



Government's Partner in
Achieving Results
Mollie Anderson, Director

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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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Customer Focus

A service update newsletter for valued DAS customers

VOLUME 5 ISSUE 1

JANUARY/FEBRUARY 2008

Capitol shines for world coverage, new session

A lot of work on the Capitol has recently been completed as a continuation of the Capitol Restoration project, and in preparation for the Iowa Presidential Caucus coverage and the 2008 legislative session.

Some of the work inside included:

- Expansion of the fire suppression and detection system to cover the four circular stairways next to the rotunda and the upper rotunda area.
- The eight semi-circular murals just above the main cornice were carefully restored to their original colors. A new

lighting system was installed to illuminate them.

- The statues and busts that surround the upper rotunda were regilded with aluminum leaf. A new spot light system was installed to illuminate the statues.

- The seven rows of wheat sheaves that circle the perimeter of the rotunda were regilded in gold leaf.

- Each barrel vault over the entrances to the House chamber, the Senate chamber, the Law Library and the Grand Staircase were restored to their original

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New manager for cafeterias

The Capitol Complex's cafeterias in the Capitol and Lucas Building are under new management.

A few months ago the Iowa Department for the Blind (IDB) decided to transition out of managing the cafeterias. IDB and DAS worked together to establish new management for the cafeterias, awarding Treat America Food Services the contract.

Treat America held a Grand Opening celebration Wednesday, January 16. Ed Holland, the Vice President of Food Services, prepared made-to-order omelets at their "On With the Show" station at the Lucas cafeteria for breakfast and at the Capitol cafeteria for lunch.

Hours of operation: Lucas Cafeteria: 7 a.m. – 3 p.m. Capitol Cafeteria: 7 a.m. – 2 p.m. non-session, and 7 a.m. – 3 p.m. during session. If you have any questions please contact Sue Schipper with Treat America at 281-5520.

Capitol Complex cleaning going green

The Department of Administrative Services is working in partnership with Iowa Prison Industries to bring 'green' cleaning products to the Capitol Complex. Green cleaning products are better for the environment, the workers who use them, as well as building occupants.

January 2008 marks the kick-off for this initiative. DAS Capitol Complex Maintenance (CCM) will begin the conversion with the Department of Public Safety's new building. Additional buildings will be converted in the coming weeks.

Iowa Prison Industries is providing the new product line, TerraGreen Products, which are officially certified by the Green Seal organization.

Look for more information soon about this exciting initiative!

Classification system review

During the week of December 3, 2007, DAS and several agencies engaged in a Kaizen process for the State's classification system. After an interesting and busy week diagramming the existing classification process and discussing future needs, the group outlined the direction we intend to move the classification system.

The major points are to:

1. Automate the classification system whenever possible.
2. Revise the classification documents so that these are easier to use.
3. Delegate some classification responsibility to departments that want that responsibility.
4. Develop a training academy for those departments that take on clas-

sification responsibility.

5. Revise our job specification and guidelines so it is easier to apply our classification standards to jobs.

Needless to say, there is much work to be done and planning has begun. We will keep you informed of our progress.

A special thanks to the team members who participated in this event. They are: Cheri Norris, DOT; Bill Gardam, DHS; Betty Tschetter, DIA; Chris Peden, DAS; Tracy Hunt, DPS; Greg Anliker, DEA; Steve King, Lottery; Karen Cram, IDR; Jim Scott, TBM; Mike Rohlf, DOM; Keith Hyland, IVR; Judi Cooper, IDC; Leon Schwartz, IPERS; Mary Ann Hills, DAS; Nancy Berggren, DAS; Bill West, DAS; Jerry Groff, DAS; Stefanie Hill, DAS; Erich Grubert, IWD; and Sally Jagnandan, DNR.

What is the Kaizen process?

Kaizen is a business process improvement tool used by the Department of Management's Office of Lean Enterprise to eliminate waste in government processes. Kaizen is described as a "highly focused, action-oriented event" with clear objectives, and that is measurement-focused, data-driven and fact-based, and uses creativity before capital. The Kaizen process is two to five days in length, and utilizes a team to take action and improve a specific process. The new process is designed immediately.

Iowa state government has successfully implemented more than 60 business process improvement events in 18 different departments. For more information: http://www.dom.state.ia.us/planning_performance/lean/index.html.

Capitol restoration, continued

(Continued from page 1)

designs.

- The double doors of the Law Library's entrance were completely updated with new hinges, hardware, wood finish and card reader security system.

