



Customer Focus

A service update newsletter for valued DAS customers

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

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Online Vehicle Auction

The DAS Fleet division held its first successful online vehicle auction, which ran from the end of December to the middle of January. DAS Fleet used two different auction websites: Purple Wave and Public Surplus. Eight vehicles were auctioned off on each site. Links were made available on the cars' makes and models, and bidding was available directly online. No crowds. No missed opportunities. Just the same high-quality cars presented in a more convenient and dynamic way.

DAS Fleet will still hold their regularly scheduled live auctions throughout 2009 with the same opportunities to view and start vehicles as usual. The live auctions for 2009 will be held March 28, July 25 and November 14. Dale Schroeder, the DAS Fleet Administrator, plans to incorporate the online vehicle auctions throughout 2009 along with the live auctions. For more information regarding the online or live auctions, please contact Dale Schroeder at dale.schroeder@iowa.gov.

Results from the Online Vehicle Auction can be found at:
<http://das.gse.iowa.gov/fleet/onlineauctionresults.html>

Eye on Energy

Without a doubt, the architecture and grandeur of the Capitol Complex is spectacular. Visitors marvel at the craftsmanship, majesty and history of a diversity of buildings. And, quite often, their thoughts can likely turn to the cost of heating, cooling and lighting such massive structures.

Now, as part of Governor Culver's Executive Order #6, visitors to the Capitol can monitor energy consumption throughout the Complex while also learning about conservation efforts implemented by the Department of Administrative Services. The display, located near the model of the Battleship Iowa, is a state-of-the-art interactive program created by Quality Automation Graphics in Ankeny that uses real-time data on energy consumption. The data displayed at the kiosk is the same information DAS engineers use to monitor energy use and is a result of networking advances engineered by Siemens Building Technologies.



In addition to watching real time information about energy consumption and efficiency, visitors can learn interesting things about the history of each of the 14 buildings being monitored.

The kiosk cabinet, made of Iowa walnut, was designed and constructed in the DAS Carpentry Shop.

Specialty Drugs

As announced during the 2009 enrollment and change period, self-administered specialty drugs will be covered under the prescription drug plan instead of the health plan. This new benefit design will apply to all Wellmark plans offered except Deductible 3 Plus and the Alliance Select plan for SPOC-represented employees.

Self-administered specialty drugs are high-cost injectable, oral or inhaled drugs that typically can be administered by the member for the ongoing treatment of a chronic disease.

There are approximately 70 drugs that Wellmark has identified as self-administered specialty drugs. The Wellmark Specialty Drug List is available at <http://www.wellmark.com>. Also, you can contact Wellmark's customer service about specialty drugs.

Specialty drugs on the list under the "Self Administered" category **will only be available at the pharmacy as a pharmacy benefit.** Drugs on the list under "Self and/

or Office Administered" category will be available either at the doctor's office (where they will be processed as a health benefit) or at the pharmacy (where they will be processed as a drug benefit). Finally, specialty drugs on the list under the "Office Administered" category will be only available at the doctor's office and will be processed as a health benefit.

Depending on the specialty drug, your cost share will be either the co-pay of the **preferred brand name drug** (tier 2) or the **non-preferred brand name drug** (tier 3). The majority of self-administered specialty drugs are on the **non-preferred brand name drug** (tier 3) list.

For more information on specialty drugs, review the DAS Wellness Prescription Drug website (http://das.hre.iowa.gov/wellness/prescription_drugs.html#specialty) or contact Wellmark's customer service at 1-800-553-7801 (Blue Access or Blue Advantage) or 1-800-622-0043 (Iowa Select and Program 3 Plus).

Benefit Education

The 2009 schedule of benefit education presentations using iLinc is now available at the DAS Benefit Education website (http://das.hre.iowa.gov/benefit_education.html). iLinc, a Web and audio conferencing tool, allows you to attend live benefit presentations online at your worksite or from your home. You only need access to the Internet and a telephone. There is no cost to you or to your department to attend a benefit education presentation.

