



Government's Partner in
Achieving Results
Mollie Anderson, Director

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Customer Focus is a bi-monthly update for Iowa state agencies 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. We encourage your feedback.

Customer Focus

A service update newsletter for valued DAS customers

VOLUME 4 ISSUE 1

JANUARY/FEBRUARY 2007

Preparing for a new session

Everyone who works for the state knows that the start of a new legislative session brings a burst of activity to the Capitol Complex. Legislators and other staff returning to the Capitol Building will also note several other big changes underway this year.

Construction of the West Capitol Terrace began in July 2006. Parking lots 7 and 8, located west of the Capitol Building, were removed to make way for what will be a public park and grand entrance to the Capitol. Phase I of the project is to be completed by June 2007, in time for the West Capitol Terrace to serve as the finish line for the international Hy-Vee Triathlon.

Commuters may park in the parking structure at East Grand and Pennsylvania. Other parking options are being explored by DAS and legislative leaders. An updated parking map for the Complex is located at <http://>

das.gse.iowa.gov/gen_info/parking3.pdf.

There has also been a major change on the ground floor of the Capitol, as renovation of the cafeteria nears completion. Food service facilities are now located in a separate room in the northwest wing of the ground floor, and diners will have more seating available. This renovation also improves fire safety.

In addition to these major changes, there is a lot of other work going into the Capitol to prepare it for session. More than 2,000 light bulbs have been replaced; the chandeliers in the Senate and House chambers have been cleaned and the curtains vacuumed; and the floors have been refinished and polished. The maintenance staff have also been very busy deep cleaning offices to prepare for the new and returning elected officials.

Tax season approaches

The Central Payroll section of DAS-State Accounting Enterprise will soon be preparing 24,300 Calendar Year 2006 W-2 Wage and Tax Statements for state employees. Federal and state laws require that the annual W-2 statements be provided to all employees by January 31 of each year. Central Payroll has consistently met this requirement within the first two weeks of January each year.

Central Payroll also prepares 1099-R statements for all the individuals paid as beneficiaries of participants in the Early Out Incentive Program who have passed away before their payments were paid to them. Additionally, 1099-Rs are required for some early withdrawal payments from deferred comp accounts, and most of those require that federal and state tax withholdings be deducted.

For Calendar Year 2006, the following totals for Central Payroll are applicable:

Gross Wages Paid	\$ 977,554,179
State Share Costs (Retirements, FICA, Insurances, Deferred Comp Match)	\$ 305,936,000
Total Payroll Costs	\$1,283,490,179

SAE provides tax reporting to meet IRS requirements, including the capture of annual financial disbursement data through the central financial system, processing the data to meet IRS guidelines, and ensuring that approximately 14,000 IRS 1099-Miscellaneous forms are sent timely to vendors across the country.

Please note: SAE has also just issued the state of Iowa's Comprehensive Annual Financial Report (CAFR) for the fiscal year ended June 30, 2006. The CAFR can be viewed at http://das.sae.iowa.gov/financial_reports/index.html.

IWD mainframe merged with DAS: Annual savings projected at up to \$1 million

An expanded partnership between two state agencies is forecasted to save up to \$1 million annually in federal funds which are appropriated to states from the Unemployment Insurance Trust Fund.

The Iowa Department of Administrative Services (DAS) and Iowa Workforce Development (IWD) have consolidated their mainframe data centers, moving IWD's mainframe operations to the DAS data center at the National Guard's Joint Forces Headquarters in Johnston.

The merger consolidated two of the State's four mainframe computers that were being operated by the state's executive branch for large scale processing tasks, and moves the IWD operations to a location that is more secure and controlled – ideal for sensitive computers responsible for running hundreds of vital programs simultaneously. The systems impacted cover a broad range of IWD activities including processing unemployment claims and the collection of unemployment taxes. The transition to the DAS mainframe was made recently without any disruption to individuals filing claims or the IWD employees processing the claims.

A study identified fully loaded costs in excess of \$2 million annually for IWD to operate their own mainframe. The Department of Administrative Services' Information Technology Enterprise has forecasted that for the same workload it will be able to process IWD's federally funded applications on the consolidated mainframe system for just under \$1 million a year.

