



# Customer Focus

A service update newsletter for valued DAS customers

VOLUME 3 ISSUE 3

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*Customer Focus* is a bi-monthly update for department management teams from the Department of Administrative Services. For more information, please visit our website at <http://das.iowa.gov/>.

Contact the editor at [Laura.Riordan@iowa.gov](mailto:Laura.Riordan@iowa.gov). We encourage your feedback.

## Purchasing Team saves the State big money

In our last *Customer Focus* issue we reported on the \$400,000 savings DAS-GSE was able to pass on to our customer agencies for the remainder of FY2006 through rate reductions. There are even more savings to report, however!

Beginning with your January bill you should have noticed a significant reduction in the purchasing utility fee charged to agencies. This change represents a \$300,000 reduction in the fee, and a 50 percent reduction in your bill for the bal-



**The Purchasing Team was honored at DAS' Spring *Over the Top* recognition ceremony for going "above and beyond."** From left to right are: Row 1 — Debbie O'Leary, Barbara Sullivan, Pam Dickey, Lois Schmitz, Sharon Downey; Row 2 — Paul Carlson, Nola Penland, Dave Kaili, Ashley Super, Ken Paulsen, Jim Chrisinger (IDOM—presenter), Randall Stapp, Doug Reed, and Jeanette Chupp.

ance of FY2006. This fee reduction was made possible due to a number of factors, including: the aggressive pursuit of vendor rebates, the inclusion of purchases by political subdivisions in the rebate formula, and the ability of DAS Purchasing to hold the line on costs. Purchasing has not requested a fee increase

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## eDAS wins awards, national recognition

The Iowa Department of Administrative Services has recently been recognized by two organizations for excellence in enhancing workplace performance and managing the business of state government. Both applications featured the eDAS online program for ordering DAS products and services.

At the April 3-5 Gartner Portals, Content & Collaboration Summit, DAS was one of three agencies nationwide awarded the High-Performance Workplace Excellence award.

The Iowa Department of Administrative Services received the Culture Change Award for effecting significant culture change using technology that dramatically improved their business.

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## Rate-Setting Period — opportunity to comment

Department Directors and Financial Managers — keep an eye on your e-mail inbox. The DAS Customer Councils are about to begin the rate-setting process for utility services provided by DAS. Proposed rates will be sent to you and posted on the DAS website by June 30. The 30-day comment period ends July 31, and the Customer Councils will set the final rates during their August meetings.

# Energy Update Project on the Complex

Humming along on the south side of the Capitol Complex is a building few state employees probably give much thought — the Central Utilities & Energy Plant. All employees on the Complex, however, are significantly affected by the operations that go on there — heating and cooling of the buildings, fire alarm monitoring, and energy generation. Recent improvements to this facility will increase efficiency and save money, all while making the plant's operations even less noticeable to its customers.



One of the Complex's new generators

One improvement is the installation of additional generators at the plant. When they are all in place they will be capable of producing 10 megawatts of energy — enough to run a good-sized city. Also, the Complex used to be wired with lines of primary and secondary radial feeds (coming from a common center, like the spokes of a bicycle wheel). The

problem with that was that if there was a break in the line, anything after it would be cut off from power. The new system will be a loop feed, so if one side loses power, a building can still be fed from the other side. (Think of the new Christmas lights where you can remove one bulb but the rest stay lit.) You may have noticed holes being dug and large green boxes around the Complex — these are part of this new system. These generators will be able to be up and loaded in 10 seconds when needed in an emergency, minimizing the effect on Complex systems and customers.

The Utilities & Energy Plant also has two new pumps for the chillers, which use cold water to cool the air that is pumped through the air conditioning system. The new pumps allow operators to throttle the motors back and control how the water



Inside the Central Utilities & Energy Plant

is chilled better. The hot and cold air is carried to all buildings through pipes in the tunnel system, which starts at the Plant.

There are many other projects happening on the Capitol Complex, keeping the Plant's 10 engineers, one plumber and one automation technician very busy! DAS will continue to look for ways to improve services for customers.

