



# Snapshot Overview



## **The Department of Administrative Services**

### **History/Introduction**

The Department of Administrative Services (DAS) was created in 2003 by the Iowa Legislature in response to a review of Executive branch agencies. This new, centralized organization was designed to eliminate duplication in administrative functions throughout state government, providing a more efficient approach to management.

In its relatively short history, DAS has achieved considerable savings by consolidating human resources, procurement and many information technology functions. Additionally, following implementation of Executive Order #20 and SF 2088, DAS has been directed to lead the way in further merging of central administrative functions, including significant consolidation of IT enterprises and additional authority over procurement practices throughout the Executive Branch.

### **The DAS Business Model**

Iowa was the first state in the nation to create an entrepreneurial management system. This forward-thinking effort to develop a customer-focused environment within state government has required significant vision, strong leadership and an organization-wide commitment to service and responsiveness. In seven years, considerable progress has been made with nearly 90 percent of DAS revenue now coming from services provided to state agencies.

A primary tenet of the entrepreneurial model is that customer agencies use only the services they require. In the relatively short history of DAS, these customer agencies have adapted to the concept of budgeting for (and purchasing) core services rather than receiving appropriations for services that, without being measured or documented, historically expanded year after year. Now, agencies must be accountable for the services they use the services they actual need – significantly cutting waste while generating more agency-centered efficiency.

DAS administers two basic types of rates – Utilities and Marketplace Services. Utilities are those functions that are common among all customer agencies such as leasing space, administering benefits or computer security. Marketplace services are those in which customer agencies can choose a vendor, including carpentry, painting or many IT services other than DAS.

The entrepreneurial model is supported by a Customer Council that approves the methodology for calculating utility rates charged to customer agencies. Initially, there was a Customer Council for each DAS enterprise (4) but this function has been consolidated into one council administered by the Department of Management. Council membership is structured to allow participation from agencies of all sizes.

## **DAS Enterprises**

There are five primary 'divisions' of DAS:

- DAS Core
- General Services Enterprise (GSE)
- Information Technology Enterprise (ITE)
- Human Resources Enterprise (HRE)
- State Accounting Enterprise (SAE)

Organizational charts for each area are included at the end of this document.

### ***DAS Core***

**Mike Carroll, Director**

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DAS-Core is the base of overall administrative activity and includes office of the Director, Finance and Communications. DAS Finance is responsible for billing agencies, working closely with agency chief financial officers and for paying for products and services used by the agency.

### **DAS Finance**

**Patricia Mullenbach, CFO**

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DAS Finance includes Accounts Payable, eDAS billing and Accounts Receivable as well as Financial Reporting and Costing. Additionally, DAS Finance oversees HR functions pertaining DAS as well as the Customer Service desk and mail distribution within the agency. Specific responsibilities include:

- Timely payment to vendors
- Audit and verification of expense charges in compliance with requirements
- Timely and accurate billing for all DAS services
- Accounts receivable and collections
- Budget development
- Financial analysis and reporting on a modified accrual basis
- Annual GAAP and SWCAP audit report
- Distribution of personnel information
- Process pay actions
- Provide customer service support for Capitol Complex
- Collection of parking and other traffic fees for Capitol Complex violations

## DAS Core (cont)

### **DAS Marketing & Communications**

**Robert Bailey**

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DAS Marketing and Communications is responsible for media relations, all newsletters, press releases and other messaging originating from the agency. This group is also responsible for the DAS website as well as working with Iowa Interactive on the State of Iowa website.

## ***DAS General Services Enterprise (GSE)***

**Caleb Hunter, Interim Chief Operating Officer**

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GSE includes Fleet/Mail management, Procurement, Capitol Complex Maintenance, Architecture and Engineering, Lease/Space Management and Energy Management.

**Fleet Management** activities and responsibilities include:

- Purchasing vehicles on behalf of Executive Branch agencies
- Operating the State maintenance garage
- Operating the motor pool (Daily Trip Pool), where customer agencies can lease vehicles for daily use or for extended periods of time
- Managing the auctioning of used state vehicles both live and online

**CONTACT:** Mark Blazek - 281-7703

**Capitol Complex Maintenance (CCM)** activities include:

- Upkeep and repair of grounds and buildings, including monuments
- Landscaping throughout Capitol Complex, including West Capitol Terrace
- Carpentry and painting (a marketplace service)

**CONTACT:** Tim Ryburn – 281-3137

**Procurement Services** activities include:

- Administering central purchasing authority for Executive Branch agencies (SF2088)
- Contract negotiation for over 800 master contracts for goods
- Providing access to state-negotiated contracts to Iowa political subdivisions such as municipalities, counties and school districts
- Negotiations and administration of State of Iowa P-cards

**CONTACT:** Debbie O'Leary – 281-8384

**Architecture & Engineering** activities include:

- Oversight and management of all State of Iowa construction activity on Capitol Complex and in locations throughout the state
- Implementation of all routine maintenance activities (i.e. building repair/upkeep)
- Supporting the Capitol Planning Commission and Vertical Infrastructure Committee with planning and administrative assistance

**CONTACT:** Paul Carlson – 281-3101

## ***GSE (continued)***

### **Energy Management**

- Operate power plant and auxiliary systems for Capitol Complex and Ankeny Labs
- Promote energy efficiency measures across state government
- Secure grants and other support for implementation of energy efficiency efforts

