

Customer Focus

A service update newsletter for valued DAS customers

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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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Behind the Mirrored Wall — a Mixed Legacy

Building Spotlight — Wallace

When it opened in 1978, the Wallace Building, named after one of Iowa's most notable sons, Henry A. Wallace, was regarded by many as a stunning example of how design and function could meld, resulting in an efficient public space capable of housing several vital state agencies while featuring eye-catching elements of design — primarily a glass exterior wall that reflected the Capitol.

Over time, however, the building with 159,223 square feet of work space that cost \$10.2 million to build, began falling short of planners' expectations. From the first days of its utilization, tenants questioned its floor plan and functionality (nearly 71,000 square feet of additional interior space is taken up

by an open atrium). Additionally, air handling capabilities in the building were undersized, resulting in recurring air quality challenges that were complicated by laboratory work conducted in the lower levels. Plus, a two-level parking structure on the building's north side proved to be unsafe and, eventually, unusable.

The State moved to resolve issues surrounding the Wallace Building through several measures. In 1999, planning for a lab facility on the campus of Des Moines Area Community College began, with that facility opening in 2005. Also in 2005, work commenced on updating the Harvester Building at E. Court and E. 7th to accommodate the Department

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Behrens Awarded Toll Fellowship

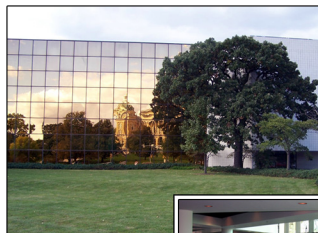
Matt Behrens, Manager of Enterprise Hosting Services with DAS-ITE, has been selected as one of 48 state leaders from across the nation for the prestigious Toll Fellowship Program sponsored by The Council of State Governments. The program runs from September 9-14, 2011 in Lexington, Kentucky.

The annual, week-long seminar, named in honor of Henry Toll, a Colorado senator who founded CSG in 1933, seeks to develop the next generation of

leaders from all three branches of state government. This year's program focuses on trends analysis, policy development, media and constituent relations, and leadership and institutional changes. The experience gives these leaders perspectives they would not ordinarily obtain during the course of their regular governmental service.

Behrens was selected from many outstanding applicants by a committee of state elected and

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Wallace Building

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of Public Safety. Prior to the completion of these facilities, in 2004, the Legislature directed the Department of Administrative Services to oversee a comprehensive evaluation of the Wallace Building and its systems and provide recommendations for its future. This evaluation, conducted by Minneapolis-based AMEC E&C Services, recommended renovation of the building to include:

- Removing the upper parking deck (completed in 2010)
- Relocating mechanical equipment to the roof
- Eliminating most atrium space and converting to work space
- Eliminating the water feature on the ground floor
- Replacing deteriorating exterior masonry and the failing window wall system
- Constructing a new west entrance
- Renovating vacated lab spaces to offices
- Renovating all restrooms
- Replacing elevators
- Refinishing all ceilings and floors

The estimated cost for all renovations was \$31.2 million. Contrarily, an Advisory Committee on Property Management issues recommended destruction of the Wallace Building in a report filed in 2005. The future of this icon remains uncertain. For now, DAS will continue to do everything possible to extend its usefulness so that employees can work in the safest and most productive environment, possible.

IUB/OCA Building Dedicated

The new home of the Iowa Utilities Board and the Office of the Consumer Advocate was dedicated at a ceremony Thursday, April 28. Nearly 200 people attended the event, held in the courtyard entryway of the model energy efficient structure.

The building is designed to save 63 percent of the energy used in a standard structure of similar size. As IUB Chairman Rob Berntsen illustrated, that's the same as a car getting somewhere around 110 miles per gallon of fuel.

Speakers at the event included DAS Director Mike Carroll, Deputy Attorney General Eric Tabor, Federal Regulatory Commissioner (and former IUB Chair) John Norris and Governor Terry E. Branstad.

Behrens Fellowship

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appointed officials as one of the most promising leaders of state government. This year's applicant pool included state leaders from all three branches and represented 42 states and two US territories. Past Toll Fellowship graduates include governors, US Senators and members of Congress, as well as leaders in state government.

Behrens earned an MBA from the University of Iowa Tippie School of Management and holds a Bachelor of Arts in Liberal Studies from Iowa State University. He has received academic and professional recognition as well as serving as a technical advisor for the Norman Borlaug Heritage Foundation.

Increased Recycling Generates Net Revenue

Supporters (and contributors) to recycling efforts on the Capitol Complex have always been able to claim their respective places in the green movement. Defining green, however, is becoming more complex. That's because, with better informed customers and improved collection and sorting of paper to be recycled, agencies on the Capitol Complex have increased their recycling output nearly five-fold in the past five years. Growth from 2006 through 2009 was a decent 220 tons of paper but, in 2010, the amount collected for recycling shot to 1,213 tons – nearly 2.5 million pounds!

