



What Does the Department of Administrative Services Do?

Established in 2003 by legislative action, the Department of Administrative Services is made up of four enterprises that provide infrastructure and facilities services to other agencies of state government. Here is a recap of the enterprise operations and related statutory responsibilities.

The Information Technology Enterprise

- supports more than 3,650 e-mail accounts for 21 state entities;
- directly supports 600 desktop computer system for state entities;
- operates the ITE mainframe processing 3.4 million online business transactions every business day; processes 8,000 state warrants per day;
- performs daily network intrusion detection for hundreds of devices which report up to 100,000 successfully blocked intrusions weekly;
- supports the website used by taxpayers for the payment of property taxes; and
- supports the Judicial Department's Iowa Court Information Systems electronic public access to online court applications which averages 6.5 million page views per month.

The General Services Enterprise (GSE)

- manages 170 acres of land valued at \$14.5 million in and around the Capital Complex;
- processes nearly 10.5 million pieces of mail annually;
- manages more than 800 contracts on behalf of other state agencies;
- manages a fleet program that annually uses more than 2,600 vehicles to drive more than 44.3 million miles and consume 2.2 million gallons of gas;
- prints 122 tons of documents; cleans 1.9 million square feet of office space daily;
- handles an average of 136 customer service calls per day; and
- was responsible for the 18-year exterior renovation of the Capitol at a cost of \$40 million.

The Human Resources Enterprise (HRE)

- Processes 21,000 job applications
- Administers health, dental, life, and long term disability plans, totaling \$226,633,000
- Negotiates 3 collective bargaining agreements which impact a \$1 billion payroll
- Processes 800 appeals & grievances
- Processes \$17 million workers comp program

The State Accounting Enterprise (SAE)

- issues 27,000 warrants for state departments every work day;
- manages the biweekly \$35 million payroll for 19,500 employees;
- processes 18 million accounting transactions per year;
- collected \$14 million in funds owed the state by matching 58,000 payments to be made against delinquent accounts in FY 03;
- bought \$3 million worth of savings bonds for state employees in FY 03;
- paid the federal government \$110 million in employee income tax withholdings during FY 03; and
- controls the payment of all moneys into the state treasury and all payments from the state treasury by the preparation of appropriate warrants or warrant checks.