

# Bleats from SPACE



## What a YEAR this month has been!

2025 is giving serious beginning of 2020 vibes. We've had snow, no water, California is on fire, and it is bitter cold. What's next: goats in space? Major Tom is excited for the continued improvements in store for 2025 and hopes to continue to document them here for his favorite goastronauts. If you have something you would like to see here, [drop him a line](#).



## Sharing is Caring

Are you following Dragnet and pim on Linked In? Are you even on Linked In? Educational content is pushed out on Linked In on Mondays, Wednesdays, and Fridays for Dragnet and daily for pim. From blog posts to data points about cyber threats and compliance regulations, each post seeks to boost Dragnet and pim's authority, increase brand awareness, and attract customers. Every time you share a post, it broadens our reach. If you have questions about how to set up, update, or navigate Linked In, reach out to [Elizabeth](#) and she'll be happy to help you!



## Dreaming of Warmth? Use your FPTO!

Flex your work/life balance by taking advantage of our Flexible Paid Time off policy!! Our FPTO policy allows you to take time off when you need it, even if it exceeds your yearly FPTO balance. How does that work?

- Requests beyond your yearly FPTO balance require manager/upper management approval to insure that the



policy is administered fairly for everyone.

- 40 hour maximum carry over year to year.
- FPTO is not paid out upon leaving the company

### WEAR YO BADGE!

**DON'T FORGET**

**WEAR YOUR LANYARD WHEN IN OFFICE OR ONSITE!**

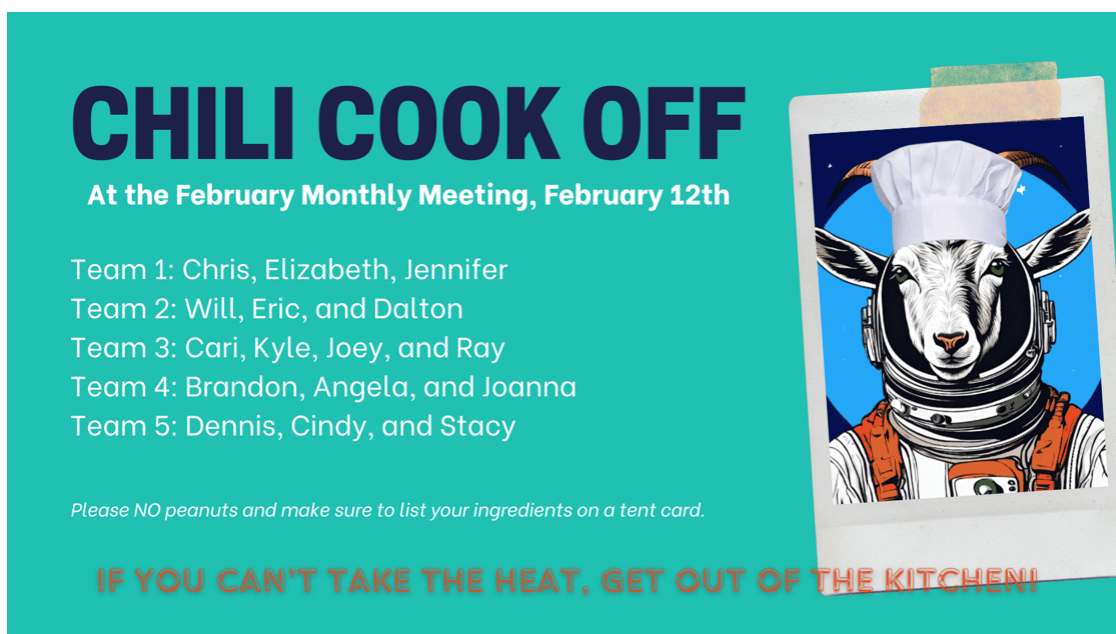
The lanyards are a security measure that help us maintain compliance. They also provide assurance & professionalism to our clients when we are onsite that we are who we claim to be.

A man and a woman wearing lanyards and badges, smiling for a photo.

Are you wearing your lanyard? **YOU MUST** wear it whenever you are working in the office or **ONSITE**.

Additionally, **ALL** visitors **MUST SIGN IN** at the desk by the front door in order to maintain security and compliance.





### Does your team have a name yet?

Team 1 is Tres Cabras en Fuego. (3 goats on fire)  
Team 3 is CMMC: Chili Master Misfit Champions.  
Team 4 is the Red Hot Assessments.

Just who will take home the Golden Goat is anyone's guess.



## How to ask for a Google Review

In order to help folks better find us and improve our google rankings, we need more positive reviews.

### But HOW?

*After a particular project or ticket closure.*

Hi <client name>!

This is <your name> from ProActive Information Management. I wanted to say thanks for your business. I hope the process of <whatever project or thing that was fixed> went as smoothly as you hoped. We appreciate getting to work with you.

Would you be interested in sharing your experience with us online? Feedback helps us grow. Plus... we are running an internal contest, so if the review mentions my name, it would really help me out. Simply click on the review link [here](#).

