



# Customer Focus

*A service update newsletter for valued DAS customers*

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## The Lucas State Office Building Nears 60 Years of Service

Distinguished. Efficient. Utilitarian. Many terms have been used to describe the structure directly east of the Capitol but, until it reached its fifteenth year, Lucas wasn't one of them. In 1952, when its doors opened for 'business,' the current Lucas Building was crowned the State Office Building because it was the only facility built for that purpose – as most agency/department offices were located either in leased space in downtown Des Moines or in the Capitol. It wasn't until a second office structure, the Grimes Building, neared completion in 1966 that the Lucas Building received its name.



Senator James Grimes – were political foes in Iowa's territorial days.

Legislative planning for the Lucas Building began in earnest in 1941 but, because of the war effort and a subsequent lack of a skilled workforce, construction was delayed until after WWII. According to a 1941 article in the Des Moines Register, the Lucas Building cost \$1,428,000 but an article published more than twenty years later set the price tag of \$5 million.



An eleven member committee, led by Governor George Wilson, narrowly agreed to locate the building at its current site, with tentative plans for a 'twin' building

Interestingly, the two building namesakes – Governor Robert Lucas and

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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>.

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Contact the editor at [DASnews@iowa.gov](mailto:DASnews@iowa.gov) or 515-281-7056. We encourage your feedback.

## DAS Oversees Much Needed Repairs for Soldiers' and Sailors' Monument



The history of the Soldiers' and Sailors' Monument commemorating Iowa's contribution to the Civil War is almost as epic as the conflict, itself. Nearly 80,000 military men from Iowa fought for the Union – the highest per capita muster of any other state. The monument, financed in part by refunded war taxes, was initially approved by the Legislature in 1888. The cornerstone was set in 1894 and the

structure was finished in 1896. But, because of ongoing controversy, the towering shrine wasn't dedicated until 1945.

After more than a century of standing tall in recognition of those who served, the epic landmark is finally receiving some tender loving

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## Lucas State Office Building

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to face a park-like mall. Designed by Tinsley, Higgins and Lighter, the six-story building features Indiana limestone to better harmonize with the current Ola Babcock-Miller Building to the north.

With 223,720 square feet of workspace, the Lucas Building continues to be a centerpiece of state government, housing the Iowa Department of Public Health, Department of Inspections and Appeals, Department of Human Rights, Iowa State Patrol, Offices of the Attorney General, Offices of the Treasurer and Offices of the Auditor.

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## Pulling it All Together

Every year, more organizations and families choose to have their special events take place on the Capitol grounds. For many, the attraction is the fact that this is the center of Iowa politics. For others, it's the majesty of the architecture of the buildings and monuments. And, since its creation in 2007, even more people are drawn to the park-like setting of the West Capitol Terrace. It's probably safe to say that no single location in central Iowa can match the draw of the Capitol Complex.

Of course, anyone is welcome to visit the Capitol Complex at just about any time but, to schedule an event or activity requiring space or access to facilities, they need to route their request through the official gatekeeper of the complex – Nancy Williams.

While convention and entertainment centers may have entire staffs to schedule and tend to events, Nancy – with the considerable support of grounds and maintenance staff – does it all by herself – and the annual schedule is impressive. In presidential election years, news networks scurry to secure space from which to broadcast their nightly news. They know to contact Nancy. When the Des Moines Symphony prepares to put on their Yankee Doodle Pops performance every July 4, they understand the importance of staying in close touch with Nancy. And when Hy-Vee decided to return their internationally-acclaimed triathlon to include the Capitol, there's no doubt who they called first. The list of events – from the grand to the seemingly small – goes on, including the World Food Prize, the starting of the State Fair Parade and multiple walks or runs for every conceivable cause – over 270 events every year.

As you read this issue of Customer Focus, note that well over 100,000 people just enjoyed another positive Yankee Doodle Pops experience – and a big part of its success can be directly attributed to the hard work put forth by Nancy Williams and the staff of DAS Capitol Complex Maintenance.