Work was also recently completed

outside of the Capitol:

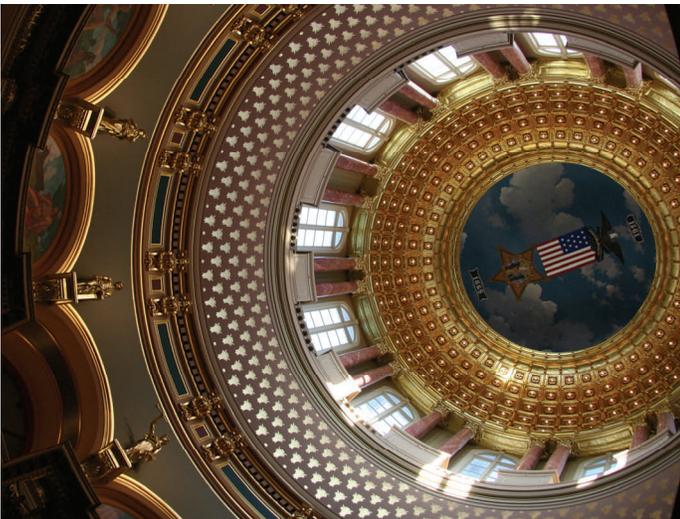
- Complete restoration of the east steps including new brownstone balustrades, 4 new light poles, new ADA compliant metal handrails and all new high voltage electrical equipment under the stairs. Most of the old high voltage electrical equipment in the basement of the Capitol has been removed with just a few pieces waiting for removal in 2008.

- 75% of the Capitol's east windows were completely stripped, re-primed and re-painted with numerous coats of paint. Some consolidation of the wood window frames was required. After the 2008 session, scaffold will be reinstalled to complete

the last 25%.

- Construction of the Capitol's east ADA walkway – meaning it's wheelchair- and handicap-accessible – and the east ground floor entrance are complete. Some of the improvements include a new in-slab snow melt system in the ADA walkway, remodeled rooms just inside the east ground floor entrance and new carpet in the east vestibule.

The Capitol Restoration project, begun in 1983, is now entering its next phase. Pending funding, the Capitol Restoration in 2008 will mainly focus on the Grand Staircase. More specifically, this work includes expansion of the fire and security systems, additional restoration painting, restoration of the "Westward" mural, repairing the last of the water damage in the northeast quadrant, installing additional door security and replacing the cafeteria furniture.



The Capitol's rotunda shines with recent improvements

Free Capitol Shuttle resumes services



A free shuttle service on the Capitol Complex resumed operations on Monday, January 14, 2008, coinciding with the start of the legislative session.

The shuttle, operated by Des Moines Area Regional Transit Authority (DART), runs continuously from 7 a.m. until 6 p.m., Monday through Thursday.

Last year's pilot of the shuttle service ran January 29 – April 27. More than 7,700 rides were given during that time.

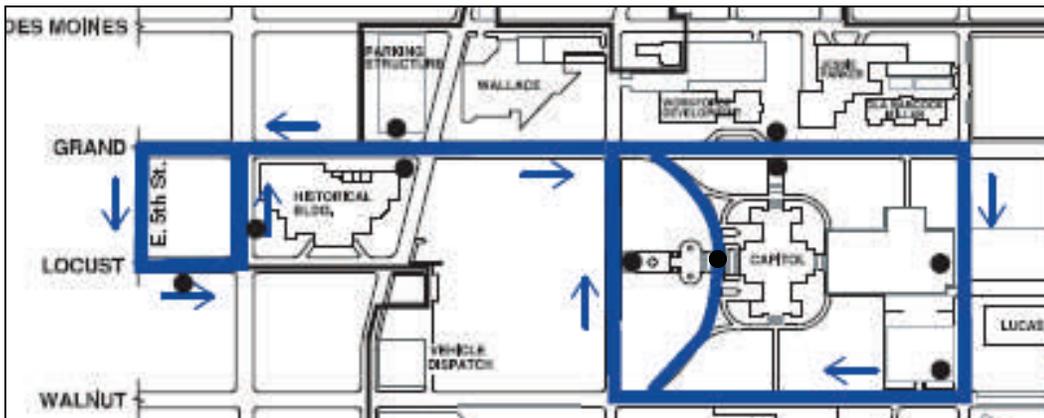
A DART Link trolley will be used for the Capitol shuttle again this year. The trolley is wheelchair- and handicap-accessible. It takes approximately 10 minutes for the trolley to drive one loop, so riders do not have long waits.

The shuttle takes people from the state's parking ramp at East Grand and Pennsylvania Avenues and the State Historical Building, as well as four other stops on the Capitol Complex, to the west entrance of the Capitol.

The additional stops are on the north side of the Capitol on Grand Avenue near the Workforce Development Building, on East 12th Street near the Lucas Building, and at the corner of East 12th Street and Walnut Avenue. Shuttle stops are marked with special signage indicating that spot is a "Capitol Shuttle Stop."

The cost of the Capitol shuttle is being paid for by the Iowa Department of Administrative Services, with funding appropriated by the Iowa State Legislature. An informational flier and route map is available online at <http://das.iowa.gov/shuttle.pdf>.

The Capitol shuttle service beginning Jan. 14 will eventually be included in a larger shuttle route that will connect the east and west ends of downtown Des Moines and run Monday through Friday. The expanded shuttle service, developed through a partnership between DART, the City of Des Moines, the Downtown Community Alliance and the state Legislature, is hoped to begin in early February. More information on the expanded shuttle service will be made available soon.



