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 quarterly 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 Caleb.Hunter@iowa.gov or 515-725-2017. We encourage your feedback.

Keeping Up with Technology - Mobile Application for Sex Offender Registry

Did you know up to 25% of visits to state websites are smart phone and tablet users? This number is growing every day, and it is estimated that it could exceed 50% in the next couple of years. In order to enhance the services provided for the citizens of Iowa, DAS-ITE has begun creating a mobile application for the Iowa Department of Public Safety's Sex Offender Registry. The mobile application is being built for iPhone and Android devices and will provide access to registry data tailored to fit their screens as well as provide location-specific information relevant to the user's current location. Helping citizens quickly check information relevant to their current location without the need to manually enter it or search through pages of information will make it easier to stay informed. DPS has had great success with their most wanted program on their website, and this mobile application may help apprehend more non-compliant registrants by allowing users to report sightings and providing information about their current location. The mobile application and enhancements to the existing Iowa Sex Offender website will also provide information about the registry and the different restrictions placed on offenders. DAS-ITE is proud to help our customers serve the ever growing population of smart-device users.

Cyber Security Awareness Month

October is Cyber Security Awareness Month. Cyber Security Awareness Month is a national public awareness campaign to encourage everyone to protect their computers and our nation's critical cyber infrastructure.

The U.S. Department of Homeland Security, National Cyber Security Alliance, Multi-State Information Sharing and Analysis Center (MS-ISAC), and DAS-Information Security Office (ISO) are working together to promote Cyber Security Awareness Month in Iowa.

In October the ISO will promote cyber security through the following events\ activities:

• Proclamation: Governor Branstad signed a proclamation to proclaim October Cyber Security Awareness month.

• Media Disposal Event: The ISO will host a media disposal event on October 19th. During the event Shred-it will securely destroy 2000 backup tapes and 100 hard drives on-site. Certificates of destruction will be issued. There is no charge for state agencies to participate in this event but agencies must register with the Information Security Office in advance.

• Training: The ISO hosted a training event on October 12th for state manages\ IT staff. Special Agent Brian Arcand and Dr. Doug Jacobson spoke

Enterprise Authentication and Authorization

Enterprise Authentication and Authorization (A&A) is the State of Iowa's shared authentication and authorization service provided by DAS-ITE. DAS-ITE is pleased to notify its customers of several recent updates and changes made to the system.

A&A handles user registration, account management (like changing and recovering passwords) and simple privilege management functions.

- As of September 1, 2012, there are more than 26,000 State accounts (employees and contractors), and over 500,000 citizen/business accounts active in the system.

- The service provides accounts to over 200 different applications for 20 State agencies.

- There are approximately 400,000 logons per month.

In July over 50 project tasks were completed for increased performance, required security and customer requested enhancements and were deployed to production in A&A v2.5.7. A&A v3 completes the enhancement cycle and has been migrated to test. All customer applications using the Enterprise Authentication and Authorization System are being asked to test thoroughly. A&A v3 implements the single use token design and reduces the session time out to 20 minutes.

DAS-ITE recommends that all applications be tested in accordance with application testing procedures:

1. Full application regression test of A&A related features used by your application against v3 in the A&A Test environment.

2. All issues discovered in item 1 above should be reported to the ITE Service Desk. While the issue may be related to something that needs changed in your application, it could also be an A&A issue.

3. The main change in v3 that may affect your application is the single use token design. Each application should review how they are using the token to insure the token is not being stored or reused. If an application is storing the token or using it more than once then the application is a candidate for change.

Please pass this information on to others in your agency that may have applications that use A&A.

To receive regular updates on changes and updates related to ENTAA, subscribe to our mailing list.

How to subscribe to the ENTAA mailing list:

Use this URL to subscribe. https://forge.iowa.gov/mailman/listinfo/entaa-notices

You just need to enter your email address and press the subscribe button.

For additional information on suggestions related to changes that need to be made in your application, please contact Darrell Fremont DAS-ITE, ENTAA System Project Manager, Darrell.Fremont@iowa.gov

IT Redesign

- DAS-ITE has recently completed two major consolidation projects. The Department on Aging and the Department of Inspections and Appeals have been moved onto the enterprise infrastructure. DAS now supports their network, servers and desktops.

- DAS-ITE and the Iowa Department of Revenue are working in partnership to consolidate IDR. Since July, IDR has been transitioning support of their network, servers and desktops to ITE. Now the agencies are working to move IDR onto ITE's infrastructure.

Bits&Bytes

- Commerce - Alcoholic Beverages Division will be the next agency to migrate.

State of Iowa Warrant Conversion

In July, the State completed the conversion from pre-printed warrants to cut-sheet warrants. The State has realized multiple benefits from this change, as pre-printed warrants required the use of an antiquated printer for which it was difficult, at best, to obtain replacement parts. State warrants are now printed on current technology, which helps with repairs and also better prepares it for disaster recovery. In addition, the new warrants include security features that weren't available with the previous warrant stock, including folding the warrants with a C-fold which provides greater privacy while using regular envelopes and eliminating the need to purchase more expensive security envelopes. This change also allows the State to provide a remittance advice that includes more payment information and the URL for the State's Vendor Payment Portal https://i3public.iowa.gov/payments/index.faces. This additional service became available for our customers last year. This improvement affected all State agencies, and DAS-State Accounting sincerely appreciates all of the agencies for their collaboration in the successful development and transition to this new process.