Best of all, increased levels are not only sustaining the cost of the paper recycling program, they're leading to income. In 2010, revenue from the paper recycling program yielded more than \$6,000 – small potatoes in the shadow of state government budgets but a great reflection of what's possible when employees simply place waste paper in the proper receptacle.



DAS-CCM is determined to provide the best possible cleaning and maintenance services for customers on the Capitol Complex and Ankeny Labs. Implementing microfiber cleaning products – and continuing to expand the products used – contributes to a more efficient and effective process that also facilitates a safer work environment.

*Order must deliver in the month of May.

Music under the Stars - West Mall Area

Complying with Information Security Standards

Enterprise information security standards provide a minimum level of security to which participating agencies must adhere. Current information security standards are:

- Data Classification
- Data Stewardship
- Information Security
- Information Security Compliance
- Interconnectivity
- Laptop Data Protection
- Mobile Device Security
- Removable Storage Encryption
- Shared Authentication
- Web Application Security Standard
- Wireless LAN



In March 2011, agency directors reported on their compliance with the enterprise information security standards for the first time. 35 agencies submitted status reports. As part of the reporting process, agencies developed remediation plans and set goals for becoming compliant with the enterprise information security standards.

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Disposing of Electronic Devices

Recent news headlines highlight the importance of protecting confidential information even when it is no longer needed. Identity thieves are on the lookout for confidential information in any form. When it's time to dispose of electronic devices, a few simple steps can help to protect confidential information.

Computer - Remove sensitive data from the computer's hard drive with software designed to wipe computers. Simply deleting files or reformatting the drive does not remove information completely. Wipe utility programs vary in their capabilities: some erase the entire disk while others allow for selecting files or folders to erase. These programs can also vary in their effectiveness - programs that wipe the hard drive many times are more effective than those that wipe the drive only once. Free products include Darik's Boot and Nuke (DBAN) <http://www.dban.org/> and Active KillDisk <http://www.killdisk.com/>.

Flash drive/memory card - Use a specialized

Improved Tape Processing Saves Money

DAS-ITE is currently upgrading its tape processing infrastructure. The new system will allow us to meet rigid security standards for encryption, improve business continuity and save approximately \$75,000 per year by converting from the old tape infrastructure.

Benefits of the new system include:

- All mainframe and open system tapes will be encrypted.
- Data created and stored at one data center is duplicated at the other data center in near real time. This mirroring is accomplished over a pre-existing high-speed network link between the data centers.
- One vendor will provide end-to-end support which will improve efficiencies over the old system that required multi-vendor system integration.
- Reduces the overall requirements for media, allowing more efficient use of tape capacity.

Additional benefits for our customers include:

- Security standards compliance
 - 100 percent of tape data required to resume processing will be immediately available at the recovery site.
 - Elimination of labor involved in process development, documentation, record keeping and transport of tapes.
 - Lower costs are factored into the marketplace rates for services delivered using this infrastructure.
 - Enhanced recovery of computer support for key business processes in the event of a disaster.
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program to wipe the flash drive/memory card clean. A free product available is Eraser <http://www.heidi.ie/eraser/>

Cell phone/personal digital assistant (PDA) - Each cell phone/PDA model will have specific instructions for wiping the device. Review the documentation from your provider. At a minimum remove and destroy the SIM card.

Copier/Printer/Scanner/Fax Machine - Each copier/multi-function device will have specific instructions for wiping memory. Review the documentation for your device.

Physical Destruction - If the device cannot be wiped, then physical destruction is necessary. Put CDs/DVDs through a shredder. Remove and physically destroy the hard drive/memory from laptops, copiers, cameras and other electronic devices.



IT Redesign — More than Just Email

The Central Messaging System now supports close to half of Executive branch email mailboxes. That's over 11,700 accounts for 45 government entities. We are now working closely with the departments of Revenue, Human Services and Transportation to consolidate their email accounts. When these projects are completed, approximately 94 percent of the mailboxes will be managed centrally, and dozens of servers will have been either decommissioned or re-purposed, representing significant savings for the State of Iowa.

Although much of the buzz around IT Redesign seems to highlight the progress of email consolidation, a considerable amount of work is taking place in other functional areas, as well. The following list represents a fraction of the projects in progress or that have been recently completed:

- Department of Inspections and Appeals - total infrastructure assessment with the intent for DAS-ITE to consolidate DIA's network, host their servers, manage their desktops and provide Service Desk support.
- Department of Public Health – designed and in the process of installing a wireless network for DPH in the Lucas Building; also provided assessment of their current network.
- Iowa Communications Network - working with ICN to develop lifecycle replacement of desktops and laptops.
- Iowa Department of Economic Development – installed wireless LAN and later extended this for guest service; provide desktop support; presented a proposal to consolidate and migrate that agency's development, test and production applications and database services.
- Iowa Public Employees Retirement System – assisting with wireless LAN installation.
- Iowa Finance Authority – assisting with expansion of that agency's wireless LAN.
- Virtual Desktop – working with a multi-agency team to setup a Citrix Virtual Desktop Pilot.
- Enterprise Security - reviewed compliance with security standards; performed 87 scans for 14 agencies; conducted 53 risk assessments.
- Paper Mail Consolidation – consolidated IWD letter shop with DAS Print

Remember, you can follow IT Redesign progress at <http://itredesign.iowa.gov/>.

