



Customer Focus

A service update newsletter for valued DAS customers

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SPRING 2012

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Chinese Vice President Xi Jinping visits Iowa

China's Vice President Xi Jinping visited Des Moines on Wednesday, February 15. A state dinner celebrated the visit held in the Capitol Rotunda, with 650 invited guests including a group of 160 people from the Chinese delegation.

To prepare for the visit to the Capitol complex, custodians, electricians and engineers from DAS put non-urgent needs on the back burner for the two weeks prior to the visit to prepare the

grounds and building. Barricades had to be put up and the building had to be set with tables and chairs. On the night of the state dinner, engineers were on fire watch as, per tradition, the smoke alarms were put on silent for the event.

DAS would like to send special thanks to the Capitol tour guides for their extra hours on the day of the visit and of course to the state patrol for their support.

The second day included a visit to the Kimberly family farm just outside Des Moines. The Kimberly family hosted Vice President Xi in 1985 during his previous trip to Iowa.



Customer Focus is a quarterly 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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Contact the editor at Caleb.Hunter@iowa.gov or 515-725-2017. We encourage your feedback.

Severe Weather Week Tornado Drill April 4, 2012

Do you know what to do when severe weather affects your workplace? How do you know when it is time to seek shelter and where to go? Who gives you the all clear to return to your work area? These are the types of questions and procedures we will check with the annual tornado drill, held in conjunction with the National Weather Service, scheduled for Wednesday, April 4, 2012 at 10:00 a.m.

Severe thunderstorms and tornadoes are one of Iowa's most common hazards. That is why it is important to prepare for these types of emergencies. This is a great opportunity for people, whether they work on the Capitol complex or not, to review their workplace weather procedures. This drill is statewide and all persons in Iowa are encouraged to participate in this drill.

The Drill

10:00 am: Tornado Watch (drill) given over NOAA Weather Radio. PA Announcement made to the entire Capitol complex. NO SHELTERING REQUIRED.

10:15 am: Tornado Warning (drill) given over NOAA Weather Radio. PA Announcement made to the entire Capitol complex. EVERYONE WILL PROCEED TO DESIGNATED SHELTERS IMMEDIATELY.

10:30 am: All Clear (drill) given over NOAA Weather Radio. PA Announcement made to the entire Capitol complex. EVERYONE RETURN TO WORK STATIONS.

IF THERE IS ACTUAL SEVERE WEATHER APRIL 4, 2012, THE DRILL WILL BE POSTPONED TO APRIL 5, 2012 AT 10 AM.

Watch: A National Weather Service product indicating that a particular hazard is possible, i.e., that conditions are more favorable than usual for its occurrence. A watch is a recommendation for planning, preparation, and increased awareness (i.e., to be alert for changing weather, listen for further information, and think about what to do if the danger materializes).*

Warning: A product issued by National Weather Service local offices indicating that a particular weather hazard is either imminent or has been reported. A warning indicates the need to take action to protect life and property. The type of hazard is reflected in the type of warning (i.e., tornado warning, blizzard warning, etc.).*

*Definitions taken from the National Weather Service Website: <http://www.weather.gov/>

Each office in state government has a designated shelter location. Please make sure you know where your office's shelter location is located prior to this drill.

Evacuation Chairs Available

Every building on the Capitol complex now has evacuation chairs available for use. These chairs are generally stored folded up near stairs and common areas. Please take the time to locate the evacuation chair nearest your office. The evacuation chairs are to be used during actual emergency events when a person needs aid in moving to a shelter location or to evacuate from a building. These chairs can be used during this drill.

Closing Thoughts

If you are not sure about the procedures you should follow in times of weather watches and warnings, talk to your supervisor or contact the Iowa Homeland Security and Emergency Management Division at 515-725-3295.

Please do not take this drill for granted. Use the thirty minutes of this exercise to make sure you know where to go, and the steps to take, when severe weather strikes.

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DAS Employees Support Local Charities

Pizza sales in February and the DAS Soup Lunch on March 1, 2012 raised \$596 for the Food Bank of Iowa! A very big thanks to everyone who brought soup and to those who purchased food from both events. More Food Bank events will be scheduled in the upcoming months. Keep an eye out by the elevators in the Hoover building for posters.

As the weather becomes warmer each day, the traditional "Mitten Tree" feels like a distant memory. But we didn't want to miss thanking everyone who purchased over 150 new mittens, gloves, hats, scarfs, etc. and also thank you to folks who donated "gently used" winter wear. We delivered the items to St. Vincent's de Paul's on 6th Avenue – to be given out FREE to those in need. They expressed their heartfelt "thank you" to everyone who made this donation possible.