## Soldiers' and Sailors' Monument

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care through approximately \$160,000 of funding, including:

- Cleaning and re-pointing all of the mortar joints at the base of the column
- Cleaning and re-caulking of the granite steps
- Repair of brick support structure and replacement of missing bricks
- Re-grading of the site to facilitate proper water drainage
- Re-setting the infantryman on northeast corner
- Replacing granite above the bronze medallions
- Remove and re-install granite patches
- Inject masonry bonding agent into cracks in granite

With these long-needed repairs, visitors to the Capitol Complex can continue to appreciate the historic contribution our state made to the Civil War.

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## Vendors Appreciate Payment Portal

The State of Iowa issues millions of payments every year. While recipients of these monies appreciate timely payment, locating further information, such as invoice numbers or payment details, has been elusive in the past. That changed with the new Vendor Payment Portal (VPP), administered by the Department of Administrative Services-State Accounting Enterprise (DAS-SAE).

Vendors can now securely access details regarding their payment(s) from the state that may include the originating department, invoice number and what the payment is for. The portal includes the current month's information as well as details of checks or deposits for the two previous months.

In the past, payment recipients often had to make multiple inquiries by phone or email in order to receive additional payment information. Answers have become much simpler with the new web portal; it allows vendors to securely log in and easily locate details that can benefit their record keeping process.

Now the Vendor Payment Portal makes it easier for everyone! Refer vendors to this website when they request information about payments: <https://i3public.iowa.gov/payments/index.faces>.

## DAS Strategic Plan Sets New Standards, Expectations

Since its creation in July, 2003, the Department of Administrative Services has strived to accentuate customer service as part of its mission to deliver the best possible products and services in supporting the administrative functions of other agencies. In this relatively short history, various adjustments and modifications have occurred but the primary focus has continued to be on maintaining effective business partnerships and ensuring that the support DAS provides is useful and affordable.

One of the things Mike Carroll took on as Director of DAS was to form a strategic planning team focused on refining the department's mission and to continue to build upon positive existing working relationships. A central premise of this plan was the creation of a new position – Senior

Resource Manager (SRM). Primarily, SRMs will be serving as liaisons between DAS and other agencies to facilitate the problem solving process and to ensure that final results are to the satisfaction of both DAS and the customer agency. Two SRMs – Tera Granger and Jeannie Adams – were both promoted from within DAS and have an extensive understanding of agency capabilities and where to turn to find solutions.

Working with the Department of Management and the Customer Council, measures are being implemented that will provide the support and expertise other agencies need to continue to provide essential services to Iowans.

View the new DAS Strategic Plan at: [http://das.iowa.gov/about\\_DAS/strategicplan\\_2012-2015.pdf](http://das.iowa.gov/about_DAS/strategicplan_2012-2015.pdf)

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## Making Spaces Safer

With the exception of the span connecting the Lucas State Office Building and the Capitol, the extensive tunnel system throughout the Capitol Complex was not designed as a pedestrian passageway. Its primary purpose is to deliver steam from the Central Energy Plant to facilities throughout the complex. Over time, utilization of the system expanded to include computer cabling, electrical cabling and as an unofficial underground commuter path.

Today, the tunnels are again conduits for steam transmission, only – the other utilities have been otherwise cabled underground. And, because state employees continue to use the tunnels – especially in foul weather – a safety alarm system has been installed and is now activated. The system, consisting of strobe lights and horns, is based on ionizer detectors (think smoke alarms) placed throughout the network. Warning lights are also installed at every entrance to the tunnel.

Other than connecting Lucas to the Capitol, the tunnel system was not designed for human use and lacks any emergency exits or access. Nevertheless, employees will probably continue to utilize the system for getting around, especially when winter becomes severe. At the very least, this new alarm system will function to alert employees of any dangers in the tunnels system and provide the best possible measure for their safety and well being.

## DAS Employees Double as Tooth Fairies!



The Food Bank of Iowa is a vital resource for our community and state employees are well known for their generosity and consideration. While donations of canned and non-perishable food items are always welcome, there is also a significant need for personal care items that cannot be obtained with food stamps. So, this year, coordinators of the DAS Food Bank drive decided to emphasize toothpaste. Over the month of June, DAS employees donated 1,324 tubes of toothpaste and even got a little creative with their 'display' as you can see in the photo.

