

# Customer Focus

*A service update newsletter for valued DAS customers*

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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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## Workforce Planning underway

It's already beginning to occur. The infamous surge in the U.S. population that occurred from 1946-1964, otherwise known as the Baby Boom, is now retiring. Huge gaps will be left in the American workforce causing significant concern among employers across the country. In anticipation of an increasing exodus from the workplace in the next few years, State of Iowa executive branch agencies will be preparing workforce and succession plans, beginning in FY2010.

The Department of Administrative Services has partnered with the Department of Management (DOM) and the Department of Natural Resources (DNR) to develop a consistent approach to workforce planning to which all departments will be expected to follow. This approach is based on best practices currently in place in several state agencies as well as in other states.

The State Workforce Planning Team includes Barbara Kroon, DAS, State Workforce Planning Coordinator; Cindy Axne and Linda Leto, DOM; and Jane Mild, DNR. The DNR has been conducting workforce planning for the last three years.

In May 2008, state agencies were asked to form workforce planning teams

of three to six members. These teams, with input from their leadership and other staff, will be responsible for collecting and analyzing workforce information from which the workforce plan will be developed. A workforce planning survey has been distributed to leadership staff in each agency to serve as baseline information. Additionally, DAS is providing each team with trend data on over 30 factors related to their workforces over the last three fiscal years.

Each team will be expected to attend two, half-day, work sessions led by members of the State Workforce Planning Team. These sessions are planned to occur within the next three months. During these sessions, the department teams will prepare each section of the workforce plan. By the end of the second session, teams will have completed draft workforce plans ready for review by their leadership. Work sessions began August 18 and are scheduled to continue through November 2008.

Preliminary plans are due to DAS by the end of March 2009 for initial review. Both DAS and DOM will review the final plans to ensure consistency with the agency's strategic plan as well as to incorporate the agency's workforce planning strategies into overall state human resource initiatives.



STATE OF IOWA  
**WORKFORCE  
PLANNING**

## Bringin' back Beanie Babies for a good cause

No matter how you feel about the Beanie Baby fad from decades ago, you're sure to get swept up with a roomful of fuzzy little friends when you check out an innovative fundraising event Tuesday, September 9 on the A Level of the Hoover Building.

It's a collectible pet adoption extravaganza, featuring celebrity bears (Princess Diana and others), special event bears (Olympics, holidays) and about every kind of real or fantasy critter imaginable. Even the biggest grouch (there's probably a stuffed Oscar in the display) will smile when entering this amazing display.



Nola Penland, DAS-GSE, came upon the collection of over 2,000 collectable critters through her mother-in-law. She now has an assorted population of rabbits, cows, pigs, owls, bears of various types, dogs, cats – you name it. And the whole lot will be available for either \$1 or \$5 each. You never know, for just five bucks, you could be picking up a collectable worth much more.

Best of all, proceeds from this event will be split between Toys for Tots and the Food Bank of Central Iowa.

## New Now Docs available

When it comes to making print orders easier and giving customers more information and control over the print production process, DAS-ITE Print is really delivering with the launch of the improved Now Docs print ordering software.

By upgrading the software, DAS-ITE Print customers are getting several important advantages. First, the overall speed of the process is improved.

With just a few clicks of your mouse, you can place an order, change specifics such as paper stock or size and check on the order at any time. The upgraded software also ensures improved

accuracy in billing, sorts the jobs by agency more efficiently and improves overall security.

Other features soon available through this upgrade include improved cataloging capabilities and the ability to place more complex orders with various specifics, such as letterhead, business cards and other printed products.

DAS-ITE Print has already begun converting customer accounts to the new system by entering July and August tickets. Now, financial personnel, accounting staff and print coordinators will have a greater ability to reconcile eDAS billings while also being more engaged overall, with

the printing process. Several state agencies are already using the upgraded software with very positive results.