IWD Interim Director Dave Neil said: "The savings generated by the reduced processing costs remain in the Federal Unemployment Insurance Trust Fund which ultimately contributes to keeping employers tax rates low. Partnerships such as this are a great example of innovating to reduce the cost of government."

DAS Director Mollie Anderson noted that this was not the first opportunity DAS has found to merge state resources, thereby saving taxpayers' dollars, and that DAS will continue to seek out these partnerships. "Citizens don't always realize how much goes into the day-to-day services government provides," said Anderson, "but I hope they know that we're always looking for ways to make government work better and more efficiently."

Information Security Office provides services and information — for free!

The DAS Information Security Office (ISO) offers many free services to State of Iowa agencies for the purpose of assisting them in securing both information and information systems and in fulfillment of security requirements noted in the Enterprise Information Security Policy.

Technical services include cyber incident response assistance, vulnerability and penetration testing, web application security assessments, wireless security assessments, modem sweeps, password assessments, network traffic analysis, cyber forensic investigation assistance, network architecture reviews, and consultation services.

The ISO's non-technical services include providing security awareness resources and briefings, security policy and procedure reviews,

and corporate security culture assessments. If your agency would like more information on these services or would like to request a service please contact Greg Fay at 515-281-4820 or at Greg.Fay@iowa.gov.

Printed Materials Also Available

One of the missions of the DAS Information Security Office is to provide valuable cyber security information to state agencies and all levels of personnel. To this end, the ISO has made available a number of printed and electronic materials that can help all of us understand what we can do to protect ourselves, our agency, and Iowa's citizens from a variety of information security threats. The ISO has printed brochures with simple security tips appropriate for both new and experienced computer users, "Getting Started" security guides for manag-

ers and elected officials, cyber security posters to spruce up your work area, cyber security 2007 calendars for both adults and children, as well as printed guides on protecting yourself from threats like identity theft.

The ISO's collection of available online materials is even more extensive and includes all of the above items plus online cyber security awareness tutorials, monthly themed cyber security tips, short public service announcements, and links to resources like cyber safety sites for kids, as well as to more technical resources. If you would like any of the printed materials, send your request to Security-Awareness@iowa.gov or call Bill Hubbard at 515-281-5816. The ISO's online resources are available at: www.secureonline.iowa.gov.

Learn more about state employee benefits

Benefit Education is a service provided by DAS-HRE, where a benefits staff member comes to your location and presents information on benefits to your employees. This service assists employees in understanding both their benefits and the value of those benefits.

During the recent enrollment and change period, Jim Pierson from DAS-HRE made 37 presentations to 600 employees. Of the employees that attended a presentation and completed an evaluation, 94% indicated that the session was helpful in their understanding of benefits and 90% rated the presentation either very good or excellent.

While benefit education is vital during the enrollment and change period, it is not solely a once-a-year activity. Because benefits play a critical role in the lives of employees and their families by assisting in health needs, future financial security, retirement and more, benefit education is an on-going function that provides and reinforces information, and sends a strong message on the value of the benefits provided by the state.

2007 Benefits Overview

Jim Pierson is available to present an overview of 2007 benefits. The presentation is a general summary and highlights of the following benefits:

- ⇒ Medical
- ⇒ Dental
- ⇒ Life insurance
- ⇒ Accidental death & dismemberment insurance
- ⇒ Long term disability insurance
- ⇒ Flexible spending accounts
- ⇒ Deferred compensation (for more detailed and in-depth information on deferred compensation, see below)

The overview presentation, including time for questions and answers, is approximately one hour. A presentation can cover all the above listed benefits or just one or two specific benefits.

Contact Jim at 515-281-5509 or e-mail him at Jim.Pierson@iowa.gov if you are interested in having him make presentations on 2007 benefits at your location.

Deferred Compensation

Robbie Stoecker is available to present sessions on deferred compensation. In a recent survey, almost 70% of respondents answered deferred compensation in response to the question, "Which future benefit presentations would be of interest to you?"

Currently, Robbie presents two programs on deferred compensation:

- ⇒ Deferred compensation updates (enrollment, changes, basic investment information and distributions)
- ⇒ Deferred compensation distribution options (taxable and non-taxable distribution options at retirement)

Both presentations are approximately an hour in length.

Contact Robbie at 515-242-6846 or e-mail her at Robbie.Stoecker@iowa.gov, if you are interested in having her make a presentation on deferred compensation at your location.

