Customer Focus

A service update newsletter for valued DAS customers

Iowa Department of Administrative Services

DAS

Government's Partner in Achieving Results

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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Contact the editor at DASnews@iowa.gov or 515-281-7056. We encourage your feedback.

Got Surplus? GovDeals Can Handle It

One of the best choices for consumers searching for used products or equipment has long been government surplus. Great buys can always be made on furniture, computers, tools – just about everything. But, because operating storefront locations for selling such products has become too costly, more organizations are turning to online auction solutions for disposing of products.

GovDeals specializes in conducting auctions for states, counties and cities. In fact, nearly 3,100 public entities nationwide choose to use GovDeals, a key reason the online auction company was awarded the surplus contract from the State of Iowa.

"We've learned that online auctions are the most cost efficient way in moving surplus property," said Barbara Bendon, State Property Manager for the State of Iowa. "And GovDeals' experience with public institutions at every level makes this the ideal solution."

One online auction of State of Iowa surplus has already taken place, returning over $20,000 to the General Fund.

To learn more about how to surplus items in your agencies, go to: http://das.gse.iowa.gov/lease_space/surplus.html or call Barbara Bendon at 281-8887.

Being Prepared for the Twenty First Century Threat

In a normal work day within state government, up to 5 million emails are addressed to our systems. Of these, approximately 160,000 messages are not SPAM. That means that over 99 percent of email traffic to the State of Iowa is potentially malicious, meaning it can contain viruses or worms capable of taking down a network.

Criminals are always looking for an easier way to score and they remain ever determined in adapting to emerging defenses so that they can continue to do their business. To battle 'traditional' crimes such as bank robbery or home break-ins, defenses such as alarms and better communications were developed. But, while such defenses have succeeded in stemming physical crimes such as robbery and burglary, the field of cyber crime prevention is far more challenging – primarily because the bad guys are often as clever with technology as the people responsible for protecting computer systems.

While cyber crooks are active virtually anywhere with internet connectivity, their most dangerous (and costly) activities affect the financial industry and government at all levels. Protecting computer systems against these activities is the focus of Cyber Security Awareness Month every October.

Cyber Storm III

The Information Security Office (ICO) of DAS-ITE is participating in a national cyber security exercise organized by the federal Department of Homeland Security called Cyber Storm III. The exercise lasts nearly a week and is carefully scripted to accurately reflect the type of foul play that can be launched against public-facing networks such as the State of Iowa's. Jeff Franklin, CIO, has been an integral part of the planning process and will actually be in the Washington D.C. area as a CyberStorm III facilitator/leader.

Cyber Security

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"Cyber bad guys are very resourceful in coming up with new ways to breach public websites," Franklin said. "I think that one of the most important investments government and business can make is to create the best possible defense system."

Fortunately, ITE-ISO is equipped with the latest knowledge and software to establish a line of defense against cyber perpetrators. Practical measures that state employees can take for protection include following State of Iowa encryption standards and taking the proper measures to ensure any outside media (including CD/DVDs and thumb drives) are free of malicious agents. To learn more about various State of Iowa IT standards, go to http://das.ite.iowa.gov/standards/enterprise_it/index.html.

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Labor Day Lightning Strike Sparks Quick Response

One target of storms that rolled through central Iowa over the Labor Day weekend was the Central Energy Plant on the Capitol Complex. A lightning strike tripped a total of five circuit breakers, cutting power across the complex and disabling chillers which, in turn, affected space housing a huge data center in the Hoover Building. Although staff on site responded by putting portable air conditioning units in place, the absence of power plant cooling resulted in a rapid elevation of room temperature – to approximately 95 degrees.

Fortunately, DAS engineering and IT staffs were able to drop family plans and either get to the energy plant or connect remotely soon enough to bridge redundant circuits, restore power throughout the complex and ensure computer systems were functional.

Their quick action helped to avoid any loss of data that may have resulted had the server space remained without air conditioning.

DAS employees putting forth the extra effort include: Kevan Tucker, Leonard Carkhuff, Jeff Foster, Jay Young, Ken Thornton, Danny Thomas, Dennis Babcock, Matt Behrens, Russ Rozinek, Cory Oelberg, Todd Rector and Derrick Beery.

