



Government's Partner in
Achieving Results
Mollie Anderson, Director

INSIDE THIS ISSUE:

Enrollment & Change Period	2
Online Benefits Presentations	2
New Reserved Parking Signs	3
New State Office Buildings	3
I/3 Update	3
Iowa School Alerts	4
Yoga at the Office	4
Microsoft Claim Update	5
Emergency Generators in Place	5
Flu Season Reminders	6
News in Brief & Meeting Dates	7
Accounting Award	8
PDS	8

Customer Focus is a bi-monthly update for Iowa state government agencies from the Department of Administrative Services. For more information about DAS, please visit our website at <http://das.iowa.gov/>.

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Contact the editor at Laura.Riordan@iowa.gov or 515-242-5038. We encourage your feedback.

Customer Focus

A service update newsletter for valued DAS customers

VOLUME 4 ISSUE 6

NOVEMBER/DECEMBER 2007

New service: Computer Encryption

DAS is offering a new service to increase the security of state computers – and the information contained on them. The Encryption services are primarily targeted at laptop computers that are to be encrypted to be compliant with the enterprise operating standard approved by the Technology Governance Board last December, but are also available for regular office computers.

The two service offerings are called "Infrastructure Only," which includes a shared encryption server and the needed infrastructure to allow computers to con-

nect to it, and "Full Service," which includes the infrastructure service plus access to the DAS-ITE Service Desk.



The Infrastructure Only service includes encryption key management, basic reporting, backups, disaster recovery planning, hardware and operating system management, including software

(Continued on page 6)

Employee Discount Program

The Department of Administrative Services is pleased to announce the new Employee Discount Program (EDP) for employees of the State of Iowa. The EDP allows you to save money on purchases with discounts on computers, cell phones, hotels, flowers, jewelry, clothing, gifts, restaurants, and more! You'll find valuable offers from your favorite merchants, including Apple, Target, Costco, Disney World, Dell, Verizon, and AMC Theaters. You'll also find discounts from local and statewide businesses.

To take advantage of the Employee Discount Program, create an account with PerkSpot at www.perkspot.com/register.aspx. Enter the company code 'Iowa' if prompted. You will then receive a confirmation e-mail with login instructions. Please remember your department's work rules regarding use of state computers during work hours; you may need to conduct any in-depth exploration of the program away from work.

We hope you enjoy this new benefit!

NOTICE

The State Capitol will be closed November 3 and 4

*Replacement of electrical equipment
necessitates closure for another
weekend*

The State Capitol building will be closed Saturday, November 3, through 6 a.m. on Monday, November 5, 2007, due to the replacement of high voltage electrical equipment.

This will be the third weekend the Capitol has been closed for this project. While progress has been good, the task at hand and the sensitivity of dealing with this equipment necessitates the additional closure. Should additional closures be necessary after this date, proper notice will be provided.

For more information, please contact [Deb Madison-Levi](#) at 515-281-7056.

Thank you for your continued patience and understanding.

2008 benefits enrollment & change period

The Enrollment and Change Period has begun! Between now and November 26, 2007, you have the opportunity to make changes to your health, dental, life, premium conversion and flexible spending accounts. It's easy to make your changes for health and dental insurance. Just sign on and enroll through [Iowa-Benefits](#), our online, web-based enrollment system. Changes made will be effective January 1, 2008.

What's New for 2008 ... This enrollment period is OPEN for **dental insurance**. This means that if you are eligible for insurance benefits, you may join or add eligible family members to the State's Delta Dental plan.

There is also an OPEN enrollment for **life insurance** during this enrollment and change period. This means that from October 26 to November 26, 2007, you can enroll for up to the maximum amount of supplemental life insurance coverage for which you are eligible without providing evidence of insurability. If you do not enroll for supplemental life coverage now, you will only have basic life coverage effective January 1, 2008, regardless of whether or not you currently have supplemental life

coverage.

