



# Customer Focus

A service update newsletter for valued DAS customers

VOLUME 7 ISSUE 1

JANUARY/FEBRUARY 2010

## DAS Doing its Part to Achieve Goals of Executive Order #20

Everett Dirksen, a long-serving senator from Illinois, once famously said, "A billion here, a billion there ... pretty soon, you're talking about real money." While this sly comment was a reflection of expanded federal budgets in the 1960s, it also serves as a reminder to government at every level of the importance of spending public money wisely and efficiently – especially when experiencing chronic revenue declines as a result of a historic economic downturn.

Saving money by implementing recommendations of the Iowa Efficiency

Review in the Iowa State Executive Branch is at the heart of Governor Culver's Executive Order #20. Much of the order, with estimated savings of over \$700 million over five years will, in part, be the responsibility of the Department of Administrative Services.

The review, conducted by Public Works LLC, specified a broad range of cost saving opportunities in state government. While many of these potential savings will require legislative action (reorganization bills are currently evolving in the Legislature), more than 40 measures can be mandated through executive order.

...continued on page 2



## 2010 Capitol Complex Master Plan Completed

The State of Iowa's Capitol Planning Commission met on January 7 and adopted a Master Plan for the future of the Capitol Complex in Des Moines.

The 2010 Master Plan is intended to provide a rational basis for decisions concerning the restoration, preservation, improvement and expansion of the Capitol Complex buildings and grounds. It is an update of a master plan completed in 2000.

"A lot has changed in the last 10 years," noted Brice Oakley, chair of the Capitol

Planning Commission (CPC), which is a body of legislators and governor-appointed citizens tasked with advising the Legislature, Governor, and Department of Administrative Services on matters related to the Capitol Complex buildings, grounds and monuments. The CPC is charged with regularly updating the master plan for the Capitol Complex.

"We take this responsibility very seriously. It's important that the managers of the Capitol Complex have a guide for responsible development in the future,"

...continued on page 2



### INSIDE THIS ISSUE:

Online Mapping Tool	2
Smooth IT Updates	3
Risk Assessment	4
John Gillispie Departs	4
Vision Discount Program	4
Row House Generates Interest	5
Newest Addition to the Capitol Complex	5
Renegotiating Leases	5
An Abominable Task	6
Be Careful of Slips, Trips and Falls	6
DAS Print	7
Public Service Announcements	7
PDS Updates	8

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>.

This issue's contributors: Judy Akre, Robert Bailey, Lise Melton, Darcy Pech, Jim Pierson, Alison Radl, Laura Riordan, Tim Ryburn.

Contact the editor at [DASnews@iowa.gov](mailto:DASnews@iowa.gov) or 515-281-7056. We encourage your feedback.

## Executive Order 20

*continued from Page 1*

"We regard Executive Order #20 as a challenge and opportunity," said DAS Director Ray Walton. "There is clearly much to do and it won't be easy but we are determined to make state government more efficient and relevant for all Iowans."

The directors of DAS and the Department of Management are charged to work with agencies in reaching and implementing 39 measures as well as analyzing and evaluating another five initiatives. A report must be issued to the Governor by June 1, 2010.

To effectively manage the process, DAS has formed a special committee and assigned a project manager to ensure compliance and follow through. Part of this process will be a website to inform the public on EO20 progress as well as including a 'work area' where participating agencies can file updates and otherwise maintain a dialog on progress towards overall objectives.

"The combination of better technology, a growing focus on customer service and the need to do more with less make this a perfect opportunity to improve upon government processes," said Walton. "I look forward to the cooperation of other agencies as we work to implement Executive Order 20."

To see Executive Order #20, go to: [http://www.governor.iowa.gov/files/Executive\\_Order\\_No20.pdf](http://www.governor.iowa.gov/files/Executive_Order_No20.pdf).

## New Online Mapping Tool

An ITE team has developed a valuable new mapping tool for the State of Iowa's website – <http://maps.iowa.gov>.

Powered by Google Maps, the new feature is able to show current school alerts and E85 gas station locations, as well as the Capitol Complex with the option of viewing buildings and/or parking lots. In the future, the state's information technology experts will add other helpful facets for public use, such as synchronizing the map to the Amber Alerts system and displaying current road conditions.

The map is also available from the Iowa School Alerts website – <https://schoolalerts.iowa.gov> – and can be viewed without logging in or creating an account. The software allows users to zoom in on a particular region of the state, click on an alert bubble to read the actual notification, and see all alerts made between certain time periods.

