



# 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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## Progress in Savings – EO 20 (so far)

Maybe all it takes is another set of eyes. Writers need editors to review their work. Accountants rely on auditors to check their numbers. Most professional sports have a mechanism for reviewing calls on the field with instant replay.

In the case of state government, it is important to occasionally engage a new perspective in order to discover how things can be run more efficiently or cost-effectively. When Governor Culver contracted with Public Works to review operational efficiencies throughout state government, there were skeptics. But, with indications of significant savings as a result of the PW study and its subsequent Executive Order # 20, the skeptical crowd is beginning to thin.

The responsibility for monitoring implementation of EO#20 fell to the Departments of Administrative Services and Management.

"This has been a large challenge to meet in a short time," said Ray Walton,

DAS Director. "Fortunately, we were already working towards some of these objectives, so the Executive Order – and then reorganization legislation – gave everything a push."

A [progress report](#) was submitted to the Governor July 2. And, while the overall process is still underway, significant savings are already being realized.

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Check out the next issue of Customer Focus and get the full rundown on why using e85 is good for Iowa and how you can do your part by following the EO6 Green Government Initiative.

## Redesigning IT Services

In December 2009, Governor Culver issued Executive Order 20 (EO20), which directed the Department of Administrative Services (DAS) and the Iowa Department of Management (IDOM) to:

- Consolidate a number of IT services within executive branch agencies
- Combine wireless equipment purchasing and service contracts
- Negotiate statewide IT technology service contracts
- Eliminate the least efficient Print shops
- Increase the use of new thin client technologies.

Additionally, the Governor signed SF2088 to further reorganize and restructure state government, with the goal of reducing costs and achieving greater efficiencies. This legislation requires DAS to consolidate all IT infrastructure Services. SF2088 also impacts IT governance by eliminating the IOWAccess Advisory Council (IOWAccess will now be managed by DAS), and by changing the function of the Technology Governance Board to a Technology Advisory Council. Together, SF2088 and EO20 impact both how IT services will be delivered within the Executive branch and who will provide these services.

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## E020 (so far)

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In FY10, total savings in DAS-centered enterprises totaled \$10,275,294. The largest area of savings was in fleet management, where over 120 under-utilized vehicles were returned at an estimated savings of \$7,322,059. Increasing the use of thin client technology by ITE is resulting in an estimated savings of \$763,000 in FY10 and the process of consolidating email systems has already shown to have saved \$148,997.

When compared to budgets in the billions, some savings may seem insignificant. But by continually evaluating ways to make government operate more effectively and efficiently, the incremental savings realized add up to a real difference for the taxpayers of Iowa.

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## FY12 Utility Rates Approved

At its June 22 meeting, the DAS Customer Council approved proposed rates for DAS utilities for FY12. Customer agencies were notified and have 30 days to comment on rates.

With the exception of just two utilities, the rates proposed will remain the same from FY11 levels. The Council votes for permanent approval at its next meeting, August 12.

The two utilities reflecting increases include:

**Information Security Office:** Cyber security is becoming an increasingly important measure for government at all levels and the ranks of those making mischief are growing every day. Because of this changing landscape, IT security professionals need to apply additional measures with more preventative tools, affecting the rates DAS-ITE charges.

**Association Fees – Ankeny Labs:** In standard state office buildings, computing the fees for office space follows the same criteria from building to building and involves building upkeep, cleaning and grounds maintenance among other things. In instances where a facility is specifically tailored to the needs of science and research - as is the case in the Ankeny Labs, the dynamics change significantly. This situation is affected further when one of the tenants makes the decision to move its offices out of the facility – which was a primary factor in elevating the fees for this property.

To see the complete listing of proposed utility rates for FY12, go to [http://das.iowa.gov/services\\_rates/](http://das.iowa.gov/services_rates/)



## Redesigning IT Services

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DAS-ITE has been working with inter-agency teams to begin planning for the consolidation of email, networks, help desks, desktop support services and printing facilities. These five teams have presented recommendations to the Department of Management and to the Governor’s Office on how to proceed with the various redesign initiatives. The email team is the only team that has moved from the planning phase to the implementation phase and they have already successfully moved several agency email systems onto ITE’s Exchange platform.

