

DAS CUSTOMER COUNCIL MEETING MINUTES: August 4, 2020

A regular meeting of the DAS Customer Council was held virtually via the Zoom platform on Tuesday, August 4, 2020. The meeting was called to order by Chair David Roederer at 10:04 a.m.

MEMBERS PRESENT

Kent Farver, Judicial Branch
Kelly Garcia, Department of Human Services (DHS)
Larry Johnson, Department of Inspections and Appeals
Scott Marler, Department of Transportation
Linda Miller, Iowa Department on Aging
Kraig Paulsen, Iowa Department of Revenue
David Roederer, Department of Management (DOM), Chair
Beth Townsend, Iowa Workforce Development
Paul Trombino, Governor's Office/Department of Administrative Service (DAS), Vice-Chair

MEMBERS ABSENT

Judy Bradshaw, Iowa Law Enforcement Academy (ILEA)
Debi Durham, Iowa Economic Development Authority and Iowa Finance Authority, Ex-Officio Member
Steven Lukan, Iowa Department of Veterans Affairs
Kayla Lyon, Department of Natural Resources
Meghan Nelson, Legislative Branch (House)
Beth Skinner, Department of Corrections (DOC)
Charlie Smithson, Legislative Branch (Senate)

DESIGNEE

Brooke Parziale, Iowa Finance Authority, for Ex-Officio Member Debi Durham (Non-Voting Member)

OTHER ATTENDEES

Matt Behrens, Office of the Chief Information Officer (OCIO)
John Benson, Homeland Security and Emergency Management
Brandi Bolton, DHS
Brian Bradour, DAS
Duke Burrell, Department of Public Defense
Susan Churchill, DAS, responsible for taking meeting minutes
Lori Conner, Iowa Department of Public Health
Mike Cornelison, DAS
Charlee Cross, DAS
Steve Dick, DOC
Annette Dunn, OCIO
Eric Gookin, Secretary of State's Office
Tera Granger, DAS
Jodi Gruening, DHS
Marie Hawthorne, DAS
Karen Hudson, Department of Cultural Affairs (DCA)
Mirela Jusic, DAS

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Dylan Keller, Legislative Branch (Senate)
Chris Kramer, DCA
Ermin Kremic, DAS
Kris May, DAS
Allen Meyer, DAS
Cheri Myers, Department for the Blind
Christy Niehaus, DAS
Julie Ntem, College Student Aid Commission
Carla Pope, Iowa Utilities Board
Deb Scrowther, DOM
Katelyn Seiler, ILEA
Hale Strasser, Iowa Lottery Authority
Brett Toresdahl, Public Information Board
Tami Wiencek, DAS
Jim Wittenwyler, Department of Public Safety
Ken Zinkula, DAS
Others who may have joined the meeting late are not noted above.

AGENDA ITEMS

- I. The meeting was called to order at 10:04 a.m. by Chair David Roederer.
- II. Roll Call – taken by Susan Churchill, DAS Administrative Assistant
- III. Approval of Minutes from Meeting on July 31, 2019
 - A. **MOTION:** Linda Miller made a motion to approve the minutes.
 - B. Kent Farver seconded the motion.
 - C. Motion passed unanimously.
- IV. Welcome New Members – Chair David Roederer
 - A. Kelly Garcia, Director of the Department of Human Services, representing large agencies.
 - B. Scott Marler, Director of the Department of Transportation, representing large agencies.
- V. Council Membership
 - A. Chair Roederer reviewed the membership terms expiring on August 31, 2020.¹
 - B. Chair Roederer asked Council Members whose terms were expiring this month to contact him if they were willing to serve another two-year term.

¹ A listing of Council Members with corresponding term expiration dates can be found on the Customer Council [website](#).

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VI. DAS Sole Provider Review

- A. Dave Heuton, DAS Deputy Director, reviewed 541 IAC 12.7(4), which mandates that every two years the Customer Council shall review the decision made by the Department of Management that the Department of Administrative Services (DAS) “be the sole provider of a service and make recommendations regarding that decision.”
- B. Council Members had no comments or questions.
- C. Chair Roederer stated he would always be open to suggestions.

VII. Summary of *Informational and Q&A Sessions* of January 7 and 9, 2020 – Dave Heuton

- A. DAS invited financial managers across the state to ask questions about DAS rates and methodology; approximately 20 attended on January 7 and approximately 30 on January 9.
- B. The three commonly asked questions revolved around:
 - 1. Purchasing methodology.
 - 2. The calculation of the five-quarter average.
 - 3. Rationale for setting certain rates earlier than others.
- C. DAS created an FAQ based on the discussions in these meetings and can provide it to Council Members, if requested.
- D. Linda Miller stated small agencies appreciate having an input.
- E. Chair Roederer stated DAS should plan on conducting more informational sessions in the fall or winter.

VIII. Summary of Customer Council Business Plan

- A. Dave Heuton provided an overview of the *Business Plan and Report to the Customer Council*, reviewing rate methodologies for various services and how to access agency impact statements.
- B. Chair Roederer asked about Motor Pool rates as the amount of travel by state employees continues to decrease; Allen Meyer, Chief Operating Officer of DAS Central Procurement and Fleet Services Enterprise, stated DAS does a continuous review of vehicles in the Motor Pool, as well as assessments of usage, and will be looking at decreasing the fleet.
- C. Chair Roederer asked if DAS was looking at any space changes due to potential ongoing telework agreements; Charlee Cross, Chief Operating Officer of DAS General Services Enterprise, replied DAS is looking into options to rework agency spaces and has an RFP out for strategic space planning to evaluate options.