(Pictured L-R: Nancy Williams, Tera Granger, Mike Carroll, Lt. Governor Kim Reynolds, Carey Miller, Food Bank of Iowa Executive Director, Rachel Orris, Dave Kaili, Lynn Anstey, Patsy Tallman)

## Benefit News - Guest Memberships

It won't be long before your children will be going back to school. If you are enrolled in either Blue Access or Blue Advantage and have children attending school out of state, you may want to contact Wellmark customer service about a Guest Membership.

A guest membership allows you access to Blue Cross and Blue Shield participating hospitals, physicians, and other health care providers from which you can receive covered services. Guest membership is only available to members traveling or residing outside Iowa, but still within the United States.

Guest Membership is a valuable benefit for:

- Children attending school out of state, full-time, in an accredited institution of higher learning (There is no time limit for students.)
- Members traveling for at least 90 consecutive days but no more than 180 days
- Family members residing in another state, but who are covered under the same health plan

Additional information about Guest Membership is available at the DAS Health Insurance website <http://benefits.iowa.gov/health.html> or contact Wellmark's customer service at the phone number located on the back of your Wellmark ID card.



## Upcoming Benefit Education and Healthy Opportunities Presentations

Attendance at Benefit Education and Healthy Opportunities presentations during the first six months of 2011 was over 2,250 individuals! The attendees were from 74 different Iowa counties. If you haven't attended a benefit education or healthy opportunities presentation this year, make plans to attend one in the second half of this year.

Upcoming new presentations in July and August are:

- "Sun Safety" - July 14, 11:00 a.m.
- "IPERS: Purchasing Service Credit" - July 26, 9:00 a.m.
- "Immunization Update" - August 9, 11:00 a.m.

To register for a Benefit Education and Healthy Opportunities Presentation, go to the DAS Benefit Education Upcoming Presentation site at [http://benefits.iowa.gov/benefit\\_education/201107.html](http://benefits.iowa.gov/benefit_education/201107.html).

## CelebrAsian Festival

As evidenced by the large crowd, even the cold, rainy weather didn't impact attendance for the ninth annual Asian Festival, held on the west side of the Grimes building on Saturday, May 14. While this festival and others of its type are primarily occasions to learn about other cultures and enjoy entertainment and food, they also provide opportunities to "brand" the State of Iowa as an employer of choice to both diverse communities and the public at large.

Again this year, DAS had a recruitment booth at the CelebrAsian Festival. A number of volunteers from other state agencies staffed the booth, bringing agency-specific information for recruitment purposes. Robin Jenkins, Statewide Recruitment Coordinator, believes these festivals are ideal for demonstrating the State's commitment to providing employment access to all Iowa communities.

"What better way to let Iowans from all backgrounds and

walks of life know and learn about the types of jobs available in state government," said Robin. "It's a pretty inexpensive and efficient way to do so, especially considering the rising cost of recruitment advertising."



CelebrAsian fashion show, 2008

Visitors had many opportunities to sample a wide range of cultural cuisine, do some shopping, and enjoy the entertainment, which included music, sports, and craft demonstrations. Festival-goers saw diversity in the Asian communities in terms of ethnicity, race, and culture.

Other festivals at which DAS participates include:

- I'll Make Me a World in Iowa
- Iowa Juneteenth Observance
- Latino Heritage Festival

If you have never been to one of these festivals, consider taking part either as a volunteer or just to have a relaxing and enlightening adventure. You won't be disappointed!

## Subscribing to the Real Deal (Authorization and Authentication)

Enterprise Authorization and Authentication (A&A) is an account management service offered by DAS-ITE for web-based applications. Rather than requiring unique passwords for every agency application, Enterprise A&A offers a one-stop process for managing user accounts. The end result is customer convenience and reduced application maintenance for agencies.

Currently, the service is used by State employees (web warrants, eLeave, etc.) as well as the general public (School Alerts). It provides thousands of successful authentications each day to over 150 applications. Various applications may have shared user groups, including nearly 80,000 registered health care workers, tens of thousands of legal professionals and several thousand current and former state employees.



