



Customer Focus

Service Updates for Valued DAS Customers
July - August 2005 Volume 2, Issue 5
Mollie K. Anderson, Director

eDAS

New Service Request and Billing System

The Department of Administrative Services' new Service Request and Billing System, went into production July 1. **eDAS** allows customers to find information about every service offered by DAS. It gives a brief description of the service and lists the service contact. Customers can view services by Enterprise, by category of service or by searching for a key word about the service. **eDAS** will make it easy for customers to know what is offered and who to contact to get more information about services. It is not necessary to log in to search for services. Check it out: <https://edas.iowa.gov>. The first electronic bill from the new system is due out soon.

Technology Governance Board (TGB):

House File 839 from the 81st General Assembly established the Technology Governance Board (TGB) within the Department of Administrative Services (DAS). The bill establishes: membership, powers and duties, funding of the TGB, rulemaking authority within DAS for the TGB, and initial terms of membership. The first meeting of the TGB will be Friday, August 12 with subsequent meetings to be held monthly. For more information, please visit: <http://www.das.iowa.gov/tgb/index.html>

JFHQ Data Center and Server Farm: Open for Business

ITE is pleased to offer our customers a secure server co-location service. The state-of-the-art "lights out" data center is located at the Joint Forces Headquarters in Johnston, Iowa. Customers will have the ability to

DATES TO REMEMBER

Customer Council Meetings

Human Resources Enterprise

September 7, 1:30 p.m.

October 5, 1:30 p.m.

Grimes First Floor Conf. Rm.

Information Technology Enterprise

September 13, 1:00pm

October 11, 1:00pm

Hoover 4th Floor Conf. Rm.

General Services Enterprise

September 15, 8-10 a.m.

October 13, 8-10 a.m.

November 17, 8-10 a.m.

December 15, 8-10 a.m.

Hoover Level A, EMD Conf. Rm.

I-3 Customer Council

August 18, 1:30-3:30 p.m.

September 8, 1:30pm

Hoover Lever B, Con Rm 2and 3

For Customer Council information:
http://das.iowa.gov/customer_councils/index.html or contact Deb Madison-Levi at 515-281-7056.

Technology Governance Board

Friday, August 12, 2005

1:00 – 3:00 p.m.

Hoover Bldg, Level B, Rm. 2

Customer Focus is a periodic update for department management teams from the Department of Administrative Services.

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

Contact the editor at Deb.Madison-Levi@iowa.gov.

afford and meet Continuity of Operations (COOP) and Continuity of Government (COG) requirements. For more information, please visit:

<http://das.ite.iowa.gov/services/enterprise/JFHQ/index.html>.

BlackBerry Users: New Pricing and Promotion

The Department of Administrative Services, Information Technology Enterprise (DAS ITE) is lowering its monthly service fee for BlackBerry devices.

- Your only monthly charge from DAS ITE will be an Outlook integration fee of \$30.91. The one-time DAS ITE setup fee for new devices is \$50.
- With advertised special promotions, BlackBerry equipment purchases can start at \$30. For details, please see:

<http://www.state.ia.us/government/ite/services/enterprise/blackberry.html>

We are pleased that higher-than-expected BlackBerry use has enabled us to negotiate better-than-expected prices on your behalf. If you have any questions or suggestions for other services you would find useful, please contact Kevin.Miller@iowa.gov.

DAS Print Shop Reorganized

- ✓ GSE Print
- ✓ GSE Mail Insert Services
- ✓ ITE Mainframe Print
- ✓ ITE Forms Design & Programming

DAS Print services are now part of DAS/ITE. This will provide an opportunity to better leverage technology solutions as we enhance the service line and provide efficiencies to our customers in using technology to obtain and deliver print services. Our goal is to improve the economy of scale to offer improved services at a lower cost to our customers. GSE print services, GSE mail insert services, ITE mainframe print services, ITE forms design and programming have been combined into one unit. The new Print Service unit will offer an end-to-end approach in managing your forms design to mail, as well as warrant and report printing. For more information about DAS Print Services, view **eDAS** at <https://edas.iowa.gov> or call Lise Melton at 515-281-5050.

OfficeMax Extends Savings to State Employees

The State of Iowa Employee Purchase Program has partnered with DAS and OfficeMax to allow state employees the benefit of contract pricing with OfficeMax. This program will assist school teachers and educators in purchasing supplies for their classrooms at significant savings. Please contact Dave.Kaili@iowa.gov or call him at 281-4774 for more information.