## Customers receive ITE Mainframe rebate worth over \$2 Million

DAS is pleased to provide our customers a rebate related to the use of DAS Mainframe services. This rebate, totaling approximately \$2 million, is provided to you for a variety of reasons. With the FY06 mainframe upgrade and associated increase in capacity, there was more utilization of services than anticipated, resulting in more revenue than we had projected. DAS will be rebating marketplace fees collected from you based on your actual consumption during the period July 2005 – February 2006 for these mainframe services.

This rebate will appear on your May eDAS bill and will include the exact amount of your rebate and the details that were used to calculate your consumption of services for this period. We will continue to review mainframe rates to determine potential long-term rate reductions in this area.

Should you have any questions, please contact Gerd Clabaugh, DAS Interim Chief Financial Officer, at 515-281-3008 or [Gerd.Clabaugh@iowa.gov](mailto:Gerd.Clabaugh@iowa.gov).

## DAS Customer Surveys

In March Essman/Research sent surveys to DAS' customers from October—December of 2005. Thank you to all those who took time to respond to the survey and provide us with valuable feedback on our services. The summary of those responses is available [online](#) through the DAS website.

DAS is required to conduct quarterly surveys of our customers. Therefore we will be sending out the next survey shortly — again with the assistance of Essman/Research — to those customers who ordered products or services through DAS during January, February or March of 2006.

# Purchasing Team saves the State big money

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from the GSE Customer Council for three fiscal years.

Broken down into numbers by fiscal year, it's easy to see the progress Purchasing is making with vendor rebates:

- In Fiscal Year 2004, DAS Purchasing received \$38,400 in rebates;
- In Fiscal Year 2005, DAS Purchasing received \$300,000 in rebates; and
- For Fiscal Year 2006, DAS Purchasing is on target to meet its goal of receiving \$500,000 in rebates.

Rebates are received from vendors based upon the volume of purchases and do not affect contract prices. The majority of rebates received from technology companies resulted

from counties, schools, cities, and community colleges purchasing computers and related Information Technology equipment from DAS contracts.

DAS Purchasing has been doing more than reducing their utility rate, however. Members of the Purchasing team were also involved in the Kaizen Process with the Department of Corrections, resulting in streamlining DOC's procurement process, making their system more efficient, and saving money and time. Whereas DOC's former system of procuring items involved 118 steps, the Kaizen Process reduced it to 30 steps — a 75% change! For more information on the DOC Kaizen Project, read DOC's Spring '06 newsletter online [here](#).

Purchasing Director Debbie O'Leary and her team have also been intrinsically involved in the Iowa Strategic

Sourcing Initiative, which just had their first big win with renegotiating the State's office supplies contract with OfficeMax, resulting in over 15% in savings, for an estimated impact of \$1,350,000 annually. The new prices are expected to be in effect by May 15, 2006. 'Office Supplies' is the first of many categories being addressed as part of the statewide Strategic Sourcing Initiative, which is expected to yield significant savings for Iowa.

We are pleased to report this good news to you and look forward to continuing the cooperative, entrepreneurial spirit that has brought about savings and efficiencies in state government. If you have questions concerning this information, please feel free to contact Debbie O'Leary at 281-8384 or via email at [Debbie.Oleary@iowa.gov](mailto:Debbie.Oleary@iowa.gov).

## Notes & Reminders

### DAS/GSE Food Bank Silent Auction

DAS/GSE is once again holding its annual Silent Auction to benefit the Food Bank of Iowa. This year's auction will be held Monday - Thursday, May 15 - 18 on Level A of the Hoover Building.

Some of the items already collected include: a Green Bay Packers autographed football, a one-week and a weekend stay in Mollie Anderson's cabin in Nebraska, an Isabel Bloom statue, jewelry, a wooden rocking horse from Iowa Prison Industries, bath and body gift baskets, gift certificates, and much more. View the complete list of items to be auctioned online at <http://das.gse.iowa.gov/Auction/Auction.html>.

All state employees are invited and encouraged to take part in the silent auction May 15-18. If you have

any questions, please contact Pam Dickey at [Pam.Dickey@iowa.gov](mailto:Pam.Dickey@iowa.gov) or 515-281-6355.

