



# Customer Focus

A service update newsletter for valued DAS customers

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## State Capitol Serves Up Fitting Venue for World Food Prize

The Iowa State Capitol is among the most beautiful state capitols in the country with its 275 foot, 23-karat gold-leafed dome. And this majestic building once again made for a perfect location to hold the World Food Prize for 2010 which was held Thursday, October 14 under the golden dome.

The World Food Prize is part of an international symposium drawing the top minds and foremost leaders in global agriculture, food and rural development.

"By holding the World Food Prize Award

presentation in the Iowa State Capitol – one of the most beautiful buildings in North America – we have taken an important step in the direction of emulating the

Nobel Prize, which is presented in the grandeur of one of Europe's most elegant buildings," said Ambassador Kenneth Quinn, President of the World Food Prize Foundation.

This year's World Food Prize theme was "Take it to the Farmer: Reaching the World's Smallholders." The event honored the

...continued on page 2



## Exciting Triathlon Action Returns to Capitol Complex

After being forced to the suburbs for the past two years, the Hy-Vee Triathlon is returning to downtown Des Moines and the Iowa State Capitol Complex in 2011.

This year's event is part of the World Triathlon Corporation (WTC) 5150 Series and the Des Moines event will serve as the U.S. Championship. All 5150 events are comprised of a 1.5 km swim, 40 km bicycle leg and a 10 km run.



swimming in Gray's Lake.

The finish line will be on Finkbine Drive at the top of the West Capitol Terrace. Anywhere from 2,500-3,000 athletes are expected to compete and organizers estimate that the event will require 1,000 volunteers.

The 2011 Hy-Vee Triathlon will be held September 4 (Labor Day) as opposed to the June date for earlier events. Maybe the later date will help to avoid the flooding

challenges experienced in 2008.

One new feature of this year's event is that the elite cup professionals will hold their swimming leg in the Des Moines River. Age group triathletes will again be

To learn more or to sign up to compete or volunteer, go to <http://www.hy-veetriathlon.com/>

### INSIDE THIS ISSUE:

Contract Negotiations	2
Banking Information	2
Veterans Day Celebrations	2
ITE Bits and Bites	3
Winter Forecast	4
Energy Savings	4
Calendar of Events	4
2011 Enrollment & Change Period	5
SERIP Update	5
One Gift Campaign	5
IT Redesign – E020 Update	6
PDS Updates	6

Customer Focus is a bi-monthly update about the Department of Administrative Services for Iowa state government agencies. For more information about DAS, please visit our website at <http://das.iowa.gov>.

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## World Food Prize

*continued from Page 1*

work of two individuals whose passion for ending hunger has inspired action around the world - Jo Luck, President of Heifer International and David Beckmann, President of Bread for the World.

Heifer International's mission is to work with communities to end hunger and poverty and care for the earth. It provides livestock and the training to care for the animals, teaches them how to grow crops sustainably and ultimately rise out of poverty.

Bread for the World is a collective Christian voice urging our nation's decision makers to end hunger at home and abroad through legislation and policy.

As in past years, the Department of Administrative Services worked hard to make the Capitol look it's best for this global event. Each year, staff begins planning up to three months prior to the festivities. Custodial staff cleans and polishes the inside of the Capitol and the outside steps. Grounds staff works hard to make the entire complex look its best. Electricians check to ensure that all lights and circuitry are in tip top shape. Engineers make sure all the systems in the Capitol are working as well as providing fire watch for the event. The DAS safety officer and the Fire Marshal's office work together to ensure all exits are open and that the area is clear of any other safety concerns. The DAS events coordinator checks and double-checks to make sure everything goes off without a hitch. Making this event a success is truly a collaborative effort. And, year after year, this team of pros comes through.

Sixty four countries were represented at this year's World Food Prize, including Ethiopia, Fiji, Germany, Madagascar, Italy, Guatemala, Morocco, Pakistan, Russia, Senegal, Uruguay, Viet Nam, Zambia to name just a few. 1035 people attended, including 125 students and 120 teachers.