Capitol Planning Approves Holocaust Memorial

The Capitol Planning Commission, a select group of citizens and legislators appointed by the Governor that advises that office on matters concerning the Capitol Complex and its buildings and features, met on Wednesday, April 20.

Key topics of discussion included the HyVee Triathlon in September that will stage its finish and many other activities on the West Capitol Terrace and the proposed restoration of the Japanese Bell near the Judicial Building. The bell was donated to the State as thanks for airlifting pork breeding stock and feed to Yamanashi prefecture after typhoons had devastated the region in 1959. Delegates from Japan are scheduled to travel to Iowa later this summer to commemorate the 50th anniversary of the event.

Additionally, the Commission unanimously approved the recommended location of a site for a Holocaust memorial to be located in the West Capitol Terrace. The memorial, sponsored by the Blank Family Foundation, will, in part, recognize the role Iowa played in assisting survivors of the Holocaust, including



those performed by Iowa soldiers in liberating death camps.

Three commission members attended their final meeting. Brice Oakley, Molly Clause and Scott Brown will be replaced, effective May 1, by Robert Weiser, Allison Dorr Kleis and William Dikis. Legislative members of the Commission include Senators Matt McCoy (D-Des Moines) and Pat Ward (R-West Des Moines) and Representatives Ralph Watts (R-Adel) and Dennis Cohoon (D-Burlington).

The next scheduled meeting of the Capitol Planning Commission is July 20, 2011. Go to http://das.gse.iowa.gov/statebldg/capitol_plan_commission.html for meeting minutes and other information on the CPC.



Final Results of the Dependent Eligibility Audit Reported

The Group Insurance Bureau of DAS conducted a dependent eligibility audit during the first quarter of 2011 to verify that a dependent covered by an employee was actually the employee's dependent as directed by Executive Order 20.

HRE contracted with HMS Employer Solutions (HMS) to conduct the audit. HMS selected a statistically significant sample of 1,500 state employees to be audited, representing a cross-section of all state employees. The results of the audit were encouraging. Out of the 1,500 employees surveyed, only 49 reported having ineligible dependents on their health insurance coverage. Sixty-seven (67) ineligible dependents were removed from coverage. Based on claims data for the State's health insurance plans, annual savings of removing the ineligible dependents from health insurance coverage was projected to be approximately \$201,000.

HMS, which has extensive experience in conducting dependent eligibility audits, was impressed with the small number of ineligible dependents uncovered in the audit. The contractor said that the number of ineligible dependents was the second lowest in their experience. The relatively low number of ineligible dependents demonstrates that

the procedures to monitor eligibility, implemented by DAS's Group Insurance Bureau, is an effective tool in keeping the cost of health insurance down for both the State of Iowa and its employees.



Keeping Current with Finances

Year-end activities for FY11 are underway at DAS-State Accounting Enterprise. Close Memos detailing instructions for closing the books on the fiscal year are being emailed to agency financial managers. These memos contain important deadline dates, forms and processes to follow as well as including reminders of specific procedures to be reviewed.

Additionally, corresponding Opening Letters for FY12 are being sent to financial managers.

All information can also be found on the DAS-SAE website at: <http://das.sae.iowa.gov/fyclose/>.

PDS Announces FY12 Class Schedule

Performance & Development Solutions (PDS) has announced its class schedule for Fiscal Year 2012. We have increased our general offerings to be more flexible and accommodating. Class schedules may be found at: http://learnatpds.iowa.gov/occupational_training/alphabetical.html.

Additionally, we are evaluating bids on several new classes that we hope to make available to state agencies in order to increase developmental competencies. Due to demand, we have also resurrected topics, including:

- Presentation Skills
- Project Management Training
- Strategic Planning Training
- Accountability
- Accounting Fundamentals
- Financial Math
- Introduction to Business Skills
- Marketing in the Public Sector
- Software Applications and Technical Training



PDS understands that, as the needs of state government change, we need to provide the knowledge, skills, and competencies required to accommodate these changes. With that in mind, watch for updates to some of our current certification programs as well as two new certification programs - one in the area of business writing and another as a follow-up to our Applied Management Series.

Certified Public Manager (CPM)

PDS is currently accepting applications for the State of Iowa Certified Public Manager program. Our next cohort begins in July and the deadline to apply is June 24. The CPM program is an affordable way to offer today's public leaders a comprehensive educational experience focused on improving the performance of their respective organizations. For more information on CPM, or to apply today, please visit <http://learnatpds.iowa.gov/cpm/index.htm>.



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 e-mail: pds@iowa.gov or call

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