



# Customer Focus

*Service Updates for Valued DAS Customers  
February-March 2005 Volume 2, Issue 3  
Mollie K. Anderson, Director*

## **Customer Council News**

### **Problem-Solving Processes Announced**

DAS employees work hard to deliver quality services. Even with that goal in mind, however, problems occur. These guidelines are for those times—rare, we hope—when you decide it is necessary to register a complaint.

An informal approach often offers the quickest solution. If circumstances permit, talk with the DAS employee involved in the situation—explain the problem and ask for assistance. If this informal approach does not resolve the issue, select one of these alternatives:

**Service Complaints.** If DAS has not met your requirements, you can use the Service Complaint Form at [http://www.das.iowa.gov/contact\\_us/cust\\_serv\\_contact.html](http://www.das.iowa.gov/contact_us/cust_serv_contact.html). This form does not replace established grievance or appeal procedures. If matters cannot be resolved with the DAS service provider, the complaint goes to the chief operating officer of the appropriate DAS enterprise, who will reply to you within 14 days.

**Utility Rate Dispute Resolution.** If you have a complaint about DAS utility rates, use this link: [http://www.das.iowa.gov/customer\\_councils/index.html](http://www.das.iowa.gov/customer_councils/index.html), then choose the appropriate process. Each Customer Council developed complaint resolution procedures for their respective utility services.

### **New Email Box for Billing Questions**

If you have a billing inquiry, send it to [DAS.Finance.Billing@iowa.gov](mailto:DAS.Finance.Billing@iowa.gov). We check this mailbox frequently and will answer your questions.

### **Upcoming Customer Council Meetings**

*Human Resources Enterprise*  
March 2, 1:30 p.m.  
Grimes First Floor Conf. Rm.

*Information Technology Enterprise*  
March 8, 1:00 p.m.  
Hoover 4<sup>th</sup> Floor Conf. Rm.

*I/3 (Interim)*  
March 10, 1:30 p.m.  
Hoover Level B, Rms. 2 & 3

*General Services Enterprise*  
March 11, 8:00 a.m.  
Hoover Level A, EMD Conf. Rm.

For Customer Council information:  
[http://das.iowa.gov/customer\\_councils/index.html](http://das.iowa.gov/customer_councils/index.html) or contact Linda Plazak at 281-6124.

### **GSE Customer Council Subcommittee Reports on Mail Charges**

A special subgroup of the GSE Customer Council recently reviewed internal mail distribution practices from twelve states. According to their report, distributed by Greg Anliker (Department of

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For more information, please visit our website at <http://www.das.iowa.gov>.

Contact the editor at [Patti.Allen@iowa.gov](mailto:Patti.Allen@iowa.gov)

Elder Affairs), the study identified no obvious or consistent approach. The subcommittee recommended that the current mail utility rate structure continue, based on the metered mail volume; and that the GSE Customer Council continue to scrutinize mail costs in reviewing future budgets. Mail services received high marks on the 2004 DAS Customer Survey. For information, contact Dale Schroeder in DAS-GSE at 281-7702.

### **Clarified Space Allocation/Recommendation for State Agencies**

A "Proposed Policy on Adjustments to Square Footage Calculations for Determining Association Fees" has been presented to the DAS-GSE Customer Council. Dean Ibsen explained that both the space and budget for the Capitol Complex are fixed. The \$3.15 rate per square foot is calculated by dividing the square footage into the budget. An agency's square footage appropriation will be changed if there is an error, if all affected agencies agree to the change. For information, contact Dean Ibsen at 281-6051.

### **Progress Continues in Collective Bargaining**

The state's tentative agreement with AFSCME has been ratified by the membership of AFSCME, Iowa Council 61. A tentative agreement with SPOC has also been ratified. IUP is currently voting on their agreement. In the next few weeks, the DAS-HRE will be conducting information sessions on all provisions of the contracts. We will notify you of those plans and send contract details to your management liaisons. For information, contact Nancy Berggren at 281-5064.

### **Upcoming Training Programs from Personnel Development Seminars (PDS)**

The fifth *Certified Public Manager* (CPM) class begins in June. Offered through a DAS-HRE partnership with Drake University, this nationally accredited class helps public managers learn to incorporate best practice management techniques. *Minute Taking* is another new offering that may be used as an elective for the State of Iowa Administrative Assistant Certificate Program. The program, Course Number GI 177, will be offered on April 4, 2005 from 9:00 to 11:30 a.m. in the Babcock Miller Building Room 310 at a cost of \$45. For information, contact PDS at 281-6383 or check the website, <http://das.hre.iowa.gov/cpm.htm>

### **State Office Max Customers Earn more than \$25,000 in Rebates**

If your agency bought supplies from Office Max during October to December 2004, you should have already received a 5 percent rebate. The applicable payment method depends on how you paid the bill: If your agency paid with a state procurement card, the rebate appeared on your agency's January 2005 statement. Otherwise, your rebate showed up as a credit on your January 2005 DAS bill. State agencies purchased a total of \$513,308 worth of office supplies during the rebate period, earning \$25,665 in rebates. For information, contact Dave Kaili at 281-4774.

### **Cyber Security Training Available in March**

Educated, well-trained employees are the best line of defense against cyber security attacks. Beginning in early March 2005, your employees can attend a free two-hour basic cybersecurity awareness class, presented by the DAS Information Security Office (ISO) and funded with

Homeland Security dollars. Attendees will learn how to respond to computer attacks at home or at the office. An abbreviated on-line version of the course will also be available to those who cannot attend the face-to-face sessions. For more information, contact your DAS training liaison.

