



Customer Focus

A service update newsletter for valued DAS customers

VOLUME 6 ISSUE 2

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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>.

This issue's contributors: Judy Akre, Tera Granger, Robin Jenkins, Darcy Pech, Bradley Richman, Laura Riordan, Jason Salts. Contact the editor at Laura.Riordan@iowa.gov or 515-242-5038. We encourage your feedback.

Special thanks to Bruce Williams and the Iowa Arts News newsletter.

Free Printers and Scanners for State Agencies

Departments across state government are facing serious budget issues and will likely welcome the opportunity to get needed items without spending money.

This is because some state agencies will be receiving free HP products, such as printers and scanners, thanks to the State of Iowa accruing more than 600,000 points through the HP PurchasEdge program. These points are accumulated when HP printing supplies, paper and HP LaserJet and inkjet cartridges are purchased through OfficeMax.

"We are really pleased to extend this offer to state agencies," said Debbie O'Leary, administrator for DAS Procurement Services. "The purchasing contracts we have been able to establish over the last few years have been increasingly paying off, and now agencies can see those benefits in the form of free equipment."

State agencies that purchased HP products through the OfficeMax contract

with DAS Procurement Services in the last two years can apply to receive one or more free items by contacting Dave Kaili by e-mail at dave.kaili@iowa.gov or phone (515) 281-4774. Agencies should be prepared to speak with Dave about what options and features they would like in the item they are interested in.

Approximately 400 different HP products can be redeemed through the PurchasEdge program. The most popular items are HP LaserJet printers, HP Color LaserJet printers, HP Inkjet printers, and HP ScanJet scanners.

An HP DesignJet 130 printer, which is a six-color graphic printer for photo-quality copies, can be redeemed with 9,250 points. Printers range from 3,575 to 30,000 points, scanners for 2,500 to 20,000 points, depending on the features. So, Iowa state government could purchase 60 printers that "cost" 10,000 points each.

Imagine that. Upgrading your agency's equipment without spending a dime.

The DAS-GSE Construction Shop *Your Source for Quality Workmanship*

The DAS-GSE Construction Shop offers state agencies a comprehensive toolbox full of services, making their shop the only stop necessary for your carpentry, locksmith or painting needs.

With many decades of combined experience, the DAS Construction Shop crew are a rich resource of quality craftsmanship and expert-level service – and all right on the Capitol Complex.

Services provided by the three teams of the Construction Shop fall into two categories: those included in the Association Fee paid by agencies with space on the Capitol Complex, and those "marketplace" services available for purchase by any state agency. The table on the next page shows what services are offered for each category.



Spruce up your conference room with a nice color on the walls and professionally installed equipment.

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The DAS-GSE Construction Shop

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Included in Association Fee:

Carpentry Services

- Annual roof inspection
- Facility inspections
- Minor repairs to ceilings, floors, walls and windows not covered by Infrastructure
- Review construction documents

Painting Services

- Paint common areas; halls, break rooms, restrooms
- Facility inspections
- Review construction documents
- Paint parking lot stripes

Locksmith Services

- Maintenance and minor repairs for high security lock system (MEDECO)
- Key tracking, To agency, not to employee, key verification
- Key security and consultation
- Repairs to primary doors (keys ways only) CAM doors, dock doors

Marketplace Services (available for hire):

Carpentry Services

- Custom woodworking: cabinets, countertops, furniture repairs, chair rails, moldings, bookshelves, work surfaces
- Conference room installations: hanging projection screens, projectors, whiteboards, TV monitors
- Glass installation
- Window Treatments/Blind installation and repair
- Remodeling: build walls, hang drywall, soundproofing, door install
- Project management

Painting Services

- Paint office areas: walls, doors, windows, wall partitions, conference rooms
- Painting of remodels and new buildings
- Sheetrock finishing and texture/drywall repair and patching
- Vinyl wall coverings
- Furniture and woodwork refinishing
- Project management

Locksmith Services

- Key cutting
- Unlocking service (safes/doors/file cabinets/desks/etc.)
- Re-keying
- Lost key charge
- Key audit (additional services above the normal service provided)
- Changes to existing hardware
- New hardware
- Project management

As you can see, the DAS Construction Shop provides a number of services that keep Capitol Complex office spaces looking and operating effectively.

When your needs call for a little something more, the DAS Construction Shop is prepared to provide your agency with the best possible services at the *most competitive costs* – and all by professionals already familiar with your business and located on-Complex. For quality craftsmanship, experience and pride in a job well done, call Josh Davenport in the DAS Construction Shop at (515) 333-6714 today!