2012 Enrollment & Change Period

The 2013 enrollment and change period is **October 1 – November 16, 2012.**

The enrollment and change period is the time of year when you have an opportunity to elect or change your health insurance, life insurance, or flexible spending accounts benefits for 2013.

Beginning with this enrollment and change period, major additions and enhancements have been made to IowaBenefits (https://dasbenefits.hrintouch.com). In-depth benefit information about the 2013 enrollment and change period is located in IowaBenefits instead of the DAS-HRE Benefits website. Employees have the convenience of having all of your benefit information in one location. Because IowaBenefits has information that employees need and want, they have the convenience of reviewing benefit information and enrolling in benefits at one site.

Employees' life insurance and long term disability benefits have been added to IowaBenefits. They can view your basic and supplement life insurance benefits online. In addition, they can see how much they pay for their supplemental life insurance and how much the State contributes to both their basic life and long term disability insurance.

Employees can now designate life insurance beneficiaries online in IowaBenefits. Their current beneficiaries have not been added to IowaBenefits, so this enrollment and change period is a great opportunity to add life insurance beneficiaries online in IowaBenefits.

During the 2013 enrollment and change period, employees* can:

- Enroll in a health insurance plan, if not currently enrolled.
- Change their regular health insurance plan or Voluntary Contribution Premium health insurance plan.
- Change from a regular health insurance plan to a Voluntary Contribution Premium health insurance plan.
- Change from a Voluntary Contribution Premium health insurance plan to a regular health insurance plan.
- Add or remove eligible family members from their health insurance plan.
- Enroll in one or both of the Flexible Spending Accounts.
- Decrease or apply to increase supplemental term life insurance.
- Change their pre-tax premium conversion selection.

* SPOC-covered employees can:

- Enroll in one or both of the Flexible Spending Accounts.
- Decrease or apply to increase supplemental term life insurance.

- Change their pre-tax premium conversion selection.

Employees do not need to re-enroll in order to keep their current health, dental and supplemental life insurance elections; however, if they want to participate in the Health and/or Dependent Flexible Spending Accounts, they must enroll during the 2013 enrollment and change period.

Benefit elections made during the enrollment and change period are effective January 1, 2013, with the exception of supplemental life insurance. If employees request an increase to supplemental life insurance, The Hartford will have to approve the increased coverage before it becomes effective. Increases to supplemental life coverage will be effective the first month following The Hartford's approval.

There are ten scheduled 2013 enrollment and change webcasts in October. For the dates and times of the presentations and to register for the presentation, go to DAS Benefits Education>Upcoming Presentations website at http://das.hre.iowa.gov/benecalendar3.html.

Capitol Complex Calendar of Events

October 2012

Oct. 18
World Food Prize Ceremony

Oct. 27
Race for the Cure

November 2012

Nov. 8
Sullivan Brothers Award

Nov. 12
Veterans Day events

Nov. 30
Holiday Tree Lighting – Kick off for the Toys for Tots Campaign

December 2012

Dec. 7
Pearl Harbor Remembrance @ WWII Monument

Cyber Security Awareness Month...cont.

about cyber threats facing state government.

- Information Tables: The ISO will provide information tables at state offices buildings where state employees and visitors can learn more about cyber security.

- Security Handouts: The ISO will distribute security awareness handouts to state agencies.

You can show your support for cyber security awareness month by taking the Cyber Pledge at http://msisac.cisecurity.org/cyber-pledge/ .

For more information about the Information Security Office services\activities or to request security awareness handouts please contact the ISO at SecurityAwareness@iowa.gov or 515-281-4820.

Certificate of Achievement for Excellence in Financial Reporting

For the 17th year, the State of Iowa has received the "Certificate of Achievement for Excellence in Financial Reporting". This respected award is the highest form of recognition in governmental accounting and financial reporting. It represents a substantial accomplishment for the State of Iowa, and is something the DAS-GAAP (Generally Accepted Accounting Principles) Team works very hard each year to achieve. In order to qualify for this award, the GAAP Team must compile and submit the State's CAFR (Comprehensive Annual Financial Report) in strict compliance with Governmental Accounting Standards. These standards include receiving an unqualified opinion prior to submittal, which means the CAFR is free of misstatements. An unqualified opinion is the best type of report to receive from an auditor. GAAP reporting is also another method used by the State to demonstrate accountability to the taxpayers of Iowa and is utilized by a wide variety of entities.

Once it has been reviewed and recognized by the Government Finance Officers Association (GFOA) of the United States and Canada as an outstanding CAFR that has met their stringent criteria, the certificate is awarded to the GAAP Team representing the State of Iowa. This achievement couldn't have been accomplished without all agencies participation in completing the GAAP packages!

NATIONAL ALLIANCE
FOR DRUG ENDANGERED CHILDREN
Rescue. Defend. Shelter. Support.

2012 HEALTHY FAMILIES 5K FUN RUN/WALK

Please join the National Alliance for Drug Endangered Children (National DEC) for the 2012 Healthy Families 5k Fun Run/Walk! Proceeds directly support the National DEC conference scholarship fund, making it possible for several deserving practitioners who help drug endangered children to attend the annual conference. Get a t-shirt and enjoy refreshments, fun, and friends!

Tuesday, October 23, 2012 6:00pm – 8:00pm

Starts: Greater Des Moines YMCA

Ends: E. Locust Bridge by the YMCA Cost: $35 ($45 day of event)

This will not be an officially timed event.

For more info and to register please visit: http://www.nationaldec-conference.org/funrun2012.html