Additional Information

Jim and Robbie are available for stand-alone meetings or as a part of staff meetings. There can be more than one session presented at a location if it is necessary to maintain staffing levels to meet the needs of your customers. The presentations also can be edited if time is limited.

When you make a request for a presentation, try to have at least 5 – 10 employees for the presentation in the Des Moines area and 15 – 20 total employees for multiple sessions in one location outside of the Des Moines area. It is not cost effective to travel to a location for a stand alone presentation for a small number of employees. We can make presentations to small groups outside the Des Moines area as part of a circuit of state offices. You may want to contact other offices in your area to determine if enough interest exists for us to make multiple presentations at different locations.

Future Presentations

Based on employee feedback, a presentation on retiree medical and life insurance options will be available shortly. We will send you an announcement of this presentation when it is ready.

If there is a topic that is of specific interest to your employees, please contact us to inquire about a benefit presentation tailored for your needs.

IowaBenefits implementation a success!

During the latest benefits enrollment and change period DAS-HRE implemented electronic enrollment for the 2007 plan year through a system called IowaBenefits. This system allows for easy employee access and modification of health insurance information. Currently, only Wellmark plans are accessible but by February all health and dental plans will be operational. HRE staff, with the assistance of departments' personnel assistants, processed over 6,000 health insurance changes.

At the end of the enrollment process in IowaBenefits, employees were asked to respond to eight questions. The questions and results are provided below.

1. IowaBenefits is a simple system to use to enroll in my health insurance benefits.
89.6% of respondents either were neutral or responded positively.
2. I believe that the information I provide when I use the IowaBenefits system is secure
94.1% of respondents either were neutral or responded positively.
3. I prefer making benefit changes online.
79.9% of respondents either were neutral or responded positively.
4. I know where to get information I need regarding my

benefits.

83.2% of respondents either were neutral or responded positively.

5. The state does a good job of providing information which explains how my benefits work.

83.5% of respondents either were neutral or responded positively.

6. It is easy to find the information I need for enrollment on DAS-HRE's benefits webpage.

81.5% of respondents either were neutral or responded positively.

7. The benefits information provided by the state during enrollment is easy to understand.

81.7% of respondents either were neutral or responded positively.

8. The benefits information provided by the state is helpful in making benefit decisions.

86.0% of respondents either were neutral or responded positively.

*3,509 employees responded to the survey

DAS-HRE staff continues to work on some bugs, but overall the implementation of this process was a huge success. We envision smoother and more efficient enrollment periods in the future as we streamline this system.

Snow removal policy

We haven't had much of the white stuff so far this winter, but when the snow does come, here is a review of DAS' snow removal policy:

DURING NORMAL BUSINESS HOURS:

- Sidewalks, steps, and drives will be kept clear. Sand and salt will be applied where necessary. High-traffic areas and Americans with Disabilities Act routes are priorities.
- The standard for snow removal on paved parking lots is 1".
- The standard for snow removal on gravel parking lots is 2".
- Snow removal staff will remain on Complex at the end of the shift if there is more than 2" of snow forecasted.



AFTER HOURS:

- If a significant amount of snow is forecast, staff will monitor and dispatch appropriately.
- During the heating season, Capitol Complex Maintenance is a 24x7 operation. The employee on duty will monitor the weather and call staff in for snow removal if necessary.
- Reminder – if you are leaving your car overnight, please park your car on the outer edges of lots.

If you have questions or problems related to snow removal, please contact DAS Customer Service at 242-5120.

See Page 6 for an article on walking safely on ice and snow.

TGB approves data protection standards

At its December meeting, the Technology Governance Board approved three enterprise security standards to improve data protection. The standards are available at http://das.ite.iowa.gov/standards/enterprise_it/index.html. The first two require the encryption of laptop and tablet computers and removable storage devices that hold confidential information. Laptop computers and small, easy-to-carry data storage, like USB drives or portable hard drives, are terrific tools, allowing us to be productive away from the office. Unfortunately, they are also easy to lose and popular targets for theft.

While the loss of a laptop computer is a cost to the state, a bigger concern is the loss, and potential for misuse, of the data stored on the laptop. State government manages a lot of data that could be used in identity theft or financial crime and exposing those data could result in real harm to citizens or businesses. Encryption is a process that makes

information unreadable without proper authorization. By encrypting the data we are able to get the value of handy portable devices without the risks of exposing sensitive data.