Spotlight on Safety
Did you know…
When leaving work after hours, Post 16 will provide an escort to your vehicle. All you have to do is ask!
Just call 281-5608.

Fueling the State's Economy with e85

Ethanol-blended gasoline is still a perpetual topic. While experts continue to debate the intricacies of supply, demand and federal government programs, there's no denying that ethanol production has had a positive effect on markets and actual jobs. Additionally, Executive Order 3 directs State of Iowa employees to purchase e85 fuel at least 60 percent of the time when driving flexible fuel vehicles.

For the foreseeable future, the presence of ethanol production in the state's economy is considerable, for both the growers supplying the raw materials and for the processing industry and the jobs and revenue it creates.

In Iowa, there are currently 38 ethanol plants in production, processing over 3 billion gallons of product a year and using nearly 800 million bushels of corn annually. A study conducted by Iowa State University concluded that an average of 46 workers is required to operate a single ethanol plant and that every job in the ethanol industry supports another 2.79 jobs in the overall economy.

Environmentally, ethanol-blended fuels burn more cleanly, lowering carbon monoxide and carbon dioxide emissions considerably and, by using a renewable resource like corn, lower our dependence on imported oil.

But it's not a perfect situation. Debate over support of ethanol production by the federal government continues. Livestock producers face higher costs for feed because of the increased demand for corn and other interests argue that agricultural resources should be more centered on raising food rather than fuel. Nevertheless, the ethanol industry continues to be a significant part of the Iowa economy.

Why State Employees Should Care

The State of Iowa fleet includes 1,298 flexible-fuel vehicles. Flex-fuel vehicles are capable of burning regular fuel or e85 ethanol-blended fuel. Too often, however, employees are failing to comply with EO3 (60 percent e85 usage). Part of the challenge for drivers is knowing where e85 pumps in the state are located. The map in this brochure shows where e85 can be purchased in Iowa. While some parts of the state, such as extreme Northeast Iowa, are lacking in e85 options, adequate access is available just about everywhere else, with proper planning.

Additionally, when renting vehicles from the DAS Motor Pool, employees can get a printout of e85 stations along their planned routes. While filling with e85 may require a few minor out-of-the-way spurs, it will nevertheless help employees to comply with EO3 as well as directly benefiting the Iowa economy.

Return on Investment (ROI)

Agency presentations for Return on Investment funding for FY 2012 were conducted September 2 and 3 before the ROI Evaluation Committee. The review and ranking process is identical to the process of prior years although the committee membership has changed.

Twenty-three applications worth a total of $6,843,193 were submitted for FY 2012 funding. The committee's ranking will be used in the budget offer being prepared for the Technology Reinvestment Fund. This fund remains as an important funding source for technology projects in state government.

Information Security Office
Web Application Security Standard

The Enterprise Web Application Security Standard becomes effective September 30, 2010 for new web applications and December 31, 2011 for existing web applications. Agencies must review their web applications to ensure these applications meet standards. The Information Security Office can provide Web Application Security Assessments. Agencies should contact the ISO for more information at 281-4820.

Web Application Security Standard http://das.ite. iowa.gov/standards/documents/20100607_Web_ Application_Security_Standard.pdf.
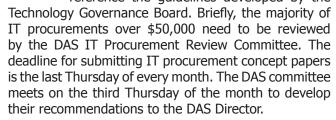
Bits & Bytes

Information Security Office
Information Disposal

State agencies collect a large amount of confidential information both electronically and through paper processes. State employees must act as good data stewards and protect confidential information from unauthorized access. Documents containing confidential information must be shredded prior to disposal. Electronic media such as DVDs, jump drives or old computer equipment should be given to IT staff for electronic wiping prior to disposal.

Technology Advisory Committee (TAC)

The DAS IT Procurement Review Committee has met several times since it was formed on July 1 and the committee will continue to meet in the interim period before the Technology Advisory Council is formed. Agencies determining which IT procurements need to come before the DAS committee should reference the guidelines developed by the Technology Governance Board. Briefly, the majority of IT procurements over $50,000 need to be reviewed by the DAS IT Procurement Review Committee. The deadline for submitting IT procurement concept papers is the last Thursday of every month. The DAS committee meets on the third Thursday of the month to develop their recommendations to the DAS Director.

For more information on the IT procurement review process, check the TAC website: http://tac.iowa.gov/ images/advisory_group/RFP_adv_group/index.html.

