



# Customer Focus

*A service update newsletter for valued DAS customers*

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## Secure Email System

With organizations facing a growing number of information security threats and an increasing emphasis on information privacy and compliance regulations, securing e-mail communications is a critical concern. Email represents an enormous productivity tool for both users and enterprises; however, its pervasive and largely unsecured nature also represents one of the greatest information security threats: The potential theft or loss of confidential information. This threat comes with a high price tag which includes exposing citizens to the risk of identity theft, losing public trust, negative publicity, excessive staff time remediating the breach and costly lawsuits. Many options exist to minimize the risk of confidential information leaving a secure network. One of the most effective methods is to scan, encrypt or block e-mails with confidential information. This prevents both the intentional and unintentional disclosure of confidential information.

To address this problem, a multi-agency workgroup was formed and evaluated several secure e-mail solutions. A solution was selected and now the State of Iowa is implementing a Secure Email System that enables state workers and others to communicate confidential or sensitive information in a secure manner. Secure email messages are stored on a State of Iowa email device in a protected location. When a secure email is sent, the recipient receives a notification message in their email in-box indicating they have a secure email from the State of Iowa. This notification message indicates who sent the email, how to access it and that it will be available for 14 days.

In order to access a secure email the party on the recipient must have an

Enterprise A&A Account (also known as an IowaID account). The Enterprise A&A Account System is a standardized way for the State of Iowa to verify the identity of individual users of secure web applications. Many state agencies already use the Enterprise A&A Account System to provide access to secure web applications. If you already have an Enterprise A&A Account for one of these web applications, you may use the same account ID and password for the Secure Email System. The email address the secure mail is sent to must match the email address in the Enterprise A&A Account System in order to use an existing Enterprise A&A Account.

Additional information can be found at the following website address. <http://das.ite.iowa.gov/infrastructure/messaging/secureemail.html>

For further information, please contact: ITE Service Desk , 515-281-5703 or 1-800-523-1174

Attention: Leslie Sloan, Secure Email Project Manager

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## New Employees

Kirk Fischer recently joined our staff at DAS as Chief Procurement Officer and Deputy COO of the General Services Enterprise. He is an Iowa native, a Coe College graduate, and brings 25 years of management experience to GSE. For the past 15 years, he has worked for Jacobson Companies in various capacities. He has extensive experience in supply chain management, contract negotiations and quality process control. He is a tremendous addition to our staff. His knowledge and expertise will benefit not just our department but all of state government.

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>.

This issue's contributors: Susan Churchill, Caleb Hunter, Kit Krogmeier, Julie Marasco, Jeff Panknen, Darcy Pech, Lois Schmidt.

Contact the editor at [Caleb.Hunter@iowa.gov](mailto:Caleb.Hunter@iowa.gov) or 515-725-2017. We encourage your feedback.

## When Disaster Strikes!

Do you know what to do when severe weather affects your Continuity of Operations (COOP) and Continuity of Governance (COG), first used during the Cold War, primarily leads the U.S. government, as well as state and local governments, along a path to ensure those entities function regardless of the hazard. Through a well-designed and maintained COOP/COG planning structure - as part of a complete emergency management program - the four phases of emergency management (mitigation, preparedness, response and recovery) are addressed. While COOP serves to support the continuance of government functions, COG ensures the command and control of response and recovery operations.

To ensure the State of Iowa has a functional, adaptable and easily used COOP/COG planning configuration, the entire structure is undergoing change. DAS\ITE\ISO, HSEMD and an actively involved COOP/COG Coordinator Group are working to ensure the State of Iowa COOP/COG plans do not become stale and inaccurate "dust collectors". A process of reviewing current FEMA guidelines, as well as industry standards, is being employed to make the COOP/COG plans more viable. This process includes a redesign of the plan structure, using Pocket Plans to address the first impact of the event, Standard Plans for reference and developing an on-going agency controlled Test and Exercise program to ensure the plans are maintained and kept accurate.

If a significant interruption occurs, the State of Iowa plans will be constructed to assist, minimize or eliminate the chaos, confusion and functional devastation. They will become the "go-to" mechanism to ensure the residents of the State of Iowa have a government that is prepared and ready for whatever interruption should occur.

### There are six phases to the project.

- Phase One –Defining Function/Applications
- Phase Two - Updating to COOP/COOG to ver. 2012
- Phase Three - Publishing and Approval
- Phase Four – Site General Recovery Planning
- Phase Five – IT Disaster Recovery Planning
- Phase Six – Emergency Action Planning

Multiple agencies are actively engaged in updating and testing their plans.