DAS-GSE Procurement Agent Earns Recognition

Ryan Roovaart has received his Certified Professional Public Buyer (CPPB) designation from the Universal Public Procurement Certification Council (UPPCC).

The UPPCC is an independent entity formed to govern and administer the Certified Public Procurement Officer (CPPO) and Certified Professional Public Buyer (CPPB) certification programs. The CPPO and CPPB programs are highly regarded and respected among procurement professionals and employers involved in the public sector. To date, the UPPCC has certified well over 10,000 professionals primarily within the US and Canada as well as in other nations around the globe.

If you are interested certification, go to: <http://uppcc.org/>
 Congratulations Ryan for a job well done.

A Note from DPS

Please keep in mind that Post 16 is here to assist you should you experience a dead vehicle battery or your keys have been locked inside your car. We have a jump pack and unlocking tools and the Troopers are very proficient at both.

DPS is a 24/7 operation so please call should you see ANYTHING that you deem to be suspicious or unusual. Graffiti was recently discovered on the Historical Building as well as the exterior of the parking structure even though it is well lit.

Keep the Post 16 - 24/7 phone number, 515-281-5608, in your cell phone, because you may have access to our number when you are at your desk but when you are walking to or from your vehicle is when you may really need it.

News from the State Accounting Enterprise

Cut-Sheet Warrants

DAS is moving away from pre-printed warrants to cut-sheet warrants. It is anticipated this transition will be complete by the end of this fiscal year. The benefits of switching warrant stock include the ability to provide better security, better information to the vendor and more flexibility and better options to recover if there is an unexpected issue with the printer.

I/3 Upgrade

An upgrade of I/3 Financial and the Data Warehouse was recently completed. This upgrade moved Iowa to the latest version of the software and provides additional opportunities to implement processes related to warrant writing, vendor registration and more to promote efficiency and reduce paper throughout financial processes in State government.

Offset Program

The DAS-SAE Offset Program is available to assist government agencies in collecting debt owed to them. Funds are recovered by matching and then holding payments from state agencies to vendors. Other payments included in this program are... tax refunds, unclaimed property and casino winnings over \$1,200. Authority for the program can be located in 8A.504 of the Code of Iowa. If you are interested in joining, please contact us at offsets@iowa.gov.

IT Standards

Since the formation of the DAS IT Standards Review Committee in May 2011, several new information technology (IT) standards have been developed for the enterprise. The Website Standardization Committee has developed several more IT standards.

We now have three categories of documents posted to the enterprise IT standards page: standard, best practice and frequently asked question (FAQ). The new format of this webpage has a column for each of these three types of documents. A section for rescinded IT standards is located at the bottom of the webpage.

Please take a moment to become familiar with the IT standards. These standards and best practices cover different sections of the IT arena; IT procurement of hardware, standardization of IT products and a range of IT security standards.

Here is a link to the webpage for enterprise IT standards and best practices:

http://das.ite.iowa.gov/standards/enterprise_it/

IT standards for the enterprise continue to be an important tool to safeguard IT assets and to drive efficiencies within state government.



Interesting Facts about DAS-ITE

Email/Messaging

- Manage e-mail for 80% of the agencies.
- Provide data security with encryption
- Meet open records requirements
- Have disaster recovery capabilities

ITE Web & Licensing Portals

- Ensure 508 compliance
- Support mobile applications



ITE ePayment Services

- Process 370,000 transactions (credit card or e-check) annually

Enterprise Authentication & Authorization (A&A)

- Manage 278,000 accounts (state and citizens)
- 150,000 government applications use the service

Servers, Data Storage, Networks

- Support 496 servers
- Decommissioned 70 servers (benefit of IT Redesign)
- Provide over 115 TB of data storage
- Manage 157 Gb of network traffic daily
- Support over 380 server farm network ports

Mainframe Services

- Electronically transfer 842,719 warrants monthly

- Support 909,000,000 on-line transactions annually
- Slated SLA availability is 99%; actual is 100%

ITE Web Hosting

- Host over 300 websites with 40,000,000 page views/month
- Top 5 websites: Iowa Courts; Iowa Sex Offender; Dept of Revenue; Dept of Natural Resources; Iowa Governor's Office
- Slated SLA availability is 99%; actual availability is 99.82%

ITE Printing

- Print 6,900,000 pages per month
- Print 1,161,277 warrants monthly
- Slated SLA on-time delivery is 95%; actual on-time delivery is 100%

ITE Helpdesk

- Support 41,000 requests annually
- 17,014 unique customers

Information Security Office

- Performed 60 Risk Assessments for agencies
- Deployed 15 new intrusion detection devices
- Responded to 45 incidents
- Blocked 94% of the 1,621,124 daily inbound emails (spam), quarantined 2%, passed 4% through the e-mail filters.

