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Customer Focus is a bi-monthly 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 Laura.Riordan@iowa.gov. We encourage your feedback.

Customer Focus

A service update newsletter for valued DAS customers

VOLUME 3 ISSUE 1

JANUARY/FEBRUARY 2006

NowPrint training offered

Customer training courses were offered in November and December for the online NowPrint ordering system. NowPrint allows customers to place their print job orders online from their desk in only four steps, upload files and see PDF proofs. Customers are better able to manage orders with this system, which allows for easy tracking, obtaining price quotes online, and quickly and easily placing reorders.

Due to an overwhelming response and participation to the first round of classes, additional classes are being scheduled in January and

February, with exact dates yet to be determined. If you are interested in attending or having your staff attend, please contact Julia Heil, system administrator, at Julia.Heil@iowa.gov or 515-281-6334.

NOTE: Print Services is operated by Information Technology Enterprise. The Print Services unit offers an approach in managing your forms design to mail, as well as warrant and report printing. Look for the Print Services detail under **Information Technology** when viewing your bill in eDAS.

eDAS Update

Added Service: Postage billing detail is now included in the bill. Piece counts and costs are now available by service. This detail began in Billing Period 5.

New: Account summary information can be found under the "Download Special Reports" view of the bill. Select the billing period desired. Included in the report are the following: Account, Service ID, Service Name, Quantity and Charge.

View Rates: A recap of services and their rates are now included. Your access link to the "View Rates" is found in the left-hand navigation under "Shopping" and just above "Links." Service listings can be viewed filtered by the DAS enterprise or all enterprises.

Coming to You! On-site visits are underway. eDAS team members are setting up appointments with all customers for hands-on training at their location.

Customer Service Center — here for you!

DAS customer service needs are covered 24 hours a day, seven days a week, thanks to a partnership between the Information Technology Enterprise and DAS Finance, which together keep the DAS customer service line (515-242-5120) answered around the clock. Staff is available at the Customer Service Center desk, located on Level A in the Hoover Building, Monday through Friday from 7:30 a.m. to 4:30 p.m. Monthly they handle an average of 1,000 phone calls! In addition to phone calls and fax requests, the Customer Service desk processes the requests for Capitol Complex access and parking decals.

CSC is here to handle your Capitol Complex needs.

DAS-HRE to implement new employment system

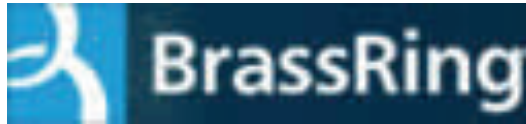
DAS-HRE is in the process of implementing a new applicant tracking system that will replace the multiple systems we now use for our postings, application processing, referral, and applicant correspondence. The name of the new system is BrassRing, a customizable software product that supports integrated hiring solutions to help maintain productive relationships with both internal and external job candidates. Among the many other clients of BrassRing are Target stores and Pioneer Hi-Bred International.

BrassRing is a web-based product that will function independently of the state's other systems. Job candidate information, including applications, résumés and other correspondence and documents will be stored elec-

tronically with the applicant record, and applicant records associated with job vacancies will be collected in working folders for evaluation and referral to the agencies.

Various levels of system access will be established for users, with the ability to send applicant records or groups of records via e-mail to managers and supervisors.

DAS-HRE staff have received training on the implementation process, and we have had an initial customer input meeting with the agency personnel assistants and other interested stakeholders. You may recall several product introduction meetings in



October 2004. At that time a great deal of preliminary DAS-HRE process analysis work was also completed to identify potential BrassRing solutions to match our process requirements.

We are excited about this project and will keep you updated as it develops. Our target for full implementation is around the end of the current fiscal year (FY 2006).

If you would like to learn more, feel free to contact Sharleen Heer Newton at 515-281-7047 or by e-mail at sharleen.newton@iowa.gov.

Sick Leave Insurance Program begins July 1

The Sick Leave Insurance Program offers retiring employees a "Medicare Bridge" option for using a portion of their unused sick leave bank to pay the employer share of their monthly health insurance premiums between the time they retire from state

government and become eligible for Medicare. AFSCME- and IUP-covered employees, as well as non-contract employees (pending legislative approval), are eligible for this program beginning July 1, 2006, provided they are eligible to take a bona

fide state retirement and have a sufficient sick leave balance. Employees may sign up any time before retirement. For more information on this new program, visit the SLIP website (available mid-January) at <http://das.hre.iowa.gov/slip.htm>.