A&A has two core functions: authentication and authorization. Authentication is the process of proving who you are. If you are authenticated to an application, it means the application believes you are who you say you are. After you have been authenticated, A&A identifies the permission you are authorized to use in the application. For example, in one application you may be authorized to enter budget information but, in another application, you may only be authorized to view data. While Enterprise A&A manages user accounts, agencies direct who can access their applications and assign the appropriate authorizations. The following benefits can be helpful in

a variety of secure application situations.

- Standardized login site – Users see the same login screen for each application, so they become familiar and comfortable with it.
- Uniform username and password – You use the same username and password for every application.
- Application privilege management - Each agency defines privileges for an application and assigns privileges to users.
- Account management – Includes self-service capabilities for registration, password changes and recovery.
- Audit logging – Tracks the success and failure of various A&A events.
- Identity baseline – Allows users to select a set of questions and provide answers to positively identify the user if she/he forgets a password.
- Single-Sign-On (SSO) – Agencies have the option to use SSO which allows users to authenticate once to an Enterprise A&A SSO-enabled application and then, using the same browser session, log into another Enterprise A&A SSO enabled application without the need to provide the ID or Password.
- Two-factor Authentication – A&A can be used as part of two-factor or multi-factor authentication.
- Efficient – If changes need to be made to the login process, these can all be done at one place rather than to each individual application.

In addition to being a convenient feature for users, Enterprise A&A provides the security measures needed when accessing public networks.

## Keeping Systems Secure

The State of Iowa relies on information technology (IT) to provide government services and information to citizens. As use of technology grows, however, so does risk. The Information Security Office (ISO) was created to manage risk, improve information security and promote awareness.

### Features

The ISO provides a variety of services to agencies. Current activities, including:

**Forensic Reviews:** The ISO conducts forensic reviews of agency computer equipment in response to security incidents or employee misconduct.

**Intrusion Detection System:** The ISO manages an intrusion detection system (IDS) that provides

monitoring of agency network traffic and alerts for suspicious activity. The ISO assists agencies in installing and maintaining IDS sensors as well as interpreting IDS reports and alerts.

**Policy Development:** The ISO assists agencies in developing information security policies.

**Risk Assessment:** The ISO conducts agency risk assessments. These assessments educate agencies on the different areas of information security while providing feedback to agencies on reducing risk.

**Security Training/Awareness:** The ISO provides information security awareness training for agencies.

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## Keeping Systems Secure

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**Security News:** The ISO promotes security awareness through two email lists. The Security Alert provides email alerts on breaking security concerns. The Security News highlights information security events covered in the media while also providing security tips.

**Security Event Information Management System:** The ISO manages a Security Event Information Management System (SEIM) that collects log information and searches for events that could indicate malicious activity.

**Vulnerability Assessments/Penetration Tests:** The ISO conducts vulnerability assessments to identify security weaknesses on an agency's network and penetration tests to determine the full extent of the vulnerability.

**Web Application Scanning:** The ISO reviews agency web applications for vulnerabilities that could compromise the integrity of the application or confidentiality of customer information used by the application.

Contact the ISO at 515-281-4820 for more information about their services.

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## IT Consolidation

IT consolidation is becoming more of a reality as ITE is experiencing new enthusiasm from departments for infrastructure support. Recently both the Iowa Division of Credit Unions and the Department of Inspections and Appeals (DIA, CAB, and EAB) have asked ITE to manage their infrastructure services and applications – including networks, server hosting, workstations and data centers. These actions support various initiatives for IT consolidation and redesign and will lead to improved cost efficiencies and enhanced productivity, improved end-user experience by enhancing server performance and better operational consistency and reliability.

### Server Hosting

Traditionally, Iowa's federated system of information technology meant that agencies operated independently within certain standards and parameters. Over the years, this system resulted in 223 separate physical locations housing nearly 2,000 servers in the executive branch. With IT Reorganization, agency servers will migrate to one of the two central data centers (with redundant systems for disaster recovery purposes) that will result in greater operational efficiencies as well as freeing physical space through the Capitol Complex that can be used for other purposes.