## Master Plan Completed

*continued from Page 1*

continued Oakley. "Even though the current economic climate does not support extensive building or renovation projects, the point is to be prepared, so we're ready and well poised to take advantage of opportunities down the road."

The 2010 update calls for a focus on the following:

- Develop malls in each compass direction from the Capitol. The West Capitol Terrace is nearly complete on the west mall, but significant improvements could be made to the north, south and east. These areas would serve as public parks, green space, gathering spots for community events, and potentially serve environmental functions, for example, storm water drainage or geothermal well fields.
- As buildings must be replaced on the Capitol Complex (or added, to reduce the use of leased space), place them in a manner that emphasizes accessibility for the public, encourages sensible transportation patterns in and around the Complex, and enhances the symmetry of the Complex. Many of the future buildings are proposed to be constructed along Grand Avenue.
- Make parking lots a less visible presence on the Capitol Complex by favoring parking on the perimeter of the Complex versus numerous surface lots cluttering the interior. Furthermore, reduce the demand for parking by encouraging employees to use alternative means of transportation and making those options easy to use, such as providing storage and showering facilities for cyclists and adequate shelters and for bus riders.
- Aggressively pursue sustainable designs and options, such as seeking LEED (Leadership in Energy and Environmental Design) certification for new – and possibly existing – buildings, and emphasizing the need for making new constructions long-lasting.
- Continue to foster cooperative relationships with surrounding neighborhoods.
- Preserve the civic quality of the Capitol Complex – its role as "the people's place," the seat of government, and a source of historic pride and hope for the future.

Anyone is welcome to view the Master Plan in its entirety on the DAS website at <http://das.gse.iowa.gov/statebldg/masterplan/>.

The Master Plan was developed over the course of 12 months after the 2008 Legislature appropriated \$250,000 for the project. The consultant team was led by Confluence and Zimmer Gunsul Frasca Architects LLP with Jeffrey Morgan Architecture Studio, The Tilghman Group, and Snyder and Associates.



## What Are You Thankful For? Smooth IT Updates!

Teams within DAS recently completed a security update to the I/3 system that required a year's worth of prep and testing, and a one-time opportunity over a long holiday weekend to make it all work.

The Thanksgiving break provides a unique opportunity for system updates in state government: a four-day window. It was the only weekend when this update, estimated in advance to need three to five days to complete, could possibly be done with the least interruption to customer agencies.

The challenge? Convert hundreds of millions of historical vendor records in I/3 to a more secure format.

The complications? Since Thanksgiving falls toward the end of the month and, in 2009, at the end of a pay period, it also meant the I/3 system would need to be running promptly after the update in order to process month-end reports and, following that, then payroll. There was very little room for errors and, fortunately, it wasn't needed.

Out of the approximately 400 million files updated, only 11 records had problems during the actual conversion. That's an error rate of 0.000000275%! Following completion of the conversion cycle, staff put in another 10-12 hours backing-up, checking and verifying data. During post-conversion, a few more records were discovered that needed to be fixed, and staff is anxious to have the fiscal year closed out to be assured that that process goes smoothly, as well. Overall, though, they feel all of the hard work to test and reprogram came together, and they are cautiously optimistic that everything went perfectly. (Or, at least, 99.999999725% perfectly!)

The lead team members on the project, Roger Johnson and Lori McClannahan from the State Accounting Enterprise and Steven Larson from the Information Technology Enterprise, wish to thank all of the employees in other agencies who helped clean up the files before the conversion.

"We give the other departments a ton of credit," said Lori. "They did a lot of work cleaning up vendor records" before the update, which helped make the process go so smoothly.

"It meant some of them had to change their business practices," Roger added. "Which is never easy." But, in this case, the result is greater security for vendors and better stewardship of information the State is

responsible for keeping.

Completing this update was necessary before other important I/3 updates could occur, including Data Warehouse and Financial upgrades. It was also important to do the conversion as soon as possible because the number of records in the archive increases daily. If the update had to be postponed until next year, the I/3 system would have had to be down even longer in order to convert the additional files, meaning other needed upgrades would have had to wait.

As it is, the system was down from the Wednesday before Thanksgiving through the extended weekend. The conversion was complete at about 2 a.m. Monday morning. This update was actually the final part of a

bigger project to convert vendor data. Two ITE database administrators, Mendy Edgar and Marshall Fuqua, monitored the conversion from home the whole weekend, with checkpoints and alerts set up to alert of any problems. Roger Johnson worked to troubleshoot problems throughout the weekend and manage the entire process, while several other employees in ITE and SAE – as well as the State Treasurer's Office and the Dept. of Revenue – were "on-call" in case major issues developed. Luckily, none of those calls had to be made.

