



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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Keeping the Wheels Turning for State Government

State government in Iowa is much more than a golden-domed building where decisions are made and laws are passed. It is an essential provider of services to more than three million people - from maintaining safe roads to providing vital human services. And for agencies to effectively carry out their respective

missions, vehicles of all sorts are needed.

Oversight of State of Iowa fleet, including the procurement, maintenance and short term leasing is the responsibility of General Services Enterprise (DAS-GSE) and several critical initiatives have been implemented over the past year to optimize fleet operations.

Right-Sizing the Fleet and Shifting to a 21st Century Auction Format

In 2010, DAS-Fleet assessed mileage on vehicles assigned to departments and determined that any vehicle with fewer than 14,000 miles a year should be returned to the general pool. This action yielded the return of 121 vehicles. Additionally – and in response to a report by Public Works and the subsequent Executive Order # 20 – the 'turn-in' mileage for vehicles to be auctioned was extended from 80,000 miles to 120,000 miles (or minimum of 10 years). The combination of these actions is resulting in estimated savings of between \$6-7 million.

were held at the DAS Fleet facility. While these events were popular with the deal-seeking public, the direct and indirect costs of shutting down automotive repairs and setting the auction stage were considerable. Currently, all vehicles are being auctioned online with GovDeals.

Because of the additional 40,000 miles on vehicles to be auctioned, receipts are not as robust as in the past but early indications are that online auctions yield as much as those conducted live. The most recent online 'event' sold 48 vehicles and brought in \$179,109.99. Auction proceeds are returned to the agencies from which the vehicles came.

In past years, quarterly vehicle auctions

Further Fleet Efficiencies

Another initiative suggested by Public Works in its assessment of improving the processes of state government involved monitoring fleet activities with the use of GPS technology. While commercial fleets across the country have adopted this technology, public operations have been slower to adapt.

vehicle maintenance and ensuring that vehicles do not leave designated areas. DAS-Fleet has run limited trials with GPS transmitters in a select number of vehicles and hopes to expand use of this technology in the near future, primarily with vehicles assigned to the general motor pool.

GPS systems have been proven effective by reducing excessive vehicle idling, reducing speeding, improving overall routing of vehicles, improving

Drivers using vehicles equipped with GPS technology will receive a notification

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Further Fleet Efficiencies

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and brief orientation before operating the vehicle. Implementation of GPS technology is not intended to infringe on drivers' ability to do their jobs. Rather, it is another way to ensure that state employees follow established vehicle use procedures, which can be reviewed by linking to http://das.gse.iowa.gov/fleet/fleet_operations_manual.html#009

Collective Bargaining Update

Representing the State of Iowa, DAS-HRE has completed the 2011-2013 collective bargaining process with the following collective bargaining units: American Federation of State, County, and Municipal Employees (AFSCME), Iowa United Professionals (IUP), and the State Police Officers Council (SPOC). Each bargaining units has completed its respective ratification vote and plans are being made for a contract signing ceremony to be held.

Capitol Construction and the Hole in the Floor

Ah, the best laid plans. As part of the ongoing refurbishment of the Iowa State Capitol, the center of the rotunda on the first floor will feature a glass block floor. That's why, for much of the summer and fall, the railing was removed and a temporary safety barrier was installed. But with restorative construction, lessons are always to be learned.

First it was discovered that the circle in the middle of the floor isn't exactly a circle, so the steel framework that will be placed in the space had to be carefully engineered and assembled. With no room for mistakes, that process takes considerable time. And then there's the whole challenge of shipping the floor. In other words, we still have a large hole in the first floor rotunda.

Needless to say, the railing has been replaced until the conclusion of the current legislative session so as not to interfere with the business of government. At that point, crews can commence installation of the original looking floor.

In the lower level, work in expanding available floor



Carroll Set to Take Over Reins of DAS

Mike Carroll, a long-time construction industry executive and leader, has been appointed by Governor-elect Terry Branstad as the new Director of the Department of Administrative Services. Mike's extensive background in construction has involved several important public projects, including being a part of the restoration of the Ola Babcock and Lucas Buildings and providing value engineering and budget analysis for the Judicial Branch Building. Additionally, Mike participated in assembling an extensive inventory of every building owned by the State of Iowa.



"I'm thrilled to be a part of this administration and, in particular, DAS," said Mike. "As a strong advocate of efficient and effective public service, I believe that I can provide the leadership to help this agency continue to thrive."

Mike joins state government after serving as Vice President of Hansen Company, Inc.

space by opening up the corner niches is nearly complete. The Capitol Tour Guides have relocated to the northwest quadrant and the LSA gift shop is scheduled to locate in another niche, with cabinetry on its way. Three of the niches are intended for expanded use by the public, with room for cafeteria tables and chairs.