Free Workforce Planning Workshops

DAS-HRE is designing a series of workshops covering the basics of the workforce planning process. The workshops are tentatively planned as five three-hour sessions to be held between February and May. These will be free of charge. At the end of the ses-

sions, participants will have been exposed to the components of workforce planning and use actual agency data to develop an initial workforce plan. More details will be provided at the January 19 Management Liaison/Personnel Assistant meeting, but

if you're interested in having someone from your agency attend the workshops, please call our workforce planning coordinator, Barb Kroon, at 515-281-6388 or e-mail her at Barbara.Kroon@iowa.gov.

HRE Updates



HRE Updates



HRE Updates



HRE Updates

Improved state websites & e-government

The past couple of months have been extremely busy for Information Technology Enterprise's Applications & E-Government Services (AEGS) team. Working in cooperation with the customer agencies they have added three new e-government services: the Department of Inspections and Appeals' [Informed Dining site](#), a revamped [Missing Person's site](#) for the Department of Public Safety (DPS), and [Online Liquor Licensing](#) for the Department of Commerce's Alcoholic Beverage Division (ABD). In addition, the state's e-payment engine now accepts electronic checks.

[Informed Dining](http://foodandlodgingreports.iowa.gov) (<http://foodandlodgingreports.iowa.gov>) allows the public to learn more about the inspection process used at food establishments across the state, who to contact with licensing or complaint questions, or how to locate and view copies of recent food inspection reports for an

establishment.

The new [Missing Person's site](#) (www.iowaonline.state.ia.us/mpic/) was reworked to improve its appearance and usability. The search capabilities were improved and advanced search features were implemented, plus a full list of missing Iowans can be obtained with a single click. Up to four pictures can now be included in the missing person's information. Data is automatically refreshed daily in order to provide the most current information. The updated site now also provides abductor information, when available, including up to four pictures. And, DPS administrative personnel now have a way to easily and quickly update the missing person's information, add pictures, etc.

[Online Liquor Licensing](#) (www.iowaabd.com/alcohol/licensing/elicensing.jsp) provides a number of new benefits for licensees, the public and ABD.

These include that it is easier and more efficient for licensees and wholesalers to apply for and renew their licenses; over 941 licensing authorities will be able to process all licensing requirements online; easy access to public license data, as well as the ability to search license information; law enforcement can quickly determine an establishment's license status; and ABD gains increased efficiency in its operations, with the ability to provide better and more effective service to its customers.

Enhancements to the e-payment engine now allow agencies using the state's service to accept electronic checks. Customers enter their bank routing and account numbers for each transaction and the funds are transferred electronically to state accounts. This payment method avoids credit card fees which can cost customers up to 4% of the dollar value of the transaction.

Hoover Mainframe revamped

On December 18, 2005, ITE upgraded the mainframe computer located in the Hoover data center. This computer provides service to all executive branch agencies and other DAS customers. Major workloads include: child support recovery, human resources time accounting (time sheets for state employees), Iowa income tax processing, etc. Virtually every state employee and every Iowan is touched in some way by work done by this computer system.

The computer that was upgraded was installed in August

2002. Utilization has grown since that time to the point where service levels were not meeting customer expectations, and capacity would not meet future needs. The new computer will process approximately 132% of the work the old one could process. Customers see this in improved online response time (average transactions are now being completed in less than 0.15 seconds), less time spent waiting for jobs to complete, and improved transfer of data between servers and the mainframe. The new computer is expected to support projected growth in mainframe use

for at least the next three years.

Statistics:

- At any given time during a working day there are as many as 3,000 people actively using the ITE Hoover mainframe.
- During an average business day we process approximately 1.8 million units of work (transactions). Examples: time sheet, look up a customer record, edit a computer program.
- Customers submit approximately 1,600 jobs per day.

ITE Updates



ITE Updates



ITE Updates



ITE Updates

Joint Forces Headquarters Data Center



ITE is pleased to offer to 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 afford and meet Continuity of Operations (COOP) and Continuity of Government (COG) requirements.