IX. Review of Proposals by DAS – *Dave Heuton reviewed the proposed rates, as outlined in the Business Plan, before Chair Roederer brought all action items to the floor for one collective vote.*

- A. No proposed rate changes for DAS – General Services Enterprise (GSE).
- B. No proposed rate changes for DAS – State Accounting Enterprise (SAE).
- C. The Council discussed seven rates for DAS – Human Resources Enterprise (HRE).
 - 1. Benefits FY22 rate adjustment – **Action Item**
 - a. Decrease from \$43.80 per filled position to \$40.92 per filled position.
 - b. Rate based on a filled positions five-quarter average.
 - c. Reason for decrease: DAS will not be using a third-party vendor for FMLA processing, so one employee from Benefits will move to FMLA processing.
 - 2. Personnel Officer FY22 rate adjustment – **Action Item**
 - a. Increase from \$89.87 per filled position to \$93.00 per filled position.

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- b. Rate based on a filled positions five-quarter average.
 - c. Reason for increase: Community Based Corrections (CBCs) are opting out of this service, which reduces revenue generated.
 - d. DAS is looking at possibly reducing the number of Personnel Officers.
 - 3. Unemployment FY21 and FY22 proposed rate – **Action Item**
 - a. This rate, based on a headcount five-quarter average, is set on an annual basis.
 - b. Rate for FY20 was \$.051/headcount.
 - c. Proposed rate for FY21 and FY22 is \$1.00/headcount.
 - d. Mike Cornelison, Chief Financial Officer for HRE, stated this service is contracted through a third-party vendor, which raised its rates.
 - 4. Flexible Spending FY21 and FY22 rate adjustments – **Action Item**
 - a. Increase from \$40.56 per participant to \$42.00 per participant for both FY21 and FY22.
 - b. Rate based on charge per participant in Health Care Dependent Care.
 - c. Reasons for increase: fewer participants in the program and cost for third-party vendor.
 - 5. Family and Medical Leave Act (FMLA) FY22 rate adjustment – **Action Item**
 - a. Decrease from \$27.60 per filled position to \$24.84 per filled position.
 - b. Rate based on a filled positions five-quarter average.
 - c. Reason for decrease: discontinuing the use of a third-party vendor for FMLA processing will save money.
 - 6. Employee Relations FY22 new rate – **Action Item**
 - a. Proposed rate is \$28.20 per filled position.
 - b. Rate based on a filled positions five-quarter average.
 - c. This group, which investigates allegations of harassment, has seen an increase in volume.
 - 7. Access Badging FY21 new rate – **Action Item**
 - a. Proposed rate is \$11.14 per Capitol Complex position.
 - b. Rate based on count of Capitol Complex employees.
 - c. The Legislative Branch had been issuing ID badges to new employees, but DAS took it over this year.
 - d. DAS is covering the software license for the Andover system, as well as the cost of issuing ID badges.
 - D. The Council discussed two rates for DAS – Central Procurement and Fleet Services Enterprise (CPFSE)
 - 1. Blanket Bond FY21 rate adjustment – **Action Item**
 - a. This rate, based on headcount provided by DOM in the spring of 2020, is set on an annual basis.
 - b. The rate for FY20 was \$0.81 per filled position.
 - c. Proposed rate for FY21 is \$0.77 per filled position.
 - d. Rate is for fraud and theft protections.
 - 2. Risk Management (Vehicle Self Insurance) FY21 and FY22 rate adjustment – **Action Item**
 - a. This rate, based on daily or per mile methodology by vehicle class, is set on an annual basis.

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- b. The rate for FY20 was \$432.00 per vehicle.
 - c. Proposed rate for FY21 and FY22 is status quo at \$432.00 per vehicle.
 - E. Chair Roederer asked for a motion to approve the rate adjustments and new rates.
 - 1. **MOTION:** Linda Miller made a motion to approve the rates.
 - 2. Kraig Paulsen seconded the motion.
 - 3. Motion passed unanimously.

- X. Rate Discussion by OCIO – Matt Behrens, Deputy Chief Information Officer, OCIO
 - A. OCIO reviews rates annually, using a rolling five-quarter average from DAS.
 - B. OCIO is currently working on a *FY22 Rate Change Guide*, which will use the same methodology as the *FY21 Rate Change Guide*.
 - C. OCIO's rates for FY22 are being driven by enhancements in 5 categories.
 - 1. Information Security
 - a. Creating a 24/7 staff to respond to security attacks.
 - b. Tools for real-time monitoring.
 - c. Ransomware protection.
 - d. Additional firewalls.
 - 2. Mainframe
 - a. Implementing new mainframe, which is at end-of-life.
 - b. Cost flows to agencies with mainframe only.
 - 3. Replacement of Hoover Data Center
 - a. Will be completed by FY22.
 - b. Based on annual cost for third-party vendor.
 - c. Linda Miller asked why the Data Center needed to be moved; Annette Dunn, Chief Information Officer, replied data is not secure at the Hoover Building and must be moved.
 - 4. Network Upgrades (Replacing Equipment)
 - 5. Print Shop
 - a. Experiencing a 30% increase.
 - b. Linda Miller asked if OCIO has considered outsourcing the Print Shop; Annette Dunn replied the Print Shop also handles printing warrants, which the State does not want to outsource.
 - D. OCIO will provide the *FY22 Rate Change Guide* to the Customer Council within the next two weeks.
 - E. Kraig Paulsen stated he appreciated being involved in this process at the front end.

- XI. Meeting adjourned at 11:05 a.m.