



Customer Focus

A service update newsletter for valued DAS customers

VOLUME 8 ISSUE 5

SEPTEMBER/OCTOBER 2011

INSIDE THIS ISSUE:

Recognizing an Historical Event	2
Benefit Enrollment and Change Period is Nearing	3
Iowans Helping Iowans: The One Gift Program	3
Save at Perk Spot	3
October is National Cyber Security Month	4
Fleet / Garage Improvements on Fast Track	4
Return on Investment Program	5
PDS Update	5
Photo Collage	6

Fancy Floor Finally Finished

After what seemed to be an endless process of removing hand railing, re-installing hand railing and then removing it again, a much-discussed section of flooring is finally in place in the Capitol rotunda. The 19,000 pound, 415 square feet honey-comb of glass and iron took approximately two weeks to install and is one more step towards restoring the Capitol to a more original state.

Transferring the sections of the floor into the Capitol building was, in itself, a feat of engineering, as a combination of cranes, lifts and special railing was needed to move materials from semi to Rotunda. Piece by piece, the sections were placed and connected into a heavy

steel frame. The hundreds of hexagonal pieces of one-inch thick glass in the section of floor are translucent and will allow some natural light to filter through. More importantly, by closing this hole, indoor temperatures will be more easily controlled while the overall level of noise - especially during legislative sessions - will be much more tolerable.



The DPS Building – A LEEDING Example of Old to New



It's an endless challenge. How can state government provide safe and productive work space for employees without waste or excessive spending? More to the point, what options are available to state leaders when the need for additional space reaches critical levels? Around 2004-2005, state leaders faced such a challenge.

At that time, the Department of Public Safety was scattered throughout the Capitol Complex, with much of the staff located in the Wallace Building, a facility that was overcrowded and increasingly unsuitable for that agency's needs.



...continued on page 2

Customer Focus is a bi-monthly 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: Robert Bailey, Caleb Hunter, Kit Krogmeier, Brian Mayer, Darcy Pech, Jim Pierson.

Contact the editor at Caleb.Hunter@iowa.gov or 515-725-2017. We encourage your feedback.

The DPS Building

continued from Page 1

Rather than building an entirely new structure, however, the State looked at an existing resource on East 7th and East Court Avenues.

Built in 1927 as a parts warehouse and showroom for International Harvester Company of America, the five floor structure had been utilized for document storage for several years and was believed to have been apartments before being purchased by the State. Its location on the west edge of the Capitol Complex made it an ideal spot to connect state government to Des Moines' East Village. With legislative support, the administration at that time determined to renovate the existing structure and construct an addition to create an approximately 110,000 square foot facility that would house all of DPS as well as to strive for the first LEED (Leadership in Energy and Environmental Design) recognized structure in Iowa state government.

The cost of the conversion was \$18.5 million. Had the State opted for building an entirely new structure of the same size, the estimated cost would have been about \$21 million. However, to replicate the original look of the building at this site (which is eligible for listing on the National Registry of Historic Places), the cost could have been up to three times as much.

Some factors contributing to the building being recognized as LEED Certified include its energy performance, the fact that it was a refurbished building, the use of local/regional materials and landscaping that reduces storm water runoff, among several other design features.

More importantly, however, the DPS Building stands tall as an example of what's possible in creating solutions for state government infrastructure that benefit public employees and taxpayers.

Recognizing an Historical Event

On any particular day, commuters on E. Court Avenue pay little or no attention to the modest structure that sits just east of the Judicial Building. But, despite its humble presence, the monument at this site represents an historic event in our nation's commitment to global economic development and trade relations.

The Bell of Friendship, a monument donated by Yamanashi Prefecture in 1962 in appreciation of the efforts of Iowans to rebuild Japan's agricultural industry following two devastating typhoons in 1959, was the site of a fifty year anniversary celebration on August 12. The effort, known as the Iowa Hog Lift and facilitated by the Iowa Corn Growers Association, involved flying 35 lean meat hogs, donated by farmers, to Japan. Within three years, the hog population in Yamanashi Prefecture had grown to 500, enabling the region to quickly rebuild its food production capabilities.

When organizers in Iowa and Japan decided to hold a 50-year anniversary event, however, it became apparent that the Bell of Friendship had deteriorated considerably and that DAS had to act quickly to make the monument presentable. At the time the Bell was donated, there was no requirement for sustaining funds for Capitol Complex features and, considering current budget challenges, receiving an appropriation from the Legislature for rehabilitating the site was unlikely. So, organizers raised the necessary funds privately and DAS coordinated the restoration.

Notable improvements include new landscaping, a commemorative plaque and repair of brick and stone work among other details. On the day of the event, the Governor of Yamanashi Prefecture, accompanied by a contingent of other officials and office holders as well as many high school-aged students, was joined by Governor Branstad, Lt. Governor Reynolds and other state leaders to mark this important anniversary.

The Iowa Hog Lift will always remain an important event in the history of our state. But the effort by DAS staff to restore this important monument, while not historical, is nevertheless deserving of credit and appreciation.