Even if you don't want to enroll for or continue to have supplemental life insurance, please complete a new Hartford life insurance enrollment form. We are asking for this so that we can be sure that your beneficiaries are up to date and that you have the amount of life insurance coverage you want.

After November 26, you will not be able to increase or decrease your life insurance coverage until the next annual enrollment and change period unless you have a qualified life event. You will have to provide evidence of insurability for any increases after November 26, 2007, and Hartford will have to approve your increased coverage before it can become effective.

For **health insurance**, the enrollment and change period is your one time per year to change your health plan choice or add or remove eligible family members for health insurance coverage. You and your eligible family members may join any health plan for which you are eligible, without any pre-existing condition waiting period exclusions. The election that you make during this open enrollment period will remain in effect

for the entire calendar year. You will not be able to make any changes until the next enrollment and change period unless you have a qualified life event.

There are improvements to the **Flexible Spending Account (FSA) program**. For the Health Care FSA, you can now contribute up to \$3,000 to be used to help with your eligible medical expenses. For the Dependent Care FSA, you may now incur reimbursable dependent care expenses through March 15 of each year (beginning with the 2008 Plan Year) and be reimbursed with funds you contribute in the prior year, just like the Health Care FSA. Don't forget to enroll in these programs each year. You can save money by **reducing** your taxable income and **increasing** your spendable income.

The **deferred compensation** maximum match increases to \$75 per month for UE/IUP covered employees. To take full advantage of the change, submit your [RIC Account Form](#) by December 14, 2007.

For more information and to access IowaBenefits, please visit the 2008 Enrollment and Change Period website at <http://das.hre.iowa.gov/benefits.html>.

Benefits presentations go virtual

A new, online benefit education service is now available. DAS is able to offer Web and audio conferencing presentations using iLinc to deliver the presentations directly to your PC. Employees are able to view presentations, supporting documents and websites and have the opportunity to ask questions and receive answers during the session. Participation in an iLinc presentation only requires employees to have access to the Internet and a telephone. There is no cost for this service.

Hour-long presentations on the 2008 Enrollment and Change Period are being offered November 5, 6, 15 and 20. The online presentations will cover the same material as on-site presentations.

Sessions are limited to 50 connections each (multiple people can share a connection), so register today by going to http://das.hre.iowa.gov/benefits/benefit_pages/bene_bene_ed.html. Contact Jim Pierson at 515-281-5509 or e-mail jim.pierson@iowa.gov if you have any questions about this new service.



Presenting to an empty room? Not quite. Jim Pierson, DAS benefits educator, discusses the enrollment & change period with an estimated 190 people — utilizing online and phone conferencing.

New look for some reserved parking lot signs on the Capitol Complex

Over the coming months DAS will be replacing parking signs with agency-specific language around the Capitol Complex with numbered-only signs. The new signs will include the lot and space number.

This will provide more flexibility when parking assignments change and will enable agency parking coordinators to more easily designate parking spaces to employees, as they will be able to assign a specific

space number. For example, a sign that now says "Reserved – Treasurer of State Staff" will be replaced with a sign that says "Lot 14 RESERVED #___."

As we start to install the signs in lots adjacent to specific buildings, we will keep agencies in those buildings informed and provide information on the location of each of the numbered signs with respect to your designated spaces. If you have any ques-

tions or comments please contact [Nancy Williams](#) at 515-281-7259 or [Dean Ibsen](#) at 515-281-6051.



Example

Design firms selected for new state office buildings

Progress continues on the plans for the two new state office buildings that will be built on the Capitol Complex in the next couple of years.

The **North Office Building** (as it's being called for now!) will be north of the Workforce Development and Jessie Parker buildings where parking lot #17 is now. (This building project will also include a parking structure to make up for the lost spots and serve the needs of the new building.) The architects chosen to design this building, Substance Architecture (Des Moines), will be

working in conjunction with HGA (Minneapolis).

The departments of Natural Resources and Agriculture & Land Stewardship, which currently occupy the Wallace Building and will be moving into the new building, are surveying their employees to gauge their needs and wishes for the new building.

