



Customer Focus

A service update newsletter for valued DAS customers

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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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Contact the editor at DASnews@iowa.gov or 515-281-7056. We encourage your feedback.

New DAS Director Optimistic about Challenges

Mike Carroll brings a great deal of experience to his new role as Director of the Department of Administrative Services. Educated as a construction engineer, his background in devising solutions for complicated challenges provides a solid foundation for navigating through his new work environment. Mike took time to answer a few questions about his transition to the public sector.

Q: Why did you decide this is the time to enter public service?

I really had no plans to enter public service prior to learning I was being considered for this appointment by Governor Branstad. I initially indicated I was in the process of buying more of

the company where I was working, and thought that was where I should stay. I agreed to visit with the Governor-elect's staff about the position and see if I could suggest anyone else for the appointment. Once I learned more about the position and its many facets, challenges and responsibilities, I decided the appointment was something I should consider. At age 57 - and after discussing it with my wife - I decided this type of opportunity to serve the public in such an interesting job was one I should pursue. My family has lived in Iowa for five generations and I am looking forward to giving something back to the state.

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Staying Classy

Oops. In the last issue of Customer Focus, while listing some background of new DAS Director Mike Carroll, the name of the second oldest structure on the Capitol Complex was misreported. The correct name of the building now hosting the State of Iowa Library, the Office of Citizens' Aide/Ombudsman and portions of the Legislative Services Agency is the Ola Babcock Miller Building. We mistakenly omitted Mrs. Miller's last name which, considering her various contributions to the state, is a notable blunder. Ola Babcock Miller served as Iowa Secretary of State, created the Iowa Highway Patrol

and was one of the first women inducted into the Iowa Women's Hall of Fame. Interestingly, she was also the mother-in-law of public opinion polling pioneer George Gallup.



The grandeur of the Ola Babcock Miller Building rivals the Capitol itself.

Our inadvertent mistake, however, has resulted in a new feature for Customer Focus - to briefly showcase buildings on the Capitol Complex in order to share their history and impact. The Ola Babcock Miller Building will lead

things off.

Originally the Historical, Memorial and Arts Building, the structure at E. 12th and

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DAS Director

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Q: How has your experience in the construction industry prepared you for this chapter in your career?

More than 35 years in the construction industry has provided me with experience in a number of areas that may not match exactly with the Department of Administrative Services, but are certainly applicable. I have done everything from laboring in the field to being a partner and managing budgets and cash flow in an industry that requires considerable hands on attention. I have also been fortunate to have been integrally involved in a number of strategic planning initiatives at several different companies. Although my stronger suits tend to be general services and information technology (meaning human resources and accounting are not quite as strong), I'm confident that, with all of the good people I work with now and their willingness to share information, ideas, and expertise, I'll be able to apply my creativity and enthusiasm to help DAS and the State become a more productive and pleasant place.

Q: What aspects of this job do you consider to be more challenging and how will you be meeting these challenges?

At this point in time, the rules and regulations associated with government in general are probably the most challenging thing I am dealing with. In private industry, a good idea can be implemented immediately with the consensus of very few people. The laws, rules, and regulations of State Government make the path from idea to implementation a bit more challenging, and require a bit more patience. Another challenge for me is learning all of the funding streams and how those streams can or cannot be used.

Q: What is your philosophy regarding state government?

I believe state government is a fiduciary body, charged with the responsibility of providing for the citizens of Iowa

Flexible Spending Accounts Deadlines

Employees who still have 2010 flexible spending accounts (FSA) funds available need to be aware that time is running out to use those funds. Eligible FSA expenses that you incur through March 15, 2011 are eligible to be reimbursed from your 2010 FSA; then you have until April 15, 2011, to file claims of eligible expenses from your 2010 FSA.

After April 15, your 2010 FSA will be closed and any balance remaining will be forfeited in accordance with federal regulations. You can download an FSA claim form at the DAS Flexible Spending Accounts website: http://das.hre.iowa.gov/fsa/forms_documents.html.



the goods and services they require and that cannot be provided outside of state government. I believe it is fiduciary in nature because we are using other people's money to do our business and, as a result, we inherit the responsibility to do as much as we can as efficiently and cost-effectively as possible.