TGB Reviews New E-mail Standard

The Technology Governance Board (TGB) and its subcommittee, the IT Standards Advisory Group, have approved a revision of the E-mail Standard which may require participating agencies, boards, and commissions to change the way they integrate e-mail systems. Agencies will establish internal policies to facilitate expedient knowledge transfer within, require technicians to receive training to expedite troubleshooting, and provide cross-agency communications tools such as e-mail messaging, calendaring and tasking, for improving the efficiency of the state workforce. Agencies would be expected to comply by September 1, 2009.

IT Standards are established by the TGB for the State of Iowa. Participating Executive branch agencies are required to follow the TGB standards in order to ensure compatibility and interoperability of state government information technology systems, while at the same time promoting effective technology alignment with enterprise strategies and programs. Non-participating agencies are highly encouraged to follow the standards.

For more information, contact Jason Salts in DAS-ITE at 515-242-6717 or jason.salts@iowa.gov.

Who Ya Gonna Call? Desktop Support to the Rescue

Most of us have enough trouble keeping one computer working properly – imagine trying to keep more than 250 computers working properly every day! The four men of DAS-ITE Desktop Support are faced with just that challenge (and that's 250 workstations each), but take it on with expertise, dedication -- and a healthy dose of humor.

Dennis Morton, Robert Shwery, Bradley Richman and John Longman make up the Desktop Support team. Together they support more than 1,000 workstations at about 20 different state agencies. This includes tasks such as software installs and support, hardware troubleshooting and upgrades, and professional consultation on software and hardware needs. They also manage more than 400 workstations that are on a lease basis, which means setting up new workstations and replacing old ones throughout the year as leases expire. In addition, they are responsible for printer maintenance, replacing toner and ink cartridges as needed for supported agencies.

Beyond their normal duties, the Desktop Support team can be hired by any state agency for office moves or special projects. One of their biggest and most recent special projects was setting up the Rebuild Iowa Office within days of Governor Culver signing an executive order creating the office. They also assisted with moving the RIO office from their temporary office in Urbandale to their current office in the Wallace Building.

The workload is going to get heavier mid-March when Dennis, who has been with the State for 39 years, retires. Dennis has spent all of his time in state employment working in operations and technology. He said he has always been a people person, and he has enjoyed working with different people as part of his job.

In fact, that's a common trait among these employees. They all said that interacting with customers is what they enjoy most about the work they do. The team said they're always happy to assist, and they especially appreciate the understanding and patience customers have had as they work to keep up with demand with a staff about half the size of industry standards.

"It's busy, but we strive to provide the best possible customer service," said Bradley Richman, the team lead. Bradley has more than 15 years of experience working in IT. Desktop Support Specialist John Longman has been with the State for seven years and has 14 years of total experience in IT, and Specialist Robert Shwery has been with DAS since 2005.

Together the members of the Desktop Support team keep much of state government up and running, from the routine tasks to the "Well, I've never seen that before!" challenges. The guys agree that even the impossible tasks are outweighed by the satisfaction of regularly helping their fellow state employees with their computer needs.



Desktop Support Team (L to R): Dennis Morton, Robert Shwery, Bradley Richman and John Longman



**Bits
& Bytes**

Tips from Desktop Support

Keep these things in mind when you have computer trouble:

- Having computer problems? Try rebooting first, if you are able to. It's no joke! Sometimes that's all it takes.
- Got an error message? Read the message carefully – even copy it down if it will help you remember. Knowing exactly what the error message says is key to a quicker diagnosis of the problem. (Ever take your car in for an oil change and only tell the mechanic something is wrong? Of course not! Letting them know the oil light is on makes fixing the problem much quicker and easier!)
- Notify Desktop Support as soon as your printer says toner or an ink cartridge is getting low or needs to be replaced. They will typically have the right cartridge on hand, but in rare circumstances, it will need to be ordered.

To contact Desktop Support, call the ITE Service Desk at (515) 281-5703 or e-mail them at ITE.Servicedesk@iowa.gov. Team members are available from 7 a.m. – 5 p.m. to assist customers, but that phone number is answered 24 hours a day, seven days a week.

Hint: Do not contact your usual support representative directly; if he happens to be out of the office or working on another assignment, it could extend the time it takes for your problem to be addressed.

Not sure if your agency is supported by DAS-ITE? Ask your supervisor or agency IT contact.

Unleashing the Power of Diversity

In 2009 all state employees will receive required diversity training. Performance & Development Solutions (PDS) within the Department of Administrative Services – Human Resources Enterprise is organizing the more than 750 half-day sessions across the state that will be necessary to train 22,000-plus employees. The sessions will be highly interactive and presented by trainers knowledgeable about diversity issues.