The Desktop Team has recently started designing an implementation plan to standardize desktops and to increase the use of thin client technologies.

Another important change regards the position of Chief Information Officer (CIO) for the State of Iowa. Currently, the DAS Director serves in this capacity. Effective July 1, the CIO will be an executive-level position appointed by the Governor and assigned to the Department of Management. IDOM is in the process of filling this position.

Although work has begun on some of the IT directives, many questions remain: How will IT staff at the agency level be affected? Will IT assets remain within individual departments or will these resources be transferred to DAS? How will this affect agency budgets? Currently, there remain more questions than answers regarding how IT resources may be deployed in the future but people working directly with these changes and transitions remain focused on the end goals. The first step has been to gather information on how IT resources are utilized within respective agencies.

The State of Iowa is fortunate to have a very talented IT workforce and everyone wants to ensure that IT resources are deployed in the most efficient and effective way to support an enterprise technology infrastructure and ensure agency business requirements are met.

Clearly, such complicated changes can be difficult and drawn out. To ensure agencies and staff are kept informed on IT-related changes, a Customer Engagement Team has been created that is being led by Rick Hindman, CIO at DNR. One of the team’s goals is to provide information on consolidation, planning, timelines, impact, progress and performance measurements to staff, key stakeholders, government officials and the public to build an understanding of the consolidation effort. They will accomplish this through a several mechanisms, including newsletters, email updates, town hall meetings, FAQs, and the IT Redesign website (<http://itr.iowa.gov/gf/project/itr>).

If you have any questions regarding consolidation, please direct them to [ITRedesign@iowa.gov](mailto:ITRedesign@iowa.gov).

## Attention, Munitions Dealers (it could be you)

Did you know that certain software is subject to export restrictions? For example, Cisco software images are covered by United States national security, foreign policy and anti-terrorism laws as well as various export regulations. This includes the Cisco Secure VPN Client (for virtual private network) used by many state agencies.

Federal law, as currently interpreted, forbids export of most cryptographic software from the United States in machine-readable form without government permission. In general, the restrictions apply even if the software is widely-disseminated or public domain and even if it originally came from outside of the U.S. Cryptography is legally considered to be a munition and export of it is tightly controlled under the Export Administration Regulations.

The International Traffic in Arms Regulations (ITAR) is a set of federal regulations controlling the export and import of defense-related articles and services on the United States Munitions List. These regulations implement the provisions of the Arms Export Control Act (AECA), and are described in the Code of Federal Regulations Title 22 (Foreign Relations), Chapter I (Department of State), sub chapter M.

Interestingly, if you are a U.S. citizen, your brain is considered U.S. territory no matter where it is physically located at the moment. Essentially, this means that the laws of the land apply to U.S. citizens and their products wherever they may physically be, not just within the national borders. The dissemination of certain cryptography products may be interpreted

as providing technical assistance or advice to foreign "munitions" projects and is considered to be illegal.

These regulations are enforced by the U.S. Department of Commerce Bureau of Industry and Security (<http://www.bis.doc.gov/>). Specifically, encryption controls are found at <http://www.bis.doc.gov/encryption/default.htm>.

Before providing software or services to staff or contractors who are currently working outside of the U.S. (or who plan to be working internationally), check your software licensing requirements to ensure you will not be in violation of any laws or restrictions.



## Providing Portable Protection

### USB Device Encryption Pilot

The Iowa Legislature appropriated pooled tech funds to the Information Security Office for implementation of a USB device encryption pilot project. The specific standard approved by the Technology Governance Board for the use of removable storage devices by state agencies requires that they be encrypted ([http://das.ite.iowa.gov/standards/documents/080214\\_removable\\_media.pdf](http://das.ite.iowa.gov/standards/documents/080214_removable_media.pdf)).

The USB device encryption pilot project will test encrypted USB devices and central management software. Agencies will be invited to participate in the pilot project. For more information please contact Jeff Franklin at [Jeff.Franklin@iowa.gov](mailto:Jeff.Franklin@iowa.gov).