Q: How do you hope to improve upon the entrepreneurial model and overall customer relations?

I certainly have ideas on how things might improve, but am actually relying on all of the employees within DAS to provide input and ideas for efficiency, value and improvement. Through input of ideas and creative problem solving, our strategic planning will provide the direction in which we need to head in order to become the organization we need to be.

Q: DAS represents a considerable diversity of missions – ranging from toilets to mega servers. How do you plan to direct such a varied setting?

My plan for directing this diverse department is to use the skills and ideas of good people already in place as well as a few new individuals to hone our operations and provide guidance for future developments. This will truly be a team approach to management. I do not consider myself a one man show. We will move this department in new and exciting directions. I will take responsibility for that.

Benefit Knowledge is Power!

Understanding everything there is to know about employee benefits can be challenging. Learn to make the best use of your benefits by taking advantage of benefit education opportunities. These presentations provided by DAS benefit staff are webcasts so you participate in a live online session by connecting to the Internet and dialing a toll-free number. To find out more, check out the DAS Benefit Education website: http://benefits.iowa.gov/benefit_education.

Upcoming presentations in March and April are:

- March 8 - Deferred Compensation Basics
- March 8 - RIC Provider Spotlight: Meet VALIC
- March 10 - RIC Provider Spotlight: Meet ING
- March 17 - Continuing Benefits at Retirement
- March 22 - Choosing the IPERS Benefits That's Right for You
- March 22 - Deferred Compensation Distributions
- March 23 - Spend Smart, Eat Smart
- April 12 - Deferred Compensation Basics
- April 13 - Healthy Eating at Work
- April 21 - Continuing Benefits at Retirement
- April 26 - Deferred Compensation Distributions

New DAS Enterprise Heads Named

DAS Director Mike Carroll has named two executives to serve as Chief Operating Officers for the DAS Human Resources Enterprise (HRE) and General Services Enterprise (GSE).

Jeff Panknen, most recently Bureau Chief of DAS-HRE Program Delivery Services, has agreed to head the entire enterprise. Jeff's experience in human resources is extensive as he served with the Department of Corrections for 15 years in a variety of positions before joining DAS as an Advanced Personnel Management Specialist in 2008. Prior to working for the State of Iowa, Jeff served with the United States Air Force for eight years.

Doug Woodley is taking over the reins of GSE on March 14 after being in charge of corporately-owned real estate for the Principal Financial Group. He has an extensive background in managing public sector operations with the West Des Moines School District and the University of Northern Iowa.

Doug earned his B.A. from the University of Iowa and holds a Masters from Clemson University.

"With these appointments, DAS is now able to focus more clearly on the future," said Carroll. "These two professionals have already proven their ability to control costs while delivering the best possible services and solutions to our customer agencies."

Intelligent Mail Barcode (IMb) Changes Required by the USPS Coming Soon

The United States Postal Service (USPS) is changing from its current Postnet Barcode to an Intelligent Mail Barcode (IMb). This is required for reply mail pieces and to qualify for the automation discount rate on large mailings. The original implementation date of May 2011 has been extended, but state agencies need to be planning for the change NOW.

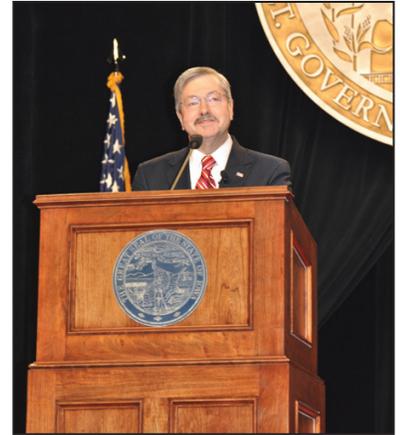
While DAS Print is ready and able to assist customer agencies in designing mail pieces to comply with the USPS regulations, you should know that USPS approval of the designs can take up to three weeks. The IMb is accepted now and many customers have already converted. If you have not changed your business reply mail, consider ordering your envelopes now while using up your current supply.