The **IUB/OCA Building** (Iowa Utilities Board and Office of Consumer Advocate) will be located near the Facilities Management Center on the southeast side of the campus, west

of East 14th Street. The architect for this energy-efficient model building will be BNIM (Des Moines and Kansas City).

Project managers for both buildings are in the process of evaluating space requirements — and both the 'needs' and 'wants' for the new buildings. The schematic design process is expected to begin early next year.

We will continue to keep you updated on the progress of these two exciting additions to the Capitol Complex!

Update: I/3

I/3 staff have been busy making many improvements that have been requested and will benefit our customers. Based on the results of surveys conducted, we have improved printed forms and also reports from the Data Warehouse. We've also made some changes that are global to the system, such as improving the process of inferring the appropriation when creating documents, improving data entry when setting up certain budget lines and implementing a key system assurance job. In addition, we also worked with departments to assist them in closing the prior budget fiscal year (2007) and in en-

tering their budget requests for budget FY 2009 in I/3 Budget and provide training on the basics of I/3 Financial. Lastly, we have started a new program whereby, when invited, we visit customer sites and work with them to assist them in utilizing I/3 to its greatest extent.

With those tasks and projects behind us, we are looking forward to the exciting opportunities that await us.

We continue to clean up some outstanding projects, and we will

begin to focus heavily on upgrading the I/3 Financial software to the latest version provided by our software vendor and implementing a true data warehouse. We also hope to continue to expand our customer site visits. If you are interested, please contact Lori McClannahan at lori.mcclannahan@iowa.gov or 515-281-3206.

Are you an I/3 user on the state's network? Log on to the I/3 Intranet site for helpful tips and information:

<http://intranet.iowa.gov/i3/>

State launches free notification program for schools, parents

A new computer application launched by the Iowa Department of Administrative Services (DAS) will immediately notify parents via e-mail if their child's school is cancelling classes due to bad weather or other non-weather-related circumstances.

The program, Iowa School Alerts (<https://schoolalerts.iowa.gov>), can also be used to notify school staff members, day care providers, media outlets, and any other interested persons who sign up, and is offered free of charge.

Iowa School Alerts allows school superintendents or their designee to log in to the secure website from any computer with an Internet connection and create one message that is then instantly sent to everyone who has signed up to receive notices for that school. Messages are tagged by both district and building and can be sent to e-mail inboxes and e-mail-enabled cell phones and PDAs.

Iowa School Alerts was developed by employees of the Department of Administrative Services (DAS) to solve a number of problems that occur when schools must cancel classes.

"Many of us are parents and we

were familiar with having to stick by the TV or radio when the weather was bad, to see if our child's school was going to close," said Darrell Fremont, information technology project manager at DAS. "When you're at work it's harder because then you have to keep checking websites, or find someone with a radio – or you may not even realize the weather's bad enough to cancel classes."



With that dilemma in mind, IT staff members visited with some school superintendents for their perspective. During those conversations they uncovered another, entirely different problem when it comes to cancelling school.

"Call lists. We talked to superintendents who had *pages* of names they had to call whenever school had to be cancelled – media outlets, staff members, bus drivers, you name it," said Mark Uhrin, DAS administrator of application and e-government services.

Iowa School Alerts solves that

problem for schools and provides parents and guardians peace-of-mind with its free, easy notification system.

There is no charge to schools, the media, parents or other users to take advantage of the Iowa School Alerts system, though users should check with their wireless service provider to see if there is a fee for receiving e-mails on their cell phones

or PDAs. The development of this program was funded by the IOWAccess initiative, which seeks to bring more e-government

services to the citizens of Iowa. The IOWAccess Revolving Fund is funded by sales of driver's license records and other online sales. The money in this fund is used to support e-government initiatives and provide technology project development and start-up funds.

Those interested in signing up for Iowa School Alerts or learning more about the program should go to <https://schoolalerts.iowa.gov>. If you don't see your school district on the list, please contact them and encourage them to become a participant – it's free and easy for them as well!