USPS Postal Change — Intelligent Mail Barcode (IMb)

The United States Postal Service has been implementing a change from Postnet Barcodes to an Intelligent Mail Barcode (IMb). Effective May 2011 the IMb barcode will be mandatory for use by mailers. The IMb barcode will affect your Business Reply Mail and Courtesy Reply Mail.

The IMb barcode is distinguished from its predecessor by the placement of the code (see examples). DAS-ITE Print has been aiding state agencies in changing to IMb on orders they process. If agencies are ordering envelopes through a TSB or other source, they need to be sure they are compliant with these changes. Questions concerning

this change should be directed to the DAS ITE Print office at 515-281-5231 or visit the US postal service at: http:// ribbs.usps.gov/intelligentmail_mailpieces/documents/tech_ guides/USPSIMB_QandA.pdf.

Today, four lines used for ACS, POSTNET & PLANET CODE services.

Address Service Requested
#BWNGKVC
#9999 9920 0104 276#
JOHN SMITH
249 AMBERVIEW LN
MEMPHIS TN 38141-8346

With Intelligent Mail barcode, one line combines all services and other data.

JOHN SMITH
249 AMBERVIEW LN
MEMPHIS TN 38141-8346

IT Redesign – E020 Update

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 printing operations from the Grimes Building to the A Level of the Hoover Building.

This move will not impact customer se Enterprise Email Services – The population of mailboxes on the Enterprise Mail servers continues to rise. To date, the service supports more than 6,000 mailboxes for 35 government organizations. Since our last update, the Department of Public Defense (including Homeland Security and Emergency Management Division and the Iowa Department of Veterans Affairs), Iowa Insurance Division, Iowa Lottery, Iowa Board of Education Examiners and Iowa Finance Authority have become subscribers to the enterprise service offering. Planning is already underway for at least six entities to transition their agency-managed email solutions to ITE. Some of the larger agencies that will begin the planning process include the Departments of Public Health, Education, Revenue and Corrections. Once these agencies transition, the mailboxes managed centrally will more than double.

Enterprise Desktop Virtualization – Approximately $450,000 is allocated to this project from Pooled Technology funds for FY11. A cross-agency workgroup is considering an expansion of DNR's Citrix solution or IWD's VMWare solution as an enterprise service offering for 1,000 virtual desktops. The team is in the process of collecting and analyzing data and expects to have their recommendation to acting CIO Tritch soon. This initiative is in response to Executive Order 20 (2.F) "Increase the use of new technologies such as Thin Client technology."

DAS Print – ITE-Print has closed all of its satellite (except the print/copy satellite facility in the Capitol during the legislative session). Additionally, the Grimes and Hoover printing facilities are being merged into one office that will be located at Hoover-A Level.

Email Encryption – RFP responses for an enterprise email encryption and email gateway solution have been received. Funding for the email encryption project was provided by FY11 Pooled Technology Funds.

IT Cloud Services – The Legislative Services Agency recently issued an RFP for IT Cloud Services – hosted email and desktop productivity solutions. ITE will serve on the evaluation committee for the RFP.

Email Bundled Service Rate – The new fee for email services for FY11 is $7.09/month/email account. This is a bundled rate and includes Exchange mailbox (Service 763), Webmail (Service 718), Enterprise Vault (Service 1001) and Email SPAM filtering (Service 4240). This is nearly a 40% reduction from FY10 service rates and reflects the greater volume of mailbox addresses that are a result of compliance with SF2088.

In addition to the new email bundled rate, data usage continues to be an extended service based on actual utilization. Extended services include Disk Storage Performance Optimization (Service 4141) and Disk Storage High Performance (Service 4142). For Vault data, the extended services are Disk Storage Performance Optimization (Service 4141) and Disk Storage High Volume (Service 4143). For disaster recovery purposes and the ability to recover email, the extended service of Data Backup (Service 4427) also applies. ITE will work with your agency CIO or IT lead to review these service components.

Keeping You Informed – And, finally, we understand the importance of communication at all levels and are attempting to provide complete, accurate information to all stakeholders. Regular JCIO meetings are held and monthly updates are provided to agency executives and CIOs. Additionally, an ITR website is available to all State employees – http://itr.iowa.gov/gf/project/itr. This site contains team reports, survey results and a calendar of events. It also has a CONTACT US link that can be used to send questions, comments or concerns. In addition, we are expanding our communication effort with a public-facing website. Once that site is completed, the link will be shared.