To learn more about the World Food Prize, go to --- <http://www.worldfoodprize.org>

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## Keep Banking Information Up-to-Date

The vast majority of State of Iowa employees choose to have their paychecks and expense reimbursements deposited directly into their accounts. It's easy, accurate and saves a lot of time. But, to avoid unnecessary delays, be sure to let the State Accounting Enterprise know when you make changes such as switching banks or closing accounts.

Just ask your Personnel Assistant for an Agreement for Automatic Deposit form. Once completed (don't worry, it's easy), they'll take care of directing your hard earned money into the new account.

## DAS Prepares for Contract Negotiations

State of Iowa employees are fortunate in receiving an impressive package of benefits. But how do these perks come into existence? The answer is right around the corner.

DAS-HRE is currently preparing for the collective bargaining sessions for the 2011-2013 contracts.

Bargaining will be held with the American Federation of State, County and Municipal Employees (AFSCME), Iowa United Professionals (IUP) and State Police Officer Council (SPOC). Initial proposals will be exchanged with each union during November and December, with actual bargaining sessions scheduled in January and February.

Bargaining teams will be made up of members of each respective Union, management representatives from various state agencies, and the Program Delivery Services (PDS) Bureau in DAS-HRE. If you have questions about the process, you are encouraged to contact the Program Deliver Service Bureau Chief at [jeff.panknen@iowa.gov](mailto:jeff.panknen@iowa.gov).

## Honoring Those Who Have Served

Veterans Day, November 11, is a time to pay homage to the millions of Americans who have served in the armed forces. DAS maintains the many monuments on the Capitol Complex that commemorate our nation's conflicts. One such structure, the Soldiers and Sailors monument, has recently received nearly \$100,000 in I-JOBS funding for repair and restoration of an edifice installed in 1896.

For a comprehensive online tour of Capitol Complex monuments, go to <http://das.gse.iowa.gov/monuments/>

Here is a rundown of Veterans Day activities for Thursday, November 11:

### **8:00 a.m. – Van Meter Celebration**

Iowa Veterans Cemetery at the committal shelter

### **9:00 a.m. – World War I Gold Star Monument**

University Avenue, southwest of Lutheran Hospital

### **10:00 a.m. – Korean and Vietnam Memorials**

Capitol Complex

### **11:00 a.m. – Veterans Day Ceremony**

Hy-Vee Hall – Rooms 7 & 8

### **12:00 p.m. – Salute to America's Veterans**

Fort Des Moines Museum

### **2:00 p.m. – World War II Memorial**

Capitol Complex

### **3:15 p.m. – Gold Star Ceremony**

Memorial Union Great Hall, Iowa State University



## Bits, Bytes and a Whole Lot More

If you've ever seen the DAS-ITE catalog, you'll agree that this enterprise offers a lot of services and products to customer agencies. This month we'd like to give you a little insight into what it's involved in delivering these services. Here are some fun facts about us:

DAS-ITE directly supports over 300 websites and applications used by citizens to conduct business with state government with over 40 million page views per month. Some of the most-viewed websites hosted by ITE include:

- Iowa Courts – 21 million page views/month
- Iowa Sex Offender – 9 million page views/month
- Governor's Office – 1 million page views/month
- Department of Revenue (Tax) – 1.3 million page views/month
- Department of Natural Resources – 1.5 million page views/month

ITE Print Services and the ITE Data Center print a combined monthly volume of approximately 6.9 million pages, including warrants.

Fax servers process an average of 11,600 inbound and outbound fax transmissions monthly.

DAS Print (Grimes Bldg.) delivered 5710 on-time jobs out of a total 5741 jobs produced for FY10, or an annual on-time delivery rate of 99.4%. 2 of the 4 quarters DAS Print was at a 100% on-time rate.

In June 2010, the Authentication and Authorization (A&A) system processed 278,000 authentications for access to over 150 State systems and services and, for FY10, performed 4.25 million authorizations.

