



Technologies Kicks Off Cyber Series For Executives & Technical Staff

With cybercrime continually on the rise, staying resilient in the age of cyber and digital threats isn't just a luxury — it's a necessity. This was the theme for the first Golden West Technologies Executive Briefing of 2022. The series kicked off May 26 at the Holiday Inn Rapid City Convention Center.

The event, hosted in collaboration with SBS CyberSecurity and Western Dakota Insurers, was geared toward business executives, who are often less involved in their own technology.

The event was their first in-person gathering since the pandemic. Topics included:

- Assessing business risk posture to determine acceptable risk
- Balancing business risk with employee productivity
- Establishing a cyber and disaster recovery incident plan to reduce impact and chaos
- Evaluating current coverage to determine if cyber risk insurance is a worthwhile investment

Executives & IT Should Align Cybersecurity Plans

"Typically, the executives allow the IT person to figure out cybersecurity plans," explains Golden West Technologies Sales Manager James Van Loan. "The reality is, the stakeholder has to have knowledge of the business risk at this level. Getting people to understand the association between the executive stakeholders and the technical stakeholders, and making sure their plans are aligned, is our focus."

Seconds Series Planned for IT Professionals

Golden West Technologies vCIO II Eric Eisenbraun points out that this was also the first event in a planned series.

"I'd like to see us get to three, possibly four, a year, depending on the content and engagement," Eric says. "We're also going to be doing a technical briefing series that will be much more in-depth, focused on the IT professional."

The plan is to run both the Executive and the IT/Technical Briefing series as parallel to each other as possible.

"There's always been this natural gap between executives and the technical side," James says. "The IT perspective is on upgrades and maintenance, maybe adding some new capabilities. Executives need to drive more profitable revenues and better customer retention. That's the benefit our customers get with the technology leadership focus: we align those business strategies and build a consensus on why these things are important."

The first technical briefing event is scheduled for July, and the next executive briefing takes place in October. Employees who refer businesses to the Technology Leadership service [here on SharePoint](#) are eligible for lead rewards. Target businesses have a minimum of 10 users, see a need to improve their IT, and have the means to pay for it.



■ Eric Eisenbraun presents at the first session of Technologies' Executive Briefing series in late May. A second Technical Briefing series for IT staff launches this month.



AlertMedia Reminder

If you have a company-provided cell phone or stipend, you are required to update your AlertMedia app to the latest version and make sure your information is current.

All Golden West employees are encouraged to do the same to ensure they receive important notices. Visit goldenwest.alertmedia.com and use your computer login credentials. Also be sure to log in to the mobile app on your phone. To do so, click on the "My company uses single sign-on (SSO)" button at the bottom of the login screen. If you have questions, contact noctooling@goldenwest.com.

Training is Empowerment

If it seems like you've been inundated with training sessions lately, be thankful: training is a great opportunity to boost your skills, improve efficiency and productivity, and – for many Golden West employees recently – to satisfy your craving for ROLO chocolate-covered caramels.

Golden West has long championed training opportunities for employees throughout the company.

“Training is empowerment,” says Golden West Human Resources Director Savannah Williamson. “It assists employees in developing the knowledge they need to excel in their roles and perform their jobs with confidence and clarity.”

Many departments have their own specific training options. Here's a breakdown of the current ongoing training opportunities most Golden West employees can – and in some cases **MUST** – do from their computers:

■ **Safety Training** Golden West works with Minnesota Telecom Alliance (MTA) to provide safety training on a variety of topics ranging from fire extinguishers and bloodborne pathogens to defensive driving techniques. Most courses are completed via the online [Learning Management System portal](#). Safety training modules are required for employees based on their positions.

■ **Cybersecurity Micro Training** Short training videos focusing on cybersecurity are [available here for viewing](#) on a weekly basis. The videos typically run three minutes or less and cover scams, identity theft, and other topics that put organizations and individuals at risk. The more videos you watch and quizzes you complete, the higher your overall Employee Security Score (ESS). Longer cybersecurity training sessions are required annually with recommendations to review the micro sessions periodically.

■ **Pivot Training** As part of Golden West Telecom's Customer Experience (CX) initiative, Pivot is providing ongoing training in a variety of formats. It began with in-person training sessions in Wall and Mitchell and now includes a monthly webinar series and weekly email tips. Together these optional opportunities show how to engage effectively with members. The ROLOs mentioned above were shared with employees involved in this process.

Supervisors signed up their team members for these trainings. Those folks should watch their inbox for announcements regarding upcoming sessions.

NEW TEAM MEMBERS - Welcome!

Max Hartmann - *Field Service Technician I (Temp)*, GWTC, Armour
Meghan Patterson - *Accounting Clerk*, GWT, Rapid City
Rylie Sleep - *Help Desk Technician I*, GWT, Rapid City
Elisa Voth - *Help Desk Technician I*, GWT, Rapid City

PROMOTIONS - You rock!

Evan Krebsbach - *IT Technician II*, GWT, Rapid City
Matt Paulsen - *IT Technician II*, GWT, Rapid City

CERTIFICATIONS Congratulations!

Brandon Schofield - *CCT Cisco Certified Technician Routing and Switching, Service Assurance Agent*, GWTC, Wall

RETIREMENTS - Thank you for your service!



Gloria Wright
Accounts Receivable
GWT, 32 years

Please Join Us for an Open House
Friday, July 15, from 2 p.m to 4 p.m.
Golden West Contact Service Center
1935 Fountain Plaza Dr., Rapid City

NEW FACES IN MEMBER SERVICES



Lacy Puhlman
GWTC Member Service & Sales Specialist
in Wall Since January 2022

Lacy grew up in the small town of Midland, where she also attended high school. From there, she studied at Western Dakota Technical College in Rapid City, earning degrees in business marketing and management.

She was drawn to Golden West because of its reputation as a great company to work for, providing opportunities for growth and promoting the best services to customers. She loves her coworkers, who have taught Lacy ways to provide excellent customer service.

Lacy is the mother of three boys and has one granddaughter. She owns several fish and a cat. In her free time, she enjoys traveling to watch her youngest in sporting events, hiking, camping, and spending time with family and friends.



Colin Strombeck
GWTC Member Service & Sales Specialist
in Hartford Since March 2022

Colin is originally from Tripp. He graduated from the University of South Dakota in Vermillion. He was drawn to Golden West by its great benefits and his

many years of customer service experience.

A single dad to 14-year-old triplets – two boys and a girl (Asher, Tekoa, and Maizey) – Colin proclaims himself an amateur astronomer who loves to get under dark skies and view planets, galaxies, star clusters, comets, and nebulae with his telescopes. When not gazing at the open sky, Colin enjoys playing golf, racquetball, board games, and hiking. Later this year he is planning a trip with his kids to the Pacific Ocean.

Watch future Issues of IGGI to learn more about additional employees who have joined Golden West over the past several months.