### HRE COO honored

**Nancy Berggren**, COO of the Human Resources Enterprise, has been awarded the 2006 MPA Distinguished Alumnus Award from Drake University's Pi Alpha Alpha, a national honor society formed to recognize and promote excellence in the study and practice of public affairs and administration. Drake University is a 1976 Founding Chapter of Pi Alpha Alpha.

Nancy joins the ranks of recent MPA Distinguished Alumnus Award winners, **Cindy Eisenhauer**, Chief of Staff, Office of the Governor; **Mark Stevens**, Polk County Manager &

Director of the Iowa Events Center Project; **Judy Bradshaw**, Sergeant, Des Moines Police Department; **Mark Reed**, CEO of Make A Wish Foundation; **David Yepsen**, Chief Political Writer, Des Moines Register; **Bill McCarthy**, Chief of Police, City of Des Moines, and **Mike Bascino**, Adjutant General, Iowa National Guard.

Please join us in congratulating Nancy for receiving this honor.

### Conserving Energy on the Complex

Do you have a "Bright Idea" for saving energy on the Capitol Complex? Send it to [energy@iowa.gov](mailto:energy@iowa.gov).

# eDAS wins awards, continued

(Continued from page 1)

Some of the key criteria used in evaluating HPW Excellence Award candidates included clarity of initial objectives and merits, innovation, cultural sensitivity and focus, inclusiveness, synergy and generality.

On March 29, 2006, the National Association of State Chief Administrators (NASCA) announced the individual state winner of their annual 2006 Outstanding Program Award to the Iowa Department of Administrative Services (DAS) for their innovative work in managing the business of state government agencies entitled, *Entrepreneurial Management in Iowa State Government*.

DAS submitted their application which showcased Iowa's new eDAS system. eDAS is the new online billing and service request system of DAS. It is designed to provide customers (other state and local agencies) with an accurate, timely and cohesive online experience. eDAS combines billing data from multiple legacy systems to

**“[This award] has validated the challenging work state employees were faced with in implementing an entirely new concept to state government ...”**

**— Governor Tom Vilsack**

provide customers with one monthly invoice.

“We are honored that DAS has received this award from NASCA,” said Governor Vilsack. “It has validated the challenging work state employees were faced with in implementing an entirely new concept to state government — operating their ‘business’ like an entrepreneur would, taking a customer-focused approach to delivering services in a competitive marketplace. Iowans expect results from state government, and we take that responsibility very seriously.”

## Habitat for Humanity House built on Capitol Complex



During the week of April 3-10, volunteers converged on the parking lots west of the Capitol Building to help Carman Kelly build her home. Habitat for Humanity’s “A Capitol Idea” project constructed the house in the week’s time, then the house was moved to its permanent location on the East side of Des Moines.

Shown in the photograph on the right are members of DAS’ grounds, mechanical and engineering teams standing in front of the completed house. From left to right are: Steve Rush, James Meisch, Randy Howard, James Topf, Tony Ortgies, Jeff Foster and Rob Fulton.

## 2007 Triathlon to be held in Des Moines

Des Moines will join the ranks of leading cities of the world when it hosts the first Hy-Vee ITU World Cup Triathlon on June 17, 2007. Des Moines will be only the fourth U.S. city to host a World Cup elite triathlon since the competition began, joining Honolulu, New York City and St. Petersburg, Florida.

The Des Moines event will be the richest ever on the elite triathlon

circuit, with a total pro purse of more than \$700,000. Hy-Vee will host a concurrent citizens' race – the Hy-Vee Triathlon – for enthusiasts who will compete in age-group and team events. They will be vying for more than \$40,000 in gifts and prizes.

In addition to the record-large purse, the Hy-Vee ITU World Cup Triathlon is also expected to draw top athletes

because it is a qualifying event for both the 2007 World Triathlon Championships in Hamburg, Germany in September 2007, and the 2008 Beijing Summer Olympics.

The events are expected to draw thousands of people from around the world to Iowa's capital city, plus drawing in an even larger audience through telecasts in more than 100 countries around the world.