Yoga practice promotes well-being

Stress is now considered a major contributor for many modern chronic diseases and discomforts. Medical and scientific studies researched by well-known clinicians has shown that stress is a significant factor in causing heart disease, cancer, and many other chronic and acute diseases of today's world. A daily practice of breathing, relaxation/meditation, and physical activity can reduce stress, increase energy, and help promote an improved state of well-being.

"Yoga for the Office" and "Yoga after Hours" offers students the instruction and techniques to incorporate

Yogic breathing, relaxation, and postures into their daily lives at the office and at home. A Yoga practice can help you tune up your mind, body, and spirit. A regular practice of Yoga can help lower your heart rate and blood pressure, increase flexibility, improve balance, and develop stamina and endurance.

"Yoga for the Office" is held every Wednesday and Thursday over the lunch hour on the schedule at http://das.hre.iowa.gov/benefits/benefit_pages/well_yoga.html.

More information about "Yoga after Hours" held on Tuesday evenings at



Jim Fox leads the class in a stretch

5 p.m. is located at http://das.hre.iowa.gov/benefits/benefit_pages/well_wellness_events.html.

To sign up for a weekly e-mail on Yoga and Healthy Living, please contact Jim Fox at Jim.Fox@iowa.gov.

Update on Microsoft claim filing

Recently an e-mail was sent to state agencies detailing the status of the Microsoft claim that the State of Iowa will be submitting and next steps for agencies in the claim process. Following are a few of the key points, as well as the contact person for this process.

- **Please remember:** Individual agencies should **not** independently file a claim on their behalf. The State of Iowa will be filing a claim on behalf of all state agencies.
- **Current status:** DAS is in the process of gathering information from state contract holders about purchases of Microsoft products. Agencies do **not** need to contact vendors who are or were on state contract during the settlement timeframe.
- **Action needed:** If your agency has purchased Microsoft software from a vendor not on state contract, such as Best Buy or CompUSA, you need to provide proof of purchase to Debbie O'Leary. Her e-mail address is: debbie.oleary@iowa.gov, phone: 515-281-8384, and her address is: Department of Administrative Services, Procurement Services, Hoover Building A Level, Des Moines, IA 50319.
- **What happens next:** A claims administrator will review the data provided by vendors to determine compliance with the lawsuit. A complete list of all eligible products will be provided to the state. In addition, they will search Microsoft files to determine if there is a purchase not on the list provided by the vendors. DAS will provide an update as soon as we receive information about when the claims administrator will supply an initial list of purchases for your review. Agencies will also need to provide information about funding sources for the purchase of the Microsoft software. It will be important to delineate general fund purchases from other funding sources, like federal funds or revolving funds.
- **Deadline:** The deadline for filing the claim form is December 14, 2007, though that is not the last opportunity to provide information. After the claim has been submitted it will be reviewed and validated. This process could take up to four months. After revisions are made, the claim form will be submitted and the State will have 90 days to provide additional comments. The earliest that a check and/or voucher will be provided to the State of Iowa is estimated to be October 2008.
- **Questions?** Please contact Debbie O'Leary at DAS. Phone: 515-281-8384. E-mail: Debbie.oleary@iowa.gov.

All emergency generators now in place

DAS has installed the last of five emergency generators for the Capitol Complex. On Monday morning, October 8, Generator #5 was craned into place on the north side of the Central Energy Plant on the southeast side of the Complex. Once the wiring is completed on this unit the Capitol Complex will have a back-up system capable of producing **eight million watts!** (Your average home uses around 46 kilo watts per day. The Capitol Complex uses six million watts per day or the equivalent of powering 130,000 homes per day.) DAS-Capitol Complex Maintenance is currently in the process of completing the Primary Electrical Distribution System. Once completed the entire campus can be carried by the five generators in the event of a power loss from Mid American Energy. This new distribution system along with the new generators should solidify electrical service for the entire Complex.



Contractors lifting new generator in place. This unit weighed in at 66,000 pounds!

