



# Customer Focus

*A service update newsletter for valued DAS customers*

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Customer Focus is a bimonthly 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](mailto:Caleb.Hunter@iowa.gov) or 515-725-2017. We encourage your feedback.

## World Food Prize Celebrates 25 Years

The World Food Prize 25th anniversary events were held in October in the State Capitol again this year. The World Food Prize presents the State of Iowa with a tremendous opportunity to demonstrate the many great features of our buildings, people and culture. More than 1,400 people from 75 countries attended this year's Norman E. Borlaug International Symposium, including several former heads of state, ministers of agriculture, the CEOs of global food and agribusiness companies, as well as renowned researchers, nonprofit leaders, farmers and more.

DAS staff spends many hours of preparation and planning with the leadership of the World Food Prize and

each year this event is one of the highest profile events held in the Capitol. Other events in the community drew huge crowds, including an estimated 500 people at the Iowa Hunger Summit, a full house at the Tokyo String Quartet concert, large crowds at the Laureate Lecture Series statewide, and more than 6,500 members of the public who turned out to tour the new World Food Prize Hall of Laureates on the weekend of Oct. 15-16.

Please mark your calendar now for next year's Borlaug Dialogue, which will occur October 17-19, 2012.

For more information about the World Food Prize please visit <http://www.worldfoodprize.org/>

## Collaborating with Local College Curriculum Advisory Committee

A local college recently held an advisory committee meeting to solicit input from Des Moines Government and Business leaders about what the IT industry is looking for in college graduates. As part of giving back to the community and following the intent of Governor Terry Branstad's STEM (Science, Technology, Engineering and Math) initiative, Lorrie Tritch, DAS-ITE COO, offered the college ideas about what graduates should have in order to succeed in the information technology industry. This represents one more effort to further collaborate with business and colleges to continue building a solid foundation for IT college graduates.

Lorrie and other business leaders discussed software development, IT security, infrastructure, operating

systems, certifications, mobile technology, social media, and cross training on multiple computing platforms. Also discussed were the intricacies of hiring and the hiring processes of private business and government organizations. The panel of leaders commented about the "Public Persona" citing that Facebook, Twitter, LinkedIn and other social networks are reviewed by employers to find out more about college applicants' overall background, behavior and actions.

The result of the meeting strengthened the college's knowledge about employers' expectations of college graduates, public and private sector hiring processes, and how to shape curriculum to ensure graduates succeed in the future workforce. The committee also placed an emphasis on partnerships to support internship programs.

## Tis the Season...

Colder weather and holiday festivities are here and, as they arrive, there are some unique guidelines DAS would like to pass along.

### Decorations

Decorations create an enjoyable atmosphere during the holiday season and help brighten up the office. Maintaining safe and smart decorations will make them enjoyable to all.

Please keep stairways, hallways and aisles free from decorations and storage. Live trees should be fireproofed and secured in a base suitable for watering, with agency personnel designated to water the trees. Trees should be checked often and removed from the work place when needles fall steadily from the branches. Tree disposal is an agency responsibility. Please do not place trees in state dumpsters. Seasonal lighting is not permitted on trees or elsewhere in any state office. Lighted candles are never allowed in state facilities due to the fire risks.

### Funding Holiday Parties

The holidays are an ideal time to hold parties or other celebratory events for employees. While such occasions are good for morale and team-building, please remember that public funds cannot be used to pay for the expenses associated with these events.

As stated in the DAS-SAE policy and procedure manual, section 230.800: "Office decorations, greeting cards and newsletters purchased for use in connection with holidays, religious events and similar celebrations are considered to be personal expense and are not reimbursable with public funds." This includes all costs associated with a celebration event or party. Acceptable celebration events that do not require the use of public funds are potlucks or a collection from employees before the event occurs that will fund the entire cost of the event.

All items provided for celebration events are considered to be personal expenses and are not reimbursable with public funds, nor can these items be purchased with public funds upfront and later recouped through employees in the form of registration fees, entry fees, donations or any other monetary transaction of repayment of celebration events. By following this procedure, government leaders are ensuring the proper use of public funds.

If you have any questions about this policy, please contact Trina Brietske in DAS-State Accounting Enterprise at [Trina.Brietske@iowa.gov](mailto:Trina.Brietske@iowa.gov) or (515) 281-4497.

After you potluck please be sure to properly dispose of all food waste. If this waste is not properly bagged and removed at the end of each day, pest infestation can quickly

occur. Food items should be placed in sealed containers at the end of the day including items being stored in desks, file cabinets, etc. Event areas should be cleaned after the event and at the end of the day.

