



Customer Focus

*Service Updates for Valued DAS Customers
May – June 2005 Volume 2, Issue 4
Mollie K. Anderson, Director*

Rates Reduced for Outlook Web Access Service from ITE!

ITE is pleased to offer agencies the use of our front-end web servers for the access of Exchange email. This offering is available to any agency that is currently running Exchange 2000 or Exchange 2003 that is part of the centralized Active Directory Forest. The old rate was \$0.25 per mailbox. The new rate is \$0.11 per mailbox. For agencies that already subscribe to this service, new agreements will be sent reflecting the rate reduction that is effective on July 1, 2005. New customers can contact Kevin Miller at 515-242-5941. Additional information may be found at: <http://www.das.ite.iowa.gov/services/enterprise/owas.html>

Lyris List Manager Service Update from ITE

The DAS Information Technology Enterprise (ITE) announces a new pricing model for one of our services. A new pricing model has been approved for the Lyris List Manager Service that we currently offer. Historically, we have not charged customers for this service, but effective **August 1, 2005**, we will begin to bill for this service. If you have any questions about this service, please contact Kevin.Miller@iowa.gov or at 242-5941. The new rates that will go into effect are described at the following link: <http://www.das.ite.iowa.gov/services/enterprise/lyris.html>

Savings on vehicle repairs and maintenance

State vehicles may be taken to the DAS State Garage located at East 7th Street in Des Moines for repairs and routine maintenance. See the hourly labor rate comparison and other money-saving opportunities at http://das.gse.iowa.gov/news_features/Service_Cost_Center.pdf.

DAS Motor Pool has changed locations!

The Motor Pool and the new Motor Pool office is now located on the 3rd floor of the parking structure west of the Wallace Bldg. Customers will now be provided the

Upcoming Customer Council Meetings

Human Resources Enterprise
June 1, 1:30 p.m.
Grimes First Floor Conf. Rm.

Information Technology Enterprise
June 14, 1:00 p.m.
Hoover 4th Floor Conf. Rm.

General Services Enterprise
May 26, 8-10 a.m.
June 9, 8-10 a.m.
June 23, 8-10 a.m.
Hoover Level A, EMD Conf. Rm.

I-3 Customer Council
June 9, 1:30-3:30 p.m.
June 23, 1:30-3:30 p.m.

For Customer Council information: http://das.iowa.gov/customer_councils/index.html or contact Linda Plazak at 281-6124.

opportunity to park their personal vehicles in the sheltered upper floors of the parking structure while using motor pool vehicles.

Second Annual Files Fly in July

GSE Capitol Complex Maintenance is sponsoring the second annual Files Fly in July scheduled for July 20, 2005. This event not only allows you to clean out your office, but also your paper files at home. All paper will be shredded and recycled. This is a great opportunity to get rid of paper files in a secure manner while helping the environment. Details coming soon!

New State Training Team Named

Cynthia Axne joined the DAS-HRE staff on May 23, 2005 as the new state training coordinator. A graduate of the Kellogg School of Management, Northwestern University (MBA) and the University of Iowa, BA in Journalism, Cindy brings a wealth of human resource, training and leadership development, business development, and sales experience to this position. A Des Moines native, Cindy and her husband will be relocating to Iowa from Milwaukee, Wisconsin. Leslie Davenport has joined the training team as an administrative assistant and comes to us from Global Tech Services in West Des Moines where she worked as the Resource and Marketing Coordinator.

Training to be Offered on New Collective Bargaining Contracts

Two sessions on the State's new collective bargaining contracts, effective July 1, 2005, will be offered to supervisors and managers, management liaisons and personnel assistants located in the Capitol Complex at the Wallace Auditorium on Thursday, June 2, 2005. The sessions will be held at 10:30 a.m. and 1:00 p.m. No sign-up is necessary. An ICN session for supervisors statewide is in the process of being set up for late May or early June and will be announced when the details have been finalized. Other similar information sessions will be offered to field locations at dates, times and places to be announced.