DAS-ITE Print's goal is to have the Now Docs software upgrade complete by September 15. You can access the Now Docs site at <https://dasprint.iowa.gov/NowPrint>

Users need to use their email addresses for their first log in and will then need to contact DAS-ITE Print in order to reset the password from that initial log on. Customers will be able to update passwords as they see fit from that point on.

## DAS Customer Councils merge into one

Effective July 1, 2008, the four DAS Customer Councils were consolidated into one representative group. The new Customer Council, administered by the Department of Management and supported by DAS, will carry out the same primary function of its predecessors – approving rates for products and services charged to customers.

While the previous, 4-council, system was ideal as DAS established and evolved the rate setting process, this step will lead to a more uniform and efficient procedure.

As was the case with the previous customer council structure, membership will represent various sizes of state agencies as well as including representatives from the legislative and judicial branches. Council action and minutes of their meetings will continue to be posted on the DAS website.

Members of the new Customer Council include:

Charlie Krogmeier, DOM, Chair  
 Mollie Anderson, DAS, Vice Chair  
 Lee Wilkinson, DOT (large agency)  
 Brad Hier, DOC (large agency)  
 Dave Heuton, DPS (large agency)  
 Bill Gardam, DHS (large agency)  
 Margaret Thomson, IDALS (medium agency)  
 Roger Stirler, Revenue (medium agency)  
 Mary Jane Olney, DCA (medium agency)  
 Nicole Gehl, ABD (medium agency)  
 Joan Moll, DHR (small agency)  
 Keith Greiner, ISCAC (small agency)  
 Greg Anliker, Elder Affairs (small agency)  
 Larry Murphy, DOJ  
 Michael Marshall, Legislative – Senate  
 Mark Brandsgard, Legislative – House

## Charter ceremony set for procurement group

One of the most demanding jobs in the public sector and one requiring great accountability and transparency is that of a procurement specialist. After all, these are the people with the responsibility of spending taxpayer money and the more they perform their jobs to get the greatest value, the better.

Understandably, the importance of procurement professionals networking and sharing best practices cannot be overstated - and this is why professionals in that field are excited about the formation of a statewide National Institute of Governmental Purchasing chapter, with a ceremony scheduled for November 19 at the Wallace Building.

Lois Schmitz, DAS-GSE, served on the formation team, ensuring the development of all criteria for chapter formation.

The Iowa chapter is being

established with cooperation from political subdivisions throughout the state, all in an effort to promote a greater understanding of public procurement procedures through every level of government.

The objectives of the Iowa Public Procurement Association are:

- Promote and encourage ongoing professional development and competence through continuing education, seminars, training and certification of those engaged in the profession of public procurement
- Provide a professional networking forum for the exchange of ideas, guidance, research, and experiences among public procurement officials, including a state wide list serve available for electronic networking capabilities
- Support and promote ethical public procurement
- Support the principles and

concepts of effective competition, increased public confidence and equitable treatment of all persons involved in public procurement

- Sponsor such other activities as may be useful in providing its members with knowledge for efficient procurement profession and observe the purposes, aims and objectives of the National Institute of Governmental Purchasing

Other State of Iowa employees serving on the Iowa Public Procurement Association Board include:

Laurie Hoing, DAS (Secretary)  
 Pat Harmeyer, DOT (Treasurer)  
 Jill Kennebeck, DOC (Member at Large)

For more information on membership or the chartering ceremony, contact Laurie Hoing at 515-281-0656 or email to [laurie.hoing@iowa.gov](mailto:laurie.hoing@iowa.gov).

# Bits & Bytes

## DAS-ITE leading the way in election monitoring

As the office of the Iowa Secretary of State prepares to report statewide election results on its website, it can count on DAS-ITE to provide the technology and knowledge required to report results accurately and in a timely fashion.

DAS-ITE staff will be equipping the system with seven new server machines that feature clustered database and web capabilities. Iowans everywhere will be able to keep track of the latest election data quickly and more accurately.