### Appliances, Devises and Fire Hazards

What potluck doesn't have a hot pot of coffee to contrast nicely with all those sweets we enjoy? Please be sure all coffee pots and similar appliances are placed on noncombustible surfaces with someone designated to disconnect the appliances nightly. All coffee pot stations should be cleaned daily. Coffee urns should remain empty and stored dry at the end of each working day. Coffee grounds should be placed in plastic liners and disposed of in garbage containers, never in sinks or drinking fountains.

Electrical extension cords, appliances with heating coils like toasters, popcorn poppers, space heaters and other similar items are prohibited because of their potential as fire hazards. Lighted candles and string lights are also fire hazards and are prohibited in state buildings.

### Temperature, Energy Savings and State Facilities

Over the past 3 years the state has saved several hundred thousand dollars by implementing strategic energy savings initiatives throughout the Capitol Complex. A key feature of that initiative includes maintaining daytime building temperatures at 68 degrees Fahrenheit ( $\pm 3$  degrees) during the winter. In order ensure the space temperature stays within the target range, the heating temperature set point is 70 degrees and the cooling temperature set point is 76 degrees. This means the system will start heating if the thermostat falls below 70 degrees or cooling if it rises above 76 degrees. Between 70 and 76, the space is simply ventilated. Interior areas of buildings with higher heat loads (such as people, lights, computers and printers) may run warmer than 70 degrees, but we will not be actively heating these areas warmer than 70 degrees.

Temperatures will be set back at night (after 5:00 p.m.) until the temperature in the space reaches 62 degrees Fahrenheit. Fan coil units, air handling units and exhaust fans will be shut down after 5:00 p.m. as well. Night setback temperatures are not implemented in areas where cooler air is required for IT, medical supplies, etc.

If you believe your space temperature is cooler than 68 degrees during normal business hours, please call the DAS Customer Service line at 515-242-5120 and select option "3" to speak to a technician.

If you have questions regarding this energy conservation policy, please contact Jennifer Moehlmann at (515) 725-0454 or [Jennifer.Moehlmann@iowa.gov](mailto:Jennifer.Moehlmann@iowa.gov).

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## Tis the Season

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### Snow Removal Policy and Procedures

The white fluffy stuff has not made itself at home yet in Des Moines but we are sure to see it soon. Please be advised of DAS's snow removal plan on the Capitol Complex.

#### DURING NORMAL BUSINESS HOURS

High traffic areas such as emergency driveways, public parking, walkways and ADA routes are priorities. However, depending upon the amount of snow, final clean up may take longer than one day. Staff will make every effort to keep paths clear, but, occupants are encouraged to use extra caution. Gravel lots will be cleared after more heavily used areas are cleared of snow. Sand and salt will be applied to areas as time permits.

The standard to begin snow removal on critical or high priority areas is 1" accumulation.



If more than 2" of snow is forecast, limited snow removal staff will remain on Complex at the end of the shift in order to keep areas cleared for safety.

#### AFTER NORMAL BUSINESS HOURS:

If a significant amount of snow is forecast, staff will monitor and dispatch crews appropriately.

Capitol Complex Maintenance (CCM) crews will monitor the weather and return staff for snow removal when necessary. If you are leaving your car overnight, please park it on the outer edges of the parking lot to allow the staff thoroughly move the snow. If you have questions or problems related to snow removal, please contact DAS Customer Service at (515) 242-5120.

Thank you for your attention to these reminders. As you know, these rules and guidelines are established to ensure the safety and well-being of all employees and visitors to the Capitol Complex and other state office buildings. We appreciate your understanding and support, as well as your assistance in communicating these reminders to your staff.

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## Purchasing Documents for Master Agreements

Effective January 1, 2012 all payment of items included in a Master Agreement (MA) are required to be paid by utilizing a PRC (Payment Request-Commodity Based) document. The utilization of a DO is optional, but must be used when the encumbering of funds is needed. The GAX (General Accounting Expenditure) document will no longer be allowed for payments against a Master Agreement as it does not contain required commodity and reference information. The Department of Administrative Services – State Accounting Policy and Procedures 260.150, 260.180, and 280.250 have been updated to reflect this requirement.

This change is needed for improved transparency and tracking savings. The use of GAX documents has hindered the verification of items (goods, services) purchased via Master Agreement, resulting in reduced "volume purchase" opportunity for the State. Improvement of this practice will provide additional transparency and allow the State to maximize volume purchase potential.

If you have questions regarding this change, contact Paul Carlson, Procurement Services Acting Administrator.

## New Wellmark ID Cards

If you elected Program 3 Plus or Deductible 3 Plus for 2012, Wellmark will be mailing new ID cards to you. You will need to provide your new ID card to your provider/pharmacy for all services January 1, 2012, and after. The new ID cards will reflect a different prefix in front of your member number. The new prefix will be "UOA." Please destroy your old ID card when you receive the new one. Be sure that you are always showing your most recent Wellmark ID card to ensure that your claims are being paid according to your benefit plan.