The two easternmost niches feature the original white marble floor tile while the two niches to the west have new tile that was selected for its authentic merits.

Capitol Complex Calendar of Events

January 2011

January 11

Governor's Condition of the State

January 12

Judicial Condition of the State

January 17

Martin Luther King Jr. Day - state holiday

IT Consolidation Facilitates Implementation of Cutting Edge Technology



CSDC Systems Inc, a leading provider of business process automation solutions for government agencies and the State of Iowa have announced that the use of AMANDA – CSDC's flagship product - will be expanded to include three additional agencies.

On the heels of a current implementation of AMANDA and AMANDA Public Portal to help the State manage licenses across three professional boards (Iowa Dental Board, Iowa Board of Medicine, and Iowa Board of Nursing), Iowa will be expanding their deployment of AMANDA to include:

- Iowa Workforce Development - Division of Labor
- Iowa Department of Public Health - Bureau of Professional Licensure, and
- Iowa Department of Commerce - Professional Licensing Bureau

Both the Iowa Department of Public Health - Bureau of Professional Licensure and the Iowa Department of Commerce - Professional Licensing Bureau will be using AMANDA to track and process license applications,

renewals, reactivations, continuing education, audit requirements, and certifications associated with licenses.

Meanwhile, Iowa Workforce Development – Division of Labor, which is responsible for the regulation of elevator units, has plans to leverage AMANDA for managing permits and inspections.

Extending the use of the AMANDA platform is an example of how state agencies can move quickly to comply with this SF2088 which stresses the need to consolidate servers and unify disparate business systems.

"Iowa's enterprise approach to implementing AMANDA across multiple agencies will enable them to leverage a single, unified platform to address both licensing and permitting requirements within the State," explains CSDC's Vice President of Business Development, Nitish Mukhi. "With AMANDA, Iowa will streamline departmental workflows as well as workflows across all state agencies that use AMANDA while delivering a high quality and consistent level of service to its citizens."



E020 Update and the Changing IT Landscape

Throughout this past year, DAS-ITE has collaborated with agencies to consolidate infrastructure services, as directed by Executive Orders 20 and 26 as well as Senate File 2088 (State Government Reorganization). DAS-ITE anticipated that agencies would be hesitant, if not resistant, to change their IT infrastructure. Agencies were concerned that they would be out of the decision-making process or that their business needs would not remain a priority. To help alleviate these concerns, DAS-ITE invited agencies to participate on inter-department teams to research and recommend plans to achieve the mandated goals. Throughout the process, DAS-ITE provided updates to agencies and their staffs through emails, meetings and by posting reports, events, surveys and other pertinent information on websites developed specifically to share IT Redesign information.

Because of the cooperative efforts of participating departments, significant progress has been made in the past year towards consolidation of some services. The central email system now hosts twice as many mailboxes as prior to E020, and they are in the planning phase to migrate most of the remaining mailboxes by the end of the fiscal year.

Server/data center consolidation is also occurring. Servers

for the College Student Aid Commission have been moved to the Hoover Data Center and they are in the process of consolidating servers for the Department of Economic Development. In addition, DAS-ITE is working with various boards (Medical, Dental, Nursing and Pharmacy), Iowa Agriculture Development Authority and the Iowa Department of Public Health to determine how to assist them.

Other consolidation efforts include DAS-ITE closing its satellite print offices and the use of thin client technology. An inter-agency team researched the use of virtual desktops and has recommended establishing a pilot group using a Citrix solution. Since the Department of Natural Resources already uses this product, they have agreed to assist with this initiative.

The IT landscape has seen many changes in 2010 - a more centralized e-mail system, fewer data centers, a consolidated DAS print shop and piloting new technologies. Thanks to all participating agencies for their cooperation and assistance throughout this process and for helping to make a stronger, more efficient IT infrastructure for Iowa state government. Find additional information about consolidation activities at <http://ITRedesign.iowa.gov>.

Dependent Eligibility Audit

DAS is partnering with **HMS Verify Solutions** in conducting a confidential Dependent Eligibility Audit of our health insurance plans. The audit is being undertaken to confirm that health insurance benefits are being paid for eligible dependents, only. Health care services provided to ineligible dependents increases the cost of health insurance to you and to the taxpayers of Iowa.



Later this month, HMS Verify Solutions will be mailing a packet of information to a sample of employees. This packet will explain what information is needed to verify that family members are eligible be covered under the state's health insurance plans. Any employee receiving this packet should reply to the requests for information completely and in a timely manner. Failure to provide the required information could result in cancellation of dependent's coverage.