The effective date of the standard to encrypt removable storage devices that hold confidential information is December 31, 2007. All laptop and tablet computers with confidential information must be encrypted by that same date. Then, by December 31, 2008, all the remaining laptop and tablet computers must be encrypted, even if they do not hold confidential information.

There is one caveat to the above implementation dates. When approving the laptop encryption standard, the TGB also asked DAS to seek funding to pay for the encryption. The TGB supported encrypting all laptops by the end of 2007 if money was available to do so. This is reflected in the standard. If the legislature appropriates funds for encryption during the 2007 session, then

the deadline for encrypting *all* laptop and tablet computers, not just those with confidential information, will be December 31, 2007.

Compliance with the encryption standards relies on agencies knowing which data is confidential, so the third standard requires agencies to classify their data to assure that confidential information that might be copied onto portable devices has been identified. Agencies have the option of identifying additional classifications of data if appropriate. The effective date of the data classification standard is August 1, 2007.

The DAS Information Security Office (ISO) will be working with agencies to prepare for the encryption and data classification standards. An early step will be coordination with agency technical and program staffs to determine the common requirements for encryption, with a goal of implementing a consistent and efficient solution across state government.

IOWAccess takes government services into cyberspace

The IOWAccess Fund was established for the purpose of maintaining, developing, operating, and expanding the state's initiatives to provide citizen access to government services and information at the state, county or local level. The fund:

- ◇ is financed by sales of driver's license records;
- ◇ is used to support e-government initiatives; and
- ◇ provides project development and startup funds.

Project funding covers:

- ◇ design;
- ◇ development and rollout;

and

- ◇ first year hosting costs.

Agencies are expected to cover the ongoing maintenance and operating expenses beyond the first year.

IOWAccess Advisory Council

Iowa Code established the 19-member IOWAccess Advisory Council to create and provide a service to citizens of the state that serves as a gateway for one-stop electronic access to governmental information and transactions at state, county or local levels.

IOWAccess Funded Projects

Since July 2003, \$2.9 million in financial support has been provided by IOWAccess for e-government pro-

jects. Those projects have included Online Iowa Sex Offender Registry; State Patrol Accident Reports Online; Online Licensing of Teachers, Engineers, Accountants, Architects and Realtors; Online Food Inspection Reports; Access to Water Pollution Control Permits; Licensing of Above-ground Storage Tanks; and Local Government Sub-

mission.

For further information, contact Malcolm Huston, IOWAccess Manager, at extension 1-0393 or Malcolm.Huston@iowa.gov.



Be careful of slips, trips and falls when walking on ice and snow

Winter weather in Iowa brings cold temperatures and the potential for icy streets and sidewalks. As a result, the chance for experiencing a slip or fall increases. Falls are no laughing matter. Take time to learn how to recognize the potential hazards and you can prevent a fall from occurring.

Remember, conditions change rapidly as temperatures fluctuate during the day. As the temperature warms up, an invisible layer of water can form over the ice making it even more treacherous. Your feet can actually hydroplane on the liquid. When the temperature reaches 30°F, surfaces are twice as slippery as when it is 0°F.

Following these tips will help minimize your chance for having a slip or fall on icy surfaces.

VEHICLES: When getting into and out of vehicles, remember:

- Always test the surface before you put your entire weight down. The first step out of the vehicle can be the most dangerous.
- Keep your legs close to the vehicle and hold on to the handle or door.
- Get into your vehicle slowly and consciously. Get as close as you can before you climb in.

WALKING SURFACES: When walking on icy or snowy surfaces, remember these dos and don'ts:

