



Customer Focus

Service Update for Valued DAS Customers
September-October 2005 Volume 2, Issue 6
Mollie K. Anderson, Director

eDAS Update ...

Ordering services and billing goes paperless

eDAS is the latest way the Department of Administrative Services is improving our customer service experience and making it easier for you, our customers, to order what you need and receive one easy-to-read, online monthly bill for all of the services you order from DAS.

The first DAS electronic bill was issued mid-August. 140 customer bills were created for services delivered during the month of July. To date, 355 services are available to DAS customers – everything from printing, training courses and locksmith services to office supply purchasing, rental of DAS-owned vehicles and detail cleaning services.

Anyone can browse through the DAS services catalog just by going to <https://edas.iowa.gov>. It is not necessary to log in to browse, just to order or view your bill. To set up an account for eDAS, e-mail DAS.Finance.Billing@iowa.gov.

The volume of information available to customers on eDAS is unprecedented. Never before has so much detail been available simply for browsing. Better yet, you are in control of all your own accounting and system access. You decide who can order which services and what account will pay for the service, without DAS contacting you for verification.

This is a giant step forward in complying with Governor Vilsack's vision of e-government – thank you for taking it with us!

If you have any questions about eDAS, please contact Pat Harmeyer at Pat.Harmeyer@iowa.gov or 515-281-7148.

New Faces

Capitol Complex Maintenance has hired several new employees: Joyce Lumadue (custodian) will be working at the New Ankeny Lab Facilities; Robert Fulton (electrician), who started on September 2, 2005; and John Young (Energy Management Tech), who will be working on the Facility Automation systems.

DATES TO REMEMBER

Customer Council Meetings

Human Resources Enterprise

October 5, 1:30 p.m.
Grimes 1st Floor Conf. Rm.

Information Technology Enterprise

October 11, 1 p.m.
Hoover 4th Floor Conf. Rm.

General Services Enterprise

(October meeting cancelled)
November 17, 8-10 a.m.
Hoover Level A, EMD Conf. Rm.

1/3 Customer Council

Thursday, October 13, 1:30 p.m.
Hoover Level B, Conf. Rm. 2 and 3

For Customer Council information:
http://das.iowa.gov/customer_council_s/index.html or contact Laura Riordan at 515-242-5038.

Technology Governance Board

October 13, 3-5 p.m.
Hoover 4th Floor Conf. Rm.
<http://www.das.iowa.gov/tgb/index.html>

Capitol Planning Commission

October 19, 9 a.m. – 12 noon
Miller Bldg, Ombudsman's Conf. Rm.

Keeping It Clean, Checking It Twice

A new program has been implemented by Capitol Complex Maintenance: checklists can now be found in the restrooms throughout the complex. Custodial staff will record the times the restroom was serviced, and by whom. Each restroom should show two separate visits per day by staff. (The morning thorough cleaning and the afternoon visit to check paper supplies and spot clean if needed.) This list was developed in an effort to ensure standards are being met throughout the Capitol Complex.

DAS/Fleet Announces 'Safe Driver Program'

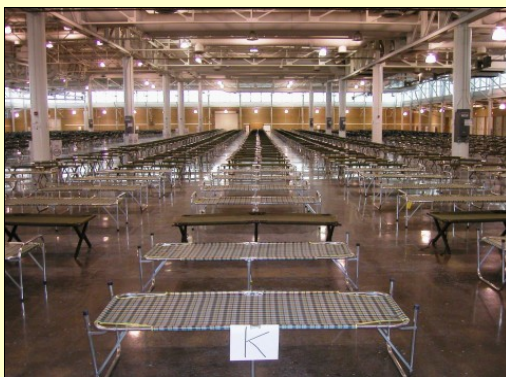
This new DAS program is intended to recognize the safe driving habits of state employees who drive many miles over multiple years. Drivers who use their vehicles as a principal tool in completing their job responsibilities will have the opportunity to be recognized. A committee with members from several State departments will be formed to design the requirements necessary to receive recognition and the types of awards.

Hurricane Katrina Response

When Hurricane Katrina struck the Gulf Coast states on August 29, DAS, along with several other Iowa state agencies, was called into action. Governor Vilsack appealed to all state agencies to respond with an inventory of the resources they may have available to assist in a relief effort. The response was quick and generous; agencies started planning together over the Labor Day weekend and into the next week for potential guests from the Gulf Coast states.

DAS had a large role involving the procurement of goods for Iowa's relief mission. Director Anderson led the DAS effort, along with over 40 of her DAS colleagues, to procure supplies and create the community for our guests at the Iowa State Fairgrounds. In a matter of hours, DAS arranged to have, for example, technology and telephone services, supplies of all sorts and food for the workers and expected guests. Although not all of the resources proved to be needed, Iowa has welcomed and provided for 1,445 evacuees (latest statewide number according to the American Red Cross). Moreover, this 'drill' would show us that, in case of an emergency in our own state, we know how to work together in a crisis. State agencies viewed this "drill" as an amazing learning tool with several areas for improvement - there is always room for that! Follow up meetings have been held with state agencies in an effort to review the steps taken and discuss next steps for improvement should Iowa have the opportunity to respond with her resources to another potential mission of this nature.

Observed DAS employee David Kaili: "It was with great personal gratification to see everyone working together to complete this mission. I think Iowans would be proud of the effort put forth by government agencies and vendors throughout the state."



The Varied Industries Building at the State Fairgrounds was transformed into a temporary shelter in just hours.



DAS worked closely with the Governor's office, other state agencies, the Iowa State Fairgrounds and the National Guard.

Employee Training Opportunities

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:**

Professional Development		Special Topics		State Policy	
Professional Image	Oct. 3	Services Contracting	Oct. 11	Preventing Sexual Harassment for Employees	Oct. 6
Business English	Oct. 5	Executive Orders Related to Rulemaking	Oct. 12	*Preventing Sexual Harassment for Supervisors	Oct. 6
Working with Employees: A Counseling Approach	Oct. 11	Electronic Code Research	Oct. 13	*Discipline, Grievances, and Contracts	Nov. 8
Achieving Communication Effectiveness	Oct. 19	Grant Seeking	Oct. 14	*Performance Evaluation	Nov. 10
Building a High Performance Workplace	Oct. 28	Overview of State Government Finances	Oct. 18		
Conflict Resolution	Nov. 3	Statutory Construction/ Legal Drafting	Oct. 18		
Ethics in the Workplace	Nov. 3	Grant Writing	Oct. 28		
Creative Thinking & Problem Solving	Nov. 4	Ethics for the Rulemaker	Nov. 1		
Presentation Skills	Nov. 8	Grant Management	Nov. 4		
Managing Stress Effectively	Nov. 10	Contested Cases	Nov. 15		
Business Writing Workshop	Nov. 14	Legislative Process in State Government	Nov. 30		
Minute-Taking	Nov. 17				

**Essential Topics for Managers*

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