



Government's Partner in  
Achieving Results  
Mollie Anderson, Director

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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.

# Customer Focus

*A service update newsletter for valued DAS customers*

VOLUME 3 ISSUE 5

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## Save money — buy smart!

The effort put forth by state agencies to implement the Strategic Sourcing Initiative is paying off – literally. To date, we have saved the State of Iowa and its taxpayers at least \$4 million dollars **annually**, and all just by more closely examining our purchasing habits and making changes to “buy smarter.”

State agencies can save the State and taxpayers even more money – an additional \$4 million per year – by changing our buying habits and ensuring the purchasing of commodities and services from existing contracts. The more we use these contracts, the more we save!

The Department of Administrative Services currently has over 800 contracts in place. Information will soon be sent to each agency highlighting just a few of

those contracts, including office supplies, office equipment, fleet vehicles and more. Additionally, Governor Vilsack and Lt. Governor Pederson are urging agencies to be diligent in their efforts in this matter.

Together we can exponentially increase savings for state government, which will allow us to deliver more services to Iowans without increasing taxes or appropriations. For more information contact Debbie O’Leary in DAS-Purchasing at 515-281-8384 or [Debbie.OLeary@iowa.gov](mailto:Debbie.OLeary@iowa.gov).

Thank you for your help in making this a success!

## FY08 utility rates finalized

After reviewing comments provided by customers during a 30-day comment period in July, the DAS Customer Councils have approved the final utility rates for Fiscal Year 2008. They are unchanged from the proposed rates that were communicated to agency directors and financial officers in a memo from Mollie Anderson on June 29, 2006. The finalized FY08 rates can also be viewed on the DAS home page: <http://das.iowa.gov>.

## Grand new grounds ...



It may not look like much right now, but in one short year the grounds west of the Capitol Building will be transformed into a beautiful park open to the public. Phase I of the West Capitol Terrace project is scheduled to be completed in time to serve as a picturesque finish line for the Hy-Vee Triathlon being hosted by Des Moines in June 2007.

## State purchases the “Row House”



The State of Iowa is now the owner of 709 East Locust Street (center) — currently a private residence but commonly referred to as the “Row House.” Indeed, historians tell us that this 1894 building may be the oldest surviving row house in Polk County, though recent research has uncovered that the building *next* to it — currently housing the Association for Community Colleges (on the right in the picture above) — is actually a year older than the row house, it just had a façade added to the front and side!

The Department of Administrative Services is looking to purchase the buildings at the foot of the West Capitol Terrace in order to finish plans for that project. However, the State is also interested in preserving the two historical buildings. Discussions are underway to determine the best way to do that!

## Do you have these new addresses?

DAS has recently done some reorganizing of our space. Do you have these new addresses?

### NEW ADDRESSES:

DAS Director, Executive Secretary, Strategic Partnerships Director (Mollie Anderson, Jan Olson and Pat Deluhery) and Core staff (Legislative Liaison, Legal Counsel, Marketing & Communications, Finance)  
**Hoover Building, 3<sup>rd</sup> Floor**

DAS - Human Resources Enterprise  
**Hoover Building, Level A**

Design & Construction (DAS-GSE)  
**Facilities Management Center**  
 109 SE 13th Street (formerly the “Maintenance Building”)

## New Online System for Benefits Enrollment and Changes

DAS-HRE will soon be introducing a new online, web-based, benefits enrollment system. This system, which will be implemented toward the end of September 2006, will allow many employees of the State of Iowa to enroll and make changes to their health and dental benefits via the Internet. Employees should expect a faster response time for benefit changes and a quicker turnaround time for receiving insurance ID cards.

With this system, employees will be

able to make initial insurance enrollments, as well as make certain changes to their health and dental benefits during the annual enrollment and change period. These include changing from or to single or family coverage with a qualifying event, adding a qualifying family member to a plan, removing family members from a plan and informing carriers of address and phone number changes.

Employees will be able to make these changes to their coverage

online, eliminating the need for most paper forms. This will allow for more efficient and accurate information in both the State’s payroll system and the insurance carriers’ membership systems. Employees will also be able to print individualized summaries of their health and dental benefit elections.

### REMINDER!

The 2006 benefits enrollment and change period is coming up in October. Exact dates have yet to be determined — look for more information soon!

## New BlackBerry pricing — A lower cost!

Due to the tremendous interest in the BlackBerry service provided by ITE, we are now able to offer a new and reduced monthly service cost. Effective July 1, 2006, ITE will bill BlackBerry users for an "Outlook Integration Fee" of \$13.59. This new model reflects a monthly savings of \$12.34 over the previous pricing structure! ITE will continue to charge one-time setup and licensing fees for each handheld activated.

