

**11—1.4(8A) Administration of the department.** In order to carry out the functions of the department, the following enterprises have been established:

**1.4(1) General services enterprise.** The mission of the general services enterprise is to act as the state's business agent to meet agencies' needs for quality, timely, reliable and cost-effective support services and provide a work environment that is healthy, safe, and well-maintained. The chief operating officer, appointed by the director, heads the general services enterprise. The following have been established within the general services enterprise:

*a. Capitol complex maintenance.* Capitol complex maintenance is responsible for the maintenance, appearance, and facility sanitation of the capitol complex buildings and grounds, including environmental control (heating, ventilation and cooling) and all support features including, but not limited to, parking lot maintenance, main electrical distribution, power generation, water supply, utilities, energy efficiency, wastewater removal, on-site safety consultation, work requests for the capitol complex, major maintenance projects associated with the capitol complex, special event coordination, monuments, physical security and access control.

*b. Design and construction resources.* Design and construction resources provides administration of public improvement projects, including design services, contracting for construction, and construction management oversight for state agencies except any agency of the state exempted by law. Capital funding appropriated to participating state agencies shall be transferred to design and construction resources for administration. Design and construction resources is responsible for the administration of major maintenance for agencies in accordance with Iowa Code section 8A.302(4).

*c. Mail services.* Mail services is responsible for the processing and distribution of mail, which consists of U.S. Mail, UPS, Federal Express, courier service and interoffice mail for the state agencies on the capitol complex and in designated areas in the Des Moines metropolitan area.

*d. Capitol complex events.* Capitol complex events is responsible for the following functions for the enterprise: parking and building access; coordination of events in the public area of the capitol, in other buildings on the capitol complex (excluding the historical building), and on the capitol complex grounds; and providing general information regarding the buildings and grounds on the capitol complex.

*e. Leasing and space management.* Leasing and space management is directly responsible for the management of all leased real estate across the state while also providing real estate consultation services pertaining to acquisition, disposition, and development of real property. Specific services may include market research, opinion of property value, financial analysis, long-term real estate strategy, and project management in accordance with Iowa Code section 8A.321(6). Space planning, including moves, additions, and changes, and surplus property, is also coordinated by leasing and space management.

**1.4(2) Human resources enterprise.** The human resources enterprise is responsible for human resource management in the executive branch of Iowa state government and provides limited services to the judicial and legislative branches. The mission of the human resources enterprise is to support state agencies in their delivery of services to the people of Iowa by providing programs that recruit, develop, and retain a diverse and qualified workforce, and to administer responsible employee benefits programs for the members and their beneficiaries. The director appoints the chief operating officer of the enterprise. The following have been established within the human resources enterprise:

*a. Risk and benefits management.* Risk and benefits management administers and coordinates the provision of health, dental, life, and disability insurance programs; employee leave programs; workers' compensation, return to work, and loss control and safety programs; 457 deferred compensation; 403(b) tax-sheltered annuity and 401(a) employer match programs; unemployment insurance; and flexible spending and premium conversion programs for state employees.

*b. Employment services.* Employment services provides application, referral, recruitment, selection, EEO/AA and diversity services related to state employment; administration of the state classification and compensation programs; and audit of personnel and payroll transactions.

*c. Organizational performance.* Organizational performance is responsible for employment relations between the state and the certified employee representative; provides consultative services to state departments, boards, and commissions on human resource program matters; provides organization

and employee development services including workforce planning and performance evaluation; and represents the state in contested case matters regarding such programs.

**1.4(3) State accounting enterprise.** The state accounting enterprise was created to provide for the efficient management and administration of the financial resources of state government. The chief operating officer, appointed by the director, heads the enterprise. The following have been established within the state accounting enterprise:

*a. Accounting and daily processing.* Accounting and daily processing includes the functions of daily processing, income offset, and financial systems.

*b. Other functions.* The state accounting enterprise also includes financial reporting, the enterprise resource planning team, and centralized payroll.

**1.4(4) Central administration.**

*a. Director's office.* The director is the head of the department. The director's central administration provides support to the director and to the governmental and business operations of the department and its enterprises. The following functions are included: general counsel; legislative liaison; rules administrator; strategic, performance, and business continuity planning; program oversight and accountability; and departmental and enterprise policy and standards development.

*b. Marketing, communications and customer council support.* Marketing, communications and customer council support provides the department's media, public relations, and employee communications services; supports product and service marketing within each of the department's enterprises; and coordinates customer council activities for the department.

**1.4(5) Customer management, finance, and internal operations.** Customer management, finance, and internal operations provides customer management, finance, and internal operations oversight, administration, and support in a manner that provides accurate and timely information, safeguards assets, and facilitates fiscally responsible, employee-centered and customer-focused decision making for the department.

**1.4(6) Central procurement, fleet, and print services enterprise.** The chief operating officer of the enterprise is appointed by the director and directs the work of the enterprise.

*a. Central procurement* is charged with procuring goods and services for agencies pursuant to Iowa Code chapter 8A. These rules and applicable Iowa Code sections apply to the purchase of goods and services of general use by any unit of the state executive branch, except any agencies or instrumentalities of the state exempted by law.

*b. Fleet services* is responsible for vehicle assignment, maintenance, fuel guidelines, driver guidelines, insurance, life-cycle analysis, vehicular risk, and travel requirements for state agencies not exempted by law.

*c. Print services* is responsible for operating a centralized print facility and satellite facilities necessary to meet the printing requirements of state agencies not exempted by law.

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