Benefits to customers:

- Ready to "move in server

- (s)" condition
- Facility environment capacity (i.e. electrical, generator, UPS, A/C)
- Environmental equipment redundancies
- Every server in every rack has the capability of multiple electrical paths
- Meets business Continuity of Operations requirements
- Authorized personnel access only
- Excellent physical building security

Base Package of "Standard Hosted Server" Assumptions:

- Racks will be provided with a dimension of 85" tall X 27" wide X 36" deep
- Customer may utilize up to 36 U's of the 42 U rack

- Racks will be powered by dual power strips with 110 volts at 20 amps
- A KVM box is shared between every 2 cabinets
- Power will be backed up through separate circuits back to a UPS
- A building generator will back up local power to the facility
- A single 10/100 Ethernet RJ45 connector
- Racks will be wired for compliance and neatly organized

For further information, please contact Lorrie Tritch, Infrastructure Services Division Administrator, at Lorrie.Tritch@iowa.gov or 515-242-5898.

ITE Update

State Hotel/Motel/Bed & Breakfast Rate Agreement

Every year, hundreds of state employees travel around Iowa and are able to obtain lodging at reduced rates. That's because every November, Kenneth Paulsen and Pam Dickey of the GSE Purchasing staff start the task of establishing new annual rate agreements with many of Iowa's hotels, motels, and bed & breakfast facilities for use by state employees when traveling on state business. The task includes maintenance of a vendor list of Iowa lodging facilities, preparing an informational cover letter and contract renewal document, and printing and mailing to approximately 400 Iowa lodging facilities. The entire process must be completed and compiled onto a database that is released on the state pur-

chasing website at the end of December. This year's annual rate agreement program includes approximately 300 Iowa lodging facilities that want State employees to stay at their facilities when traveling on state business. Over 94% of these facilities have agreed to the State's allowable reimbursement rate of \$45.00 plus tax for overnight lodging.

Last year, GSE Purchasing received several inquires from political subdivisions (e.g., city and county governments and school districts), regarding allowing them to utilize the State's rate agreements. Thus, we have included a provision for the lodging facilities to denote if they will extend the provisions of the rate agreements to political subdivi-

sions. So far, 75% have agreed to the extension of their rates to political subdivisions.

Of special note is the level of interest that the Iowa Bed and Breakfast Association members have taken in becoming a valued participant in this program. Many of these historical lodging locations have signed on to the program and are providing \$45.00-per-night rates.

The database can be found online at: http://das.gse.iowa.gov/services/hotel_motel.html.

If you have any questions, please contact Pam Dickey at Pam.Dickey@iowa.gov or call 515-281-6355.

GSE Purchasing Update

Action Item List for Facility Maintenance

The Department of Administrative Services continually seeks opportunities to improve customer service. The General Services Enterprise (GSE) of DAS has recently implemented a new outcome-oriented activity tracking system and process (Action Item List) for facility (building) maintenance that is focused on results.

On at least a quarterly basis, GSE staff meets with facility representatives from state agencies to discuss facility-related concerns. The main goal of these meetings is to allow agency representatives an opportunity to meet with key GSE staff who can assist them in resolving concerns

or answering questions regarding HVAC, custodial services, Design and Construction services, relocation, parking, lighting, etc. In the past, these meetings were time consuming and were of limited success. Under the new process, agency concerns that require GSE attention are listed on a tracking document (Action Item List) during these meetings. Also, specific GSE staff responsibility for resolution and a target completion date are assigned at the meeting. After the meeting, a summary document is sent to agency staff. Prior to the next scheduled meeting, a summary document is provided to agency

staff that identifies those facility related items which have been resolved.

This new process focuses on results and provides a method to ensure and verify that DAS/GSE customers are provided the services they expect in order to accomplish their mission. We look forward to your comments regarding this process improvement initiative.

Paul Carlson, the Chief Operating Officer for the DAS-General Services Enterprise, is coordinating this effort. If you have any questions, please feel free to contact Paul (281-3196; paul.carlson@iowa.gov).

Weather Update: Snow Removal Procedures

What can you expect once snow season arrives at the Capitol Complex? Here is a review:

During Normal Business Hours:

- Sidewalks, steps and drives will be kept clear. Sand and salt will be applied where necessary. High traffic areas and ADA routes are priorities.
- The standard for snow removal on parking lots is 1".
- The standard for gravel lots is currently 2".
- Snow removal staff will remain on complex at the end of the shift if there is more than 2" of snow forecast.

After Hours:

- If a significant amount of snow is forecast, staff will monitor and dispatch appropriately.
- During the heating season CCM is a 24/7 operation.

Long Term and/or overnight parking:

⇒ Authorized only in Lot 16 (North Row) and Contractors Northwest Lot #17. (Please park vehicles in one area).

Complex Parking map located at:

www.das.gse.iowa.gov/images/parking3.pdf

The employee on duty will monitor the weather and call staff in for snow removal if necessary.

