

DAS CUSTOMER COUNCIL MEETING MINUTES:

October 21, 2024

A regular meeting of the DAS Customer Council was held in Conference Room G19 at the State Capitol Building on October 21, 2024. Those who could not attend in person participated virtually via Google Meet. The meeting was called to order by Chair Kraig Paulsen at 1:01 p.m.

MEMBERS PRESENT IN PERSON

Kraig Paulsen, Department of Management (DOM), Chair, Non-Voting Member
Adam Steen, Department of Administrative Services (DAS), Vice Chair, Non-Voting Member

Stephan Bayens, Department of Public Safety (DPS)
Mary Mosiman, Iowa Department of Revenue (IDR)
Stephen Osborn, Department of Public Defense (DPD)

MEMBERS PRESENT VIRTUALLY

John Benson, Homeland Security and Emergency Management (HSEM)
Debi Durham, Iowa Economic Development Authority/Iowa Finance Authority (IDEA/IFA)
Kent Farver, Judicial Branch
Larry Johnson, Department of Inspections, Appeals, and Licensing (DIAL)
Kayla Lyon, Department of Natural Resources (DNR)
Scott Marler, Department of Transportation (DOT)
Doug Ommen, Department of Insurance and Financial Services (DIFS)
Beth Townsend, Iowa Workforce Development (IWD)

PROXIES PRESENT IN PERSON

Sandi Hurtado-Peters, Department of Education (DOE), proxy for McKenzie Snow
Sarah Reisetter, Department of Health and Human Services (HHS), proxy for Kelly Garcia

PROXY PRESENT VIRTUALLY

Paul Cornelius, Department of Corrections (DOC), proxy for Beth Skinner

MEMBERS ABSENT

Todd Jacobus, Iowa Department of Veterans Affairs (IDVA)
Meghan Nelson, Legislative Branch - House
Charlie Smithson, Legislative Branch - Senate

OTHER ATTENDEES IN PERSON

Susan Churchill, DAS, responsible for taking meeting minutes
David Fardal, DOM
Steve French, IDR
Mirela Jusic, DAS
Dylan Keller, Legislative Branch - Senate
Joey Lovan, Legislative Services Agency (LSA)
Nick Miller, DAS
Nathan Reckman, DAS
Others may have been present who did not sign in.

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OTHER ATTENDEES VIRTUALLY

Matt Bender, DOM

Melissa Gillett, DOT

Heather Hackbarth, DOM

Jim Wittenwyler, DPS

AGENDA ITEMS

- I. The meeting was called to order at 1:01 p.m. by Chair Kraig Paulsen.
- II. Roll Call – Chair Paulsen noted the Council Members in attendance and asked if members had any objections to allowing a proxy for the Department of Corrections, the Department of Education, and the Department of Health and Human Services.
 - A. No one objected to the substitutions.
 - B. These individuals were allowed to vote.
- III. Approval of Meeting Minutes of September 12, 2023
 - A. **MOTION:** Commissioner Stephan Bayens made a motion to approve the minutes.
 - B. Adjutant General Stephen Osborn seconded the motion.
 - C. Motion passed unanimously.
- IV. DAS Sole Provider Review¹ – The Council directed the Chair to form a study committee to receive input and review services provided by DAS-Human Resources Enterprise and the Office of the General Counsel; in particular: alignment with department needs, cost appropriateness, whether DAS should continue to be the exclusive provider of services, and other matters as relevant.
 - A. **MOTION:** Commissioner Stephan Bayens made the motion.
 - B. Adjutant General Stephen Osborn seconded the motion.
 - C. Motion passed unanimously.
- V. Summary of Customer Council Business Plan – Vice Chair Adam Steen provided a high-level review of the Business Plan and DAS rates.
 - A. Key rate adjustments for FY25
 1. Decrease in the DAS-General Services Enterprise hourly rate for design and construction.
 2. Decrease in the DAS-Human Resources Enterprise rate for access badging.
 3. A suspension of the DAS-Central Procurement Fleet Services Enterprise utility rate for an estimated savings of \$644,000 for FY25.
 - B. Key rate proposals for FY26
 1. Increase in the DAS-General Services Enterprise association rate per square foot.
 2. Increase in two DAS-Human Resources Enterprise rates due to the addition of FTEs.
 3. Increase in the DAS-Central Procurement Fleet Services Enterprise rate for risk management.

¹ **541 IAC 12.7(4) Biennial review.** Every two years, the DAS customer council will review the decision made by the department that DAS be the sole provider of a service and make recommendations regarding that decision.

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VI. Review of Rate Proposals by DAS (Action Item)

- A. Council Members had questions on some of the proposals, and Vice Chair Steen provided the following clarifications:
 - 1. Two total FTEs will be added for DAS-Human Resources Enterprise.
 - 2. The FTEs are needed to:
 - a. Help review the increased number of job applications, and
 - b. Help the Classification and Compensation team with the increased number of classification reviews statewide.
 - 3. The allocation for the Workday and Iowa Advantage systems is for the cost of the systems themselves—not for FTEs.
- B. Council Member Scott Marler requested the minutes reflect that the Workday rate for the Department of Transportation is in question due to the ongoing discussions regarding the department's stand-alone tenant and the statewide tenant.
- C. Council Members voted on FY25 rate adjustments and FY26 rate proposals.
 - 1. **MOTION**: Commissioner Stephan Bayens made a motion to approve the rates.
 - 2. Adjutant General Stephen Osborn seconded the motion.
 - 3. Motion passed unanimously.

VII. Meeting adjourned at 1:19 p.m.