## A more efficient approach to mainframe storage

If anything, the IT industry is personified by quickly evolving technologies – to the point that, without the right expertise, what is purchased today could be out-of-date before removed from its box. To avoid such challenges, DAS-ITE is constantly on the lookout for processing and storage solutions capable of saving time, energy and money.

One such instance is disk storage. Until recently, DAS-ITE maintained three mainframe computers that provided storage, data and processing to thousands of end users. Two of these computers were leased in 2005 and the third, an older model, had been purchased after a lease had expired.

As leases were up for renewal or purchase, DAS-ITE assessed its

capabilities and determined that, with new technologies, leasing two mainframe units instead of three would result in greater reliability and improved performance for a lower cost. Making the transition from three to two mainframes also helps to realize green initiatives by using less electricity and air conditioning.

The two new disk units are IBM DS8100s and are located in the Hoover Building and JFHQ data centers and are connected with a high speed (1 GB) communications channel which will allow the two computers to share and mirror data.

Migration of data from the old mainframe units to the newer models was completed in July with no disruption of service experienced in either data center.

## Did you know?

If you've ever wondered to what a degree state government has entered into the age of computers, check out some of these interesting statistics.

- The Help Desk services 3,000 calls monthly.
- The Information Security Office responds to an average of 3 information technology security incidents per month requiring analysis and follow-up.
- SPAM (unwanted, unsolicited bulk e-mail traffic) accounts for 4.5 million to 8 million messages daily (more than half of the total e-mail traffic). ITE devised a method for dynamic blocking that automatically prevents this e-mail traffic from getting to the server and filling state employee's e-mail boxes.
- Over 3,800 e-mail boxes and an average of 800 Blackberry wireless e-mail / smart phones are supported by ITE for 29 state agencies. ITE provides electronic archiving services for 6,300 e-mail accounts on e-mail servers throughout the Executive Branch.
- ITE Fax servers process an average of 9,000 inbound and outbound fax transmissions monthly.
- In July 2008, the 5 most often viewed websites hosted by ITE were:
  - Iowa Courts  
20 million page views
  - Iowa Sex Offender  
9 million page views
  - Department of Revenue (Tax)  
1.3 million page views
  - Department of Natural Resources (Parks)  
1 million page views
  - Governor's Office  
1 million page views
- ITE Print Services and the ITE Data Center print a combined monthly volume of about 7.4 million pages.
- The Authentication and Authorization (A&A) system currently manages about 58,000 external (i.e. constituents) and 28,000 internal identifications. In July 2008, the A&A system processed 250,000 authentications for access to State services.
- The ITE e-Payment engine processes 30,000 to 40,000 payment card transactions and approximately 6,000 electronic checks monthly.
- The "Single Contact Repository" application electronically processes an average of 17,500 criminal record checks monthly for customers in Healthcare, Education, Human Services, and Human Resources.



## Capitol Complex Events

September 5

### Homeless Veterans Stand Down

Beginning at 5 p.m. September 5, AMVETS and the American Legion will be sponsoring a weekend-long event to increase awareness and community support for Iowa's homeless veterans. The event will be staged south of the Hoover Building on the Capitol Complex. DAS will be erecting fencing around the event area. Participating organizations include: Central Iowa Shelter and Services, VA Central Iowa Healthcare System, Primary Health Care, Des Moines Vet Center, Iowa Workforce Development, VA Regional Offices, Social Security Administration, Wells Fargo, US Cellular, IRS-TAS, DAV, Wal-Mart and the Iowa Department of Veterans Affairs.

September 20

### The Jim Goodman Memorial Bike Ride

Jim's Ride to benefit Orchard Place will take place Saturday, September 20 with the ride starting from Finkbine Place on the east edge of the West Capitol Terrace.

Registration for the event begins at 8:30 a.m. with the self-paced ride running from 9:30 a.m. to 1 p.m.

Event costs:

Family - \$50

Adult - \$25

Children under 12 - \$10

October 5

### Capitol City Pride Parade

Rescheduled from June due to flooding, the annual Capitol City Pride Parade will begin from the Capitol Complex October 5 at 1 p.m.