Capitol Complex Calendar of Events

September 2010

September 10-11
Homeless Standdown – Grimes Grassy Area

September 25
Jim's Ride – West Capitol Terrace

October 2010

October 2
Fall DNR Tree Distribution – Lot 3, south of Hoover

October 10
DM Hunger Hike – West Capitol Terrace/Finkbine

October 14
World Food Prize Festival

October 23
Race for the Cure – Capitol Complex

Collaboration Increasing in IT Redesign Efforts

Recent moves by several departments to advance IT consolidation within the Executive Branch have surpassed the scope defined by SF2088 and EO20. This degree of collaboration is encouraging and DAS-ITE appreciates the level of interest and confidence that agencies have in the service offerings the enterprise provides. The degree of interagency participation of IT talent clearly supports the spirit of collaboration intended by SF2088 and EO20.

The Department Of Education's new Chief Information Officer is working with ITE to explore ways in which that agency could adopt a cloud-computing solution in the near future. Operationally, that department is working with ITE to develop a plan to move its IT Infrastructure into the Hoover Data Center and has also inquired about Project Management services to assist with a number of application projects currently underway.

The Department of Public Health has also engaged ITE to develop a plan for migrating agency IT Infrastructure as well as collaborating with ITE in the hiring process for their agency CIO, who will also participate on the JCIO Committee. ITE appreciates the opportunity to provide assistance in recruiting top talent into IDPH with the knowledge that the agency's actions will benefit IT operations throughout state government.

The Department of Economic Development initially requested technical advice and consultation on the design and implementation of a wireless network at their offices. Following a site assessment, the two agencies have significantly advanced their working relationship and are collaborating to move IDED's technology infrastructure to the Hoover Data Center and ITE is playing a leading role in providing project management support for IDED's application projects.

The Department of Inspections & Appeals – Health Facilities Division recently engaged ITE in discussions regarding their IT infrastructure, including Network, Server and Desktop Support. This opportunity builds on the positive relationship that the agencies have today as DIA has been a customer of the Enterprise Email Solution for several years.

Iowa Workforce Development recently experienced the exit of their entire IT management team due to SERIP and other career opportunities. IWD leadership engaged DAS to assist with an interim solution and ITE's leader of Applications & E-Government, Mark Uhrin, is temporarily serving as IWD's CIO. ITE will also participate in the selection process for IWD's new IT management team.

Converting an East Side Landmark

The Iowa Building, formerly known as Mercy Capitol (as well as General Hospital before that), at 603 E 12th Street is beginning its latest incarnation as a college 'campus' and office building.

Des Moines Area Community College is occupying parts of floors 3 and 4 for nurse training and has anointed the space as DMACC Health Sciences – Capitol Complex. Multiple classes are underway and DMACC officials are very pleased with the ability to create a larger training facility in a hospital-like setting.

Other agencies moving into the new/old space include:

- The Department of Corrections has set up its central pharmacy.
- The Department for the Blind is using space for records storage and moving its records operation from flood-exposed space.
- The Ombudsman's Office of the Department of Aging is locating its offices on the 5th floor.
- College Aid Commission is also moving into the 5th floor.

The Iowa Building was purchased initially to facilitate space needs surrounding plans to construct a new state office building north of Grand Avenue. Although plans for new construction have been delayed, DAS has nevertheless continued to utilize the space at the lowest possible cost.

For DMACC and many nurses of the future, the refurbished space is a very welcome 'addition.'
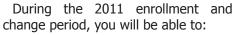

DMACC nursing students 'assess' a patient in the Iowa Building. The simulator generates several bodily signals necessary for patient evaluation.

Instructor Kristine Bush teaches future nurses in the Iowa Building.

2011 Enrollment & Change Period

The 2011 enrollment and change period will be from October 22, 2010 through November 22, 2010. The enrollment and change period is the time of year when State of Iowa employees have the opportunity to elect or change benefits for 2011. Benefit elections made during the enrollment and change period will be effective January 1, 2011.