Customers may order their handhelds and wireless service from any wireless carrier. In addition, voice plans may be combined with the BlackBerry for a separate fee if so desired.

BlackBerry is a wireless e-mail solution that provides customers with real-time access to their Outlook data. Customers can send and receive e-mail, maintain their calen-

dars, and access their contacts, notes, and other data. In addition, a web browser provides some limited Internet access via the handheld devices.

ITE is pleased to be able to offer you this new reduced rate for the BlackBerry service. If you have any questions, please feel free to visit our website: <http://das.ite.iowa.gov/services/enterprise/blackberry.html>.

## Hoover Server Farm pricing

We have expanded the Hoover Server Farm for additional space with improved cooling and additional power capability. We currently offer server co-location, leasing of an ITE "U" or rack, or placement of your agency's rack(s) in this environmentally controlled, conditioned space.

ITE is pleased to be able to offer you this new pricing. The new monthly pricing to occupy space in the Hoo-

ver Server Farm is \$3.75 per standard "U" or \$134.99 for an entire standard rack. *The non-standard "U" or rack rate is double the standard rate.*

Options to place your rack into the ITE server farm is also available at \$72.10 per rack for a standard rack size. *To place a non-standard agency rack into the Hoover Server Farm is double the standard rate.*

Support for network capability and operating system support and monitoring will have an added fee.

To learn more about the options available and if you are interested in a tour, please contact Dennis Babcock (515-281-5569) or Lorrie Tritch (515-242-5898) in DAS-ITE.

## Print Shop Update

The DAS Print Shop has added two new employees, software and technology to better serve our customers.

Teri Wagner, a new employee in the Hoover Letter Shop, is working on mail-inserting equipment, while Yan Hua Chen has filled the empty slot for our third shift Docutech operator. We welcome both employees and their addition should allow for increased volume and on-time deliveries.

The Print Shop has also installed a new variable data software called "Planet Press," which allows users to personalize documents to the recipients based on data or demographics. You may set conditions on the personalized fields within your document such as gender, age, etc. The Print Shop can take Word forms and place it in the background and overlay the personalized fields on your document. The software can work with many data file formats. We are able to offer sev-

eral bar-coding options as well as full-color solutions for short- to mid-range volumes for your one-to-one marketing pieces. The Planet Press software is a solution to get from concept to solution in a quick and effective method. Please contact Lise Melton at 281-5050 before you design your next mail piece. Keep your eye on the mail for our promotion of this new product.

And finally, DAS Print has also purchased and installed a new computerized Baum paper cutter. Bindery operators can preprogram templates for standard cuts, such as business cards and check stuffers. The cutter will improve speed and accuracy of your finished print products.

For all your printing needs, contact the DAS Print Shop for convenient, dependable service! Phone: 515-281-4715, or order your print jobs online at: <http://nowprint.print.iastate.edu/nowprint/>.



## DAS receives national recognition for eDAS system

In 2006, DAS has received multiple national awards related to the eDAS system — combined billing data from multiple legacy systems into an online system to provide customers with one monthly invoice. An overview of these recognitions follows.

### **National Association of State Chief Administrators (NASCA), 2006 Outstanding Program Award, Individual State Winner**

— DAS was recognized for its submission: "Iowa's Entrepreneurial Management in Iowa State Government." Each year NASCA recognizes innovative state agencies, organizations or individuals and state agency and private partnerships that have demonstrated outstanding leadership skills in innovation, originality, effectiveness and applicability.

**Gartner, Inc.'s High-Performance Workplace (HPW) Excellence Awards, "Culture Change Award"** — The Iowa Department of Administrative Services received the Culture Change Award for effecting significant culture change using technology that dra-

matically improved their business. 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.

### **CIO Magazine's "2006 CIO 100 Awards" for Innovation in Growth**

— This annual award program recognizes 100 organizations around the world what exemplify the highest level of operational and strategic excellence in information technology.

### **Council of State Governments' 2006 Innovations Awards**

— DAS was one of seven finalists for this award, which recognizes new, creative approaches to solving problems, which could also serve as an example for other states to utilize.

**Center for Digital Government's 2006 Digital Government Achievement Awards** — DAS received an Honorable Mention in the "Government to Government" category. The Digital Government



Achievement Awards focus more specifically on e-initiative, projects and intranet applications at the infrastructure and application level.

## eDAS

eDAS is the online Billing and Service Request System for the Iowa Department of Administrative Services (DAS). eDAS is located at <http://eDAS.Iowa.gov>

## DAS-HRE is Improving the Application Process with BrassRing

Nancy Berggren, Chief Operating Officer of DAS-HRE, announced that she has received many positive responses to BrassRing, the new applicant tracking system that was launched on June 26, 2006. Applicants have used the new system to submit over 4,000 applications for over 300 vacancies, as of August 15, 2006.