**Progress:** ITE's hosting environment has been steadily growing. Initially, our focus was to assist agencies that were in the process of replacements, growth demands or facing environmental factors within an agency server room. Today we see agencies shifting their focus. Rather than trying to manage their own IT infrastructure, they understand the importance of concentrating on their agency's core business – and having a central IT department manage their technology needs. The Department of Inspections and Appeals and with the Iowa Division of Credit Unions are leaders in this movement.

### Networks

In order to minimize duplication and reduce the financial burdens associated with it, a more practical and effective system of managing the many existing networks is needed. The recommended solution is to create an enterprise networking team to manage all data networking for executive branch agencies.

**Progress:** IT Networking has been or is involved with a number of agency projects, including providing local area network service for agencies located in the Iowa Building; design and installation of a wireless LAN solution for the departments of Economic Development and Public Health; design and provision of LAN and wireless LAN solutions for the Iowa Utilities Board and the Office of Consumer Advocate; and the provision of a LAN-to-LAN virtual private network service for the Office of the Public Defender.

### Enterprise Email

The goal for enterprise email is to consolidate all executive branch email systems by providing secure, seamless and integrated cross-agency functionality of:

- Email messaging – including spam elimination and virus scan/elimination.
- Global address list – locate all state email accounts through one source.
- Cross-calendar – view agency calendars and schedule meetings with employees throughout the department.
- Vault and Journal – enable agencies to respond to FOIA requests more easily; tracks all messages sent and received; provides disaster recovery of agency email.

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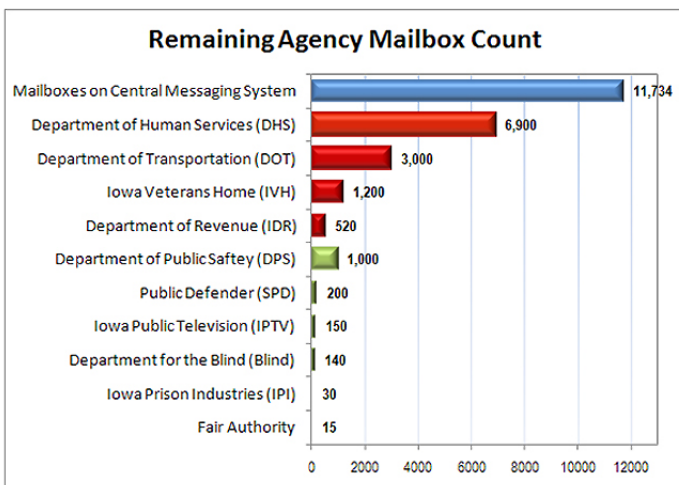
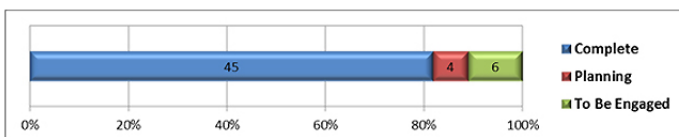
# IT Consolidation

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**Progress:** Prior to consolidation, Iowa state government had 25,000 email users on 23 email systems, each operated by individual agencies. Today, 45 government entities are supported by ITE’s Central Messaging System. Currently, there are some pilot users in the Department of Revenue with plans to transfer the remaining IDR mailboxes later in July. The departments of Transportation, Human Services and the Iowa Veterans Home are working with ITE to plan their transitions. Consolidation discussions will be soon be initiated with the remaining 6 agencies.

By merging email systems into one, the State is realizing significant savings through reduction in hardware, software, staff support, security and disaster recovery. To date, over 50 servers have been decommissioned or re-purposed due to email consolidation.

The charts illustrate our progress in consolidating state agencies onto the Central Messaging System.



## Infrastructure Help Desk

Virtually every State of Iowa worker uses a computer for his or her work and the existence of a vital and responsive Help Desk is a critical factor in government efficiency.