For further information, please contact: ITE Service Desk , 515-281-5703 or 1-800-523-1174

Attention: Butch Sollars, LDRPS Project Manager

## Removable Media Encryption Pilot



The Information Security Office is conducting a pilot project to test centrally managed USB encryption that meets the requirements of the Enterprise Removable Storage Encryption Standard [http://das.ite.iowa.gov/standards/documents/110622\\_Enterprise\\_Removable\\_%20Storage\\_Standard.pdf](http://das.ite.iowa.gov/standards/documents/110622_Enterprise_Removable_%20Storage_Standard.pdf) . The centrally managed USB encryption supports:

- 256 bit AES hardware encryption,
- Strong passwords, and
- The ability to remotely disable the USB devices.

An IronKey Enterprise Server was installed and 8GB IronKey S200 Enterprise flash drives were distributed to 38 agencies as part of the pilot. For information regarding the pilot please contact Alison Radl [Alison.radl@iowa.gov](mailto:Alison.radl@iowa.gov) .



## Capitol Complex Mail and Postage

State agencies and departments on the Capitol Complex generate substantial amounts of mail each year, accruing to an estimated 814,280 letters each month and 78,615 flats each month. This pace equates to just under 10 million letters a year and just under 1 million flats a year. This total includes all the mail that is metered at a discounted rate by the Capitol Complex Mail Rooms located in the Grimes and Hoover buildings. The metered mail is collected by a contracted company that presorts it and delivers it to the US Post Office. The USPS offers us a discounted postage rate on this metered mail because the mail is delivered to them presorted by zip code for the post office which in turn saves them time and money. The State saves approximately 41% off the regular postage rate for flats and approximately 20% off the regular postage rate for letters by utilizing the presort service contract. Savings total approximately \$955,000.00 per year in postage by using a presort service. These numbers are amazing but not all encompassing as many other mailings are generated by agencies throughout the year both on and off the Capitol Complex, much of which is also presorted but metered off site for additional savings on postage.

## Employee Assistance Program

Employees and families today are faced with increased economic, job and family pressures that can affect their health, well-being and productivity on the job. The State provides a resource for employees and their families to help them cope with life pressures. The Employee Assistance Program (EAP) is a confidential, professional service to help employees and their family members find solutions for workplace and personal problems. EAP services are provided by Employee & Family Resources (EFR). Services include assistance for family and marital concerns, legal or financial problems, elder care, substance abuse, emotional stress issues and daily living concerns.

To learn about all the services provided through the State's Employee Assistance Program, the Healthy Opportunities' webcast in July is "Overview of EAP Services." The webcast is scheduled for July 10, 2012, at 1:00 p.m. You can register for the webcast at <https://iahrwebinar.ilinc.com/perl/ilinc/lms/event.pl>.

## DAS-HRE Benefit Education and Healthy Opportunities Presentations

Upcoming benefit education and healthy opportunities presentations are available at the DAS-HRE Benefit Education website (<http://das.hre.iowa.gov/benecalendar3.html>). There is no cost to participate in a Benefit Education or Healthy Opportunities presentation. You can attend a real-time presentation online at work or at home. You are able to view slides, supporting documents, websites ask questions and receive answers.

In addition to presentations, Benefit Education and Healthy Opportunities webcasts are recorded and available for you to view at work or at home. Recordings are available at the DAS-HRE Benefit Education On-Demand website ([http://benefits.iowa.gov/benefit\\_education/benefiteducation\\_on-demand.html](http://benefits.iowa.gov/benefit_education/benefiteducation_on-demand.html)).

### September 2012

#### Sept. 2

Triathlon

#### Sept. 21

POW Day

#### Sept. 22

Orchard Place Run

### October 2012

#### Oct. 7-9

World Food Festival

#### Oct. 14

Des Moines Hunger Hike

#### Oct. 14

Abate Toy Run

#### Oct. 20

Annual DNR Tree Distribution

#### Oct. 27

Komen Race for the Cure

## Capitol Complex Calendar of Events

## Performance and Development Offerings

Performance and Development Solutions (PDS) is working hard on preparing the training calendar for FY13. This new year will see PDS bring on several new instructors, a new E-learning vendor offering several new course with a much broader course library cost structure and a renewed vision for the purpose of PDS. Please watch the website for these new opportunities being offered.

New Horizons is still offering opportunities to join their Summer Club Membership. Individuals may boost their professional skills with this special offer. Valued at more than \$5,300, the club allows an individual to take as many instructor-led classes as they need within the course options



listed for June, July, August, and September for only \$650. Members can take all available versions listed for each course.

Applications are still being accepted for CPM Cohort 18 that will be beginning in July 2012. Interested participants may contact PDS for more details.

Jeff Panknen

Training & Development Program Manager

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 email: [pds@iowa.gov](mailto:pds@iowa.gov) or call

Carrie May 515-281-5456