PDS is working closely with each agency to schedule training that will best accommodate their workplace. Employees will hear from their agency's training liaison regarding their session options.

This training is the second stage of employee education outlined by Governor Culver's Executive Order Number 4. The first step involved more than 85 training sessions for managers and supervisors held from June – December 2008. Executive Order 4 (EO4) stipulates that all employees making hiring and promotion decisions will receive annual training. The Order also established a Diversity Council that, among other responsibilities, was charged with developing the plan "for training all state employees with respect to diversity."

The full text of EO4 is available here: <http://www.governor.iowa.gov/administration/docs/eo/04-071026.pdf>.

EO4 and the Diversity Council have already had a significant and positive impact. In addition to training, there have been several other accomplishments:

- **Hiring:**
Individual department hiring reviews required by Executive Order 4 are underway by DAS.
- **Diversity Plans:**
Each department governed by Executive Order 4 has completed a diversity plan.
- **Disability Issues:**
A subcommittee of the Diversity Council has begun work on issues regarding employing and retaining people with disabilities.
- **Best Practices:**
Mercy Medical Center and Bankers Trust made best practice presentation to the Council. The purpose of these presentations was to explore how other organizations approach diversity.

Questions about the diversity initiative can be directed to HRE Chief Operating Officer Nancy Berggren at nancy.berggren@iowa.gov.