Enterprise Information Security Standards - Compliance Reporting

Enterprise information security standards provide a minimum level of information security that participating agencies are required to meet. Participating agencies must report annually on their progress at meeting the requirements of the enterprise security standards. The 2012 reports were to be submitted to the Information Security Office by March 15, 2012.

The standards can be found at http://das.ite.iowa.gov/standards/enterprise_it/. Completed documentation and questions about the standards can be sent directly to Alison Radl at alison.radl@iowa.gov.

April 2012

April 27
Workers Memorial Event

May 2012

May 5
Hoopin' at the Dome Basketball Tournament

May 12
Asian Fest

May 19
MS Walk

May 28
Memorial Day holiday (State offices closed)

Capitol Complex Calendar of Events

Redesigning the State’s Information Technology (IT) Infrastructure

IT consolidation is a comprehensive mandate (Senate File 2088 and now Iowa Code chapter 8A) to have all Executive Branch participating agency technology resources managed centrally to establish an enterprise infrastructure. For years state agencies had the ability to design and build their own IT infrastructures. This approach produced multiple silos of excellence throughout the state and many agencies have built technology environments to address their needs. But as IT solutions evolve, how we use and provide technology services for the State of Iowa evolves as well.

IT consolidation involves a major review of the agencies infrastructures – looking at best practices, removing duplication, enforcing security standards, leveraging volume purchasing and sharing data seamlessly across agency lines. This effort is much more than a “consolidation” of resources. In many instances, “redesign” more accurately describes the task.

The redesigned infrastructure will provide:

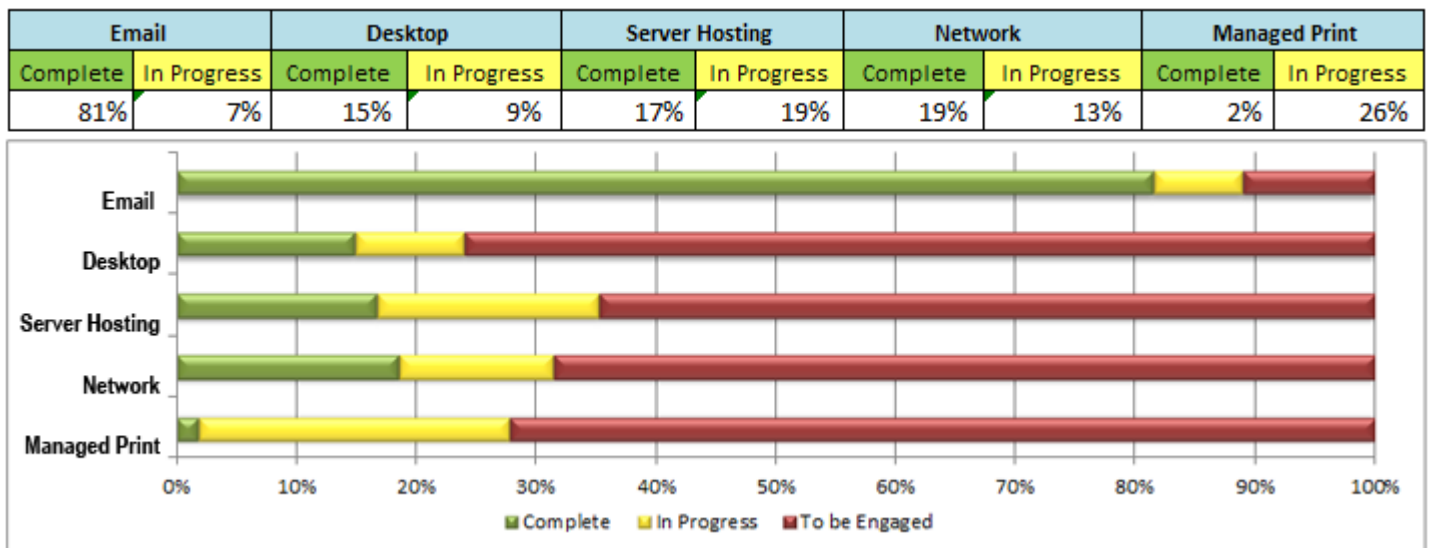
- Expanded Data Security Capabilities – integrated disaster recovery for agencies, consistent state-wide policies for securing data, state-wide management of cyber security and greater opportunity for sharing data seamlessly across departments.
- Efficiencies – removing network and server complexities, data sharing, remove duplication of applications, better use of data center space and reduce power usage and carbon emission.
- Reduced IT expenditures (cost savings) – reduce duplication of hardware and software, leverage volume purchasing and remove underutilized equipment or increase the usage.