DO

- ... Be alert!!
- ... Report any areas on the Capitol Complex that need sanding to the DAS Customer Service Center (242-5120). Don't count on someone else to report the hazard.
- ... Wear footwear designed for winter, with rubber soles and treads. High heels and leather soles are dangerous on icy surfaces.
- ... Take shorter steps or shuffle your feet to keep your center of balance under you. Walk with your feet pointed outward slightly for a stable base of support, and concentrate on your walking.
- ... Avoid patches of ice and packed snow. Go around them if possible. Walking on fresh snow is usually safer and less slippery, but be alert for ice under the snow.
- ... Avoid walking on painted wood - it is the most dangerous surface for walking on particularly when covered with ice or snow.
- ... Keep your arms close to your body and keep your hands out of your pockets.
- ... Use a walking stick for balance, one with a carbide tip or something to grab the ice.
- ... Slow down before you have to make a turn and square your corners. Take small steps or shuffle your feet.
- ... Use caution when entering buildings. Watch for puddles of water and tracked in snow.
- ... Relax and fall as limply as possible if you do fall. Don't resist the fall by putting out a straight arm to take up the shock. Bend your elbows and knees and use your legs and arms to absorb the fall, or try to roll as you land, easing yourself down with bent arms.

DON'T

- ... Reach out while in motion, even to wave, as it can throw you off balance.
- ... Let snow build up on the bottoms of your shoes or boots.
- ... Carry things in your arms; use a backpack or bag and keep your hands free for balance, grabbing railings, etc.
- ... Carry sharp items in your pockets that could stab you if you fall.

STAIRS: Stairs are dangerous, especially when they are covered with ice and snow.

- Treat stairs with great respect.
- Always use the handrail and go SLOWLY.
- Walk on the cleanest part of the step.
- Place the whole foot on the step with your toes against the riser of the step. Coming down, place your heels against the riser, again with your whole foot on the step.
- Never cross one leg in front of the other.

Winter walking can be dangerous but with a little forethought about footwear, using bags or backpacks to carry your extra items, walking slowly and cautiously, and reporting hazardous areas to Customer Service, accidents on the Capitol Complex can be minimized.

Information provided by Cindy Houlson, the Employee Safety Program Coordinator in the Department of Administrative Services. Cindy can be reached at 515-281-0181 or Cynthia.Houlson@iowa.gov.

News in Brief

Maintenance changes

The custodial crew is gearing up for winter by putting out scrapper mats to catch most of the snow and sand at building entrances. Capitol Complex Maintenance is also investigating new hand soaps and are excited about the new paper contract (paper towels and toilet paper), which will supply us with a very nice product at a lower cost. Look for changes soon!

New fire alarm system in Hoover Building

The Hoover Building is the latest building on the Capitol Complex to have a new fire alarm system installed. The new detectors are sensitive to dust par-

ticles and smoke — not just heat — increasing the likelihood that fires will be caught earlier and limit potential damage, including the damage that can be caused by water and the sprinkler systems. Nearly every building on the Complex now has an updated fire alarm system in this four-year project funded by vertical infrastructure funds.

The Hoover Building fire alarm system is undergoing a few more updates before it will be complete, including special fire suppression systems being installed in the Level B data center and the data printing center on Level A.

The system is fully functional and is scheduled to be tested on Monday, Jan. 22 when all of the Hoover Building occu-

pants will take part in a fire drill. Participants will not only hear an alarm with the new system, but will also hear voice commands and see flashing lights.

This will be the first fire drill of 2007 on the Capitol Complex. Every building will have a scheduled drill once a year.

DAS Annual Report available online

The DAS Annual Report for fiscal years 2004-2006 is now available on the DAS home page at <http://das.iowa.gov> or by going directly to http://das.iowa.gov/images/pdf/DASAnnualReport_FY04_FY06.pdf.

Update on collective bargaining

DAS has begun the bargaining process between the state and the three labor unions representing state employees for the 2008-2010 agreements. We have exchanged proposals with Iowa United Professionals, U.E. Local 893 (IUP), State Police Officers Council (SPOC), and the American Federation of State, County and Municipal Employees Iowa Council 61 (AFSCME). The negotiation status of each is:

- IUP – the first bargaining session will be held on January 5, 2007.
- SPOC – The State and SPOC began bargaining on December 21 and 22, 2006.
- AFSCME Iowa Council 61 – The State and AFSCME conducted appendices bargaining on December 9 and 10, 2006. The next bargaining session will begin on January 13, 2007.

The majority of bargaining sessions for all three contracts will be held during the month of January.

The 2005-2007 collective bargaining agreements can be viewed from this page: http://das.hre.iowa.gov/information_for_supervisors.html.

Toys for Tots drive exceeds goals

State employees topped themselves this year during the annual Toys for Tots drive. The U.S. Marines Toys for Tots program collects toys and money for children who would otherwise not receive gifts during the holidays.