Before: faded woodwork and crumbling brick



After: the bell in beautiful surroundings

Benefit Enrollment and Change Period is Nearing

The 2012 enrollment and change period is scheduled from October 17 through November 17, 2011. This is the time of year when state employees have the opportunity to elect or change their benefits for 2012. Benefit elections made during the enrollment and change period will be effective January 1, 2012.

Following are the benefits and actions that you can take during the 2012 enrollment and change period.



Health Insurance

- Enroll in a health insurance plan.
- Change your health insurance plan.
- Add or remove eligible family members from your health insurance plan.

Dental Insurance

- Enroll in dental insurance.

- Add or remove eligible family members from dental insurance.

Flexible Spending Accounts

- Enroll in one or both of the Flexible Spending Accounts.

Supplemental Life Insurance

- Apply to increase or decrease supplemental term life insurance.

Premium Conversion

- Change your pre-tax premium conversion selection.

Further notice about the 2012 enrollment and change period will be sent to employees in October. Additionally, employees can always go to <http://benefits.iowa.gov> to learn more about the comprehensive selection of benefits available to them.

Iowans Helping Iowans: Making a Difference Together

One of Iowa's most enduring legacies is the capacity of its citizens to lend a helping hand. We rush to help those affected by storms or other disasters. We volunteer in our communities and, for State of Iowa employees, we can help make a difference through the One Gift Campaign, taking place October 3 – 28, 2011. During the campaign,

your donation stays in Iowa, where it does the most good for your neighbors, friends or family.

Contributions are made through the convenience of payroll deduction – either as a one-time deduction from your first paycheck in January or as multiple deductions spread throughout the year.

To make a pledge, simply complete the One Gift pledge form, print it, and submit your signed form to your One Gift Liaison or Personnel Assistant. Even a contribution of just \$1.00 per week makes a difference!



state employees are asked to consider making a donation to the charitable organization of their choice at whatever level of giving suits their respective situation. For 2011, the statewide goal for giving is \$400,000.

The One Gift Program provides an opportunity to contribute to participating charitable agencies through payroll deduction. So giving is easy and, with over 400 charitable organizations from which to choose, state employees have greater control over where their money goes. And, perhaps best of all, when you contribute to the One Gift Program,

Save at PerkSpot

Did you know that any State of Iowa employee can save as much as \$1,000 by using PerkSpot, a discount program designed specifically for you? Make sure you're taking advantage of the great discounts that are available! No matter what you're shopping for, PerkSpot has lots of great ways to save!

Register today at <http://iowa.perkspot.com>. Just click 'sign up' and enter the required information. You will receive a confirmation email with a link to validate your registration.



October is National Cyber Security Month

The Information Security Office of the Iowa Department of Administrative Services is pleased to support October 2011 as National Cyber Security Awareness Month.

Governor Terry E. Branstad has signed a proclamation declaring October 2011 as Cyber Security Awareness month – a month to increase the public's awareness of cyber security issues.

The national campaign focuses on educating the public, businesses, schools and government agencies about ways to secure their part of cyber space, computers and our nation's critical infrastructure, so that cyber security threats can be avoided. Public relations activities, educational programs, events and



initiatives that target home users, small businesses, education audiences and child safety online will be featured nationwide throughout October.

The national campaign is organized by the National Cyber Security Alliance (NCSA), the National Cyber Security Division (NCSD) of the U.S. Department of Homeland Security (DHS), the Multi-State Information Sharing and Analysis Center (MS-ISAC) and other partners.

The DAS Information Security Office provides educational materials for the public in support of Cyber Security Awareness Month on its website located at <http://secureonline.iowa.gov>.

For more information, please contact SecurityAwareness@iowa.gov

Fleet/Garage Improvements on Fast Track

Few other facets of state government are more emblematic of 'doing things the way things have always been done' than Fleet operations. But recent changes with this enterprise are resulting in significant upgrades related to service, quality and customer satisfaction.

The most visible change is the appointment of Tim Ryburn to Fleet/Mail administrator. Almost overnight, Tim began to affect improvements by initiating renovation projects within the building on E. 7th. Two restrooms were in dire need of upgrading and are nearly finished. An area for customers waiting for work on their vehicles is also being updated and current plans include installing wireless capabilities.

With the exception of hourly rates (\$64/hour for State Garage; \$115/hour in the private sector), the facility is focused on adopting as many private sector 'features' as possible, including providing loaner vehicles, consolidating all operations under one roof, modernizing pumps located across the street and greatly accelerating the auction process so that agencies can more quickly direct funds into their vehicle accounts.

The group is also designing a questionnaire for customer to better gauge their expectations. While regular customers are commenting on early results, the ultimate goal is to continue to provide a quality experience for our customers.



DAS Fleet is also in the midst of conducting a study comparing the cost of owning a fleet of rental vehicles to that of the private sector and will be issuing an RFP for leasing from the private sector this fall.

In the meantime, look for steady improvements at DAS Fleet as they continue to do their best to reverse the antiquated trend of 'doing things like they've always been done.'