October 12

### Des Moines Hunger Hike

The 39th Annual Des Moines Area Hunger Hike is set to begin from the west steps of the Capitol on Sunday, October 12 at 1:30 p.m. The hike ends with an event at the State Historical Building, beginning at approximately 3 p.m.

October 15 & 16

### 2008 World Food Prize

A free public forum featuring former Senators Bob Dole and George McGovern will be held Wednesday, October 15 at the State Historical Building, beginning at 7:30 p.m. The Laureate Award Ceremony will take place Thursday, October 16 at the Capitol.

October 25

### Komen Des Moines Race for the Cure

The Des Moines affiliate of the Susan G. Komen Race for the Cure will hold its annual race event Saturday, October 25 at the West Capitol Terrace. Race day activities begin at 8:15 a.m.

## Getting greener with Wal-Mart

In spring of 2008, the State of Iowa was invited to participate with the National Governors Association and Wal-Mart Stores in an innovative energy efficiency program called Greening State Capitols.

This will be an energy audit given to participating states to identify where savings can be achieved through conservation and efficiency measures and will be an important step in helping Iowa achieve its proposed state energy goals as established by Governor Culver's Executive Order #6.

Iowa is one of 20 states chosen to participate in the program and is clearly proud to be on the leading

edge of discovering greater energy efficiency in the public sector.

Wal-Mart has already helped many companies in the private sector save 20-50 percent in their electrical



consumption and is prepared to help states achieve similar savings for in their capitol complexes. Wal-Mart will send engineering experts to perform

energy audits during 2008 and 2009.

Areas covered by the audit will include:

- Lighting
- Heating, ventilation and air conditioning (HVAC) systems
- Refrigeration and other equipment
- Technologies such as programmable thermostats
- Building structures including insulation and windows

Buildings chosen for the audit were the Hoover State Building, and the Ola Babcock Miller State Office Building. The State of Iowa audits are slated for early October 2008.

## Making important vaccines more accessible

State of Iowa employees whose health insurance benefits are covered by Wellmark Blue Cross and Blue Shield can now have the convenience of receiving certain vaccinations as part of their pharmacy benefits. Even though, for many, benefits and shots aren't necessarily part of the same sentence, this program is an excellent example of a healthcare policy designed to address the schedules and needs of those covered.

Vaccines that can be administered at the pharmacy and are covered by Wellmark include:

Diphtheria, Tetanus, Pertussis (DT&P)  
Haemophilus influenzae type b (Hib)  
Hepatitis A (HepA)  
Hepatitis B (HepB)  
Human Papillomavirus (HPV)  
Inactivated Poliovirus (IPV)  
Influenza  
Measles, Mumps, Rubella (MMR)  
Meningococcal (MPSV4)  
Pneumococcal  
Rotavirus (Rota)  
Varicella  
Zoster (over age 60)

Some vaccines may require a prescription from your physician. To be sure, check with your pharmacy to determine if a prescription will be needed.

Other restrictions may also apply. For instance, a pharmacy must be certified to administer vaccines

and the hours of vaccine availability may be on a limited basis. Check with your pharmacy if this service is available and the hours the service is available.

Of course, you can still go to your physician to receive a vaccine.

Cost share will vary depending on where beneficiaries receive their vaccines. Your health benefit will apply if you receive the vaccine in your doctor's office. If you

receive the vaccine at a pharmacy, your cost share will be equal to the preferred brand name drug cost.

If you use a pharmacy that belongs to the Wellmark network, your claim will be filed electronically. If you use a pharmacy that does not belong to the Wellmark network, you will need to pay for the entire cost of the vaccine, then submit a paper claim for reimbursement.



If you have questions, contact Wellmark's customer service staff. For Blue Access and Blue Advantage, call 1-800-553-7801. For Deductible 3 Plus, Program 3 Plus and Iowa Select, call 1-800-622-0043.