"We are continuing to work to improve the system," said Nancy Berggren. DAS-HRE is working with State agencies to fine-tune BrassRing so that it meets their needs.

"We want the best applicants for

State jobs," said Sharleen Newton, HR System Administrator. "BrassRing makes it easier for applicants to search for jobs."

Applicants may establish searches of the types of jobs for which they want to apply by simply clicking on the "Create Search Agent" tab in the job vacancies section on the website. (The DAS-HRE home page is located at <http://das.hre.iowa.gov>.) When jobs are posted that meet the established criteria, the system will automatically e-mail them to the applicants.

To apply for a position online, an applicant merely needs to use his or her e-mail address as the user name and create a password. Those without access to computers may still obtain paper applications from any Workforce Development Center, HRE in the Hoover Building, or by calling 515-281-5889. Paper copies of their applications can then be mailed and, once received, an Employment Specialist in DAS-HRE will scan it into BrassRing. Then if an applicant should call to check on the status of his or her application, the Employment Team will be able to retrieve the information in BrassRing.

## October is Cyber Security Awareness Month

October is National Cyber Security Awareness Month. This national effort is aimed at increasing cyber security awareness among citizens, schools, public and private organizations, government entities, and businesses.

It is an opportunity to learn about and/or remind ourselves how important our individual actions are in protecting the computer assets our nation and of the State of Iowa. It is also an opportunity to learn how to protect ourselves, and our children, from cyber threats.

As we all know, cyber security is everyone's responsibility. To help state personnel learn more about

how to protect ourselves, the Information Security Office will be having a Cyber Security Awareness Day in October, as well as publishing awareness items throughout the month.

Please take the opportunity to learn more about computer security issues, to share information with your friends and families, and to work together to safeguard our nation, our state, and our fellow citizens' well-being.

For questions regarding cyber security awareness, feel free to contact the Information Security Office at: [SecurityAwareness@iowa.gov](mailto:SecurityAwareness@iowa.gov).



October is National Cyber Security Awareness Month  
For online safety tips, visit [STAYSAFEONLINE.ORG](http://STAYSAFEONLINE.ORG).

## Files Fly in July

The numbers are in and we have had another successful Files Fly In July!

In just 4 hours on July 12 we collected 6.89 tons of confidential shredded materials. This is almost double what we collected last year (3.71 tons).

We also collected more mixed recyclable materials — 5.32 tons, up from last year's 5.17 tons.

THANK YOU to all the participants and custodial staff for your hard work and for making this day a success!



## Capitol Complex Safety & Security Reminders

*In cooperation with Post 16/Capitol Police, the Department of Administrative Services would like to pass along this information:*

The Iowa State Patrol now provides all law enforcement and security needs for the State Capitol Complex and Terrace Hill, the official residence of the Governor of Iowa. The Capitol Complex is comprised of 167 acres with the Governor's residence (Terrace Hill) encompassing 6.5 acres. District 16 (*aka* Post 16) is tasked with maintaining security for the Capitol Complex and Terrace Hill. District 16 is currently located in the Lucas State Office Building on the Capitol Complex. In March/April of 2007 the Department of Public Safety will be relocating to the former Records & Property Center, which is currently under renovation.

As part of the Iowa State Patrol's efforts to strengthen homeland security, District 16 has installed metal detectors at the three public entrances to the Capitol, trained all of the District Troopers and security officers in the use of the metal detectors and x-ray equipment, and issued over 5,000 photograph identification badges. District 16 has numerous security cameras in and around the Capitol complex. This new security system enhances the system that was already in place to provide a safe, secure work environment for state employees and visitors.

### Do Your Part to Keep the Iowa Capitol Complex Safe!

- Report any suspicious individuals/behavior to Post 16 immediately at 281-5608.
- Do not allow someone to follow you through a card access-only door. Please direct such individuals to the appropriate entrance.
- Do not hold doors open or prop them open for others to come through.
- Have patience as you go through the security checkpoints. These checkpoints are here for your safety.
- Although you have been issued a security badge, you are still susceptible to search.
- The security badges are the property of the state. It is imperative that all building security badges be returned to the Post 16 office when leaving state employment. This will enable us to keep the buildings as secure as possible.
- If you have any questions regarding building security badges, please feel free to call 515-281-3879.

## Meeting Dates to Remember

### Customer Councils

#### General Services

*September meeting cancelled*

Friday, October 20, 9-11 a.m.

Hoover Level A, Conf. Rm. 7

#### Human Resources

Wednesday, Sept. 6, 1:30-3:30 p.m.

Wednesday, Oct. 4, 1:30-3:30 p.m.