**Progress:** Further action on redesign of the Help Desk is under review. As other consolidation activities take place, related support calls come to the IT Service Desk to support a broader range of customer agencies.

## Virtual Desktops

Individual desktop computers for every workstation

consume more energy and require considerably more technical support. Because of this, ITE has been researching the feasibility of transitioning to a Virtual Desktop setting.

Virtualized desktops employ a type of technology called “thin client”. Currently, most state agencies have “fat client” – desktops where computer settings, applications, and some files are stored. In a virtualized environment, this information would be stored on a centralized server. Thin client technology has numerous benefits – increased security, reduced maintenance costs, and more efficient initial setup and upgrades.

**Progress:** An inter-agency team of IT professionals researched an implementation strategy for virtualized desktops. The approved considerations are outlined in their report.

## Printing Services

Executive Order #20 mandated the elimination of the least efficient state print shops.

**Progress:** Since this order was issued, the Department of Administrative Services (DAS) has closed two satellite print/copy offices and has consolidated the two primary DAS Print facilities into one location. This freed up 4,785 square feet of space which will be used as a conference room in the Grimes Building and a storage area for the ICN. In order to accommodate expanded print requests and to make the best use of the equipment, DAS Print is now staffed on the weekend.

## Other State Agency Print Shops

The elimination of print shops managed by other state agencies is also being reviewed.

In addition to eliminating or reducing print shops, an inter-departmental team developed an RFP for a Managed Print Solution, allowing the state to audit and effectively place and manage all printing/coping devices within the executive branch.

**Progress:** This RFP has been issued and is currently being reviewed. The goal is to reduce costs by right-sizing equipment for an office and to place devices where they are most needed. By doing this, we will also save staff time and be more environmentally aware.

## Ongoing progress

Clearly, the State of Iowa Executive branch is moving away from the decades-old federated IT environment to a centralized infrastructure that will provide greater efficiencies. Consolidation is not a fast process. It requires careful planning and effort. Nevertheless, progress is being made. IT consolidation efforts can be tracked at <http://itredesign.iowa.gov/>

## Capitol Complex Calendar of Events

### July 2011

#### Sundays in July

Music under the Stars - West Mall Area

#### July 20

SEHARC Summer Event

#### July 21

Bloodmobile Bus - Lot 15, Lucas Building

### August 2011

#### August 5

Bloodmobile Bus - Lot 26, South of Court Ave.

#### August 10

State Fair Parade

#### August 12

Japanese Bell Re-Dedication

## Time to Get Back to School?

PDS is ready to start Fiscal Year 2012 and we hope you are, too. With every year that passes by so does the opportunity for employees to add to or brush up on their skills. The challenge for this year is to make a resolution to enable staff to be the best that they can be.

With today's economy PDS understands that, when it comes to budgeting, training is often an area that gets cut. Because of this tendency, we're taking steps to keep training affordable. E-learning courses are designed to meet your training needs while keeping expenses down.

PDS offers over 200 online classes, including:

- Change Management for Employees
- Assessing Change for Managers
- Developing as a Manager
- Motivating Employees
- Time Management
- A wide range of software applications courses

In today's environment, a greater number of employees are expected to do more with less. Fortunately, with the flexibility inherent with online learning, employees can learn at their own pace while still tending to their regular tasks.



As an employer, it is reasonable for you to ask 'what's in it for me?' And the PDS answer is that employee training is beneficial to everyone. It allows your organization the opportunity to be current with the latest developments and information which, in turn, will make the clients you serve happier. When employees believe that they are learning and growing professionally, they're able to perform their jobs more professionally while being better prepared.

You can find these classes and many more at [http://learnatpds.iowa.gov/e\\_learning/](http://learnatpds.iowa.gov/e_learning/)

Contact PDS at 515-281.5456 or email [PDS@iowa.gov](mailto:PDS@iowa.gov) to discuss options today.

NOTICE: Effective July 1, 2011 online learning course rates are as follows:

Number of Courses	Months to Complete	Price
One	One	\$55
Two	One	\$100
Three	Two	\$135
Four	Two	\$160
Five	Three	\$175

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

Brian Mayer 515-281-5456