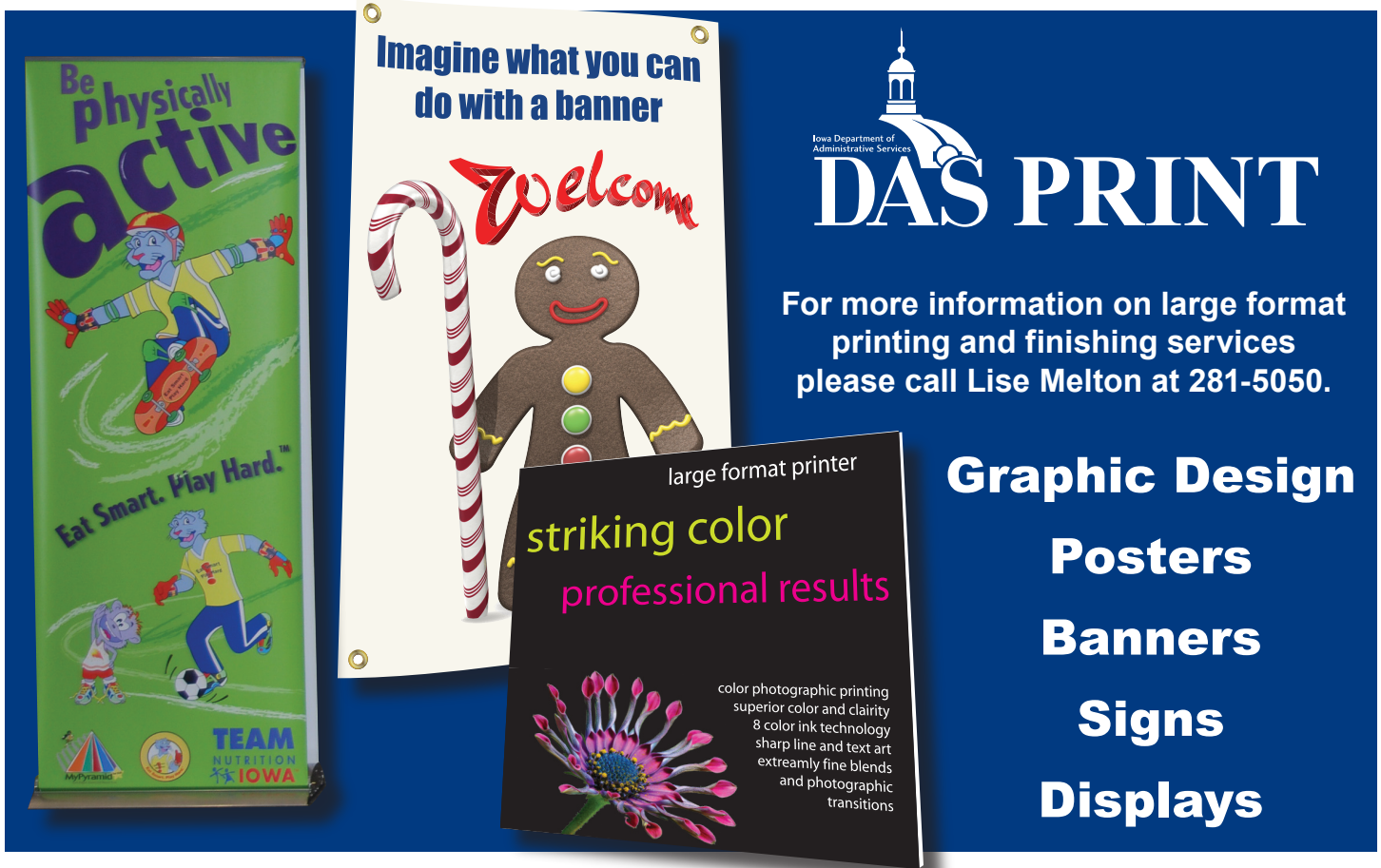
DAS Represents State at Job Fair

Robin Jenkins, Recruitment and Retention Office for the State of Iowa, was pleased to talk with Iowans in search of employment at the job fair sponsored by KCCI and Iowa Workforce Development on Wednesday, February 25, 2009. This career event gave the Employment Bureau of Department Administrative Services, Human Resource Enterprise (DAS-HRE) the opportunity to visit with a vast number of skilled job seekers on behalf of the various openings across state government.

The crowd literally lined up to learn more about opportunities in state government. Many of those in attendance were job seekers who have been recently displaced, several from long-term employment, due to the economic downturn being experienced across the nation, from which Iowa is not exempt. There was a cross section of talent represented, from backgrounds in information technology, management and business, to medical and skilled crafts. Numerous individuals offered post secondary education and/

or several years of experience in their profession, gained through employment in other public, private or military entities. The copies of posted vacancies and employment applications went as quickly as they could be supplied.

DAS-HRE supports efforts of this nature, as we believe it's beneficial in driving the right talent to the appropriate openings by helping Iowans better understand the employment processes and opportunities of state government.



DAS PRINT

Iowa Department of Administrative Services

For more information on large format printing and finishing services please call Lise Melton at 281-5050.

Graphic Design

Posters

Banners

Signs

Displays

Postal Service Mailing Prices to Change on May 11

Annual Pricing Review Results in 2¢ Increase in First-Class Mail Stamp

The Governors of the U.S. Postal Service have approved new prices for mailing services, including a 2-cent increase in the price of a First-Class Mail stamp to 44 cents. Prices for mailing services are reviewed annually and adjusted each May. The new prices will go into effect Monday, May 11.

Customers can continue to mail letters at today's prices by purchasing the Forever Stamp before May 11. Forever Stamps were developed to help consumers ease the transition during price changes. Forever Stamps do not have a denomination and will be honored whenever they are used with no need for additional postage for a one-ounce letter mailing. On May 11 the price of the Forever Stamp will be 44 cents. The new prices are available at usps.com/prices.

Rising operational costs make the price adjustments necessary; the increase tracks the 2008 rate of inflation. "The Postal Service is not immune to rising costs which are affecting homes and businesses across America today," said Postmaster General John Potter. "Even with the increases, the Postal Service continues to offer some of the lowest

postage prices in the world."

For the average household, the First-Class Mail stamp price change will represent an additional \$3 over the course of the year. When compared to annual increases in other household expenses, such as groceries, health care and utilities, the Postal Service continues to be an economical choice for shipping and mailing during tough economic times. For First-Class Mail, there will be no changes in the current additional ounce price, which remains at 17 cents.

"Whether you're a consumer or run a business, the Postal Service continues to offer a good deal during a time when we're all looking for ways to save," said Stephen M. Kearney, senior vice president for customer relations. "Our range of shipping and mailing options and low prices make the Postal Service the smart and easy choice."

From the Domestic Mail Manual (DMM) is available on Postal Explorer (pe.usps.com). To subscribe to the DMM Advisory, send an e-mail to dmmadvisory@usps.com. Simply indicate "subscribe" in the subject line.

Return of Tinctorial Spiral to Hoover Building



The Hoover Building recently welcomed "Tinctorial Spiral" back to its main lobby entrance. The fiber sculpture, created by artist Priscilla Sage, was first installed in 1979. The artwork was removed last summer so it could be featured in an exhibit at the Brunnier Museum in Ames. Prior to being transported north for the exhibit, Historical Museum Conservator Pete Sixbey took the piece to his office to be cleaned. Sage, best known for her colorful stuffed fiber and webbing creations resembling butterflies, birds and flowers, was on hand to oversee various parts of the removal, cleaning, and re-installing process.

Green Up!