If you have any questions, contact Lise Melton at 281-5050 or lise.melton@iowa.gov.

A New Podium for a New Administration

Around every nook and corner of the Iowa State Capitol, visitors are treated to beautiful displays of craftsmanship and awe-inspiring design. The building, often referred to as one of Iowa's most valued treasures, is nearing completion of an extensive, decades-long update. So having a new ceremonial podium, beautifully created by DAS employees Troy Koester and Tom Lilly, was only fitting.

Finished just in time for the inaugural ceremonies of Governor Branstad – the podium is made from rough cut cherry wood planed to a thickness of $\frac{3}{4}$ inch. It took them approximately one month to create amidst their already busy schedule. Weighing approximately 150 lbs, the podium features the original seal. The two craftsmen are now working on a more portable, half podium, as well.



Capitol Tour Guides Settle Into New Space

Talk about sensible moves. Because virtually all public access to the Capitol starts at the ground floor, moving the Tour Guides to that level was a stroke of logistical genius that has already resulted in greater traffic and public interaction.

"I think we are answering at least twice the amount of questions as we had upstairs," said Joan Arnett, a State Capitol Tour Guide. "It is easier for the public to find us."

The busiest time for the guides is from March through May, with an average of approximately 45 groups a week. Groups can vary in size from 10 to 150 guests. The new tour guide location, near the cafeteria, features a lighted display case that will exhibit items found during the Capitol's restoration. These items, including elevator shaft timbers, clothing found in walls, assorted newspaper clippings and a diversity of nails, pulleys and the occasional whiskey bottle will be rotated for public viewing.

In addition, a new cell phone tour for both the interior and exterior of the Capitol and new online information including videos of monuments is available at <http://www.legis.iowa.gov/Resources/tourCapitol.aspx>. There is even a video of areas not open to the public, such as the sub-basement, top of dome and the attic.



DAS-ISO Receives Much Needed Security Assistance

Securing information technology systems continues to be a priority throughout public and private sectors. The DAS Information Security Office (ISO) has announced the receipt of a \$300,000 grant from the U.S. Department of Homeland Security for Cyber Risk Reduction.

The ISO is collaborating with the City of Des Moines, Iowa State University and Cerro Gordo County to pilot a Continuous Vulnerability Management system. This system will provide real time information about computer-related vulnerabilities and enable limited staff resources to prioritize and address the most critical problems.



Checking Agency IT 'Health'

Risk assessment is an essential component of agency risk management efforts and key to determining the effectiveness of security programs. In 2007, the Information Security Office began sponsoring risk assessments for agencies. These assessments are being offered again in 2011.

The risk assessments are part of the ISO utility service and there is no additional charge to agencies. Assessments are intended to help agencies understand the risks they face and to assist in decision-making - including where to direct limited resources.

For more information about the ISO risk assessment process, contact Alison Radl at Alison.radl@iowa.gov.



Executive Branch IT Reorganization Continues

Savings Resulting from Email Consolidation

Great strides are being made in achieving targeted goals for email consolidation in order to improve operations and reduce duplication at every level - staff, licensing, equipment, security and disaster recovery. To date, fifteen agencies have been consolidated onto the central messaging system. Because these agencies no longer support email, DAS-ITE has been able to decommission thirty-seven messaging servers. Six of these servers have been repurposed to support the Central email System. In all, we have eliminated the need for over thirty messaging servers, which means a savings in hardware, software and support staff. ITE has been able to accomplish this with no increase in staffing. We estimate that the email consolidation initiative will save nearly \$150,000 in FY2010 and FY2011.