## 2,067 Take Advantage of Early Retirement Option

If you create it, they will retire. With a final total of 2,067 individuals taking advantage of the State Employee Retirement Incentive Program (SERIP), twisting this old line from *Field of Dreams* is appropriate.

From processing applications (and withdrawals) to making adjustments to central payroll data, DAS went into processing overdrive on or near June 24 – the last day retiring employees could take advantage of the program.

Not surprisingly, with over 2,000 individuals to check, double check and process out, there were some interesting challenges – like the person who overlooked filing certain information with IPERS and had to be tracked down in another

state in order to tie up some loose ends via FAX. It may seem comical, but without the dedicated sleuthing of some DAS payroll people, this person was truly in jeopardy of losing out on a very generous retirement package.

Overall, however, the total process went very well and, with an estimated savings of \$88.6 million for FY11, SERIP is making it possible for state government to approach the future with new ideas, talent and technology.



## Know Your Healthcare Options When Traveling Away from Home

Now that school is out and summer is in full swing, you may be venturing across the state or across the country. What if you need emergency care when you travel? With the State's health insurance plans, you are covered for emergency care either at home or away.

### What's an Emergency?

Take care to access emergency room services only in medical emergencies, as Wellmark may deny coverage if your condition does not warrant emergency classification. Emergency care is medical care for a serious or life threatening illness or injury.

Following is a limited list that would be considered medical emergencies:

- Apparent heart attack or stroke
- Loss of consciousness
- Poisoning
- Chest pains with symptoms of heart attack
- Severe abdominal pain of sudden onset
- Severe illness or trauma
- Shock from sudden illness or injury
- Difficulty in breathing, i.e. a severe asthma attack
- Severe bleeding
- Convulsions
- Fractures

The following situations are not typically considered medical emergencies:

- Earaches
- Headaches
- Sore throats
- Fevers that respond to fever-reducing medications
- Ankle sprains and other strains of muscles and joints

Note: The above lists are examples and are not all-inclusive of every emergency/non-emergency situation.

If you are traveling and experience an unexpected emergency situation, seek care at the nearest hospital emergency room. Remember that with Blue Access or Blue Advantage, you only have coverage for emergency medical services when you are traveling outside the network.

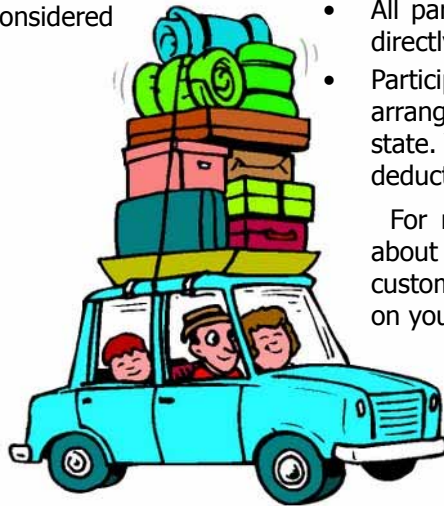
As a member of Wellmark Blue Cross Blue Shield, you have the benefit of the BlueCard Program. When you travel outside Wellmark's service area, you can take advantage of savings that the local Blue Plan has negotiated with doctors

and hospitals. More than 90 percent of all hospitals and 80 percent of physicians throughout the United States contract with Blue Cross and Blue Shield plans. To find nearby doctors and hospitals, call BlueCard Access at 1-800-810-2583 or visit the BlueCard Doctor and Hospital Finder at <http://provider.bcbs.com>.

When you receive care at a provider in the Blue Cross and Blue Shield Network, show your Wellmark ID card to receive these advantages:

- The physician or hospital will file the claim for you.
- All participating doctors and hospitals are paid directly.
- Participating providers agree to accept payment arrangements of the Blue plan in their home state. You're only responsible for your applicable deductibles, copayments, or coinsurance.

For more information on emergency care or about the BlueCard program, contact Wellmark's customer service at the phone number located on your Wellmark ID card.