DAS Print — Your Letterhead Source

With the arrival of a new administration, Executive Branch departments and bureaus are busy retooling their respective letterheads. The Branstad/Reynolds team has determined that the standard representation of the Governor and Lt. Governor should be:

Governor Terry E. Branstad
Lt. Governor Kim Reynolds

Otherwise, departments are free to revise their respective letterheads according to their needs and missions.

Contact Lise Melton; 281-5050 (lise.melton@iowa.gov) or Stella Sussex; 281-7641 (stella.sussex@iowa.gov) at DAS Print with questions or to place an order.

Benefit Education Opportunities

Benefit education is a service provided by DAS benefit staff to assist in understanding the many benefits available to State of Iowa employees and how to make the best use of these benefits.

All benefit education presentations are free of charge. Benefit education sessions are offered through iLinc, DAS's web conferencing tool. With iLinc, employees may attend live presentations online from work or home. Access to the Internet and a telephone is all that's needed to attend.

We hope that you have an opportunity to attend a Benefit Education presentation in 2011. Upcoming presentations scheduled during January and February include:

Deferred Compensation Basics

- January 11 at 9:00 a.m.
- February 8 at 1:00 p.m.

Continuing Benefits at Retirement

- January 20 at 1:00 p.m.
- February 17 at 9:00 a.m.

Deferred Compensation Distributions

- January 25 at 1:00 p.m.
- February 22 at 9:00 a.m.

D-Line Shuttle Rerouted to Accommodate Legislative Session

Beginning January 10, the D-Line, DART's free shuttle servicing downtown Des Moines, will alter the eastern edge of its route from E. 12th Street to the west side of the State Capitol. The altered route will be in effect through the 2011 legislative session. The D-Line provides shuttle service every 15 minutes from the Capitol to the Western Gateway of downtown Des Moines.

FREE

D-Line

Monday- Friday
7:00 a.m. - 6:00 p.m.
Shuttle runs every 10 minutes.

Downtown Shuttle

For additional information, please contact DART,
515-283-8100 or
dart@ridedart.com

Shuttle funding provided by: State of Iowa, City of Des Moines, Downtown Community Alliance and DART.

eFile For a Faster Income Tax Refund!

Customer Focus is sent to all State of Iowa employees and, as a service to that audience, we're more than happy to extend important news from other agencies.

The Iowa Department of Revenue wants everyone to know that you can receive your Iowa income tax refund in 10 days or less when you file your tax return(s) electronically. You can eFile through the Iowa Department of Revenue website, file through a tax professional or purchase income tax software. Last year, 78



percent of Iowa income tax returns were filed electronically.

Beginning January 14, click the eFile logo on the Iowa Department of Revenue website (www.iowa.gov/tax/) for links to income tax software for online filing of federal and Iowa income tax returns, and to find out if you qualify to file for free. Then, follow the simple instructions

to eFile! Online filing is fast, easy, secure and good for the environment.

PDS Partners with Glenwood Resource Center To Bring Opportunities West!

Sign up today for Applied Management courses to be held just south of Council Bluffs at Glenwood Resource Center. More classes continue to be added to those listed below. Contact your training liaison for more information.

Human Relations Skills (SE203) January 25th - 26th

Today's workplace requires employees to deal with a variety of people and situations. During this class, participants will focus on improving their relationships with coworkers, supervisors, and clients. Participants will learn to:

- Understand and handle feelings in the workplace, including their own anger and the anger of others
- Utilize tools to cope more effectively with work situations beyond their control
- Deal with the difficult people encountered through the work day
- Improve communication with others in the workplace

Investigating Employee Misconduct (NC118) February 8th

This course is designed to assist supervisors and managers in investigating employee misconduct. Participants will learn how to gather information about

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Upcoming Courses

Sharpen your knowledge, skills and abilities by enrolling in upcoming PDS classes. Visit our [website](#) for available course offerings and enroll now.

an employee's alleged misconduct or rule violation, the purpose of an investigation, how the elements of just cause play a key part in the investigation, and how to conduct the investigation.



Discipline, Grievances and Contracts (QM002) February 22nd

Understanding the discipline and grievance process is crucial to any supervisor or manager in state government. This course focuses on the methods of effective and timely discipline; the role of the supervisor and manager in the grievance process; and how to interpret the state labor contracts. Topics include:

- Preventive discipline
- Just cause
- Contract provisions

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Certified Public Manager (CPM)

DAS-HRE Performance and Development Solutions is still accepting applications for Cohort 15 of the Certified Public Manager course offered in conjunction with Drake University. This learning experience is designed for present and future supervisors, managers, executives, management staff, and project managers and will begin January 25, 2011. For further information contact



PDS@iowa.gov.