Expanded Print Services with Reduced Costs

DAS Print experienced a number of changes in 2010, resulting in a streamlined, efficient, cost-effective operation. First, Print Services closed satellite offices at the Lucas and Wallace buildings. Then, the main print shop was moved from the Grimes building to Hoover, where staff and equipment became consolidated with the Mainframe Print area (freeing 4,785 square feet of space in Grimes - which will be used as a conference room for Grimes and storage for the ICN). In order to accommodate expanded print requests and to make the best use of equipment, DAS Print is now staffed on weekends. Additionally, DAS Print has expanded its design capabilities by adding another graphic artist who

is also experienced in web design. This will complement our printed pieces with web marketing.

Managed Print RFP - Ready to Let

An inter-departmental team has developed an RFP for a Managed Print Solution that will soon be released. Once in place, this tool will allow the State to audit and effectively place and manage all printing/copying devices within the executive branch. The goal for Managed Print is to reduce costs by right-sizing equipment and to situate devices where they are most needed. This initiative will allow staff to be more efficient while contributing to a more environmentally sustainable printing operation.

Mailroom Consolidation - Complete

Executive Order 20 directed agencies to consolidate all outgoing mail services into the Department of Administrative Services Mail Center. There were various mail centers located on the Capitol Complex and the final piece was the mail center located at Iowa Workforce Development. In December IWD letter shop activities consolidated with the ITE letter shop. The transition went very smoothly, and all target mail dates have been met. In December 209,225 additional pieces were mechanically inserted, metered and mailed for IWD through the DAS automated process. Because of tax documents, January is the busiest month for the letter shop and more than 1 million pieces of mail have been processed through two inserters. DAS employees Teri Wagner and Kennette Brady put in many long hours to ensure that the needs of their customers could be met.

Keeping the Capitol Complex Green

Since moving in on January 18, 2011, Iowa Utilities Board and the Office of Consumer Advocate employees have been enjoying their new demonstration office building. Several tours showcasing the highly energy-efficient aspects of the building have been held in its first month of use, involving various utility industry groups, college students and other organizations from the general public.

The two state agencies will continue demonstrating the cost-effective use of energy and green resources to interested parties, using the building as an educational tool. The 44,000 sq. ft. building is located at the corner of E. 14th and E. Court Avenue on the Capitol Complex. It is modeled to consume 63 percent less energy than a typical office building that is compliant with the Iowa Energy Code. The building uses geothermal technology for heating and cooling which will account for the largest share of the building's energy cost savings. Plus, a daylight harvesting sunscreen and an on site photovoltaic renewable energy source will further reduce its overall use of energy from outside sources. The building is on schedule to achieve the highest certification, LEED Platinum, of the U.S. Green Building Council.

The IUB/OCA building was designed and built using strategies aimed at improving performance in areas of energy savings, water efficiency, CO2 emissions reduction and indoor environmental quality as well as stewardship of resources and sensitivity to impact on those resources. The building is projected to use 46 percent less water than a typical office building and has operable windows for use during temperate times of the year. Its V-shape, configured to maximize natural lighting, incorporates high efficiency panels and super efficient precast concrete walls to eliminate thermal leaks. Spray foam and weather barriers for the

Celebrating Mother Earth

Energy awareness. Green technology. Cycling to work. Earth Day is Friday, April 22 and a committee is assembling a full slate of activities for the Capitol Complex to recognize the 41st anniversary of Earth Day.

Started in 1970 by Gaylord Nelson, a senator from Wisconsin, this global event has spread to more than 170 countries and continues to be a touchstone for environmental consciousness everywhere. Although details are still forming, some of the activities being discussed for Earth Week 2011 include:

- E-Waste Collection Event
- Green Vendor Fair
- Trash Pickup on Capitol Complex
- Power Down Event in conjunction with Capitol Lights Out

Check <http://das.iowa.gov/green/earthweek.html> for updates and information. More details will be coming soon!

Below: Mechanical sun panels control the amount of natural light entering the building.



Above: Operable windows allow letting in outside air during temperate times.

building's exterior provide additional insulation and vapor protection.

While not yet completed, the surrounding landscape of native grasses will assist in minimizing runoff and is designed to contain and filter the majority of storm water from the site as well as the six adjacent acres.