In 2009, four benefit education presentations will be offered every month. From group insurance, Continuing Benefits at Retirement and an Overview of the 2009 Group Insurance Plans will be presented. The Retirement Investors' Club will present RIC Deferred Compensation Basics and RIC Deferred Compensation Distributions every month.

In addition, a calendar will be distributed monthly to your agency's personnel assistant so you always know of upcoming benefit education presentations. February presentations are as follows:

- **February 4, 9:00 a.m.**
Continuing Benefits at Retirement
- **February 4, 1:00 p.m.**
Group Insurance Overview
- **February 10, 9:00 a.m.**
Deferred compensation Basics
- **February 24, 9:00 a.m.**
Deferred Compensation Distributions

Flu Vaccines

The Iowa Department of Public Health (IDPH) has received its first confirmed positive influenza report from an eastern Iowa health care provider. IDPH officials say the first confirmed case of influenza serves as a reminder for Iowans to receive their yearly flu shot. The flu season can last into the spring months, so it's not too late to receive your flu vaccination.

Remember: With all Wellmark Blue Cross and Blue Shield health plans (except the Alliance Select plan for SPOC-represented employees), you have the option of getting a flu shot at your pharmacy or at your doctor's office. Not all pharmacies provide vaccines and the hours that vaccines are available may be different than the normal pharmacy operating hours.

Your cost share will be different depending on where you receive the vaccine. Your health benefit will apply if you receive the vaccine in your doctor's office. If you receive the vaccine at a pharmacy, your cost share will be equal to the preferred brand name drug cost.

Visit the DAS Wellness Prescription Drug website (http://das.hre.iowa.gov/wellness/prescription_drugs.html#vaccines) for more information and a link to Wellmark's list of participating pharmacies. You can also contact Wellmark's customer service at 1-800-553-7801 (Blue Access or Blue Advantage) or 1-800-622-0043 (Deductible 3 Plus, Iowa Select and Program 3 Plus).

Capitol Entrance Changes

There have been recent changes to entrances for the Capitol:

- The east entrance (facing East 12th Street) is now a card-access entrance only. Only those personnel with card access to the Capitol may use this entrance.
- The north entrance (facing East Grand Avenue) is now a public entrance and is open from 7 a.m. to 5 p.m. Monday through Friday. This will provide easier access for those working north of Grand Avenue.
- A new ground floor entrance is open to the public and employees on the east side of the Capitol's south steps (facing Walnut Avenue). This entrance is now ADA compliant and has a card reader for after-hours use.
- The west entrance remains a public entrance.

Please contact DAS Customer Service at 242-5120 with any questions.

Toys for Tots Campaign

Despite the gloomy economic reports, Iowa state government employees dug deep into their pockets for the annual Toys for Tots campaign and helped make the holiday season happier for hundreds of central Iowa kids. In 2008, state employees donated more than 3,300 toys and raised \$46,315.93, which is \$10,272.61 more in cash donations than the previous year.

The chairs of this year's state employee campaign – Kim Aubin, Pam Dickey and David Phillips of DAS – wish to thank everyone for their generosity and for making this an astounding year for so many families.

Iowa Gains Chapter in National Purchasing Association

On November 19, Iowa gained its first chapter in the National Institute of Governmental Purchasing, Inc. (NIGP). The induction of the Iowa Public Procurement Association (IPPA) was held during a ceremony at the Wallace Building.

Seventy people attended the ceremony including special guests Michael Bevis, CPPO, C.P.M., chief procurement officer for the City of Naperville, IL, and NIGP regional director; Jennifer Steffan, NIGP Chapter Relations Manager; Cathy Link, president, Illinois Association of Public Procurement Officials (IAPPO); and Anita Juarez, also representing IAPPO. The St. Louis chapter officers sent words of congratulations and support to the new chapter.

international not-for-profit educational and technical organization of public purchasing agencies. IPPA became the 94th chapter chartered by the Institute since its inception. NIGP now has 77 active chapters representing over 12,000 procurement professionals in the United States, Canada and around the world. The chapter has 64 charter members from city, county, state, and educational agencies throughout Iowa.