Initial Capitol Shuttle route. In early February the route will expand to the rest of downtown.

January is National Radon Action Month

In recognition of January as [National Radon Action Month](#), EPA and the U.S. Surgeon General are urging Americans to test their homes for radon, a cancer-causing radioactive gas responsible for tens of thousands of deaths each year.

A colorless, odorless gas, radon is the leading cause of lung cancer among nonsmokers and the second leading cause of lung cancer after

cigarette smoking in the United States and in the world, EPA said.

Radon-related deaths can be prevented through mitigation procedures, the agency said. The [National Safety Council](#) is an EPA partner in radon outreach, operating radon hotlines and helplines.

DAS is a member of the National Safety Council. The NSC offers a special discount for radon test kits.

If your home has not been tested and you have anyone who sleeps or spends time in the basement, it would be a good idea to test your home.

More information about the radon test kits from the National Safety Council are available from Cindy Houlson, DAS Safety Officer. You can contact Cindy at Cynthia.Houlson@iowa.gov or

515-281-0181.

Benefits Presentations

During the 2008 Enrollment and Change Period (E&CP), Jim Pierson from DAS-HRE made 67 on-site presentations to 1,178 employees. This is a staggering 96.3 percent increase from last year in the number of employees attending a benefits presentation.

Jim traveled to various departments and explained the value of benefits offered by the State. Of the employees who attended a presentation and completed an evaluation, 94% indicated that the session was helpful in their understanding of benefits.

In addition to traveling throughout Iowa, Jim also conducted presentations for 603 employees via iLinc – our new web-conferencing system – with good results. This technology allows us to expand the number of employees we can reach, while reducing time and travel costs associated with on-site presentations. We hope to increase the number of web conferences in the upcoming year.

While benefit education is vital during E&CP, 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. Education not only provides and reinforces information, but also sends a strong message on the value of benefits provided by the State.

If you would like to schedule a benefits presentation at any time during the year, please contact Jim Pierson at jim.pierson@iowa.gov.

Meeting Dates to Remember (January & February)

Customer Councils

General Services

January meeting cancelled
Friday, February 8, 9-11 a.m.
Hoover Level A, Conf. Rm. 7

Human Resources

January meeting cancelled
Next meeting TBD
Hoover Level A, Conf. Rm. 5

I/3

January meeting cancelled
Thursday, February 14, 1:30-3:30 p.m.
Hoover Bldg, Level B, Conf. Rms 2&3

Technology

January meeting cancelled
Tuesday, February 12, 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

Thursday, February 14, 3-5 p.m.
Hoover Bldg, Level A, Conf. Rm. 7 & 8

IT RFP Advisory Group meeting
January 23, 3-4 p.m.
Hoover Bldg, Level B, Conf. Rm. 2 & 3

IT Standards Advisory Group meeting
February 7, 2:30-4:30 p.m.
Hoover Bldg, Level A, Conf. Rm. 7 & 8

IT RFP Advisory Group meeting
February 27, 3-4 p.m.
Hoover Bldg, Level B, Conf. Rm. 2 & 3



Vertical Infrastructure Committee

Thursday, February 14, 10 a.m.—2 p.m.
Location: TBD



Capitol Planning Commission

Next regularly scheduled CPC meetings:

April 16, July 16, October 15

State locksmith (and clock-winder) retires

After 32 years working for the State of Iowa — the last 22 years as the only locksmith for the Capitol Complex and Ankeny Labs — Ed Daugherty retired on December 12, 2007.

One of Ed's major accomplishments as the State locksmith was converting all the locks in every building on the Capitol Complex to a high security lock system, a project that took eight years. Ed was also responsible for winding the master pneumatic clock outside of the Governor's office once a week. His warm smile and quick wit will be missed, but we wish him well in retirement.

The new locksmith for the State is Todd DuPuy. Todd can be reached at Todd.DuPuy@iowa.gov or 515-208-3585.



Ed Daugherty winds the Capitol's pneumatic clock one last time.



PDS Offers Professional Coaching

Coaching is a one-to-one relationship that focuses on YOU and YOUR concerns in YOUR work and home environment. This personal approach to learning includes flexible scheduling and tailored curriculum to maximize your time and potential.

Professional coaching is effective because it is:

- √ ACTION ORIENTED: The coaching relationship is action-oriented; you explore ideas and develop action steps to achieve your goals.
- √ INDIVIDUALIZED: It focuses on you and your unique situation; this is not a pre-packaged training program.
- √ SOUNDING BOARD: The trusted coach encourages you to thoroughly explore the situation, identify alternatives, weigh decisions, and take action.

Through a series of one-hour coaching sessions, individuals have direct and personal conversations with a professional coach to address their individual performance goals. The most common type of coaching focuses on leadership and employee development; however coaching topics on career and retirement planning, communications, and diversity are also popular.

To learn more about professional coaching offered through PDS, please visit <http://www.das.hre.iowa.gov/LearnAtPDS/coaching/index.html> or call 515-281-5456.