New service: Computer Encryption (continued)

(Continued from page 1)

patching and server licensing, all within a secure environment. This service will reduce agency resource needs, but still allow agency staff to provide day-to-day support to their users. Agencies will have flexibility to set encryption policies that apply to just their customers, if desired.

The rate for Infrastructure Only service is \$1.78 per month per laptop. Basic assistance with implementation is included, but complex, customer-requested configuration changes will be charged at published time and materials rates.

The "Full Service" offering includes the infrastructure service plus access to the DAS-ITE Service Desk for en-

ryption password resets and basic user instructions. Service Desk phones are answered 24-hours a day, seven days a week, including holidays. Encryption users can contact the Service Desk directly and usually, recovery can be accomplished over the phone. Support requests will be logged and a report can be provided to the agency upon request.

The Full Service rate is \$2.67 per month per laptop. Services requested beyond the defined full-service features will be billed on a time and materials basis; e.g., desktop support, customer-requested configuration changes, specialized reports, network assistance or as-

sessments, etc.

Agencies are responsible for obtaining and managing their encryption client licenses. An enterprise contract (CT3115) has been established with WinMagic Corporation for the client software. Partial reimbursements for these costs may be available through Pooled Technology funds. More information about this has been distributed directly to state agencies, but for further details please contact Greg Fay at greg.fay@iowa.gov.

For more information on encryption services or to order service, please contact Pat Clark, DAS-ITE manager, at pat.clark@iowa.gov.

Flu season is almost here — Time to review Health and Wellness practices!

Clean Hands Save Lives! Information from the Centers for Disease Control and Prevention:

Keeping hands clean is one of the most important steps we can take to avoid getting sick and spreading germs to others. It is best to wash your hands with soap and clean running water for 20 seconds. However, if soap and clean water are not available, use an alcohol-based product to clean your hands. Alcohol-based hand rubs significantly reduce the number of germs on skin and are fast acting.

When washing hands with soap and water:

- Wet your hands with clean running water and apply soap. Use warm water if it is available.
- Rub hands together to make a lather and scrub all surfaces.
- Continue rubbing hands for 20 seconds. Need a timer? Imagine singing "Happy Birthday" twice through to a friend!
- Rinse hands well under running water.
- Dry your hands using a paper towel or air dryer. If possible, use your paper towel to turn off the faucet.

Remember: If soap and water are not available, use alcohol-based gel to clean hands.

When using an alcohol-based hand sanitizer:

- Apply product to the palm of one hand.
- Rub hands together.
- Rub the product over all surfaces of hands and fingers until hands are dry.

When should you wash your hands?

- Before preparing or eating food
- After going to the bathroom
- After changing diapers or cleaning up a child who has gone to the bathroom
- Before and after tending to someone who is sick
- After blowing your nose, coughing, or sneezing
- After handling an animal or animal waste
- After handling garbage
- Before and after treating a cut or wound

Flu Shots Available on the Capitol Complex:

Once again this year Iowa Health will be offering influenza shots on the Capitol Complex. Times and locations vary (see the link below for a schedule). Registration is not required.

The flu shot is \$22, while the flu mist treatment is \$30, both payable by cash or check.

Protect yourself and those around you from getting the flu. Please take advantage of this year's on-campus flu vaccination services.

To find out where and when vaccinations will be given in your building, click [here](#) or visit the DAS Employee Wellness page at

http://das.hre.iowa.gov/benefits/benefit_pages/well_index.html and click on "Wellness Events."

More information — and a video! — available at

<http://das.gse.iowa.gov/safety/handwash.html>

News in Brief

Two New Features for the Complex

Next Year

In 2008 the Capitol Complex is slated to gain two new features: a monument to workers and a sculpture honoring the National Bar Association, which was founded in Des Moines in 1925 when minority attorneys were denied admission to the American Bar Association because of their race. The Workers' Monument will be located near the Workforce Development Building, on the northeast corner of East Grand Avenue and East 9th Street. The sculpture, which is titled

"Shattering Silence," is preliminarily planned to reside to the west of the Judicial Building.