Hoover Bldg, Level A, Conf. Rm. 7

#### I/3

*September meeting cancelled*

Thursday, Oct. 12, 1:30-3:30 p.m.

Hoover Lvl B, Conf. Rms 2&3

#### Technology

Tuesday, Sept. 12, 1-3 p.m.

Tuesday, Oct. 10, 1-3 p.m.

Hoover Bldg, Level B, Conf. Rms 2&3

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, Sept. 14, 3-5 p.m.

Thursday, Oct. 12, 3-5 p.m.

Hoover Bldg, 4th Floor Conf Rm

### Vertical Infrastructure Committee

*September meeting is being rescheduled*

Thursday, Oct. 12, 10 a.m.—2 p.m.

Location TBA

### Capitol Planning Commission

Wednesday, Oct. 18, 8:30 a.m.—12 p.m.

Location TBD

## News in Brief

### **eDAS Update**

Need assistance setting up account changes for the new fiscal year? Please contact [DAS.Finance.Billing@iowa.gov](mailto:DAS.Finance.Billing@iowa.gov). A team member will be happy to assist you.

**Reminder for Manual Pay Customers:** For those agencies that pay manually, we have simplified your payment process by setting up a clearing account for all payment billings. All IET manual payments should use the seller coding: **Fund 0659, Agency 005, Org 5615, and revenue code 0285**. We would prefer that you use our document number. Please email [DAS.Finance.Billing@iowa.gov](mailto:DAS.Finance.Billing@iowa.gov) with your document ID, payment amount and date.

### **Public Vehicle Auction**

Fleet will hold its third vehicle auction for 2006 on September 16. Ninety-five vehicles will be sold. Prospective buyers may examine,

start engines, and operate accessories on auction vehicles only from 8:15 a.m. to 4:15 p.m. on Friday, September 15, 2006, and from 7:30 to 8:45 a.m. on Saturday, September 16, 2006.

For more information: [http://das.gse.iowa.gov/projects\\_products/AuctionBefore2.html](http://das.gse.iowa.gov/projects_products/AuctionBefore2.html).

### **New Workforce Planning Website**

DAS has updated its Workforce Planning website to serve as an even better guide to agencies looking for assistance with their workforce planning needs: [http://das.hre.iowa.gov/turnover\\_replace/index.html](http://das.hre.iowa.gov/turnover_replace/index.html).

### **Capitol Building Construction**

Construction work has begun to relocate the cafeteria from the Capitol rotunda to the northwest wing of the ground floor. The cafeteria will be operational in the new location before the start of the 2007 legislative session.

Current construction work in the Capitol also includes creation of 11 areas of refuge throughout the building, to be used by persons with disabilities in case of building evacuation.

### **Customer Surveys**

To keep us on-track as an entrepreneurial, customer-focused organization, DAS is required to conduct quarterly surveys of our customers. The 4th Quarter FY2006 (April—June) survey will close on September 8. Please be sure to reply by then if you received a survey! Results are available online through the [DAS website](#). Thank you to all those who take the time to provide us with valuable feedback.

### **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).



It is a great idea to regularly take time out of your routine to participate in an educational experience. You will give yourself a chance to brush up on new skills; generate new, creative ideas to utilize in the workplace; and increase your motivation and enthusiasm for your job. Please consider attending any of these upcoming PDS workshops:

SUPERVISORS OR MANAGERS:	SELF-DEVELOPMENT:
Building a High Performing Workplace (9/22) Business and Organizational Ethics (10/12) Conflict Resolution (9/29) Discipline, Grievances, and Contracts (9/5 or 10/10) Fundamentals of Supervision (9/21) Managing Effective Meetings (10/6) Teamwork Skills (9/19) Working with Employees: A Counseling Approach (9/27)	Art of Win-Win Negotiating (9/15) Business Writing (9/20) Communication Enhancement (10/11) Customer Service Telephone Skills (9/6) Intro to Business Skills (10/6 and 10/13) Listening: The Forgotten Skill (10/18) Managing Your Time & Priorities (9/7) Marketing Principles (9/18)
SPECIAL TOPICS:	
Computer Security: At Home and In the Office (9/14) Citizen's Aid / Ombudsman (10/20) Contested Cases (9/12) Grant Management (10/27) Grant Seeking (9/1)	Grant Writing (9/29) Project Management (10/24 – 10/25) Rule Writing Style (9/14) Services Contracting: Selecting a Contractor (10/5)

Please contact PDS for more information on any upcoming workshops, as well as other organizational development and occupational training services available!

**Phone:** 281-5456 ♦ **Email:** [pds@iowa.gov](mailto:pds@iowa.gov) ♦ **Website:** <http://.das.hre.iowa.gov/LearnAtPDS/>