*Information provided by Hy-Vee. For further details, go to [hy-veetriathlon.com](http://hy-veetriathlon.com).*

## Active Investment Providers offer new investment tools

The active investment providers for the Retirement Investors' Club (also known as the State's deferred compensation program), have various tools to help you determine the best savings plan for your specific retirement needs. Investment education, risk evaluation, retirement calculators, etc. help answer the question "How should I invest my money?" Some newer tools offered are:

ACTIVE PROVIDER	INVESTMENT TOOL	SERVICE PROVIDED
AIG VALIC	Guided Portfolio	professional advice, portfolio management, ongoing education
	Account Aggregation	allows you to view online all your financial accounts in one spot
Hartford	Morningstar Guidance Online	guidance on setting your retirement goals & developing your asset allocation
ING	Morningstar Advice Online	research, education, advice on which investments are appropriate and how much to invest in each one
Nationwide	Ibbotson Asset Allocation	assistance with diversifying your investment dollars
	Morningstar Guidance Online	guidance on setting your retirement goals & developing your asset allocation
	Morningstar Advice Online	research, education, advice on which investments are appropriate and how much to invest in each one

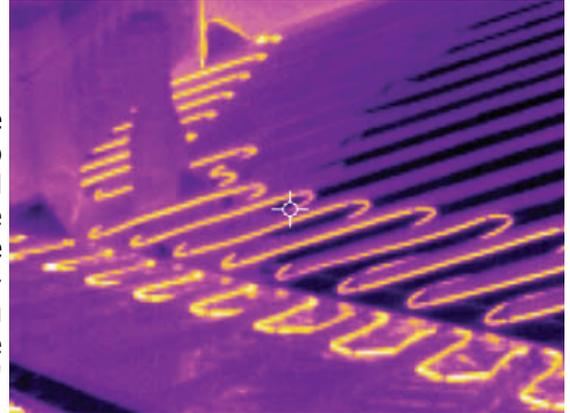
For more information about these tools and other product features, contact your agent or the provider directly at:

Provider	Phone
AIG VALIC	888-568-2542 or 515-267-8743
Hartford	800-424-2825 x 47634 or 319-270-7505
ING	800-555-1970 or 515-698-7973
Nationwide	877-677-3678 option 1 then option 2

**Reminder – participants needing to open active provider accounts by July 1, 2006, must complete provider applications no later than June 30.** If you do not have accounts open with one of the four active providers by July 1, all contributions (including the employer match) will stop. You may contact AIG VALIC, Hartford, ING Financial Advisers, or Nationwide to open your accounts today. To obtain more information about the providers, please review the Retirement Investors' Club [Investment Provider Comparison](#).

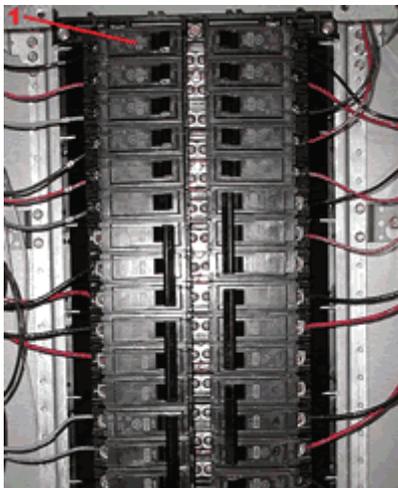
## Infrared Camera sheds light on needed repairs

The Electrical and Mechanical shops of the General Services Enterprise (GSE) have a new tool to monitor systems on the Capitol Complex to ensure they are operating efficiently. A new heat sensitive Infrared Camera was purchased in March and is already paying for itself. The thermal image to the right was taken of the snow melting system on the roof of the Capitol Building. The camera is utilized during routine maintenance activities to ensure the system is operating as intended. As you can see from the image, the bright coil represents heat generated by the system. If the system was not working correctly, there would be "voids," or blank spaces, in the heating pattern. If this occurred, GSE would repair the system to ensure uniform and continuous melting. Because the maintenance staff can now pin-point the problem within minutes (instead of hours), the system can be quickly repaired and put back into operation.