In light of increased interest in the Capitol Complex and placing works here, the Capitol Planning Commission is drafting a policy for memorials and monuments on the Capitol grounds in order to provide more definitive guidelines. If you are interested in learning more about the proposed policy, please contact Nick Smith at nick.smith@iowa.gov or 515-725-2073.

Security Improvements Planned for

Hoover Building

Attention Hoover Building occupants! Proposals for improving security at your building are currently being evaluated and could include changes to the dock area, entrances, signage, and more. When plans are finalized you will be made aware of any upcoming changes.

Meeting Dates to Remember (November & December)

Customer Councils

General Services

Friday, November 9, 9-11 a.m.

Friday, December 14, 9-11 a.m.

Hoover Level A, Conf. Rm. 7

Human Resources

Wednesday, November 28, 1:30—3:30 p.m.

Hoover Level A, Conf. Rm. 5

I/3

November 8 meeting cancelled

Thursday, December 13, 1:30-3 p.m.

Hoover Bldg, Level B, Conf. Rms 2&3

Technology

Tuesday, November 13, 1-3 p.m.

Tuesday, December 11, 1-3 p.m.

Hoover Bldg, Level A, Conf. Rm. 7

For Customer Council information:

http://das.iowa.gov/customer_councils/index.html

or contact [Laura Riordan](#) at 515-242-5038.

Technology Governance Board

Thursday, November 8, 3-5 p.m.

Thursday, December 13, 3-5 p.m.

Hoover Bldg, Level A, Conf. Rm. 7 & 8



Vertical Infrastructure Committee

Thursday, November 15, 10 a.m.—2 p.m.

Location: Independence Mental Health Institute

Thursday, December 4, 10 a.m.—2 p.m.

Location: Camp Dodge, Johnston



Capitol Planning Commission

Friday, November 16, 9 a.m. - 12 p.m.

(Informal reception at 8:30 a.m.)

Hoover Building, Level A, Conf. Rm. 7

The GAAP team does it again - for the 14th time!

For the 14th consecutive year the DAS-SAE GAAP (Generally Accepted Accounting Principles) team has received the "Certificate of Achievement for Excellence in Financial Reporting"! This respected award is the highest form of recognition in governmental accounting and financial reporting. It represents a substantial accomplishment for the State of Iowa, and is something that the GAAP team works very hard each year to achieve.

To receive it, the GAAP team must submit the State's CAFR (Comprehensive Annual Financial Report) in strict compliance with the Governmental Accounting Standards Board. Once it has been reviewed and recognized by the Government Finance Officers Association of the United States and Canada as an outstanding CAFR that has met their stringent criteria, the award is given to our very own GAAP team representing the State of Iowa. In simple terms – DAS's GAAP team has been setting very high standards for the State of Iowa!



The GAAP Team. Back row, L to R: Marilyn Hanson, Rich Schoeppner, Lisa Dooly. Front row: Cindy Weber, Mohan Solomon.



Become an Iowa Certified Public Manager

The pressure to improve government is at an all-time high, and innovative, trained managers are the key to success. In order to be a great public leader, it is important to engage in a learning opportunity specifically designed for government– the Iowa Certified Public Manager (CPM) Program.

CPM is a nationally accredited program designed to help state, county, and city leaders:



- Improve efficiency, effectiveness, and cost-saving skills
- Innovatively approach and manage challenges
- Utilize best-practice management techniques
- Build high-performing workplaces

Additionally, graduation from CPM can qualify for 1 year of education or experience in the Public Service Executive and Executive Officer state job classifications and 9 hours graduate credit towards a Masters in Public Administration at Drake University.

Applications are currently being accepted for CPM 9, which begins January 22, 2008. Seats are limited and applications should be submitted no later than December 1, 2007.

To learn more about CPM and application procedure, please visit
<http://www.das.hre.iowa.gov/cpm/index.htm>
 or contact Leslie Grefe at (515) 281-5456 or leslie.grefe@iowa.gov.