In conjunction with the chartering ceremony, a full day of learning and networking opportunities for Iowa public procurement professionals was held, including Bid Evaluation: Practical Applications of Responsiveness and Responsibility presented by Michael Bevis.

Procurement Association Board members include the following individuals who also served as the Pro Tempore formation board:

- Luana Stoneking, CPPB, City of Ames (President)
- Judy Lehman, CPPB, City of Cedar Rapids (Vice-President)
- Laurie Hoing, Iowa Department of Administrative Services (Secretary)
- Pat Harmeyer, Iowa Department of Transportation (Treasurer)
- Jill Kennebeck, Iowa Department of Corrections (Member at Large)
- Catherine McRoberts, CPPB, University of Northern Iowa (Member at Large)
- Bob Spring, Davenport Schools (Member at Large)

Source: <http://newsmanager.commpartners.com/nigpbuy/issues/2008-12-10.html>

Organized in 1944, NIGP is an The 2009-elected Iowa Public

The Capitol Complex's conversion to green cleaning products is complete. The remaining "traditional" cleaning products were being used up in the Wallace Building, but now all buildings cleaned by Capitol Complex Maintenance use eco-friendly products.

News in Brief

New tables and chairs were placed in the Capitol cafeteria prior to the start of the legislative session. Also, "tall rounds" were added for those who just want to stop for a quick bite.

Employees and visitors to the Capitol may note that the 40-foot mural above the Grand Staircase, "Westward" by Edwin H. Blashfield, has been restored. There are elements of the painting now visible that were obscured by dirt and grime, such as faces in the cornfield.

Address Validation Service

DAS-ITE is pleased to announce implementation of the Address Validation Service. This new service allows subscribing agencies to submit an address and receive back a standardized United States Postal Service (USPS) address.

Addresses are submitted using a web service, which allows agencies to validate and standardize an address immediately upon data entry and before it is stored to a database. A batch process is also available, which accepts a list of addresses to be validated.

In addition to providing USPS standardized data, bar coding and geo-coding information, the service provides carrier route sort information. This sort information allows agencies to take advantage of postal discounts.

Applications can also retrieve city, state and county information for a given ZIP code by submitting the ZIP code to the web service.

The cost for the service, regardless of access method, is \$0.005 (1/2 cent) per address submitted.

Users can see a demonstration of the service by going to the web site (<http://addrval.iowa.gov/>) and entering a street address and ZIP code. The standardized address will be returned along with the geo code and other information, including a map of the location.

Malicious E-mail Campaigns

Recent malicious e-mail campaigns targeted at state employees have highlighted the need for workers to be cautious, especially if an e-mail is unexpected or from an unknown sender. For example, a sender claiming to be from Northwest Airlines e-mailing you about plane tickets, or someone supposedly from Microsoft offering software.

Following are recommendations from the DAS Information Security Office:

State employees should:

- Not open attachments in e-mail messages from unknown senders.
- Not click on web links in e-mail message from unknown senders.
- Not respond to e-mail requests to verify confidential information including bank account/credit card information, social security numbers or passwords.

To receive e-mail updates about emerging security news, send a blank e-mail to Join-Security-News@lists.ia.gov. Security News is usually published every Monday, Wednesday and Friday by the DAS Information Security Office.

Understanding Hidden Threats - Malicious Files

Malicious code is not always hidden in unusual file formats. Attackers may corrupt files that you would recognize and typically consider safe, so take precautions when opening files from others.

