

## **DAS CUSTOMER COUNCIL MEETING MINUTES: August 11, 2014**

*A regular meeting of the DAS Customer Council was held on Monday, August 11, 2014, at the Hoover Building (Conference Room 6) in Des Moines, Iowa. The meeting was called to order by Chair David Roederer at 1:32 p.m.*

### **MEMBERS PRESENT**

Steve Larson, Department of Commerce – Alcoholic Beverages Division  
Janet Phipps, Department of Administrative Services (DAS), Vice-Chair  
David Roederer, Department of Management (DOM), Chair  
Jean Slaybaugh, Department of Human Services (DHS)  
Peggy Sullivan, Judicial Branch  
Margaret Thomson, Iowa Department of Agriculture and Land Stewardship  
Bruce Trautman, Department of Natural Resources  
Nickie Whitaker, Department of Public Safety  
Lee Wilkinson, Department of Transportation  
San Wong, Department of Human Rights (DHR)  
Joel Wulf, Department on Aging

### **MEMBERS ABSENT**

Carmine Boal, Legislative Branch (House)  
Mary Cownie, Department of Cultural Affairs  
Jessica Holmes, Department of Revenue  
Michael Marshall, Legislative Branch (Senate)  
Kristen May, Iowa College Student Aid Commission

### **DESIGNEES**

Chris Kramer, Department of Cultural Affairs, for Mary Cownie

### **OTHER ATTENDEES**

Jeannie Adams, DAS  
Lon Anderson, DAS  
Mary Bowser, DHR  
Paul Carlson, DAS  
Susan Churchill, DAS, responsible for taking meeting minutes  
Jay Cleveland, DAS  
Judi Cooper, Commerce – Iowa Utilities Board  
Kelly Green, DAS  
Karin Gregor, DAS  
Ed Holland, DAS  
Caleb Hunter, DAS  
Jan Johnson, Commerce – Credit Union  
Mirela Jusic, DAS  
Tana Kelce, DAS  
Randy Lagerblade, DAS  
Kathy Mabie, DOM  
Phil Miclot, DAS  
Michelle Minnehan, DAS

# DAS CUSTOMER COUNCIL MEETING MINUTES:

## August 11, 2014

Jeff Panknen, DAS  
Stefanie Pirkl, DAS  
Julie Sterk, DAS  
Bob von Wolffradt, Office of the Chief Information Officer  
Bill West, DAS  
Beverly Zylstra, Department of Inspections and Appeals  
*Others may have been present who did not sign in.*

### AGENDA ITEMS

- I. The meeting was called to order at 1:32 p.m. by Chair David Roederer. Chair Roederer introduced two new members of the DAS Customer Council: Kristen May, who attended the last meeting but could not attend this meeting, and Jan Johnson from Commerce – Credit Union, whose term will begin on September 1, 2014.
  
- II. **MOTION:** Steve Larson made a motion to approve the meeting minutes of June 30, 2014.
  - A. Lee Wilkinson seconded the motion.
  - B. Motion passed unanimously.
  
- III. DAS Business Plan – The Council reviewed the Business Plan submitted by DAS.
  - A. Mission Statement: “To deliver efficient and effective services to enable and support the mission and operations of our stakeholder agencies.
  - B. Vision Statement: “DAS will be an organization of excellence, providing services and support to meet our stakeholder agencies’ needs and ever mindful of good stewardship in resource utilization.”
  - C. The Council briefly discussed the strategic initiatives of DAS, which made up the framework for the Business Plan and the basis for the proposed rates.
  
- IV. Biennial Review – DAS Sole Provider of Services
  - A. Vice-Chair Phipps stated that 541—12.7(4) of the Iowa Administrative Code mandates that every two years the Council shall review the decision that DAS be the sole provider of services; she asked if the Council had anything to discuss on this issue.
  - B. The Council had nothing to discuss.
  
- V. Approval of FY 2016 and FY 2017 Methodologies and Rates
  - A. Director Phipps asked Council Members if they had any questions regarding the proposed methodologies and rates.
    1. Lee Wilkinson asked if the FMLA charge covered only the cost of outsourcing, or if it also covered other internal costs. Answer: this fee covers the cost of outsourcing only.
      - a. \$1.50 per employee per month for outside administration
      - b. \$0.10 per employee per month for information technology costs
    2. Lee Wilkinson asked if Information Technology Enterprise—*now called Office of the Chief Information Officer (OCIO)*—had any increases in rates. Bob von Wolffradt, Director of OCIO, confirmed that there would be no increases in information technology rates.
    3. Chris Kramer asked for the strategy behind the increase in Association fees. Vice-Chair Phipps replied:

## DAS CUSTOMER COUNCIL MEETING MINUTES:

August 11, 2014

- a. The Baker Group study indicated that DAS was behind in maintenance.
    - b. The last rate increase was a modest increase in FY2012.
    - c. 85% of this increase will cover salary and benefits of staff and the rest will be used on maintenance.
    - d. This increase will be spread over two years.
  4. San Wong asked when mandatory training would be covered under the new Training Utility fee.
    - a. Michelle Minnehan, Chief Operating Officer of the Department of Administrative Services – Human Resources Enterprise, replied that in the short term, compliance-based courses will be offered at a much lower price; in the long term, DAS hopes to make the courses more accessible.
    - b. San Wong stated that the new utility fee diminishes her ability to manage her budget.
  5. Margaret Thomson asked if the DAS budget could be put as a line item on departments' budgets, so they could see it. Director Roederer stated that her department could make this request and it could be done, and other departments could request this as well.
  6. **MOTION:** Lee Wilkinson made a motion to approve the rates.
    - a. Steve Larson seconded the motion
    - b. Discussion: Chris Kramer asked if she could vote for Council Member Mary Cownie as her designee. Chair Roederer denied the request.
    - c. Five Council Members voted to approve the rates: Steve Larson, Jean Slaybaugh, Peggy Sullivan, Lee Wilkinson, and Joel Wulf.
    - d. Four Council Members voted no: Margaret Thomson, Bruce Trautman, Nickie Whitaker, and San Wong.
    - e. Motion passed.
- VI. Future Meeting Schedule – The Council decided to meet again after the submission of the Governor's budget in 2015.
- VII. **MOTION:** Margaret Thomson made a motion to adjourn at 2:05 p.m.
  - A. Lee Wilkinson seconded the motion.
  - B. Motion passed unanimously.