Name of Agency: Department of Administrative Services

Agency Mission: The Department of Administrative Services (DAS) exists to mitigate risk by being a front end to back end Human Resources and
Administrative solutions provider.

Core Function	Performance Measure (Outcome)	FY25 Performance Target	FY25 Performance Actual	Link to Strategic Plan Goal(s)
Physical Assets Management: Manage and maintain facilities and space.	Percent of work requests addressed within 5 business days by Capitol Complex Maintenance (CCM).	95%	94.70%	On-going training for personnel regarding tracking projects to completion and system reporting.
	Percent of major maintenance project funds completed by Design & Construction (D/C) on-time and within budget.	99%	100%	Monitor project plans through owner representatives to ensure on-time, on-budget completion of projects.
	Percent of prior year Capitol Complex energy consumption.	99%	97.50%	Implement energy saving measures as identified and maintain aging equipment.
Fleet	Average annual utilization rate of the State motor pool.	90%	94%	Provide competitive pricing and vehicle choices to State agencies and employees.
Training and Development	Percent of participant evaluations for job-related courses that indicate the skills, abilities and knowledge gained in the course will be helpful in performing their job.	95%	98%	Survey participants subsequent to training opportunities, seeking suggested improvements and alternative course offerings.
Classification Review	Percent of position classification reviews completed within 60 days of receipt.	99.5%	99.20%	Monitor classification completion matrices. Provide training on classification system/review to State agency personnel.
Mail	Percent of first-class mail metered by the Pitney-Bowes mail management system and processed at discounted postage rates.	95%	95%	Provide training and education to state agency personnel.

Central Purchasing	Percent of contracts awarded by centralized purchasing without successful appeal.	100%	99%	Evaluate and award bids in a "best practices" manner.
	Procurement Card program rebates.	$500,000	$826,721	Provide training and information to state agencies and vendors regarding the State's procurement card program; prompt vendor payment, reduced document processing benefits and a rebate which reduces the procurement utility fee.
Print Services	# pages of printing completed	27,000,000	44,100,831	Support state agencies' requirements for printed data, to include various categories of confidential information.
	# of mail inserts processed for presentation to the US Postal Service	6,000,000	9,563,002	Support state agencies' requirements for printed data delivery to the public, to include various categories of confidential information.
State Accounting	Percent of required federal and state accounting reports (annual & monthly) completed timely. (IRS forms 941, 945, 720, W-2s, SSA reports.)	99%	99%	
	Percent of payroll deductions processed by required due dates.	99%	100%	Ensuring proper financial controls over state government
	Percent of claims pre-audited within 5 working days of receipt.	98%	99%	Identify improvements of the current process in order to maintain this standard of excellence.
	Percent of non-general fund unemployment claim payments paid originally from the general fund recovered from state agencies.	99%	99%	Monitor current practices to determine if additional efficient processes can be identified.
Preserve the State's collection of archives and artifacts; serve as a valuable resource; connect people to Iowa and across all 99 counties.	State Archives Collection Usage (downloads and page views) # of annual promotions	23,000,000	20,468,248	Work proactively with state agencies to recover funds to ensure the general fund is reimbursed amounts owed for unemployment claims.
CF: Education (25) To engage diverse statewide audiences through education initiatives, exhibitions, and public programs.	# of visitors to the State Historical Museum/State Historical Building, Research Centers and Historic Sites, and attendance at educational events utilizing Customer Relation Management tool.	85,000	85,130	Enhancing access to arts, history and culture through information access and lifelong learning.
CF: Community Coordination and Development (13) Iowans are served by libraries and historic	Percent of accredited public libraries through annual tracking of compliance. Public Libraries receiving Enrich Iowa direct state aid.	80%	87%	Institutional Capacity.

organizations that are technologically advanced, community focused, and incorporate best professional practices. Activities include: grants administration and oversight, consulting, and technical assistance.				
Iowans have access to quality information to be productive 21st century citizens.	Percent of public libraries that participate in Iowa Shares throughout an annual enrollment.	100%	99%	Public Library Delivery