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## 2012 Edition of the "Your Benefits ... At A Glance"

The 2012 edition of "Your Benefits ... At A Glance" is now available at the DAS Benefits website (<http://benefits.iowa.gov>). The document is an overview of the benefits available to AFSCME-covered, UE/IUP-covered and non-contract employees. Whether you are a new employee or a long-term veteran, after reviewing "Your Benefits ... At A Glance," you will have a greater appreciation of your benefits as a State of Iowa employee.



## Security Awareness Training

The State of Iowa - Information Security Office has purchased on-line information security awareness training that is available for use by both state of Iowa employees and local governments. The training is non-technical in nature and easy to use. Participants complete the training one module at a time. Quiz questions follow each module to ensure employees understand key concepts. State agencies will be able to track training completion of their employees. Since the courseware was purchased using grant funding, there is no charge to participants.

The modules are grouped into core topics and optional topics. The ISO recommends that participants complete the entire regime of core topics.

Core Topics	Optional Topics
Introduction	WiFi Security
You Are the Target	Social Networking
Social Engineering	PCI-DSS
Email	HIPAA
Browsers	FERPA
Passwords	Insider Threats
Encryption	Protecting Your Family
Data Protection	Advanced Computer Security
Data Destruction	Help Desk
Policies	Criminal Justice
Telecommuting	IT Staff
Mobile Device Security	
Mobile Device Security	
Physical Security	
Protecting your Computer	
Training Summary	

The Information Security Office will assist agencies in registering their staff for the training. Please contact Alison Radl at [Alison.Radl@iowa.gov](mailto:Alison.Radl@iowa.gov) for more information regarding the information security awareness training.

## Students Receive Advice from Chief Information Security Officer

DAS Chief Information Security Officer, Jeff Franklin, recently brought real world information system security experience into the class of a local technical college. Jeff taught the students about state government security programs, policy governance, policy strategy, real world security challenges, social media, mobile devices, cloud computing, and the CISO's role in state IT operations.

Jeff encouraged the students to finish their degree program and to seek security certifications which would increase their chance of success in the field of information systems security. The presentation gave students a realistic look into this important field of study.

## Online Shopping

November is here and the weather is getting colder. The holiday shopping season has arrived. Here are a few tips to follow when shopping online.

- **Secure your computer.** Make sure your computer has the latest security updates installed. Check that your anti-malware software is running and receiving updates.
- **Upgrade your browser.** Upgrade your Internet browser to the most recent version available. Review the browser's security settings.
- **Secure your transactions.** Look for the "lock" icon on the browser's status bar and be sure "https" appears in the website's address bar before making an online purchase.
- **Do not use public computers.** Don't use public computers for your online shopping. Public computers often have malware that steals your credit card information when you place your order.
- **Do not e-mail sensitive data.** Never e-mail credit card information. E-mail is like sending a postcard and other people have the potential to read it.
- For more information read the Federal Trade Commission's new publication about shopping online <http://onguardonline.gov/sites/default/files/0041-full.png>.



## Cyber Security Awareness Month a Success

October was National Cyber Security Awareness Month. The State of Iowa – Information Security Office promoted cyber security awareness throughout the month. Information Security Office activities included:

- Cyber Security Awareness Month proclamation signed by Governor,
- Cyber Security Awareness Month announcement emailed to 25,000 state employees,
- Cyber Security Awareness materials distributed to:
  - State agencies and institutions,
  - Area Education Agencies,
  - Public school districts,
  - Community colleges,
  - County Clerks of Court,

- Iowa Counties Information Technology (ICIT) information security committee,
- Cities with population of 10,000+,
- Public libraries,
- Cyber Security Awareness information tables at 5 state office buildings,
- Media Disposal Event On-Site,
- Director Cyber Briefing, and
- Cyber Security Awareness training.

The Information Security Office distributed over 18,000 security awareness bookmarks, brochures, calendars and posters during the month. For more information about the State of Iowa – Information Security Office please visit <http://secureonline.iowa.gov/>.

## Building a Strong IT Infrastructure

Data centers, mainframes, storage systems, servers, networks, web hosting, desktops, laptops, printers, scanners, email, environmental controls, security devices, and all the software that supports this hardware – include some of the components of an IT infrastructure. Over the years, agencies built their own infrastructure. The landscape developed into isolated silos of service, with multiple agencies supporting the same applications or, perhaps, similar but incompatible software. In order to streamline our landscape and to create efficiencies with hardware, software and staff resources, Iowa Code has mandated DAS-ITE to consolidate infrastructure services for State agencies.