## 457 Matching Returns

As part of the strategy for cutting overall costs, the Executive Council agreed to eliminate the employer match for employee 457 plans for contract-exempt employees through FY10. In negotiations with unions, the same condition was implemented for employees covered by AFCSME and IUP contracts.

The estimated savings for this measure were approximately \$1,200,000.

If you checked your pay stub for the last pay period, however, you will notice that the employer match is back.

Any State of Iowa employee interested in enrolling in this deferred compensation program, contact RIC (Return on Investment Club) toll-free at 1-866-460-4692 or visit the RIC website at <http://ric.iowa.gov>.



## Choice-Based Health Workshop Offered to State Employees

Even though SERIP provided a way to retirement for many state employees over 55, many in that age category remain in their jobs and may be interested in a free program for older adults called Better Choices/Better Health.

This program will assist participants in managing the symptoms of chronic diseases such as arthritis, heart disease, stroke, asthma, lung disease, diabetes and osteoporosis.

Sessions are taught by trained leaders, creating an environment of mutual support in order to build participants' confidence in their ability to manage their health (or that of their families) while leading active lives.



Participants will learn:

- Techniques for dealing with isolation, frustration, fatigue and/or pain
- Suitable exercises for maintaining and improving strength, flexibility and endurance – regardless of age
- Appropriate use of medications
- How to communicate feelings effectively with family, friends and health professionals
- Healthy eating and nutrition tips
- How to evaluate/understand new treatments

For more information or to register for the program, contact Jennifer DeWall at 242-5813 or [jdewall@idph.state.ia.us](mailto:jdewall@idph.state.ia.us)

### Workshop Schedule

Tuesdays, September 21-October 26

4 p.m.- 6:30 p.m.

Rooms 517/518

Lucas State Office Building

Registration deadline: Friday, September 10

## Prairie Beauty on the Capitol Complex



Parking Lot 17, located on the northeast corner of the Capitol Complex has evolved into a showcase of conservation and water resource management. One reason is the permeable pavement that allows rain water to enter the ground table gradually rather than overwhelming storm sewers with runoff.

Another, more visible, reason is the bio swales located towards the center of the lot. In addition to retaining excess water, these spaces are a perfect spot for planting native grasses and flowers.

## Capitol Complex Calendar of Events

### July 2010

#### July 18

Music Under the Stars – West Mall Area

#### July 22

Bloodmobile Bus – Lucas Parking Lot

#### July 24

20th Anniversary for American Persons with Disabilities – West Capitol Terrace

#### July 25

Music Under the Stars – West Mall Area

#### July 26

Iowa Civil Rights Commission "20th celebration of the ADA" Public Activity/Rally – Capitol Rotunda

### August 2010

#### August 11

State Fair Parade – Complex wide

#### August 22

Des Moines Bicycling Club Race – Finkbine Street

#### August 28

Governor's Cup – West Capitol Terrace/Finkbine

### September 2010

#### September 10

Homeless Standdown – Grimes Grassy Area

## Taking Another Step Back

Return to the original design. That was the primary directive of the massive effort to restore the Iowa State Capitol that began in 1983. Piece by piece, area by area, designers and craftspeople have been working towards that goal with a very visible stage of the effort scheduled for completion this fall.

If you've had an opportunity to stroll through the building in the last month or so, you probably noticed that the hand railing around the first floor rotunda has been replaced by a temporary plywood barrier. The reason is that a glass floor will be installed in the space, matching the original floor removed in 1915.

"This step in the restoration process will really change the ambience of the first floor," said John Nash, an architect with DAS who supervises the restoration process. "It will allow for more contiguous space and also make a difference in the acoustics of the Capitol."

The flooring, a system of glass tiles set in metal frames with mortar, will resemble a honeycomb when viewed from above. Once the floor is in place, organizers of events planned for that space will no longer need to be concerned with the 23-foot diameter hole in the center of the space.

Other changes from this phase of the restoration process include raising the guardrail on the second floor to comply with Iowa building code and installation of 24 electrical outlets around the circumference and beneath the new railing. Additionally, visible changes will be taking place on the ground floor where display cabinets will be installed in quadrants. The northwest quadrant on that floor will be the new home for the LSA Capitol tour guides.