"Even with all of the moving pieces, the conversion went very well," said Steven Larson. "I/3 applications were back up for the start of business on Monday, and there have been very few of the problems one might expect when so many areas have to change their files."

"We didn't just want to do an update that was 'good enough,'" said Lori McClannahan, "we wanted to do what was best long-term." Thanks to a lot of hard work and coordination – and a lot of cooperation from fellow agencies – the I/3 system is more secure and ready for additional upgrades down the road.

Kudos to the following teams for all of their work on this project:

- SAE – I/3 Functional Team
- ITE – I/3 Technical Team, including Data Warehouse
- ITE Application Development – Database Team
- ITE Data Storage
- ITE Networking
- ITE Web services team – AIX Administrators



## Risk Assessment

Risk assessment is an essential component of agency risk management and key to determining the effectiveness of security programs. In 2007 the Information Security Office (ISO) first sponsored agency risk assessments. The assessments will be offered again in 2010.

The risk assessment process is designed to:

- Educate agencies on the different areas of information security;
- Provide feedback to agencies on what they can do to lower the risks faced by their agency;
- Provide guidance to the Information Security Office on where best to focus limited resources; and
- Meet the risk assessment requirement of the State of Iowa [Enterprise Information Security Standard](#).

In the coming weeks, ISO staff will be contacting agency information security officers to schedule a risk assessment meeting. The meeting will focus on changes since the previous risk assessment and Enterprise Information Security Standards.

The risk assessments are part of the ISO utility service and there is no additional charge to agencies. The assessments are intended to help agencies understand the risks they face and to assist in decision-making, including where to direct limited resources.

## John Gillispie departs as ITE COO

John Gillispie's last day leading technology efforts for the State of Iowa was January 8. John was serving as the director of the Iowa Communications Network, as well as Chief Operating Officer of the Information Technology Enterprise of DAS. John accepted a new position with the University of Missouri.



Lorrie Tritch is serving as interim COO for ITE, while Dave Lingren was designated interim director for ICN. The candidate search is underway, and it is possible the two positions will be filled separately – a decision which will be made in the coming weeks.

## Vision Care Discount Program

Starting in January, State of Iowa employees enrolled in Delta Dental of Iowa have access to a vision discount program through EyeMed Vision Care at no additional cost.

Present your Delta Dental ID to receive the discounts. You and your family members enrolled in Delta Dental of Iowa are eligible to receive the discounts.

The vision discount program provides the following features:

- Discounts on eye exams.
- Discounted pricing for lens and lens options.
- Savings on eyeglass frames and conventional contact lenses.
- Unlimited use.
- Discounts on LASIK and PRK.
- Competitive pricing on contact lenses through Contact Lens by Mail.
- Access to a large, diverse network of providers.



Using Your EyeMed Discount Program:

1. Locate an EyeMed provider by calling 1-866-559-5252 or go to [www.eyemedvisioncare.com/deltadental](http://www.eyemedvisioncare.com/deltadental).
2. When scheduling your appointment, inform the office that you are a Delta Dental member with an EyeMed discount plan.
3. Once you arrive, present your Delta Dental ID card to receive discount services.

For full details on the discount program, go to the Delta Dental website: <http://www.deltadentalia.com/visiondiscount>.

The EyeMed discount program from Delta Dental of Iowa does not replace the voluntary payroll deduction program currently in place through EyeMed. If enrolled in the EyeMed vision plan, you will not be able to cancel your coverage in favor of the discount program. Also note: This discount cannot be combined with any other discounts, coupons, promotional offers or insured vision benefit for the same transaction.



## Row House Generates Interest

Since the November/December *Customer Focus* newsletter mentioned that DAS was looking for individuals or organizations interested in buying the historic row house at 709 East Locust, we've turned into part-time real estate agents! Because of the nature of the building and how much it would cost to bring it up to Code for state business purposes, it is not practical or cost-effective for the State to maintain possession. The good news is there seem to be a number of people who, like us, would like to see the row house preserved somewhere off the Capitol Complex.

A Request for Proposal (RFP) process will be undertaken to properly transfer ownership of the state property. The RFP will consider factors such as the proposed use and location for the structure if relocated, recycling of materials if demolished, cost to the State and which proposal will serve the best interests of the State. Also, legislative approval will be required for sale of the property. The RFP should be posted in the near future on the [DAS purchasing website](#) and interested parties are encouraged to respond.



711, 709 and 707 E. Locust (left to right). 711 has already been removed. 709 and 707 will be moved or demolished so the West Capitol Terrace can be completed.