State of Iowa Public Meetings Calendar @ www.iowa.gov

The State of Iowa homepage (www.iowa.gov) now offers a Public Meeting Calendar that provides detailed information about public meetings and events being held by many state government agencies, all in one centralized location. The new Public Meeting Calendar posts meeting details, locations, times and agendas from state government agencies. The public meeting calendar was developed through comments received on the state website and by many people asking for information regarding meetings which were not easily found through traditional means.

Retirement Investors' Club

Enroll in the State of Iowa's Retirement Investors' Club (RIC, formerly known as the deferred compensation program) where your contributions not only lower your current state and federal taxes, but also qualify you for employer matching contributions; there is no vesting schedule and no surrender charges once you terminate from state employment. For every \$2 you contribute, the State will contribute \$1 up to the maximum match limits (\$50/mo for most employees and \$25/mo for UE/IUP employees). You may access additional program information on our website at <http://www.das.hre.iowa.gov/ric.html> or call (515-281-0569).

Iowa Joint Laboratories Facility – Public Dedication

Governor Vilsack and Lt. Governor Pederson invite the public to a ribbon-cutting ceremony and open house for the new laboratories facility on June 7, 2005, 4 – 7 p.m. at the Des Moines Area Community College campus in Ankeny. Iowa's newest public building features state-of-the-art laboratories collaborating on a higher education campus; the facility houses laboratories from the Iowa Department of Agriculture and Land Stewardship, Iowa Department of Public Safety (DCI), Iowa Department of Public Health (State Medical Examiner) and the University of Iowa Hygienic Laboratory.

DAS Leadership Announcements

Mollie Anderson announced important appointments in DAS leadership on May 9, 2005. Pat Deluhery has been appointed as the new DAS Strategic Partnerships Director for all DAS Enterprises and Paul Carlson to the position of Chief Operating Officer for the DAS General Services Enterprise. We welcome Pat and Paul to their new positions and, most importantly, celebrate a positive, strategic move in advancing the entrepreneurial efforts of DAS to its full potential.

eDAS Electronic Billing – Coming Soon!

eDAS, your new electronic bill, is in the final stages of development and will create an electronic invoice providing four levels of detail, as you've requested. eDAS will not only provide you the requested detail electronically, giving you the ability to create reports, but will save DAS in printing, paper, and mailing cost. Currently, DAS provides 18 separate paper invoices to customers, many of which do not have the details needed to meet your expectations. The entire system will provide you with an on-line shopping cart, ability for you to change accounting and contact information, view your bill, create reports, and will also provide service providers with a tool in managing and reporting on the delivery of services. The first eDAS billing is planned for August.

Out-Of-State Travel Reimbursement Summary

State employees will find travel reimbursement details at:
http://das.sae.iowa.gov/images/acct_docs/i3_misc/Out-of-StateTravel%20Reimbursement%20Summary.doc

Golden Dome Awards - June 14, 2005

For more information, go to http://das.hre.iowa.gov/golden_dome_awards.html

Meetings on Association Fees

In an effort to reach out to DAS customers, GSE staff members, Barbara Bendon, Dean Ibsen, and Tim Ryburn conducted meetings with representatives from all Executive Branch agencies in the month of May. The purpose of the meetings were to provide DAS customers with a clear understanding of services provided under the Association Fee. Other topics discussed at those meetings include: An overview of entrepreneurial management and customer councils' role & oversight, types of services provided under the association fee, review of department square footage calculation and policies for requesting additional space, reducing space or vacating space on capitol complex and how to request assistance for association services from DAS-GSE.

Thanks to all of our customers for their time and willingness to meet with us. We sincerely hope we were able to answer all of your questions. We are committed to providing quality services to you, our customer. If you would like additional information pertaining to these meetings, please contact Barbara Bendon at 281-8887 or e-mail at Barbara.Bendon@iowa.gov

On the Move

In an effort to help the Iowa Medicaid Enterprise (IME) achieve one of its goals, DAS-GSE acquired and renovated a leased facility to house the state staff and contractors. The new IME facility is located at 100 Army Post Road and has been operational for several months. We wish them success in developing a new business model for servicing the citizens of Iowa.