An attacker may be able to insert malicious code into any file, including common file types that you would normally consider safe. These files include word documents, spreadsheets, Power Point presentations, PDF files, music files and videos/photos. After corrupting the file, an attacker may distribute it through e-mail or post it to a website. Depending on the type of malicious code in the file you may infect your computer by just opening the file.

There are various types of malicious code such as viruses, worms, and Trojan horses that may be designed to:

- Interfere with your computer's ability to work properly by consuming memory or bandwidth (causing your computer to become significantly slower or even "freeze");
- Install, alter, or delete files on your computer;
- Give the attacker access to your computer;
- Steal confidential or sensitive information from your computer; and
- Use your computer to attack other computers.

How can you protect yourself?

- **E-mail attachments** - Do not open e-mail attachments that you were not expecting. Remember that attackers can forge the "From" line of an e-mail message or your legitimate contacts may unknowingly send you an infected file.
- **Downloadable files on websites** - Avoid downloading files from sites that you are not familiar with. If you do download a file from a website, save it to your desktop and manually scan it for viruses before opening it.
- **Security settings** - Check the security settings of your e-mail client and your web browser. Apply the highest level of security available that still gives you the functionality you need.



Be Careful of Slips, Trips and Falls

Winter weather in Iowa brings cold temperatures and the potential for icy streets and sidewalks. As a result, the chance for experiencing a slip or fall increases. Falls are no laughing matter. Take time to learn how to recognize the potential hazards and you can prevent a fall from occurring.

Remember, conditions change as temperatures fluctuate during the day. As the temperature warms up, an invisible layer of water can form over the ice and your feet can actually hydroplane on the liquid. When the temperature reaches 30° F, surfaces are twice as slippery as when it is 0° F.

Following these tips will help minimize your chance for having a slip or fall on icy surfaces.

Information provided by Dave Phillips, DAS Safety Officer. Dave can be reached at 515-281-0181 or david.phillips@iowa.gov.



VEHICLES:

When getting into and out of vehicles, remember:

- Always test the surface before you put your entire weight down. The first step out of the vehicle can be the most dangerous.
- Keep your legs close to the vehicle and hold on to the handle or door.
- Get into your vehicle slowly and consciously. Get as close as you can before you climb in.

STAIRS:

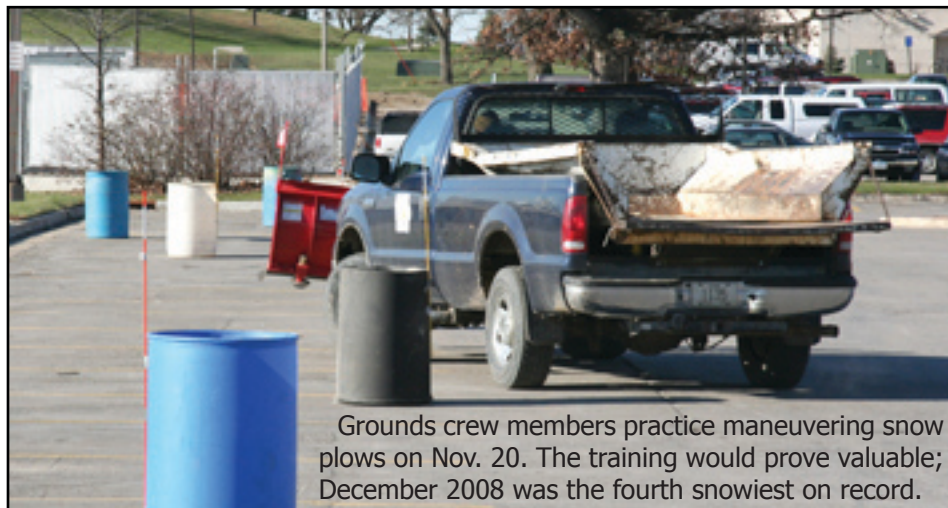
Stairs are dangerous, especially when they are covered with ice and snow.