In FY10, ITE processed nearly 380,000 electronic payments made by citizens to the state for various services.

DAS Data Center in Hoover printed 27.4 million impressions in FY10, with a printer up-time of 97.84% availability.

Processed over 208,000 SING (background check) transactions in FY10.

The total metered mail that ran through the inserters in FY10 was 4,186,431 pieces; this number does not include indicia mail.

Launched an Address Validation service in FY10. In the first year of the service, over 400,000 addresses were verified.

255 Schools are using AEGS School Alerts systems; there are over 31,000 subscribers to this system.

Each month ITE information systems process approximately 842,718 payments and writes 1,161,277 paper warrants.

For public-facing web services hosted by ITE, the average number of successful web requests per day is 2,838,277; the average web page data transferred per day is about 40 GB.

Host 273 virtual servers for 44 state agencies, commissions and boards.

Support over 11,000 e-mail accounts for 40 State entities.

Block approximately 15 million SPAM messages at the perimeter each week.

Support email services for over 900 handheld wireless devices and directly support 1,000 desktop computer systems.

The DAS-ITE Desktop Support team provides desktop services to over 10 different state agencies and boards.

Conduct annual risk assessments at 50+ state agencies to identify potential information security vulnerabilities and provide recommendations for reducing risks.

Co-sponsor and support the enterprise-wide effort to automate the creation and maintenance of 39 agency Continuity of Operations (COOP) and Continuity of Government (COG) plans in the Living Disaster Recovery Planning System.

Manage approximately 80 software development projects.

Each month the ITE Service Desk manages over 3,700 support calls and responds to over 3,100 emails.

Monitors information security sources to identify potential security threats to government technology resources. The Information Security Office (ISO) sends detailed email security alerts to over 300 points of contact in state and local government to protect against service interruptions.

Have over 8,500 lines of code on just one firewall to manage access to servers and desktops on the local network; in one day, denied over 470,000 requests to pass through this firewall.

Provided security training to over 400 state employees and sponsored other training opportunities.



## Forecasters say we are in for a cold and snowy winter

If you haven't done so already, start lining up the boots, coats and scarves, because National Weather Service forecasters are saying it will be a cold and snowy winter for Iowans. Oh boy!

Last year, Des Moines had the third snowiest December on record. The DAS grounds and construction team put in many extra hours clearing snow. During one of what seemed like an endless queue of blizzards, the grounds and construction team worked continuously for 48 hours and, thanks to their efforts, the Capitol Complex was accessible both by foot and vehicle.



The Capitol Complex, including the lab facility located in Ankeny, includes 4,000 parking spaces and several miles of sidewalks to clean.

To ensure our team and equipment are ready for the long

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## Balancing Comfort and Efficiency

The energy savings strategy for state-owned facilities includes maintaining daytime building temperatures at 68 degrees Fahrenheit (± 3 degrees) during the winter. In order to ensure the space temperature stays within the target range, the heating temperature set point is 70 degrees and the cooling temperature set point is 76 degrees. This means the system will start heating if the thermostat falls below 70 degrees or cooling if it rises above 76 degrees. Between 70 and 76, the space is simply ventilated. Interior areas of buildings with higher heat loads (such as people, lights, computers and printers) may run warmer than 70 degrees, but we will not be actively heating these areas warmer than 70 degrees.

Temperatures will be set back at night (after 5:00 p.m.) until the temperature in the space reaches 62 degrees Fahrenheit. Fan coil units, air handling units and exhaust fans will be shut down after 5:00 p.m., as well. Night setback temperatures are not implemented in areas where cooler air is required for IT, medical supplies, etc.

If you believe the temperature in your space is cooler than 68 degrees during normal business hours, please call the DAS Customer Service line at 515-242-5120 and select option "3" to speak to a technician.