In your review, please leave as much detail as possible:

- What did you enjoy about our service? (The more of our services that you mention, the better.)
- How was your interaction with me and other team members? (Don't forget to mention me by name!)
- What did you appreciate the most?

Thanks so much for your time!

Yours,  
<Your name>

*Longtime happy client.*

Hello <client name>,  
We've really enjoyed working with you over the years and we'd love to know what you think of our <Product / Service>. Would you be open to sharing your

feedback with us?

If so, simply click on the following link and leave us a review:  
<https://g.page/r/CSUFBknHG5MKEBo/review>

Thanks so much, <client name>!

Thanks again,

<Your name>

Let folks know from the outset of a project or service ticket that we value client feedback and that we'll be asking for their opinion later. They'll be more likely to pay attention to the process and the ask won't come as a surprise. Knowing when is the right time to ask is crucial. A great time is post-service or post-positive interaction. A client in a good mood leaves a good review. Remember that one of our core values is that our client's satisfaction is our measure of success.

## Content Library

Branding and Communications					
Posts Files Notes					
+ New Upload Edit in grid view Share Copy link Sync All Documents					
Branding and Communications					
	Name		Modified	Modified By	Notes
	Bleats from Space Newsle...		September 18, 2024	Elizabeth Phillips	
	DRAGNET		September 19, 2024	Elizabeth Phillips	
	IN DEVELOPMENT		October 11, 2024	Elizabeth Phillips	
	MCH Concepts		September 19, 2024	Elizabeth Phillips	
	pim		September 19, 2024	Elizabeth Phillips	

In an effort to create business continuity and efficiency in content requests, we've created a **BRANDING AND COMMUNICATIONS channel** in Teams under ProActive Operations.

Here you can start a post with your request for an email to clients, a newsletter update, a one pager, a graphic, etc. Through this channel, Elizabeth and all appropriate stakeholders can communicate so that it all stays in one place and all can track the creation/approval process.

- This library will house ALL CURRENT VERSIONS of things. (At this time, it most certainly does not. YET.)
- If you look in the FILES section of the Channel, you will find color coded folders with branding, slide deck templates, one pagers, business cards, client resource files, etc. You can even look up past editions of your favorite Major Tom missives.



## Red Hot Winter G.O.A.T.s!



Baby it is cold outside, but **Joana Peterson** is bringing the heat! Congrats to her for her recent promotion to vCIO. She always goes above and beyond for our clients and Major Tom is certain she will continue to be out of this world in her new role.

**Brandon Walcott** was one quick footed GOAT for his forward thinking. He put all the Windows 10 expired clients into ONE place of truth all which figuring out the bug in Stacy's Microsoft license.

Never one to miss an opportunity to show us the big sister energy she brings to her job, **Angela Davis** has been super helpful letting Joanna shadow her on her daily vCIO activities.

Heretofore, **Ray Fulk** shall be called "*Rapid Ray*" for his quick actions on the QTS hardware failure alerts and his assistance on the Riverside project. He stepped up and took responsibility without having to be asked.

Shout out to **Kyle Newman** for taking over the Riverside Networking Project and continuing to push that for the client's March deadline.

Many thanks to **Will McCauley** and **Elizabeth Phillips** for developing a client survey that **Jennifer Boyden** will send out to clients so that we can create a better client experience.

Speaking of **Will McCauley**, this overachieving GOAT has stepped up our service game in general, increasing ticket closure rates daily while decreasing average ticket times. And as if that wasn't enough, he is also staying on top of XG firewall expirations for clients.

All the firewall fire-power fame deserves to go to our resident master GOAT wizard, **Joey Musaitef**, for getting the Firewall license extension for QTS! He also analyzed our existing product, licensing, and contract pricing which has made a huge impact for operations and sales. We know that was a lot of work!

Our clients would be lost in space were it not for the GOATS **Dalton Boothe** and **Eric Nelson**. Both have been great at picking up the slack and being flexible while we look for a new technician. Eric has been taking on more complex tickets, finding resolutions in an efficient and timely manner, and holding down the fort while Will and Dalton were out. Dalton has been quick to reach out to clients regarding their tickets and has been quick to respond onsite with DCWA firewall issues.

(Hiding it here because we know she doesn't want us to make a big deal of it, but we need to wish our lead GOAT, **Cari Grafton** a Happy Birthday. It was January 19th.)

Lastly, we need EVERYONE to know the MEGA GOAT work of **Cindy Farmer**. Proving that not every super hero wears a cape, she battled Anthem to correct *their* mistake before there was a negative impact for all of us that use health benefits. That's right, people, she battled the insurance company and won. MEGA GOAT STATUS PERMANENTLY SECURED.

ProActive Information Management, 5309 Commonwealth Centre Pkwy, Suite 403, Midlothian, VA  
23236, United States

[Unsubscribe](#) [Manage preferences](#)