### **New Blackberry Pricing**

Have you considered a Blackberry wireless device? Users have real-time access to data in Microsoft Outlook—the capability to send and receive e-mail, maintain a calendar, access contacts and notes, and some limited Internet surfing. You can also activate a built-in wireless telephone.

Now, DAS-ITE and Verizon are joining forces to reduce the monthly cost for a Blackberry wireless device. For starters, DAS-ITE is lowering its monthly service fee for these devices, saving users almost \$40 per month over the old price. ITE and Verizon wireless are pleased to be able to offer you this new reduced rate for the Blackberry service. If you have questions, contact Kevin Miller, (515) 242-5941 or [Kevin.miller@iowa.gov](mailto:Kevin.miller@iowa.gov).

### **New Tool Helps State Agencies Use Mass E-Mail More Effectively**

Thanks to an investment by IOWAccess, state agencies can now access expanded e-mail capabilities. Lyris listserv allows users to manage larger lists, communicate in announcement-only or discussion formats, maintain user addresses and allows subscribers to opt in or out of a list. For details on how to use these new services to make your e-mail communication more effective, contact Kevin Miller.

### **E-Mail Spam Filter for Capitol Complex Network Users**

PureMessage is a mail filtering program that reviews all incoming e-mail messages, placing those that earn a certain “spam probability” score in a “quarantine” directory until the intended recipient releases or discards the message. DAS-ITE has been notifying you about blocked messages via e-mail. Now you can access your quarantined messages at <https://webmail.iowa.gov/spam/>. Log in with your regular e-mail address and password. For more information, read the FAQ posted at <http://www.das.ite.iowa.gov/documents/WebdigestFAQ.pdf> or call the DAS-ITE helpdesk at (515) 281-5703. PureMessage is funded with Homeland Security dollars.

### **State Accounting Enterprise Wraps Up Calendar Year-End Reporting Duties**

State employees, IPERS members, the Internal Revenue Service, the Social Security Administration, the State of Iowa Department of Revenue are just a few of the entities that expect information from the DAS-State Accounting Enterprise at this time of the year. Here’s a recap of some recent DAS-SAE reporting:

- Each of the 23,418 individuals who worked for State of Iowa departments and were paid through the centralized payroll system in 2004, W-2s for 2004 earnings in excess of \$884 million were distributed in early January.
- Some 12,400 miscellaneous Form 1099s were mailed to state vendors in late January, and will be sent to the IRS in March.

- The Cash Management Improvement Act (CMIA) report was completed, showing an FY 2004 liability of \$81,245.
- An SAE team completed and published the State's Comprehensive Annual Financial Report (CAFR) by the December 31, 2004 deadline. You can view the CAFR at the DAS-SAE website under "Financial Reports" at [http://das.sae.iowa.gov/financial\\_reports/index.html](http://das.sae.iowa.gov/financial_reports/index.html).

### **Frequently-Asked Questions about State Vehicles**

*The following information is provided in response to user requests.*

- 1. How do I request a new passenger vehicle (car, pickup, van, SUV) using a vehicle contract?**  
To assure that you get the best available price, this annual process is (by law) a joint process for DAS, the Department of Transportation and the Board of Regents. Start with the form at [http://das.gse.iowa.gov/org\\_info/Fleet%20&%20Mail/FMmain.html](http://das.gse.iowa.gov/org_info/Fleet%20&%20Mail/FMmain.html). Submit the form to Dale Schroeder by August 20 of each year for the next model year (example: August 31, 2004 for 2005 vehicles.) If you missed the deadline, contact Dale at (515) 281-7702 for assistance.
- 2. How do I request a new specialty vehicle (dump truck, garbage truck, fire truck, fish truck with special equipment, bus, etc.)?** Because there are no contracts for these vehicles, DAS-GSE purchasing agent Doug Reed will work with you to compile specs and send them out for bid. Responses are reviewed to select the least expensive vehicle that meets bid specifications. Contact Dale Schroeder.
- 3. How do I check out a Motor Pool vehicle?** Each state agency has a designated person(s) who can access the online Motor Pool Reservation System to serve a vehicle for you. If you are a designee having trouble with the system, contact vehicle dispatcher Brian Barton at (515) 281-5123. (If the online system indicates that a vehicle in the size you need is not available, Brian can make a reservation for you with an outside vendor upon request.)
- 4. How do I pick up a Motor Pool vehicle?** Please come to the fueling station at 307 East Seventh Monday through Friday, 7:00 a.m. to 4:30 p.m. except holidays. The same business hours apply to picking up vehicles you wish to use after hours—you may move the vehicle out of the lot and park it on Kasson Street so it is available when you are ready.
- 5. What if my state vehicle breaks down while I am traveling outside the state?** In an emergency, you have at least two choices for service. You may have a vehicle serviced at a Ford (Quality Ford Care or "QFC" Program), Chrysler (Servicenet Program) or GM (FleeTrac Program) dealer, and ask the dealer to bill the State of Iowa. Toll-free numbers for these services are located in each vehicle. Or you can have the vehicle serviced at a garage of your choice and pay for the repair, then file for travel reimbursement. During business hours, you may call auto shop supervisor Roy Williams at (515) 281-3162.
- 6. What can I do if my Wright Express state fuel card will not work?** First, call the 800 number on the back of the card for assistance. If this does not work, call Kathy Shannon at (515) 281-7703, weekdays 7:00 a.m.-3:30 p.m. except holidays.