## Newest Addition to the Capitol Complex: 603 East 12th Street



The State took possession of the building formerly known as Mercy Capitol, on December 15. Currently the Department of Administrative Services is in the process of cleaning and making minor renovations to the building to convert it into office space for agencies that will move into the new building. Since the cost for occupying space on the Capitol Complex is much lower, many of those agencies will save money by moving out of their leased space.

Among the new tenants will be:

- Department of Corrections – central pharmacy (Jan. 2010)
- Office of Drug Control Policy (mid 2010)
- College Student Aid Commission (mid 2010)
- Department of Public Health – licensing boards and commissions (mid 2010)
- Department of Human Services – refugee services (mid 2010)
- DMACC – nursing training (Aug. 2010)
- Department of Commerce – insurance (Oct. 2010)
- Department for the Blind – storage only

Final arrangements and schedules for other agency offices are still being determined.

## DAS Saves by Renegotiating Leases

In response to Governor Culver's request to discover savings by renegotiating leases for state offices renting space outside the seat of government (Polk County), DAS quickly got on the phones to begin the process. While new agreements have yet to be signed, the early indications are encouraging.

Of the 194 rental properties, 57 are owned by cities or counties, so 137 landlords were contacted. Of these,

reductions were achieved in 101 instances (a 74 percent success rate). Estimated savings for FY10 are \$122,126 and total savings, projected through 2016 is \$540,550.

While such totals may seem insignificant when compared to overall state spending, this effort is a clear indication of what can be achieved through cooperation with business partners throughout Iowa.

## An Abominable Task

When a winter storm hits, most of us are worried about shoveling our driveways or scooping out our cars, and the drive to work. For the DAS Grounds Team, they have a few more acres to worry about to ensure employees and visitors can navigate safely through the Capitol Complex.

The DAS Grounds team of dedicated professionals uses split shifts to clean up after a winter storm. After the first big storm in December, staff worked for 48 hours continuously to clear the campus. The core grounds crew consists of eight employees, with another five cross-trained to help out during difficult storms.



Since the snowstorms began December 9, this team has:

- Cleared 11 miles of sidewalks on the Capitol Complex
- Cleared 4,000 parking spaces
- Used 5,400 lbs of salt and 50 tons of sand/salt mix
- Hauled away 7,500,000 lbs of snow from parking lots

We thank them for all of their hard work and we thank you for your patience while we continue to tackle all of the snow and ice sent our way!

## 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.

As the temperature warms up during the day, an invisible layer of water can form over the ice and your feet can actually hydroplane on the liquid. When the temperature

reaches 30 degrees F, surfaces are twice as slippery as when it is 0 degrees F.

Follow these tips to minimize your chance of 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](mailto: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.
- Going up, 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.

## DAS Print Update

The DAS Print Shop is constantly seeking ways to improve customer service and be more efficient. Here are just a few recent updates:

### Save on Postage with Presort Mailing

After research and testing, DAS Print is back in the presort business. Presort cleans up customers' mailing lists by verifying addresses and running the lists against the U.S. Postal Service's national change of address database, then presorting the addresses to achieve the greatest postal discounts possible. Agencies must have 500 names or more in their database to qualify for this service. For mailing lists of less than 500 names, however, agencies can still send letters to insert and meter in an automated process – it is quick and easy, and will qualify you for reduced postage rates.

### Lucas and Wallace Copy Centers Closed

In an effort to become more efficient and streamlined, DAS has closed the copy centers in the Lucas and Wallace buildings. Printing orders are still picked up and dropped off at the two locations daily. The change has allowed Print staff to be able to meet with customers one-on-one at their locations and give them advice on how best to lay-out printing to achieve the best value.

### State Employees Can Use the Print Shop Too!

Did you know that DAS Print can print for state employees? It must be for personal use, not a side business. If you have a graduation coming up, how about some invitations? Or how about a banner for that 30th anniversary party? Prices are very reasonable and turnaround times are quick, so check out the [DAS Print Shop](#) for all of your personal printing needs. Call 515-281-5231 for more information.

## Capitol Door Access during the Legislative Session

### West Ground Floor Door

6:00 a.m. - 5:00 p.m. (M-F)

### South Ground Floor Door

7:00 a.m. - 6:00 p.m. (M-F)

### North Ground Floor Door

Card access entrance only

### East Ground Floor Door

Card access entrance only

### South Door

Open to the public on Saturdays

### Free Calendar

DAS is distributing year-at-a-glance calendars to customers who stop by the Print Shop in the Grimes basement to take a tour. Photos for the posters were donated by IDED Tourism. Come get yours while supplies last!