Unseen improvements include installing a heat pump system designed to temper and better distribute air throughout the Capitol, particularly during the fall and spring when outside conditions vary.

In the next year, project managers will be improving upon the fire suppression system on the ground floor, restoring battle flag cases, making additional improvements to building HVAC systems and modernizing underground storm and sanitary drain systems.

Restoration to the landmark Capitol building is scheduled to last another 3-4 years.



Left: Rotunda floor opening will be replaced by glass block floor.



Right: Ground floor display cabinets will be installed and Capitol tour guides will reside in the northwest quadrant.

## What's Up With Wallace?

As the heavy equipment moved on location at the Wallace Building, plenty of questions about that building's status and future began to surface. Wasn't it supposed to be phased out? Why are agencies still working in Wallace? Is it actually expanding its capacity?

While answers to every question may not exist, the shortest and most accurate is that DAS is doing everything possible to make the Wallace Building safe and usable until more office space is available on the Capitol Complex.

The most recent activity was purely one of safety. For years, the upper parking deck on the north side of the building has been considered hazardous. By removing the upper level, the space beneath may be used for limited parking at some time.

Other measures to 'extend' the life of the Wallace Building are tentative, but have included minimal measures to limit noise issues from the building's ample atrium and investigate the possibility of creating more work space in the lowest level.



Removal of the upper parking deck on the Wallace Building's north side raised dust and a lot of questions.

## Rethinking Your Cube

A significant responsibility of the Department of Administrative Services is to care for state buildings and facilities and provide a suitable work environment for state employees. But did you know, in addition to providing the work space, DAS is also responsible for picking up the bill for all of the energy used on the Capitol Complex? So, it makes sense (and literally saves cents) when we can find ways to operate all of these enormous buildings in a manner that is more environmentally responsible.

One way for us to reach our goals of energy efficiency is to help you Rethink Your Cube. Recently, DAS has been conducting plug load surveys in buildings on the Capitol Complex. What is a plug load survey? It's a floor-to-floor, cubicle-to-cubicle 'tour' that involves staff looking in every space – including common areas - to identify what items are plugged in and using power. All buildings on the Capitol Complex will be audited by this fall and the results will be shared with department leaders. Plug load surveys are an effective tool for DAS to use in identifying how state government can reduce unnecessary power consumption.

After conducting a limited number of audits, DAS staff has identified a few areas of opportunity for cutting power consumption:



- Task lights being left on in cubicles that are vacant or temporarily vacant (staff who may have retired, be in a meeting or even gone for the day).
- Computers and monitors being left on when offices are vacant or unoccupied.
- Candle warmers – you can smell the same lovely fragrances with a zero-energy reed diffuser – but check to make sure the aroma isn't offensive to your neighbors.
- If you have an incandescent bulb, (usually in a lamp on the desk, not the lighting provided with the furniture) swap it out for a compact fluorescent to save 75 percent of the energy for the same light output.
- If you have a digital picture frame, consider using it at home and bringing in printed photos for your office.
- Clock radios are energy hogs (and may bug your cube neighbors.) You can always keep track of the time on your computer and maybe invest in an iPod or other personal audio device. Streaming music on your computer is not encouraged as it wastes bandwidth.
- If you have a personal coffeepot, tea kettle or refrigerator, consider unplugging it and sharing resources.
- Sharing printers – if we reduce the number of printers on complex by half, we could save more than \$30,000

annually on electricity alone (not to mention lease costs, toner, paper, etc) or about 1% of our utility bill.

- Take home other appliances – foot massagers, lava lamps, decorative water fountains, beauty items (lighted mirrors, curling irons.)
- Most water cooler vendors will swap out your water cooler with an Energy Star model at your request and at no charge, as long as you are renting the cooler.
- Turn off lights in conference and break rooms when not in use.
- Shut down your whole work area at night, including your computer monitor, copier, task lights, radio, and fan. A copier left on overnight wastes enough energy to make 5,300 copies.
- Turn on machines such as copiers when you need them, not automatically first thing in the morning.