Capitol Complex Calendar of Events

September 2011

September 24

Jim's / Orchard Place Bicycle Ride

October 2011

October 7

Bloodmobile Bus - Lot 26, South of Court Ave.

October 13

World Food Prize

October 22

Race for the Cure

October 22

SEHARC Book Fair - Hoover, 1st Floor Lobby

Return on Investment (ROI) Program

The Department of Administrative Services has approved the FY13 Return on Investment (ROI) application. This application is used to request funding from the FY13 Technology Reinvestment Fund for technology improvement projects. The ROI point of contact is Wes Hunsberger (281-6993 or wes.hunsberger@iowa.gov).

The ROI Program provides an opportunity to request funds from the Technology Reinvestment Fund. Following past years' revisions, the adopted program for FY2013 includes funding for information technology (IT) enterprise solution projects and agency specific IT projects. The IT enterprise solution project category is new to this processing year. During FY2013, the total amount of funding within the ROI Program is divided with the majority of the program funding to be awarded for IT enterprise solution projects, and the remaining portion of funding to be awarded to agency specific IT projects. Applications continue to be encouraged from all agencies for all information technology projects that demonstrate a positive return on investment.

The ROI Evaluation Committee will review ROI applications; review the agency presentations at a determined schedule; and prioritize and rank the ROI applications prior to the DAS Director's final recommendations. The ROI Evaluation Committee has five members and consists of various state employees named by DAS. After all ROI projects are reviewed, scored and ranked, the prioritized list of projects will be sent to the DAS Director for final approval before the budget offer for the ROI program is created.

The deadline for submitting an application was August 31, 2011. For a point of reference, past funding from the Technology Reinvestment Fund included \$3,793,654 disbursed to fifteen agency projects through FY11 funds and \$1,643,728 to be disbursed to six agency projects through FY12 funds. The ROI program continues to remain an important funding source for information technology initiatives. Please contact Wes Hunsberger if you have any questions regarding the ROI process, or visit the ROI website for more information: <http://das.ite.iowa.gov/roi/>

PDS Introduces a New Writing Certificate Program

A successful organization is identified through successful writing. Not a day goes by that our thoughts and ideas are not put to paper. Placing a priority on our written language is an important necessity. Every written communication is a reflection on the writer and the organization.

Performance & Development Solutions is introducing a new certificate program to focus on writing skills and their importance to the State of Iowa. Completion of this program will ensure individuals have learned about the mechanics and general grammar of written documents. Additionally, individuals will gain competence in writing through the creation of effective strategies to plan and persuade. They will learn when to use "Plain Talk" to quickly make points to their audience through increased clarity and the removal of unnecessary jargon.

We invite and encourage individuals at all levels of organization to participate in and complete the Applied Writing Series certificate program. If you communicate through written word, inside state government or outside to the general public, then this program is for you.



Required Certificate Courses:

- [Business English](#)
October 11, 2011, February 13, 2012
- [Grammar and Proofreading Essentials](#)
October 25, 2011, February 27, 2012
- [Business Writing Workshop](#)
November 8, 2011, March 12, 2012
- [Effective Writing: Strategies for Planning & Persuasion](#)
November 22, 2011, March 26, 2012
- [Plain Talk: Writing for Clarity and Conciseness](#)
November 29, 2011, April 2, 2012

Electives – Choose One to Complete:

- [Grant Writing](#)
October 24, 2011, February 20, 2012
- [Minute Taking](#)
December 6, 2011, April 9, 2012 (8:30 - 12:00)
- [Rule Writing Style](#)
September 23, 2011, June 22, 2012 (1:00 - 3:00)
- [Statutory Construction and Legal Drafting](#)
Date to be determined

You can find these classes and many more at <http://learnatpds.iowa.gov/> or contact PDS at 515-281-5456 or email PDS@iowa.gov to discuss options today.

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 or call

Brian Mayer 515-281-5456



The 10th Anniversary of 9/11 Commerated

2977 flags stand in the north lawn of the Iowa Capitol to honor the 10th Anniversary of the September 11, 2001 terrorist attacks.

Governor Branstad participated in a service to commemorate the events of that day featuring a performance of "God Bless America" by opera legend and Iowa native Simon Estes.



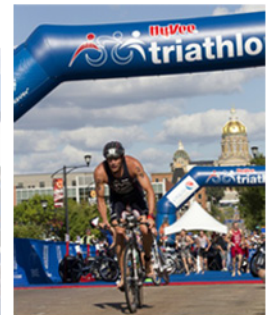
Photos by Darcy Pech, DAS Print

World-Class Hy-Vee Triathlon in Des Moines

The Hy-Vee Triathlon, held on the Capitol Complex September 2-4, 2011, attracted an estimated 20,000-25,000 attendees with over 15,000 of them visiting the Capitol area sometime during the day.

Of the 2,200 participants, 1,700 are visitors – some from other countries.

Sweden's Lisa Norden dominated the 10-kilometer run and held off 2010 Ironman champion Mirinda Carfrae to win the women's Hy-Vee 5150 Elite Cup. (lower left)



Photos courtesy of <http://triathlon.competitor.com>