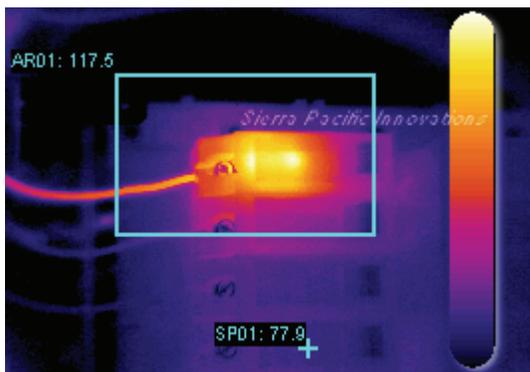


**Capitol roof heat tape system**

Below is another example of how the camera will be used. The first image is of a breaker panel. The second image is the same breaker panel, taken with the infrared camera. This image demonstrates that a breaker is overheating. In the past this breaker might have failed before the problem was identified. Now, we can see the problem ahead of time, replace the breaker, and thus minimize disruption to our customers.



**Breaker panel, without infrared imaging**



**A photo of the same breaker panel, using the new infrared camera**

## Shedding more light (and dust!)



DAS/GSE employees Penny Collins and Jeff Foster replace light bulbs and dust beams in the State Historical Building's atrium. This is the first time the light bulbs have had to be changed since the building opened in 1987 — and some of them were still working! 1,650 light bulbs were replaced with long-life, energy-efficient bulbs, expected to last another 10-15 years. To get up into the skylight areas, a special machine that looks like a cross between a cherry picker and a giant spider was brought into the museum. GSE staff had the extra challenge of negotiating their way around the current airplane exhibit hanging in the museum. An outside vendor put in a bid to replace the bulbs at a cost of \$23,000. DAS/GSE staff did it themselves for just \$7,000 — a \$16,000 savings for customers.

## Dates to Remember

### **MEETINGS**

#### **Customer Council Meetings**

##### General Services Enterprise

Friday, May 12, 9-11 a.m.

Friday, June 9, 9-11 a.m.

Hoover Level A, EMD Conf. Rm.

##### Human Resources Enterprise

Wednesday, June 7, 1:30-3:30 p.m.

Grimes North Conf. Rm.

##### I/3 Interim Customer Council

Friday, May 19, 9-11 a.m.

Thursday, June 8, 1:30-3:30 p.m.

Hoover Lvl B, Conf. Rms 2&3

##### Information Tech. Enterprise

*May meeting cancelled*

Tuesday, June 13, 1-3 p.m.

Hoover Bldg, room TBA

(a second June meeting is being scheduled to make up for the May meeting)

For Customer Council

information:

[http://das.iowa.gov/customer\\_councils/index.html](http://das.iowa.gov/customer_councils/index.html) or contact [Laura Riordan](#)

at 515-242-5038.



#### **Technology Governance Board**

Thursday, May 11, 3-5 p.m.

Thursday, June 8, 3-5 p.m.

Hoover Bldg, 4th Floor Conf Rm

#### **Vertical Infrastructure Committee**

Thursday, May, 10 a.m. — 2 p.m.

Thursday, June 8, 10 a.m.—2 p.m.

Location TBA

### **SPECIAL EVENTS**

#### **DAS/GSE Food Bank Silent Auction**

May 15-18

Hoover Building, Level A



Performance & Development Solutions (PDS) is dedicated to providing Iowa government employees with the latest in employee development opportunities. This year PDS is proud to introduce *TWELVE* new seminars to scheduled course offerings! Each seminar is linked to key learning competency categories.

#### Communication & Listening

Communication Enhancement  
The Art of Win-Win Negotiating

#### Customer Service

Developing a Customer Focused Organization

#### Diversity & Cultural Competence

Building Departmental Communities:  
Managing Diversity at Work  
Managing Generational Differences at Work

#### Government & Law

Citizen's Aide / Ombudsman  
Open Records / Public Meetings

#### Leadership Development

Business and Organizational Ethics  
Dimensions of Leadership

#### Self Development

Managing Effective Meetings  
The Effective Facilitator  
Time Mastery

#### Team Development

Dimensions of Behavior

For more information and scheduled session dates of the new courses listed above, as well as a wide range of other great courses available, please visit the PDS website --

<http://www.das.hre.iowa.gov/LearnAtPDS/>.