The redesign project for each participating agency follows an established three-phase process.

- **Phase One: Information Gathering** – during this phase DAS-ITE works with the agency to inventory their hardware and software. IT specialists assess the agency’s network, servers, desktop, service desk and directory structure. The assessment is followed by an analysis, or health check, of each component of the agency’s infrastructure. The report provides recommendations for strengthening at-risk components and lays out a plan to incorporate it with the enterprise infrastructure. The financial analysis compares current IT expenditures with anticipated ongoing costs after the project is completed.
- **Phase Two: Implementation** – a detailed plan is developed for the agency – and with the agency. DAS-ITE views this as a partnership. It’s our business to provide the technology necessary for the agency to carry out its business. We work closely with each agency to understand their business needs. Plans and timelines are reviewed with stakeholders.
- **Phase Three: Steady State** – Service Level Agreements are signed for DAS-ITE to provide ongoing support. Each service has defined performance metrics which will be measured and reported to the agency.

DAS-ITE has worked with several agencies over the last year and has completed or is in various phases with the following agencies: Department of Cultural Affairs, Iowa Division of Credit Unions, Iowa Utility Board, Department of Inspections and Appeals, Iowa Vocation Rehabilitation Services, Iowa Department of Revenue, Iowa Department on Aging, and the Department of Human Services. The Consolidation Dashboard below provides an overview of our progress to date.

For additional information on IT Redesign, please check out the website at <http://itredesign.iowa.gov>.



Earth Week Activities

Monday, April 16th — Friday, April 20th

Sunday, April 22, 2012 will mark the 41st anniversary of Earth Day and we would like to celebrate our planet with a whole week's worth of activities. We hope that you will join us in celebrating Earth Week as your participation is key to making this week successful.

E-Waste Collection Event

West Capitol Terrace, Finkbine and Walnut

Monday, April 16th, 7am - 1pm (Rain Date April 17)

Electronics Wanted! An opportunity for state employees to recycle your personal outdated electronics. The following items will be accepted at no charge:

- batteries
- battery backups
- cell phones
- copiers
- CPUs
- DVD players
- fax machines
- handheld electronics
- keyboards
- laptops
- main frame
- mice
- PDAs
- phone systems
- printers
- routers
- servers
- video games

Monitors and televisions will be accepted at a charge. Exact change is appreciated or make checks payable to Midwest Recovery.

As an EPA/DNR permitted facility and as a requirement of their permit, Midwest Recovery guarantees that all information contained on the media is destroyed prior to



New PDS Program Manager

Jeff Panknen recently moved into the position of Program Manager for Performance and Development Solutions. Jeff is excited about the opportunity to help individuals and agencies grow through personal and organizational development opportunities. Jeff would love to meet with organizations to discuss any way that PDS can help agencies meet their goals and expectations through staff development. Please feel free to contact Jeff anytime at 515-281-6368.

de-manufacturing. Any individual that requires further verification can request a Certificate of Recycling from dnrgreenteam@dnr.iowa.gov before or following the event.

Iowa Green Scene Eco-Fair

Wallace Building Atrium

Thursday, April 19th, 11am - 2pm

The Iowa DNR Green Team is hosting the 2012 Iowa Green Scene Eco-Fair in the Wallace Building Atrium. The event is free to attend. Both government agencies and non-governmental organizations are invited to exhibit their ideas, practices and programs that promote a sustainable Iowa.

Earth Day Capitol Complex Clean Up

Friday, April 20th, 12pm - 1pm (Rain Date April 23)

Celebrate Earth Day by getting outside and help cleaning up the Capitol complex grounds. Gloves and bagging materials provided. Please wear appropriate attire, including comfortable footwear, as this project is entirely outdoors.

Where to meet:

- Wallace: back loading dock
- Economic Development: east lot near dock

We Still Need Volunteers

We are still looking for volunteers from state agencies to coordinate the event in their respective areas. Responsibilities include: a) distributing event information in your building/area and b) handing out materials (bags, gloves, etc.) for trash pickup in your area the day of the event. Volunteer coordinators are still needed for the following locations: Public Safety, Lucas, Grimes, Hoover, and Ola Babcock/Parker/IWD.

Please contact dnrgreenteam@dnr.iowa.gov if you are interested.

Upcoming Training

PDS has multiple individual and organizational training opportunities upcoming over the next few months. Information regarding these sessions can be obtained through your agency Training Liaison or by contacting PDS at pds@iowa.gov or by calling 515-281-5456.

For assistance with enrollment in upcoming classes, CPM, survey development, one-on-one or group coaching, special sessions or other training initiatives, please contact us via email: pds@iowa.gov or call

Carrie May 515-281-5456