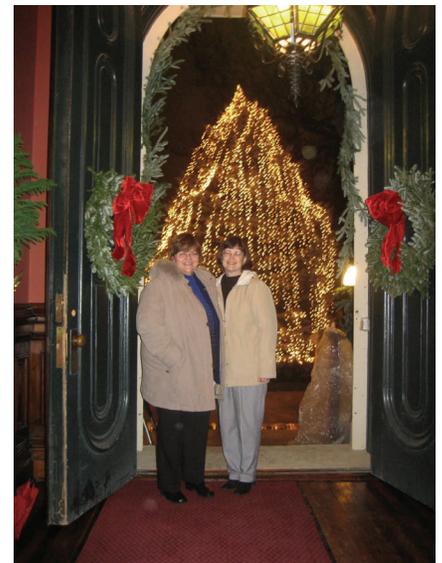
This year's state employee campaign was led by Cindy Houlson, Nancy Williams and Tera Harrington of the Department of Administrative Services. They set the goal for all state employee donations at 4,000 toys and \$22,000.

As of December 22, 5,187 toys, \$29,111.91 and \$150 in gift cards had been collected. State employees have traditionally been the biggest donor group in Iowa, and this year is sure to be no exception.

State employees took advantage of a 2-for-1 match event at Des Moines Toys 'R' Us stores this year, as well as coming up with a number of fundraising ideas on their own. We also stepped in mid-campaign with an "emergency toy pick-up" to pro-

vide the Marines with toys when their warehouse was empty mid-December.

Thank you to all who donated to Toys for Tots this year and to all the agency coordinators. You've made the holidays happier for many, many Iowa families!



Cindy Houlson (left) and Nancy Williams stand in the doorway of Terrace Hill at the Toys for Tots Kick-off and Tree Lighting Ceremony on Nov. 27, 2006, with the 35-foot holiday tree in the background. The tree was donated by Janice and Lloyd Haberkorn and was decorated with more than 20,600 lights.

Meeting Dates to Remember — January/February 2007

Customer Councils

General Services

January 12 meeting cancelled
 Friday, February 9, 9-11 a.m.
 Hoover Level A, Conf. Rm. 7

Human Resources

January 3 meeting cancelled
 Wednesday, February 7, 1:30-3:30 p.m.
 Hoover Bldg, Level A, Conf. Rm. 5

I/3

Thursday, January 11, 1:30-3:30 p.m.
 Thursday, February 8, 1:30-3:30 p.m.
 Hoover Bldg, Level B, Conf. Rms 2&3

Technology

Tuesday, January 9, 1-3 p.m.
 Tuesday, February 13, 1-3 p.m.
 Hoover Bldg, Level A, Conf. Rm. 7

For Customer Council
 information:

http://das.iowa.gov/customer_councils/index.html or contact [Laura Riordan](#)
 at 515-242-5038.



Technology Governance Board

Special meeting Thurs., Jan. 4, 1:30-2 p.m.
 Hoover Bldg, Level B, Conf. Rm. 2
 Thursday, January 11, 3-5 p.m.
 Thursday, February 8, 3-5 p.m.
 Hoover Bldg, Level A, Conf. Rm. 6



Joint Meeting of the Vertical Infrastructure Committee and the Capitol Planning Commission

Wednesday, January 17, 8:30 a.m. - 2 p.m.
 Hoover Bldg, Level A, Conf. Rooms 7 & 8



Challenge and commit yourself in 2007 to spending at least *one day each month learning!* Whether in a classroom or in an online learning environment, taking time for a training workshop can enhance productivity, increase innovation and idea generation, and improve work relationships.

The following are just a few upcoming opportunities to consider. Please visit <http://www.das.hre.iowa.gov/LearnAtPDS/> for a full listing of programs and services available, including a variety of online learning programs available.

Managing Time and Priorities	Jan 17
Valuing Diversity	Jan 30
Creative Thinking & Problem Solving	Feb 5
Teamwork Skills	Feb 6
Customer Service	Feb 7
Computer Security Tips and Tricks	Feb 8
Thriving on Change	Feb 9
Train the Trainer	Feb 13
Dimensions of Behavior (DiSC profile)	Feb 20

“A Learning Organization Creates Its Future”