GM provides E85 vehicle to Iowa

In February of this year, General Motors announced that it would provide E-85 capable vehicles for use in Iowa as part of a campaign with the Governors' Ethanol Coalition (GEC), a bipartisan group of governors devoted to the promotion and increased use of ethanol. As part of the campaign by GM and the GEC to promote the use and benefits of ethanol, states agree to showcase the vehicles in various ways and events throughout the

year. The intent is to build and increase awareness of ethanol and flexible fuel vehicles. Governor Vilsack accepted the vehicle into the state's fleet on July 6, 2005. The vehicle has been assigned to the Department of Natural Resources, which has as part of its mission the responsibility to promote energy efficiency and renewable energy, including renewable transportation fuels like ethanol. The DNR will work to showcase E-85 and the vehicle at events throughout the next year.



Energy Efficiency - Executive Order 41

Executive Order 41, signed by Governor Vilsack on April 22, 2005, consists of five requirements that will allow state government to be a leader in adopting cost-effective energy efficiency practices and investing in renewable energy sources and energy-efficient equipment. Agencies developed implementation plans which were submitted to the Governor by July 1, 2005; the DAS Plan was approved.

Iowa Joint Laboratories Facility – Public Dedication

Governor Vilsack, President Robert Denson of Des Moines Area Community College and Mayor Merle Johnson of Ankeny participated in the public ribbon-cutting ceremony and open house for the new laboratories facility on June 7, 2005 at the DMACC campus in Ankeny. Iowa's newest facility houses state-of-the-art 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. The facility's artwork, "Slides," by artist, Norie Sato has captured the beauty of Iowa and the union of sciences coming together in this very unique way. The artwork, which is prominently illuminated just inside the building's entrance, is comprised of 40 painted and sandblasted glass panels mounted in three sliding metal display systems.



Second Annual Files Fly in July

GSE Capitol Complex Maintenance sponsored the second annual Files Fly on July 20, 2005. This event offered the opportunity to clean paper out of state offices and offices at home, as well. All paper was shredded and recycled. This was a great opportunity to get rid of paper files in a secure manner while helping the environment. The complex collected 8,100 pounds of paper, 2,250 pounds of books and 3.71 tons of confidential shredded paper. Thanks to all who participated - the custodial staff and the many volunteers who helped make this year a success.

Did You Know?

Employees who receive training are happier in their jobs, have higher morale, and are more efficient and effective in what they do. Don't miss out on these great upcoming courses from *Personnel Development Seminars*:

Everyone

Valuing Diversity – September 20th
Various Computer Training - Ongoing

Rule-makers

Rule Writing Style – September 21st
Rulemaking Process – September 20th
Statutory Construction – Sept 7th

Supervisors/Managers

Americans with Disabilities Act (ADA) – August 16th
Family and Medical Leave Act (FMLA) – August 16th
Equal Employment Opportunity/Affirmative Action – Aug. 23rd
Performance Evaluation – September 8th
Discipline, Grievances, & Contracts – September 13th
Investigating Employee Misconduct – September 27th

Visit our website, <http://das.hre.iowa.gov/LearnAtPDS/traininghome.htm>, for more information.

Iowa Certified Public Manager Program

The latest round of the Iowa Certified Public Manager (CPM) Program is underway and exceeding the expectations of its participants. This is the 5th “Class” to attend CPM, which started June 14th and runs for 17 months. CPM is a nationally-accredited management development certificate program specifically designed to enhance professionalism in four key areas: Administration and Organization, Technical and Quantitative, Analytical and Conceptual and Human Skills. Our ongoing partnership with Drake University has helped to guide public managers to incorporate best practice management techniques into their everyday management strategies. For more information and to inquire about the next session, please contact Cynthia Axne at Cynthia.Axne@iowa.gov.

New Generators on the Capitol Complex

Two new generators on the complex are capable of producing two megawatts of electricity each; they are 16-cylinder Cummins’ diesel engines burning biodiesel (soy diesel). These generators can handle the entire load of Hoover, Grimes, Central energy Plant and the Maintenance building. The generators are used for emergency backup and curtailment of power from MidAmerican Energy on peak cooling demand days. MidAmerican discounts the complex power bill by about \$60,000 for our participation in the curtailment program. In the next phase of the project, closed transition switch gear will be installed. This will allow switching to generators without the momentary power outage.

DAS File Box Shuffle

General Services Enterprise (GSE) staff faced a daunting effort when it was tasked to move 90,000 boxes of records out of the five-story Records and Property Building to a new storage facility. No easy, efficient method for moving the boxes was readily available. Hand carrying the boxes or using unreliable elevators were not viable options. Through a unique application of skate wheel conveyors, GSE staff engineered a process to move the boxes down five stories of the central stairwell located in the building. Preliminarily, this effort is expected to save \$150,000 in moving expenses. Congratulations to all of those involved in this effort!