If you have questions or problems related to snow removal, please contact the Customer Service Center at 242-5120.

The Severe Weather/Emergency Evacuation Policy and FAQ, along with the "Request for Assistance" form, are available online at <http://das.hre.iowa.gov/information-tion-for-supervisors.html>.

Iowa Lab Facility repairs

The Iowa Laboratory Facility in Ankeny encountered building damages related to frozen pipes and water damage during early December. Repairs and cleanup have occurred; DAS representatives and the lab facility construction manager are in the process of setting up meetings with each contractor. Issues surrounding the frozen pipes, water damage and other punch list items will be discussed.



Capitol Complex Maintenance Updates



CCM Retirement



Clayton Ward, a 38-year veteran of the State's maintenance and grounds crew, retired on December 29, 2005. Clayton was hired on May 1, 1967 — meaning he saw many changes on the Capitol Complex during his time here, including construction of the Hoover, Wallace, Judicial and new Historic buildings. We wish you the best, Clayton!

Seminar Spotlight

Performance & Development Solutions, Department of Administrative Services

Zoom Into Breakthrough Change is a proven, results-driven program designed to help organizations improve work processes. *Zoom* is differentiated from other process improvement methodologies with its approach and alignment of front-line teams and the project sponsors.

The first day of the *Zoom* Workshop is focused on the actual sponsors, teaching them how they can direct and support their process improvement teams. The second portion of the workshop is the actual *Zoom* training. Not only do the participants learn and apply new tools for process improvement, they also form greater bonds of teamwork that will help facilitate project success. After the *Zoom* training, teams begin implementing the *Zoom* tools and methodologies on their own work processes. *Zoom* Workshop facilitators continue to provide support to the teams and sponsors to help steer them towards process improvement success.

The next *Zoom* Workshop begins March 13, 2006. If your team is ready to improve a work process, contact Cindy Axne (281-6383) of Performance & Development Solutions (formerly Personnel Development Seminars) today! Teams have realized amazing results thanks to *Zoom*, and your team will be no exception.

For more information about training seminars and other programs offered by Performance & Development Solutions, visit <http://das.hre.iowa.gov/LearnAtPDS/traininghome.htm>.

Dates to Remember

Customer Council Meetings

General Services Enterprise

Friday, Jan. 6, 8-10:30 a.m.

Hoover Level A,

EMD Conf. Rm.

Human Resources Enterprise

Wednesday, Feb. 1 & Mar. 1,

1:30-3:30 p.m.

Grimes North Conf. Rm.

I/3 Interim Customer Council

Thursday, Jan. 12 & Feb. 9

1:30-3:30 p.m.

Hoover Lvl B, Conf. Rms 2&3

Information Tech. Enterprise

Tuesday, Jan. 10, 1-3 p.m.

Hoover Lvl B, Conf. Rm. 3

Tuesday, Feb. 14, 1-3 p.m.

Location TBD

For Customer Council
information:

[http://das.iowa.gov/
customer_councils/index.html](http://das.iowa.gov/customer_councils/index.html)
or contact [Laura Riordan](#)

at 515-242-5038.

Technology Governance Board

Thursday, Jan. 12 & Feb. 9,

3-5 p.m.

Hoover 4th Floor Conf. Rm.

Vertical Infrastructure Committee

Thursday, Feb. 9 (tent.)

Time & Location TBD

Joint Meeting: Vertical Infrastructure Committee & Capitol Planning Commission

Tuesday, Jan. 17,

8:30 a.m.-2 p.m.

Iowa Laboratory Facility,
Ankeny

Wanted: Bright Ideas

DID YOU KNOW?

An energy-saving tip from MidAmerican Energy:

Using energy-efficient behaviors in the office setting improves the bottom line and is an integral part of good business practice. Not only does energy efficiency boost productivity, competitiveness and profitability, it also helps the environment. Office equipment uses large amounts of energy on a daily basis. Here are a few tips to help reduce energy loss from equipment:

- If possible, don't turn machines on until you're ready to use them for the day. Copiers, fax machines and printers shouldn't automatically be turned on first thing in the morning.
- Make sure energy-saving features, such as standby mode, are activated on all office equipment. Even on standby, copiers consume as much as 200 watts of energy per day.
- Use copy machines and fax machines sparingly – send communication by e-mail, if possible.
- Walk through to make sure all equipment is turned off at night. A copier left on overnight wastes enough energy to make 5,300 copies.

Do you have a "Bright Idea" for saving energy on the Capitol Complex? Send it to energy@iowa.gov.