So far, the plug load surveys have revealed a lot of interesting – but energy wasteful – equipment. Fans, adding machines and electric staplers actually add more stress on circuits than allowed for in original designs.

As you can see, there is an opportunity for each of us to do our part in conserving power. Use this as an opportunity to look around your office and determine what is really necessary for you to complete your daily work. We can

all make simple choices to remove these unnecessary items, or at least unplug or power off items or when not in use, which will have a more positive impact on our environment and reduce costs for taxpayers.

For additional information or to suggest energy-saving ideas, email [energy@iowa.gov](mailto:energy@iowa.gov) or visit [http://das.gse.iowa.gov/energy/energy\\_management.html](http://das.gse.iowa.gov/energy/energy_management.html)

## Printing Consolidation Coming Soon

In response to Executive Order # 20 and reorganization legislation in SF2088 – as well as a reduction in staff as a result of SERIP - DAS Print is migrating its operations from the Grimes Building to the A Level of the Hoover Building.

This move will not impact customer service. In fact, a presence will be maintained in the Grimes Building for taking orders and customer pick up of orders.

"Our primary concern is providing good service for a good price," said Lise Melton, Print Shop supervisor. "Printing from DAS is a marketplace service – which means our customers could get their work done anywhere. So we will continue to put the customer first in everything we do."

The migration of equipment and personnel is expected to take place within the next month.

## Changes for Parking/Access Processes

Previously, parking permits for employees working on the Capitol Complex were administered by DAS. With recent changes in our Customer Service area, this process has been shifted to Post 16 and the Department of Public Safety (located in the Lucas State Office Building).

Additionally, Post 16 administers all photo ID processes.

You can get more information on parking and/or building access by visiting the Post 16 website at <http://www.dps.state.ia.us/ISP/districts/bldgaccess.shtml> or by calling 281-5608.

Parking fines continue to be received by DAS at the Customer Service Center, located on the A Level of the Hoover State Office Building.

## Take Advantage of Safe Crosswalks

Any State employee attempting to cross either Court or Grand Avenue at the wrong time of day knows the challenges and dangers that exist. That's why the folks at Post # 16 want to remind everyone pedestrian crosswalks have been installed to better alert drivers of street-crossing intentions.

"Too often, drivers on these streets are in a hurry," said Lt. Mark Logsdon. "These installations are designed to get drivers' attention and prevent any misfortune between vehicle and pedestrian."

When the button is pushed, the signs become active as amber lights brighten around the diamond shape. Post 16 reminds crosswalk users, however, to still look carefully in both directions to ensure traffic is stopping.



## Upcoming Courses

Sharpen your knowledge, skills and abilities by taking advantage of these upcoming PDS classes. Check out our website for available course offerings and enroll now.

### July Workshops

[From Interview to Hire](#)

(NC301) July 14 - \$115

[Creative Thinking and Problem Solving](#)

(GI 160) July 20 - \$159

### August Workshops

[Performance Evaluation](#)

(NC401) August 26 - \$115

[Discipline Grievances and the Contracts](#)

(NC901) August 4 - \$115

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[July Calendar](#)

[August Calendar](#)

## Are You Up to the Challenge?

Happy New Year! The new fiscal year started July 1 and it promises to be a great one – filled with challenges and opportunities. How you choose to meet those challenges and opportunities is up to you. How about enrolling in classes to sharpen your knowledge, skills and abilities?

The **new** PDS class schedule is online at <http://learnatpds.iowa.gov>. Accessing information is easy. Just click on the calendar links for the immediate classes or look up the class by course title or category from the navigational links on the left-hand side of the site.

Your training liaison is also a key to getting you enrolled in a class and/or a certificate program. If you don't know who your training liaison is, you'll find a list on the PDS website or simply ask us.

Customer service is at the heart of Performance & Development Solutions and you can count on the PDS team to provide it at every opportunity.

PDS provides dozens of workshops, special sessions, computer classes, e-learning courses, coaching and webinars to public employees at every level as well as to nonprofit organizations. Between our five certificate programs and the nationally-accredited Certified Public Manager program, PDS has something for everyone. We are also offering several new classes this year.