- Always use the handrail and go SLOWLY.
- Walk on the cleanest part of the step.
- Place the whole foot on the step with your toes against the riser of the step. Coming down, place your heels against the riser, again with your whole foot on the step.

WALKING SURFACES:

When walking on icy or snowy surfaces, remember:

- Report any areas on the Capitol Complex that need sanding to the DAS Customer Service Center (242-5120). Don't count on someone else to report the hazard.
- Wear footwear designed for winter, with rubber soles and treads.
- Take shorter steps or shuffle your feet to keep your center of balance under you. Walk with your feet pointed outward slightly for a stable base of support.
- Keep your arms close to your body and keep your hands out of your pockets.
- Use a backpack or bag and keep your hands free for balance, grabbing railings, etc.
- Relax and fall as limply as possible if you do fall. Don't resist the fall by putting out a straight arm to take up the shock. Bend your elbows and knees and use your legs and arms to absorb the fall, or try to roll as you land, easing yourself down with bent arms.



Grounds crew members practice maneuvering snow plows on Nov. 20. The training would prove valuable; December 2008 was the fourth snowiest on record.

Snow Removal Policy

The Capitol Complex has 20 parking lots and 7 miles of sidewalk to keep clear during the winter. Here is a review of DAS' snow removal policy:

DURING NORMAL BUSINESS HOURS:

- Sidewalks, steps, and drives will be kept clear. Sand and salt will be applied where necessary. High-traffic areas and Americans with Disabilities Act routes are priorities.
- The standard for snow removal on paved parking lots is 1".
- The standard for snow removal on gravel parking lots is 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, Capitol Complex Maintenance is a 24x7 operation. The employee on duty will monitor the weather and call staff in for snow removal if necessary.
- Reminder – if you must leave your car overnight, please park in lot 16 on the NE corner of the Complex.

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



Diversity Initiative Moves Into Phase Two!

We're moving forward with phase two of the Governor's Diversity initiative. We have completed more than 80 full-day sessions for managers and supervisors and now will begin the roll out for employee training. This mandatory training is designed to complement (not duplicate) the managers and supervisors' curriculum. It will be 3 1/2 hours long and will be offered across the state. Registration will be open in mid-January with classes to start in early February. A team of trainers will help us accomplish our goal of training over 20,000 employees in 2009.

Upcoming PDS Courses

January Sessions

[Minute Taking](#) (GI 177)
Wednesday, January 28 • 8:30 - 12:00

[Managing Effective Meetings](#) (SC 242)
Wednesday, January 28 • 12:30 - 4:00

[Communication Enhancement](#) (GI 198)
Thursday, January 29 • 8:30 - 4:30

February Sessions

[Managing Stress Effectively](#) (GI 019)
Thursday, February 5 • 8:30 - 4:30

[Human Relations Skills](#) (SC 203)
Wednesday & Thursday, February 11 & 12 • 8:30 - 4:30

[Creative Writing](#) (GI 221)
Tuesday, February 17 • 8:30 - 4:30

[Memory Power Tools](#) (GI 203)
Thursday, February 26 • 8:30 - 11:30

[Building a Culture of Accountability](#) (GI 212)
Thursday, February 26 • 12:30 - 3:30

Certified Public Manager (CPM) News

Congratulations to the CPM graduates of Cohort 8. New CPM cohorts start every six months. If you are interested in learning more about a program that will impact your professional development in a positive way, advance your leadership skills and contribute significantly to the betterment of state government go to: <http://das.hre.iowa.gov/cpm/index.htm> or call Judy Akre at (515) 281-6383.



For assistance with enrollments in upcoming classes, CPM, survey development, one-on-one or group coaching, special sessions and any other training initiatives you have, please contact us via e-mail at: pds@iowa.gov

or

Judy Akre (515) 281-6383 - Mary Guillaume (515) 281-5456 - Brian Mayer (515) 281-6368 - Dawn Stohs (515) 725-2051