

DAS CUSTOMER COUNCIL MEETING MINUTES: July 27, 2021

A regular meeting of the DAS Customer Council was held on Tuesday, July 27, 2021, in Conference Rooms 5 and 6 in the Hoover Building at 1305 E. Walnut, Des Moines, Iowa. The meeting was called to order by Chair Michael Boussetot at 1:07 p.m.

MEMBERS PRESENT

Michael Boussetot, Department of Management (DOM), Chair
Adam Steen, Department of Administrative Service (DAS), Vice-Chair
Judy Bradshaw, Iowa Law Enforcement Academy (ILEA)
Jon Cleereman, Judicial Branch
Kelly Garcia, Department of Human Services
Larry Johnson, Department of Inspections and Appeals
Scott Marler, Department of Transportation¹
Linda Miller, Iowa Department on Aging
Kraig Paulsen, Iowa Department of Revenue
Beth Skinner, Department of Corrections
Matt Strawn, Iowa Lottery Authority

MEMBERS ABSENT

Debi Durham, Iowa Economic Development Authority (IEDA) and Iowa Finance Authority (IFA),
Ex-Officio Member
Steven Lukan, Iowa Department of Veterans Affairs
Kayla Lyon, Department of Natural Resources
Meghan Nelson, Legislative Branch (House)
Charlie Smithson, Legislative Branch (Senate)
Beth Townsend, Iowa Workforce Development

DESIGNEE

Rick Peterson, IDEA and IFA, for Ex-Officio Member Debi Durham (Non-Voting Member)

OTHER ATTENDEES

Marie Agey, DAS
Matt Behrens, Office of the Chief Information Officer (OCIO)
Jennifer Caldwell, DAS
Bethany Childers, DAS
Susan Churchill, DAS, responsible for taking meeting minutes
Jay Cleveland, DAS
Mike Cornelison, DAS
Charlee Cross, DAS
Annette Dunn, OCIO
Matthew Durand, DAS
Tera Granger, DAS

¹ Council Member Scott Marler joined the meeting by phone at 1:00 p.m. and remained on the phone until he arrived in person at 1:22 p.m.

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Ed Hermann, DAS
Dave Heuton, DAS
Mirela Jusic, DAS
Dylan Keller, Legislative Branch (Senate)
Rachael Krier, ILEA
Ermin Kremic, DAS
Jessica Lingo, DAS
Allen Meyer, DAS
Nathan Reckman, DAS
Erin Reinders, DAS
Deb Scrowther, DOM
Maria Wagenhofer, Legislative Services Agency
Tami Wiencek, DAS
A few others were present who did not sign-in.

AGENDA ITEMS

- I. The meeting was called to order at 1:07 p.m. by Chair Michael Boussetot.
- II. Roll Call – taken by Dave Heuton, DAS Deputy Director
- III. Approval of Minutes from Meeting on August 4, 2020
 - A. **MOTION:** Judy Bradshaw made a motion to approve the minutes.
 - B. Beth Skinner seconded the motion.
 - C. Members not present during the 2020 meeting abstained.
 - D. Motion passed unanimously by members present during 2020 meeting.
- IV. Council Membership – Chair Boussetot:
 - A. Reviewed the membership terms expiring on August 31, 2021.²
 - B. Announced the new and reappointed members.
- V. Summary of Customer Council Business Plan – Vice-Chair Steen:
 - A. Provided an overview of the *Business Plan and Report to the Customer Council*.
 - B. Reviewed rate methodologies for various services and explained how to access agency impact statements.

² A listing of Council Members with corresponding term expiration dates can be found on the Customer Council [website](#).

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VI. Review of Rate Proposals by DAS – *Vice-Chair Steen reviewed proposed rate changes, as outlined in the Business Plan; Council Members discussed the proposed changes; and Chair Boussetot brought all action items to the floor for one collective vote.*

A. General Services Enterprise proposed three rate changes.

1. *Associate Rate - Complex* proposal for FY23 – **Action Item**
 - a. Increase from \$6.50 per square foot to \$7.00 per square foot.
 - b. Rate based on square footage of space occupied.
 - c. Reason for increase: DAS is continuing progress made on routine maintenance, such as parking lot and sidewalk repair, window replacement, and elevator maintenance.
2. *Design and Construction Services* proposal for FY 23 – **Action Item**
 - a. Increase from \$100.00 per hour to \$110.00 per hour.
 - b. Rate based on an hourly rate.
 - c. This rate is still below market.
3. *Leasing Management* proposal for FY23 – **Action Item**
 - a. Increase from \$0.05 per square foot to \$0.07 per square foot.
 - b. Rate based on total current leased square footage.
 - c. Reason for increase: a reduction in the number of leases.