If you have questions regarding this energy conservation policy, please contact Jennifer Moehlmann at (515) 725-0454 or [jennifer.moehlmann@iowa.gov](mailto:jennifer.moehlmann@iowa.gov).

cold winter, all vehicles have been inspected and serviced (oil changes, tires, lubes, brakes and general maintenance). Snow plows have been inspected and tested. Crews are in the process of clearing storm drains to ensure proper flow for runoff.

The Department of Administrative Services has purchased 9 pallets of ice melt - or 22,500 pounds. On average, we will use one pallet (50 bags) per snow occurrence. The DOT also provides brine solution for pre-treating of sidewalks, and drives. Crews begin clearing snow when there is a 1-inch accumulation. When the forecast is for more than 2-inches of snow, crews will remain on Complex

through the shift and also stay in communication around the clock in order to respond to larger storm events.

The custodial team has tested and inspected the snow blowers and shovels; they are stocked with ice melt and are ready for the first signs of winter. In addition, custodial crews are placing extra finishes on floors to withstand winter foot traffic.

We are ready and prepared for winter. All we need now is a little snow.

To learn more about DAS winter weather and holiday policies, go to [http://das.iowa.gov/winter\\_reminders.pdf](http://das.iowa.gov/winter_reminders.pdf)

### Capitol Complex Calendar of Events

#### November 2010

##### November 11

Veterans Day holiday (State offices closed)  
See list of events on page 2.

##### November 25-26

Thanksgiving holiday (State offices closed)

#### December 2010

##### December 3

Bloodmobile Bus – Lot 26, south of Court Ave.

##### December 24

Christmas Day holiday (State offices closed)

## November is the Time for Benefit Enrollment and Changes

The 2011 enrollment and change period will be from **October 29 through November 29, 2010** and is the time of year when you have an opportunity to elect or change your benefits for 2011. Benefit elections made during the enrollment and change period will be effective January 1, 2011.

During the 2011 enrollment and change period, you can:

- Enroll in health insurance
- Change your health insurance plan
- Enroll in dental insurance
- Add eligible family members or remove family members from your health and/or dental insurance plans
- Apply to increase or decrease the amount of supplemental term life insurance
- Change your pre-tax premium conversion selection
- Enroll or reenroll in the flexible spending account program



- The new health care legislation affects the Health FSA by allowing over-the-counter medicine to only be considered a qualified medical expense if the individual has a prescription for the medication.
- Services for mental health and substance abuse treatment will be covered on the same terms as all other medical and surgical services.
- In 2011, DAS will undertake a dependent eligibility verification review. The review is being conducted to ensure that persons covered by a State of Iowa group health plan are eligible for coverage. The 2011 enrollment and change period is an excellent opportunity to review your benefits enrollment and ensure that all persons who are covered by your plan are eligible to be covered.

Finally, 30 benefit education presentations have been scheduled during the enrollment and change period. Check out what works best for you by going to [http://benefits.iowa.gov/benefit\\_education/benefiteducationcalendar.html](http://benefits.iowa.gov/benefit_education/benefiteducationcalendar.html)

The major changes for 2011 are:

- With the passage of health care reform legislation, eligible dependent children can remain on your health and dental insurance coverage through the end of the calendar year in which they turn age 26.
- Unmarried and full-time students over the age of 26 can remain covered in your health and dental insurance but you will be required to verify their student status.
- There will be a dental insurance open enrollment.
- Flexible spending account (FSA) elections will be made through IowaBenefits instead of ASI.

### SERIP Update

The State Employee Retirement Incentive Program (SERIP) made it possible for 2,067 employees to depart early from state government. Participation in the program exceeded expectations and will result in considerable savings for Iowa.

A key target of the program was to replace just half of the departing positions and that any agency's rehiring strategy must first receive approval from the Department of Management. DOM has authorized agencies to rehire 1098 positions. Currently, 48.09% (528) of those vacant positions have been filled.

## One Gift Campaign Closes, Opportunities to Give Continue

The annual One Gift campaign, an opportunity for State of Iowa employees to donate via payroll deduction to their choice of organization(s) from over 400 qualified non-profit groups, came to a close Friday, October 29.