During the 2011 enrollment and change period, you will be able to:

- Enroll in a health insurance plan.
- Change your health insurance plan.
- Add or remove eligible family members from your health insurance plan.
- Enroll in one or both of the Flexible Spending Accounts.
- Apply to increase or decrease supplemental term life insurance.
- Change your pre-tax premium conversion selection.

More information about the 2010 enrollment and change period will be made available around October.

Personal Health Assessment

It's not too late to take the Personal Health Assessment (PHA) with the campaign continuing through September 30.

The PHA is a tool to help you know more about your current health status as well as any potential health risks. Before taking the PHA, you'll need to know biometric information such as height, weight, blood pressure, cholesterol and glucose readings. If you cannot get this biometric information from your physician, the State has arranged for Visiting Nurse Services of Iowa to administer onsite health screenings in a number of locations through the campaign.

The State of Iowa is committed to protecting your privacy and ensuring confidentiality. All personal health information is kept confidential and will not be shared with anyone from the State of Iowa.

Good health begins with good information. Don't delay. Take your PHA today and start the journey towards a healthier you. To get started, visit the PHA website at http://employeewellness.iowa.gov/pha.html.

Spotlight on Safety
Did you know…
911 or 9911 will reach help when reporting an emergency from your desk phone.

Medication Therapy Management

DAS-HRE has contracted with Outcomes Pharmaceutical Health Care to offer medication therapy management services to all active State of Iowa health insurance plan members and retirees. Board of Regents employees are not eligible for this program.

Through Outcomes, specially-trained local pharmacists will meet with you to review all your medications. This will help identify any duplications or conflicts and help to organize your medication schedule.

As a State of Iowa health insurance plan member, you are eligible for these important services at no additional cost.

More information can be found at the Healthy Opportunities Medication Therapy Management website at http://employeewellness.iowa.gov/med_therapy_mgmt.html.

New IUB/OCA Building Update

Work on the new IUB/OCA office building at the southeast corner of the Capitol Complex continues. The building, funded by assessments to the utility industry in lieu of rent, is projected to be a LEED Platinum building – the highest rating available from the U.S. Green Building Council – and will feature solar energy panels and possibly a wind turbine. The building is scheduled for completion later this year.

Historic Cannon Returns to Capitol

After twelve years of resting, unnoticed, in tall grass, a second Civil War-era Parrott Rifle, among the most common artillery pieces of the time, was mounted on the west side of the Iowa State Capitol on August 12th.

The Parrott Rifle was invented by Robert Parker Parrott, a West Point graduate who, in 1836, resigned his Army commission in order to run a foundry in New York. Although the Parrott Rifle was not patented until 1861, it evolved into being one of the most popular heavy weapons for both sides in the Civil War.

"This is a great addition to the Capitol Complex," said Governor Chet Culver. "Our state played a critical role in the Civil War and I hope that all Iowans can visit the Capitol, see these magnificent artifacts, and appreciate our heritage even more."

The Parrott Rifles at the Capitol are 100-pounders and were each part of ships' armament (the USS Nipsic and USS Tallapoosa). 100-pound refers to the maximum weight of the ball these guns could fire, using 10 pounds of charge and sending the ball over 7,000 yards.

Workers place a Civil War Parrott Rifle on the west side of the Capitol. Building.

Parking at the Wallace Building

After removing the upper parking deck on the North side of the Wallace Building, the lower level parking has been restored with more visitor spaces.

Upcoming Courses

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

September Workshops

Influencing & Negotiating for Results
(GI 218) September 15 – $159

Time Mastery
(GI 313) September 23 – $105

October Workshops

Human Relations Skills
(SC 203) October 12 & 13 – $229

Accounting Fundamentals
(GI 176) October 8, 15, & 22 – $159

Fall 2010 Grant Series

$115 per session, $299 for the 3 course series

Grant Seeking – September 27, 2010
Build your ideas and research potential grantors to match their interests with your mission.

Grant Writing – October 18, 2010
Learn how to create urgency by writing a proposal that conveys the importance of your project and how a grant will help to resolve the challenge.

Grant Management – October 25, 2010
Now that you have the grant, what's next? Learn how project directors, principal investigators and project administrators proceed with managing a funded project.

For assistance with enrollment in upcoming classes, CPM, survey development, one-on-one or group coaching, special sessions or other training initiatives, please contact us via e-mail: pds@iowa.gov or call
Brian Mayer 515-281-5456