## Phillips to head DAS safety efforts



With a staff of nearly 400, many of whom work in potentially dangerous situations, the importance of having a full time safety officer is paramount.

On August 25, Dave Phillips began filling this role. With an extensive background in human resources and safety, Dave is prepared to assume and continue to build upon the safety programming within DAS. One key element will be the OSHA Consultation Program, a process in which

DAS will work with representatives from the Occupational Safety and Health Association to identify and improve upon workplace conditions in order to create a safer environment. According to Phillips, such a proactive process is far better than simply anticipating what OSHA inspectors may require.

Phillips is a graduate of Iowa State University with a degree in Occupational Safety. Whenever you get a chance, welcome Dave – and remember to be safe in whatever you do at work or home.



### What's New at Performance & Development Solutions?

If you haven't had a chance to look over the new FY 09 course catalog from PDS, take a quick look at our website. You will find a PDF version of the new catalog posted there and can browse through it at your leisure.

There's several new courses this year and in fact, two of them are right around the corner. They are:

#### **Building a Culture of Accountability (GI 212)**

Instructor: Amy Morrissey  
 Tuesday, September 30th  
 8:30 am - 4:30 pm  
 Hoover Bldg, Level A, Conf Rm 6

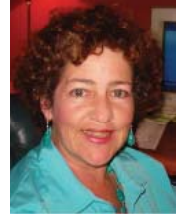


Back by popular demand, PDS is pleased to present Amy Morrissey from Training Evolution. Amy's session on "Building of Culture of Accountability" will focus on the "prism" of how accountability incorporates employee, management, and an organization's responsibilities.

It is a delicate "ecosystem." If one of the accountability "partners" fail, the entire system struggles. In this courses you will explore the process of personal, management, and organization accountability which will assist in accomplishing your organization's desired results.

#### **Plain Talk (GI 223)**

Instructor: Terri Deems  
 Tuesday, September 9th  
 8:30 am - 4:30 pm  
 Hoover Bldg, Level A, Conf Rm 5



Communication is key to everything that we do — in our work life and also in our personal life. Learning to communicate more effectively enhances productivity and accomplishes results with less stress and more ease.

This session will help you write and design documents that are easy to use and understand. You will explore general principles and guidelines of Plain Talk as it applies to writing instructions, announcements, publications, and other documents. You will learn techniques to develop simple, concise business writing which focuses on your customers.

Terri Deems, PhD, is executive vice president of Deems Associates/WorkLife Design, a management consulting and training firm. Terri works in areas of personal and organizational change, development, and transformation including a wide range of learning programs for leaders and employees. Terri recently co-authored a new book, *Leading in Tough Times: The Manager's Guide to Responsibility, Trust, and Motivation* (HRD Press).

### Drake University to Host Conference on Innovation and Leadership — October 31

#### **Certified Public Management (CPM) Cohort 8 Featured**

The third annual Drake University Conference on Innovation and Leadership will be held on October 31 at the Olmstead Center on the Drake campus in Des Moines. The event has attracted leaders across the state in the past and promises to continue this year as well. Certified Public Management students from Cohort 8 will play an integral role this year. As part of their accreditation requirements, these professionals who are in the process of earning their CPM designation, will present their final projects to conference attendees. Topics focus on sustainability -- goals, prospects and dilemmas. To learn more about the event or to register, go to <http://www.cbpa.drake.edu/cps/events.htm>. If you are interested in learning more about the CPM program, go to <http://www.das.hre.iowa.gov/cpm/index.htm>.



For assistance with enrollments in upcoming classes, CPM, survey development, one-on-one or group coaching, special sessions and any other training initiatives you have, please contact us via e-mail at: [pds@iowa.gov](mailto:pds@iowa.gov)

or

Judy Akre (515) 281-6383 - Mary Guillaume (515) 281-5456 - Brian Mayer (515) 281-6368 - Dawn Stohs (515) 725-2051