**CONTACT:** Ken Thornton – 241-5123

### **Space & Lease Management**

- Work with customer agencies to optimize work space requirements while cutting waste and inefficiencies
- Administer the State's surplus program
- Negotiates leasing agreements for agencies operating outside of the Seat of Government - recently renegotiated to cut costs by \$500,000 over the next three fiscal years

**CONTACT:** Barbara Bendon – 281-8887

## ***DAS Information Technology Enterprise (ITE)***

Lorrie Tritch, Interim Chief Operating Officer

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ITE encompasses a full array of computer services and support for Executive Branch agencies. The majority of ITE products are Marketplace services – meaning customer agencies have the option of purchasing from ITE or another provider.

Recent measures, such as EO #20 and Senate File 2088, direct ITE to work with customer agencies to increase IT consolidation that will, in turn, lower costs for those agencies.

DAS-ITE is structured in four basic groups.

### **Information Security Office (ISO)**

- Provides computer/network protection against cyber attack and spam for state government
- Provide encryption for State-owned laptop computers
- Regularly update IT staff throughout state government of developments in cyber security

**CONTACT:** Jeff Franklin – 281-4820

### **Integrated Information for Iowa (I/3)**

- Maintaining computer systems for the State's Enterprise Resource Planning System

**CONTACT:** Steven Larson – 725-2086

### **Infrastructure Services**

- Management of State's data center, including the State's mainframes
- Electronic data storage, retrieval and backup

**CONTACT:** Russ Rozniek—281-4826

- Hosts agency servers and enterprise server platforms
- Provides messaging services such as email, mobile device support

**CONTACT:** Matt Behrens – 281-0768

- Supporting desktop computer services (including Help Desk)
- Complex-wide networking

**CONTACT:** Pat Clark – 281-7649

- Printing, publications, banners, posters

**CONTACT:** Lise Melton—281-5050

### **Applications and E-Government Services**

- Working with customer agencies to meet business goals by developing and implementing technology solutions, including server and web-based applications

**CONTACT:** Mark Uhrin – 281-5818

## ***DAS Human Resources Enterprise (HRE)***

**Mark Johnson, Interim Chief Operating Officer**

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HRE entails all human resources activities, including benefit administration, personnel and hiring/recruitment processes. Additionally, HRE operates the in-state training and development resource – Professional Development Services (PDS) which provides a comprehensive catalog of training and continuing education opportunities.

The three major areas of DAS-HRE are comprised of:

### **Risk and Benefit Management**

- Group insurance benefits including health and dental programs; life and long-term disability programs; employee assistance program; leave and moving expense benefits; wellness; voluntary payroll deduction benefits, discount program, and providing informational materials for employees and agencies regarding these benefits
- Administering various pretax programs and assisting agencies and participants with those programs
- Workers' compensation and safety programs including direct oversight of claims management services of the State's third party administrator; monitoring litigation; monitoring the financial condition of the program; and providing for loss control services and safety program review

**CONTACT:** Ed Holland – 242-6143

### **Employment Services**

- Application intake and evaluation for all merit-based positions listed on DAS website. Every application is rated against minimal qualifications before a candidate list is sent to hiring department
- Assisting other agencies in recruitment, including participating in job fairs and other employment-related events
- Manages the Diversity and Affirmative Action program within the Executive Branch
- Reports workforce data in annual publication "Just the Facts"

**CONTACT:** Bill West – 281-6770

### **Program Delivery Services**

- Personnel officers advise agencies on matters of policies, procedures and disciplinary action as well as managing grievances and any alleged violations of FLSA, FMLA or EEOC rules
- Labor relations, including representing the State in contested cases and/or hearings before the IPERB
- Performance and Development Solutions provides a broad range of training opportunities as well as administering the Golden Dome Awards

**CONTACT:** Jeff Panknen – 281-6603



## ***DAS State Accounting Enterprise (SAE)***

**Calvin McKelvogue, Chief Operating Officer**

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SAE processes all State of Iowa incoming and outgoing funds, centralized payroll and an annual comprehensive financial report. Primary areas of activity in SAE include:

### **Centralized Payroll**

- Processes approximately 535,000 payroll warrants and direct deposits every year, serving 70 departments with a combined annual payroll (with benefits) of over \$1.5 billion
- Responsible for accounting and reporting of the State's post-retirement benefits programs, including SERIP, SLIP and the SPOC Insurance Trust Fund

**CONTACT:** Jean McPherson – 281-3976

### **Income Offsets**

- Collects against any claim owned to an Iowa state agency or political subdivision (county, municipality) by matching personal information to tax returns or other warrants
- Recent legislation expands Offset authority to include casino/gambling winnings of \$1,200 and greater
- In Fiscal Year 2010, \$25,863,568.00 owed was reclaimed

**CONTACT:** Jay Cleveland—281-3725

### **Financial Reporting**

- Comprehensive accounting of Iowa's economy and demographic statistics
- Recognized for its integrity by receiving the Certificate of Achievement for Excellence in Financial Reporting for 16 consecutive years, translating into improved bond ratings for Iowa

**CONTACT:** Jay Cleveland – 281-3725