Tips for Conserving Energy at Work

Flip the Switch

Turn off your monitor at night. (Note: don't turn off your computer unless your IT staff says it's OK.)

Turn off the lights in conference rooms, break rooms, etc. when they're not in use.

Unplug

Unplug electronics such as cell phones and laptops once they are charged. Adapters plugged into outlets use energy even if they are not charging.

Go with the Flow

Keep air vents clear of paper, files and office supplies. It takes as much as 25 percent more energy to pump air into the workspace if the vents are blocked.

Say Good-night

Walk through to make sure equipment is turned off at night. A copier left on overnight wastes enough energy to make 5,300 copies.

Earth Day is April 22, 2009!

Dependent Eligibility Verification for Health and Dental Coverage

DAS-HRE has assumed the responsibility of verifying that dependents turning age 19 or are full-time students are still eligible for health and dental coverage.

Annually, DAS-HRE will mail verification notices to employees having a dependent child(ren) age 19 or older enrolled in health and/or dental insurance. Employees may receive two notifications, one for medical and one for dental, for each of their dependents affected. They must respond to all notifications if they receive more than one.

Verification forms will be mailed 60 days prior to a dependent's birth month and employees must return the form to DAS-HRE in the pre-paid envelope they will receive before the end of the dependent's birth month. For example, notifications will be mailed in March for dependents with a May birth month and if the dependent's birth date is May 10; the verification must be received by DAS-HRE by May 31.

Failure to return the certification form will mean the dependent will be terminated from the State's plan(s) on the first day of the month following the dependent's birthday.

Questions? Contact your Personnel Assistant (PA).

State of Iowa Vehicle Auction Saturday, March 28, 2009

Beginning at 9:00 a.m.

301 E. 7th Street, Des Moines, IA

<http://das.gse.iowa.gov/carauktion>
515.281.5121

Over a Hundred Vehicles for Sale

Sedans, Compacts, SUVs, Trucks and more

New Look for PDS

Performance & Development Solutions (PDS), the training and development arm of the Department of Administrative Services, is unveiling a fresh, new look as they continue to position themselves as the go-to team for relevant, timely and affordable solutions.

PDS offers a traditional classroom experience through a wide variety of workshops; e-learning with over 500 topics; custom-tailored special sessions and organizational development initiatives. These services are available to all state agencies and other government entities such as cities, counties and school districts. In addition, any nonprofit that is a 501(c)3 can also access PDS classes and services. (See the sidebar for a list of opportunities.)



Challenging economic times often mean employees must be even more knowledgeable and adaptive. And for employers, it is important to keep staff motivated and skills up-to-date. PDS is helping agencies cope with tight budgets by offering specials, including the current "Twofer Tuesdays" offer. Through the end of March, send two employees to a class for the price of one!

Visit the PDS website – <http://learnatpds.iowa.gov> – for more information on classes and special offers.

PDS Services

- Occupational Training – Traditional seminars in a variety of topics, from business skills to computer skills
- Special Sessions – Dedicated, potentially customized seminars
- Certificate Programs – Series of training courses
- Certified Public Manager Program
- Professional Coaching
- Team Building
- Cultural Change
- Organizational Analysis & Design
- Strategic Planning
- Online Learning
- Electronic Surveys

Visit <http://learnatpds.iowa.gov> or call 515-281-5456 for more information.



Need grant money? Understanding the world of grants has never been more important than in today's volatile economy. Check out this three-part grant series from PDS and begin gaining the financial support your organization needs.

Grant Seeking - April 6, 2009

Build your ideas and research potential grantors to match their interests with your mission. You'll learn:

- Grant basics and resources
- Defining your challenge and finding solutions
- Designing and organizing a fundable project
- Understanding the values of the grantor

Grant Management - May 4, 2009

Now that you have the grant, what's next? Learn how project directors, principal investigators and project administrators proceed with managing a funded project.

- Expectations of grantors
- Grant manager responsibilities
- Federal and outside regulations

Grant Writing - April 20, 2009

Learn how to create urgency by writing a proposal that conveys the importance of your project and how a grant will help to resolve the challenge.

- Six approaches to assessing and documenting needs
- Organizing proposal development
- 20 reasons why grants fail

Your Instructor

The Grant Series is taught by Lance Noe of Drake University and can be customized to your organization's specific needs. Contact PDS for more information.

It's Affordable

The Spring 2009 Grant Series is only \$60 per session.

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 Judy Akre (515) 281-6383 - Mary Guillaume (515) 281-5456 - Brian Mayer (515) 281-6368 - Dawn Stohs (515) 725-2051