## PUBLIC SERVICE ANNOUNCEMENTS

### E-file tax returns for the fastest refund

The Iowa Department of Revenue website currently features links to companies that provide online filing of both federal and Iowa income tax returns. Click the e-file logo at <http://www.state.ia.us/tax> to find two categories: "eFile for Free" and "eFile for a Fee." Those who do not qualify to file free will discover that online filing is not expensive.

To get your refund in 10 days or less, electronically file through the Department's website, purchased software, or tax professionals. Last year 74% of Iowa returns were e-filed.



### Be Counted!

Your participation in the 2010 Census brings home \$3.5 billion of federal dollars to Iowa every year.



**2010 Census**  
It's in Our Hands

## National Veterans Golden Ages Games

Des Moines will be the host city for the 2010 National Veterans Golden Ages Games May 26-31. The 24th Annual Games, hosted by the Veterans Affairs Central Iowa Health Care System, is looking for volunteers and participants.

Military veterans aged 55 years and older who receive health care at any VA medical facility are eligible to compete. Events include: air rifle, dominoes, table tennis, bicycling, nine-ball pool, golf, shot put, discus, bowling, swimming, checkers, horseshoes, shuffleboard and croquet. Each event has seven age categories for participation: 55-59, 60-64, 65-69, 70-74, 75-79, 80-84, and 85 and up. There will also be divisions for the visually impaired and those who are in a wheelchair.

For more information on volunteering or participating, visit <http://www.veteransgoldenagegames.va.gov> or call 515-699-5737.





## Re-Booting Your Optimism in Uncertain Times

You're a leader in your workplace whether your job title reflects that or not. How do you keep your attitude positive and encourage others around you when it seems like every day brings more uncertainty and change? In this workshop, Richard Stanley from Training Evolution will help you find ways to re-boot your optimism, check your negativity and inspire others around you.

2010 is a new year – a new beginning. Why not take some time for YOU? Explore ways of making the most of the moment. After all, it's called the present for a reason.

**FEBRUARY THAW SPECIAL**  
**\$29 per person!**  
 Contact PDS to enroll.

### Rebooting Your Optimism in Uncertain Times

(GI 250) February 11  
 8:30 - 11:30 or 1:30 - 4:30  
 Hoover Bldg, Level A

.....

## Free Technical Training Vouchers

Many IT departments have access to Software Assurance training vouchers. These vouchers are available to qualified Microsoft software licensing subscription holders and can be used for free technical training.

Through New Horizons, PDS is able to accept these vouchers, each redeemable for one free day of technical classroom training.

## Upcoming Courses

Enroll now for upcoming sessions! Check out our website for our available course offerings.

### February Calendar

#### **February Workshops**

Performance Evaluation  
 (NC4012) February 4, 8:30 - 4:30, \$99

Communication Enhancement  
 (GI198) February 9, 8:30 - 4:30, \$159

Project Management  
 (PT103) February 17-18, 8:30 - 4:30, \$229

### March Calendar

#### **March Workshops**

Overview of State Government Finances  
 (MC311) March 2, 8:30- 4:30, \$59

Creative Thinking & Problem Solving  
 (GI160) March 9, 8:30 - 4:30, \$159

"Tools You Can Use" - Webinar  
 Tuesdays, 2:00 - 3:00, \$49

## PDS Staff Changes

Here is a quick update with you about the recent Performance & Development Solutions staff changes.

- Mary Guillaume has recently transferred to the Department of Transportation in Ankeny. This is a great opportunity and we are happy for her.
- Dawn Stohs has accepted a position with the Department of Natural Resources, effective January 8, 2010. Dawn has been an integral part of PDS and will be missed greatly.
- Brian Mayer will step into the administrative assistant role and will be a terrific asset as we move through this transition. Brian can be reached at 515-281-5456.

Please continue to direct your communication through the PDS e-mail at [pds@iowa.gov](mailto:pds@iowa.gov).

Class registrations are coordinated through your Training Liaison. As always, feel free to call Judy Akre, program coordinator, direct at 515-281-6383.

.....

## Brush Up Your Computer Skills with New Horizons

New Horizons Computer Learning Center is our business partner for computer training classes. If you are looking to brush up your skills, or need to learn a brand-new program, New Horizons can help! Not sure what you might need? Take a free assessment on the New Horizons website.

### **FREE RE-TAKES**

New Horizons offers an option for students to retake any course within six months of their initial attendance date. Please follow the normal procedure for enrolling in the appropriate session AND notify PDS of the enrollment. It is important to notify PDS of the retake in order to ensure you are not charged a second time.