While total contributions are not known at the time of publication, the target for the 2010 campaign was set by Lt. Governor Patty Judge at \$500,000.

In her appeal to state employees, the Lt. Governor pointed out that, as many of our fellow Iowans struggle through tough economic times, recipient organizations experience similar setbacks in the donations they receive. Unfortunately, the decline in philanthropic giving makes the situation much more urgent for Iowa families with considerable need.

While it is impossible to print testimonials from all eligible organizations and One Gift does not show any sort of preference, this comment from ChildServe says it all.

"Last year, gifts from generous donors to the One Gift Program helped ChildServe purchase supplies and equipment that positively impacted the lives of the children for whom we care," said Cheri Burns, Director of Development and Community Relations for ChildServe.

Fortunately, the opportunity to donate to One Gift is not limited to the October campaign. State employees can contribute any time by simply filling out a form and handing it to their agency's One Gift coordinator. To learn more, go to the One Gift website: <http://das.hre.iowa.gov/onegift/>

## IT Redesign – E020 Update

Governor Chet Culver's Executive Order 20, issued on December 16, 2009, directed the Department of Administrative Services to implement approximately half of the efficiency measures that were a result of a review of state government by Public Works.

Some of the most challenging of these directives involved the effort to reorganize and consolidate information technology enterprises within the Executive Branch in order to discover greater economy and efficiency.

"We knew this would be a great challenge that would absolutely require cross-agency cooperation," said Interim Chief Operating Officer of DAS-ITE, Lorrie Tritch. "Fortunately, our challenge has been perceived as an opportunity rather than a hurdle."

A website to track the IT reorganization effort has just

launched, providing the latest updates in key initiatives that include:

- Email consolidation
- Print consolidation
- Virtual desktop computing
- Networks
- Hosting services (servers and data storage)
- Help Desk

Reorganization in state government is a daunting challenge that requires expert planning, collaboration and transparency to be successful. Check out the ITR website <http://iteredesign.iowa.gov>, to see how these requirements are being addressed.



### Upcoming Courses

Sharpen your knowledge, skills and abilities by enrolling in upcoming PDS classes. Visit our [website](#) for available course offerings and enroll now.

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### Certified Public Manager (CPM)

PDS has many exciting opportunities coming in the next several months related to the Certified Public Manager (CPM) course. CPM Cohort 12 will be graduating on December 15th. The graduation will be held at Drake University with Interim COO of DAS-HRE Mark Johnson being the guest speaker for the ceremony. A collaborative effort with DAS-HRE, Drake and St. Ambrose College in Davenport has resulted in a new CPM opportunity being offered at St. Ambrose to reach potential students from eastern Iowa. This new CPM class started on November 2.



The next CPM opportunity at Drake will begin in January. There are still several spots available for that class. [Contact PDS](#) to enroll.

### Winter 2010 Grant Series

The winter 2010 GRANT SERIES classes are now open for registration. We are excited that they are being offered at a lower rate than in the past. The fees for these day-long sessions are as follows: \$75 per session or \$215 for all three!

#### Grant Seeking – December 6, 2010

Build your ideas and research potential grantors to match their interests with your mission.

- Grant basics and resources
- Defining your challenge and finding solutions
- Designing and organizing a fundable project
- Understanding the values of the grantor

#### Grant Writing – December 20, 2010

Learn how to create urgency by writing a proposal that conveys the importance of your project and how a grant will help to resolve the challenge.

- Six approaches to assessing and documenting needs
- Organizing proposal development
- 20 reasons why grants fail

#### Grant Management – January 10, 2011

Now that you have the grant, what's next? Learn how project directors, principal investigators and project administrators proceed with managing a funded project.

- Expectations of grantors
- Grant manager responsibilities
- Federal and outside regulations

For assistance with enrollment in upcoming classes, CPM, survey development, one-on-one or group coaching, special sessions or other training initiatives, please contact us via e-mail: [pds@iowa.gov](mailto:pds@iowa.gov) or call

Brian Mayer 515-281-5456