Using occupancy sensors, an energy management system turns off non-essential energy loads in work spaces throughout the building. Lighting in conference rooms and restrooms is controlled by energy saving occupancy sensors, as well. Automated light level monitoring adjusts general space lighting as appropriate throughout the building, based on the amount of natural lighting available at any given time. Window shades are raised and lowered to maximize natural daylight and to reduce thermal losses at night.

Former Board Chair John R. Norris was the initial visionary for the project and the facility's hearing room is named in his honor.

BNIM Architects of Des Moines designed the project. An open house will be scheduled for later in 2011.

Solar Power Up March 8



Stop by the West Capitol Terrace on March 8, from 11 a.m. to 2 p.m. to see a demonstration of solar technology. PowerFilm, Inc., an Ames company that manufactures thin, flexible solar panels will have its Powershade solar tent set up to charge your cellular or smart phone or just to learn more about this Iowa-based company. PowerFilm Inc. will also have a display in the Capitol's rotunda.

Spring is Approaching – Watch the Weather

While everyone is eager to put snow shovels and winter wraps away for the season, it's always good to remember that, with the approach of spring, there are plenty of warmer weather challenges, including being prepared for flooding.

March is Flood Awareness Month in Iowa and, with our recent experiences with flooding (at any time of the year), it's wise to share some tips from Iowa Homeland Security and Emergency Management.

1. Learn about and stay aware of flood risks in your community by tuning into media and considering purchasing an NOAA radio for your home.
2. Work with family members to put together an emergency action plan. If family members are at work or school, coordinate a way to unite at home or an agreed-upon location and establish a common, out-of-town contact person that every family member knows how to reach in the event you become separated.
3. Make an evacuation plan including contacting local leaders about existing community procedures, making arrangements for pets (shelters are not a good option) and ensuring any elderly or otherwise dependent neighbors have their needs covered.
4. Have a pre-assembled emergency kit ready to go, including copies of important documents, medications, extra clothing, hygiene items and money.

Tornadoes and Severe Weather

It's the upper Midwest, so we all know that weather conditions can become severe with very little warning. In the past few years, thunderstorms in Iowa have often resulted in extremely heavy precipitation that has resulted in flash floods and extremely dangerous driving conditions. If ever stuck in a severe storm, always be prepared to pull over in a safe, elevated spot.

While the frequency of tornadoes occurring can vary, it's also good to know the difference between a watch and a warning. A Tornado Watch means that conditions are right for a tornado to form but actual activity has not been seen. A Tornado Warning means a tornado has been seen and you should seek shelter immediately.

Severe Weather Awareness Week occurs April 4-8 and will feature a distinct focus each day of that week. For more information, go to <http://www.iowahomelandsecurity.org>.

- Monday, April 4 – Flash Floods
- Tuesday, April 5 – Weather Warnings
- Wednesday, April 6 – Tornadoes
- Thursday, April 7 – Severe Thunderstorms
- Friday, April 8 – Family Preparedness

Staying Classy

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E. Grand was built between 1899 and 1910 for the purpose of housing archival materials previously stored in the Capitol. The building was the second significant structure on the Capitol Complex. Once completed, the building was home for much of the State Library and the primary showcase for the State's archival treasures and artifacts.

Within decades, the original Historical Building became overburdened and this condition continued until, in 1987, the new Historical Building was opened to the public. In 1999, a century after the original cornerstone was set, renovation of the classic building began, finishing in 2002. Its stature and beauty have contributed to the Ola Babcock Miller Building being a model for the future development and expansion of the Capitol Complex, according to the 2010 Capitol Complex Master Plan.

Assisting Agencies in Meeting Their Training Needs

DAS Performance and Development Solutions (PDS) appreciates customer agencies continuing to invest in staff development during the lean times across state government. As many agencies have been facing various changes, they understand that training and organizational development are more important than ever. PDS is committed to be part of the team that supports agency missions.



In the upcoming months, watch for new courses, updates to our certificate programs, new occupational development offerings and much more. Our mission is to provide the tools, methods and resources that will help to improve the job performance of all state employees.

Visit our [website](#) or contact your training liaison to enroll.