

DAS CUSTOMER COUNCIL BYLAWS

ARTICLE 1. NAME

The name of this council shall be the Department of Administrative Services Customer Council, hereafter referred to as DAS Customer Council.

ARTICLE 2. PURPOSE

The DAS Customer Council acts as a governing board for those services that have been designated as "utilities" in the development of entrepreneurial management in Iowa state government.

The Customer Council, in its capacity as a governing board, will strive to make certain that the utility services DAS provides to customer departments are effective and efficient.

More specifically, the Customer Council:

1. Approves level of utility service;
2. Reviews and comments on the provider's customer satisfaction data and information;
3. Gathers its own customer input, as desired;
4. Approves general service level agreement boilerplate terms, including service standards and redress mechanisms;
5. Reviews and approves financial statements and business plans for utility services;
6. Approves rates and prices;
7. Participates in complaint resolution process; and
8. Advises DOM and DAS leadership on related issues as requested.

ARTICLE 3. GUIDING PRINCIPLES

The DAS Customer Council members will:

1. Conduct themselves as professionals;
2. Treat each other respectfully;
3. Work to develop mutual trust;
4. Practice active listening;
5. Openly share opinions and expertise;
6. Work for the common good of the enterprise;
7. Strive for quality decisions within timeframes provided;
8. Consider the needs of the customer first;
9. Evaluate the Council's effectiveness; and
10. Provide DOM and DAS information on all data collected

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ARTICLE 4. MEMBERSHIP

Section 1. DAS Customer Council membership shall consist of eleven (11) state agency representative members, judicial representation will be requested if services are provided to the Judicial Branch, legislative representation from both the House and Senate will be requested if services are provided to the legislative branch, and ex-officio nonvoting member(s).

Section 2. The eleven (11) state agency representatives will consist of four individuals from large agencies (greater than seven hundred (700) employees), four individuals from medium sized agencies (with the number of employees between seventy (70) and seven hundred (700)), and three individuals from small agencies (less than seventy (70) employees). Also, the council may have a judicial branch member if services are provided to the judicial branch and two legislative branch members, one (1) each from the House and Senate, if services are provided to the legislative branch.

Section 3. State agency members will participate in the council by requesting input and support from the group they represent.

Section 4. Members will serve two-year terms. However, initial membership terms will be staggered terms of one or two years to insure continuity. Member terms will begin on September 1 and end on August 31. However, initial membership terms shall begin August 1, 2008.

Section 5. Members may attend by telephone or other electronic means. Designated agency alternates, selected by the Customer Council, will be allowed and will have voting rights only when the appointed member is not available. Substitutes for members and alternates absent will not be allowed.

Section 6. Members can participate in voting if they are present at the meeting or attending the meeting by phone or by other electronic means.

Section 7. Each member is expected to attend and actively participate in meetings. Ex-officio members may participate and confer with members but have no voting rights.

ARTICLE 5. OFFICERS

Section 1. The officers of the DAS Customer Council shall be the chairperson and vice chairperson.

Section 2. The chairperson shall be the Director of the Department of Management. The vice-chairperson shall be the Director of the Department of Administrative Services.

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ARTICLE 6. DUTIES OF OFFICERS

Section 1. The chairperson shall preside at all meetings of the DAS Customer Council.

Section 2. The chairperson shall review and approve agendas before distribution to members.

Section 3. The vice chairperson will assist the chairperson in the discharge of the chairperson's duties as requested and, in the absence or inability of the chairperson to act, shall perform the chairperson's duties.

ARTICLE 7. COMMITTEES

Section 1. Chairperson may authorize or dissolve committees as needed to complete the charter of the DAS Customer Council.

Section 2. Individuals who are members of the DAS Customer Council and individuals who are not members of DAS Customer Council may be appointed by the chairperson or the DAS Customer Council to serve on committees. At least one member of a committee will be a member of the DAS Customer Council.

Section 3. Committees shall organize themselves to be effective.

Section 4. Committees shall provide feedback to the chairperson and DAS Customer Council at the council's request.

Section 5. Committees shall meet, discuss, study and/or resolve assigned issues as needed.

ARTICLE 8. MEETINGS

Section 1. DAS Customer Council shall determine frequency and time of meetings.

Section 2. Agenda items shall be solicited from the members in advance of an upcoming meeting.

Section 3. Notice of meetings, including date, time and location of the meeting, shall be sent electronically at least five (5) business days prior to the meeting date.

Section 4. An agenda, including those items requiring action, shall be provided at least two (2) business days prior to the meeting to council members and customers. The agenda should also include any information necessary for discussion at the upcoming meeting.

Section 5. A quorum is a majority of voting members (50% + 1) or eight (8) present.

Section 6. DAS Customer Council meetings are subject to the open meeting law as specified in Iowa Code chapter 21.

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ARTICLE 9. VOTING

Section 1. Each member, other than the chairperson, vice-chairperson and ex-officio members has one vote. A quorum vote of all voting members is required to set rates. A simple majority of the members voting shall determine the outcome of all other issues being voted upon.

Section 2. DAS Customer Council bylaws may be amended by a quorum vote of all voting members.

Section 3. When the Customer Council votes on such matters as minutes, business plans and internal workings of the council, voting is to be done by a group voice vote. If the chair is then in doubt or if a member requests a show of hands, the vote can be retaken in that fashion. "No" votes will be recorded for the minutes.

Section 4. For rate setting and other issues that have a greater impact on customer agencies, voting is to be done by roll call voice vote.

ARTICLE 10. ADMINISTRATION

Section 1. The chairperson in conjunction with the vice-chairperson shall keep the official, current and complete books and records of the decisions, members, actions, meeting minutes, and obligations of the DAS Customer Council.

Section 2. The chairperson will inform customers of any DAS Customer Council decision effecting rates and services within before the new rates go into effect.

Section 3. The chairperson shall coordinate meeting notices and locations, and shall keep a record of names and addresses, including E-mail addresses, of the members of the DAS Customer Council.

Section 4. Any member of the DAS Customer Council may inspect all books and records for good purposes at a reasonable time and location.

Section 5. DAS shall assist DOM by providing a staff person to take notes at the meetings and produce minutes that will be distributed to all members.

ARTICLE 11. PARLIAMENTARY PROCEDURE

Section 1. Meetings should be conducted using Robert's Rules of Order (Revised).

Section 2. The chairperson may elect to use the vice chairperson as parliamentarian.