Over the past several months, DAS-ITE has been working with agencies to transform the State's IT Infrastructure. Our vision is to combine, re-architect and focus the various agency infrastructures into one seamless, cost-effective and efficient IT model.

Accomplishments include:

- Currently supporting over 12,000 mailboxes for 46 agencies
- Decommissioned 55 servers - 8 of these are now being used for other purposes.
- Designed and installed a wireless network for Public Health, making it convenient for mobile staff to work at the Lucas Building
- Moved Cultural Affairs' applications to the Hoover

Building server farm, freeing space for other uses at the Historical Building

- Providing the Iowa Utilities Board's local area network, wireless network, TSM backup service and data storage
- Working with the Department of Inspections and Appeals to provide their LAN, wireless network, desktop support, file/print server hosting, backup and storage services.
- Providing backup and storage support for Iowa Economic Development Authority
- Migrating all IT infrastructure services (except web master functions) for Iowa Credit Union Division of Commerce

### One Gift Thank You

Thank you to everyone who participated in the State of Iowa One Gift Campaign in October! Your generous contributions will help fellow Iowans in these hard economic times.

Even though the annual campaign is held each October, state employees may start or stop donations at any time during the year. Simply visit the One Gift website, choose up to three charitable agencies from the list of over 400 participating agencies, print a pledge form from the website, and give your completed form to your Personnel Assistant.

## Retirement Investors' Club (RIC) 457 Contribution Limits for 2012

The IRS annual 457 contribution limits for 2012 are on the chart below. The total of contributions for both pre-tax and post-tax (Roth) 457 plans must not exceed the IRS maximum limits in a tax year.

IRS Annual Maximum Contribution Limits		2011	2012
Regular	100% of compensation up to:	\$16,500	\$17,000
Age 50+	The regular limit + \$5,500:	\$22,000	\$22,500
3-Year Catch-up	Up to twice the regular limit	\$33,000	\$34,000

## New Customer Service Email Addresses

To better serve our customers and provide a more timely response to questions/concerns, DAS has updated our customer service email addresses to more accurately direct your message to those who can best provide the answers.

The following email addresses are on the DAS website with links to get your questions answered as quickly as possible.

Building & Grounds: [CustServ.GSE@iowa.gov](mailto:CustServ.GSE@iowa.gov)

Human Resources: [CustServ.HRE@iowa.gov](mailto:CustServ.HRE@iowa.gov)

General: [CustServ.DAS@iowa.gov](mailto:CustServ.DAS@iowa.gov)

The old email address has been eliminated to prevent any confusion during this transition.



## CPM Cohort 17 to Start in January!

In an effort to maintain Iowa's high level of commitment to its citizens, the State of Iowa, in partnership with Drake University, offers a nationally accredited Certified Public Manager (CPM) program.

CPM is an intensive learning experience designed for supervisors, managers,



executives, management staff, and project managers from federal, state, county, and local governments. The program includes discussion, traditional classroom experiences, and on-line learning. Participants also complete one job-related team project, which gives them the opportunity to apply theories, principles, and/or techniques learned in the CPM program to a situation, problem, concern, or opportunity in a public organization.

For further information, contact PDS at 515-281-5456 or email [PDS@iowa.gov](mailto:PDS@iowa.gov)

## 457 Roth Option for 2012

Beginning January 2012, participants in RIC will have the new option of saving for retirement on a post-tax (Roth) basis in their RIC 457 plan. The employer match (maximum of \$75/mo) remains the same whether you choose to make pretax or post-tax contributions. You may make changes to your 457 account at any time to take advantage of this new contribution option. The 457 Roth option has no income limit requirements to participate.

**Existing RIC Participants:** There is no need to open a new account to make Roth contributions. The RIC Account Form has been revised to include the Roth option. If you wish to make Roth contributions, simply complete the RIC Account Form with your total deduction per paycheck amount (both pre- and/or post-tax amount). You may contribute to both the pre-tax and the Roth 457 at the same time, up to the annual limits mentioned on the left.

**Non-Participating Employees:** To enroll in the RIC retirement savings program, you must open an account with an RIC investment provider. For provider information, go to <http://ric.iowa.gov/providers/active.html>.

If you have questions, please email [Robbie.Stoecker@iowa.gov](mailto:Robbie.Stoecker@iowa.gov) or call 515-242-6846. The RIC Account Form may be found at <http://ric.iowa.gov/forms>.

## Capitol Complex Calendar of Events

### December 2011

#### December 16, 12 noon

Lincoln Chamber Choir at Ola Babcock Miller

#### December 19, 12 noon

Roosevelt Chamber Choir at Ola Babcock Miller

#### December 26

Christmas Day holiday (State offices closed)

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