at the 94th Aero Squadron Restaurant in College Park, MD. In previous years, employee service awards were presented at the annual Holiday Gala. However, with the impressive growth of GST and our employee base, these awards are now presented at a separate event. For those who might not be aware, GST also celebrated its 12th anniversary on that day.

Congratulations to David Cottingham, Alex Lai, and David Lynch, who have served GST for 10 years. They received an engraved world globe desk clock and a framed certificate. And, congratulations to the 5-year award recipients: Howard Brenner, Kelvin Brentzel, Lara Clemence, Bill Dickinson, Jr., Laurie Graham, Tony Gualtieri, Jeff Love, Nancy MacLennan, Adrienne Marble, Idriss Mekrez, Max Repaci, Anne Marie Russell, Cathy Starnes, and Cynthia Starr. All received a framed certificate.

Thank you for your commitment and hard work. See you all at a repeat performance in five years!

Notes and Notices

Return of the GST Picnic!

By Linda Wieder, Office Manager

Mark your calendars – GST’s annual picnic returns on **Saturday, June 14 from noon until 6 pm**. Join your colleagues and their families for a star-spangled afternoon of fun and food on the campus of Stone Ridge School of the Sacred Heart in Bethesda, MD.

Directions: from the Beltway, take MD 355 South (Wisconsin Ave./Rockville Pike). Turn left at the second light onto Cedar Lane. Turn right into the school.

Food: Each family should bring a dessert to share. Joe Egan Barbecuers will provide a delicious menu for both vegetarians and omnivores.

Activities: June 14 is Flag Day, so please wear your most patriotic clothing. Other activities will include:

- Volleyball
- Softball (Bring your own glove)
- Swimming (Don’t forget your suit)
- Games for children and children-at-heart

RSVP: We’ve made it easy. Go to the intranet homepage (<http://inside.gst.com>) where there’s a link to a form to tell us you’re coming.

Congratulations!

To **Ching-I Lin** and husband, Jesse, whose baby girl, Annika, was born on April 8.

To **Alex Kekesi** and wife, Dee, who gave birth to Breanna Magen on March 14.

To **Stephen Nichols** and his new wife, Sherlita, who were married April 11, 2003.



Annika Lin



Breanna Magen Kekesi



Stephen and Sherlita Nichols

News from Corporate Communications

September 2003 GiST Newsletter Schedule

August 15 - articles & news items due

August 1 - classified ads & upcoming due

September 1 - Autumn 2003 issue published

Comments to the Editor: If you have comments or suggestions regarding the GiST Newsletter, please forward them to shipton@gst.com. Thank you.

Thank you!

Contributors to this issue of the newsletter include: Nadine Alameh, Brian Bell, Chieh-san Cheng, Glen Gardner, Laurie Graham, Beth Lunsford, Robert Mahoney, George Percival, Cathy Starnes, Nanci Tutini, Kandy Tytus, Pete VanWie, and Linda Wieder

Editor-in-Chief
Ingrid Shipton

Assistant Editor
Nancy Carney

Designer
Steven Stuart