B. Human Resources Enterprise (HRE) proposed five rate changes for FY23 and two rate adjustments for previously approved FY22 rates.

1. *Merit and Non-Merit Employment Services* proposal for FY23 – **Action Item**
 - a. Increase from \$65.41 per filled position to \$73.44 per filled position.
 - b. Rate based on a five-quarter average.
 - c. Reason for increase: HRE had many open positions, which have now been filled.
2. *Family and Medical Leave (FMLA) Act* adjustment for FY22 and proposal for FY23 – **Action Item**
 - a. Approved rate for FY22 was \$24.84 per filled position.
 - b. Rate based on filled positions five-quarter average.
 - c. DAS is proposing an adjusted increase in the FY22 rate to \$33.96 per filled position and a rate of \$33.96 per filled position for FY23.
 - d. Reason for increase: DAS is not renewing its contract with Reed Group and is bringing FMLA services back in-house.
3. *Training* proposal for FY23 – **Action Item**
 - a. Increase from \$19.57 per filled position to \$27.60 per filled position.
 - b. Rate based on filled positions five-quarter average.
 - c. Reason for increase: DAS is increasing training opportunities.
4. *Access Badging* adjustment for FY22 and proposal for FY23 – **Action Item**
 - a. The rate for FY21 was \$11.14 per badge; however, agencies were not charged in FY21 and a rate was not set in FY22.
 - b. Rate for FY22 and FY23 is based on a count of select Capitol Complex employees.
 - c. DAS is proposing a rate of \$33.50 per complex position for FY22 and a rate of \$20.00 per complex position in FY23.
 - d. Justification for rates: DAS is catching up for not charging agencies in FY21; the FY23 rate is more reflective on the actual cost moving forward.

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5. *Employee Relations* proposal for FY23 – **Action Item**
 - a. Increase from \$28.20 per filled position to \$36.00 per filled position.
 - b. Rate based on filled positions five-quarter average.
 - c. Reason for increase: DAS will be adding additional staff to the team to address the backlog of employee complaints.
 - C. There were no proposed changes for Central Procurement/Fleet Services Enterprise or State Accounting Enterprise.
 - D. The Council had a brief discussion before voting.
 1. Vice-Chair Steen indicated Employee Relations investigates employee complaints regarding discrimination, sexual harassment, and workplace violence. Because workplace violence is a broad category, DAS is considering adding a fourth category of investigation: workplace conflict. These complaints could be pushed back to agencies to handle, thereby reducing the DAS workload.
 2. Kraig Paulsen asked if the badge fee was for new employees only; Dave Heuton clarified \$33.50 will be charged for each person in an agency.
 - E. Chair Boussetot asked for a motion to approve the FY22 rate adjustments and FY23 rate proposals.
 1. **MOTION:** Kraig Paulsen made a motion to approve the rates.
 2. Matt Strawn seconded the motion.
 3. Motion passed unanimously.
- VII. Rate Discussion by OCIO – *Annette Dunn, Director and Chief Information Officer, provided an update on OCIO.*
- A. OCIO provides oversight for agencies on technology procurement and security.
 1. OCIO has implemented Okta dual authentication.
 2. Information Security Standards will be coming out soon.
 3. OCIO will be hiring a Chief Security Officer and Chief Financial Officer.
 - B. FY23 rates are expected to increase and/or transition; for example, mainframe costs will decrease, while cyber security costs will increase.
 - C. OCIO has four major technology initiatives:
 1. Data center modernization.
 2. Security modernization.
 3. Remote and hybrid working.
 4. Application modernization.
- VIII. Meeting adjourned at 1:51 p.m.