

Fiscal Year 2018

Performance Report

*(fulfilling requirements of Iowa Code sections 7E.3 & 8E.210)*

Department of Administrative Services

Janet E. Phipps, Director



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## INTRODUCTION

Dear Governor Reynolds, Lt. Governor Gregg, Members of the Iowa General Assembly,

On behalf of the Iowa Department of Administrative Services (DAS), enclosed please find DAS' performance report for fiscal year 2018 (July 1, 2017 through June 30, 2018). This report, submitted pursuant to Iowa Code sections 7A.3, 7E.3 and 8E.210, provides an overview of DAS, information and results regarding several key services provided by DAS, and its performance plan results.

DAS is committed to being a customer-focused organization that provides a complement of valued products and services to internal customers and the general public.

Sincerely,

Janet E. Phipps, Director  
Department of Administrative Services

## AGENCY OVERVIEW

### How the Department of Administrative Services is Organized.

Custodian of Public Buildings (C., 1886, 21st GA, Ch. 148)

The Department of Administrative Services' predecessor agency dates back to 1886 when the Twenty-first General Assembly created the Custodian of Public Buildings "who shall have the care of the Capitol, together with all the grounds and premises appurtenant thereto, belonging to the state."

The Iowa Department of Administrative Services is organized into four enterprises and central administration. Each of the enterprises provides services to other departments of the State as well as to the citizens of Iowa. They are:

- Central Administration
  - Janet Phipps, Director (515) 725-2205
  - Dave Heuton, Deputy Director/Chief Financial Officer (515) 725-0114
  - Tami Wiencek, Public Information Officer (515) 725-2017
  - Paul Carlson, Quality Assurance (515) 419-5167
- General Services Enterprise
  - Charlee Cross, Chief Operating Officer (515) 725-2281
    - Facility Maintenance
    - Design and Construction Services
    - Mail Administration
    - Leasing and Space Management
    - Surplus Property
- Human Resources Enterprise
  - Christy Niehaus, Chief Operating Officer (515) 281-5064
    - Employment Services
    - Employee Benefits
    - Training
- Labor and Legal Services
  - Jeff Edgar, General Counsel (515) 783-5356
- Central Procurement and Fleet Services Enterprise
  - Allen Meyer, Chief Operating Officer (515) 725-2272
    - Procurement
    - Fleet Operations and Motor Pool
    - Purchasing Card Program
- State Accounting Enterprise
  - Jay Cleveland, Chief Operating Officer (515) 281-3725
    - State Accounting
    - Centralized Payroll
    - Offsets Program

## Operating Budget

### General Fund

DAS received a general fund appropriation of slightly more than \$6.9 million in support of functions that are not billed to customers for various reasons. The general fund appropriation supports a total of 55.89 full-time equivalents. The make-up of the \$6.9 million is:

#### General Services Enterprise

- \$2.9 million for utilities (e.g., electric, gas, etc.) for the Capitol Complex.
- \$1.4 million for maintaining the ceremonial space located on the Capitol Complex.

#### State Accounting Enterprise

- \$2.1 million for running and managing the State's financial reporting systems

#### Terrace Hill

- \$0.4 million for grounds maintenance.

#### Central Administration

- \$0.1 for management and administration of the Department.

### Internal Service Funds

The enterprises within DAS are funded, to a great extent, by the fees generated by the provision of services to customers comprised of State agencies and local jurisdictions. All fees and methodologies are approved, prior to implementation, by the Customer Council as required by Iowa Code section 8.6 and 11 IAC -- 541.12. There are 181.8 full-time equivalents in the Department supported by service fees to agencies totaling \$ 69.8 million. The services, products and activities (SPAs) supported by the fees charged are summarized below.

#### Central Procurement and Fleet Services Enterprise

- \$8.9 million for **Fleet Management**  
*Provide administration of the State's vehicle fleet to include the fuel card program, risk management, compliance with state and federal requirements for alternative fuels and Corporate Average Fuel Economy (CAFÉ), and provide a fleet of motor pool vehicles that state agencies may utilize on a per-mile, or daily use basis.*
- \$3.7 million for **Centralized Procurement**  
*Provide a system of uniform standards and specifications for the procurement of goods and services, including the competitive bidding procedures; negotiate and administer master agreements; establish and oversee the State's procurement card, and the travel P-card programs.*
- \$1.4 million for **Risk Management**  
*Provide driver insurability assessment, state vehicle collision and accident liability coverage, and investigation, negotiations and settlement of vehicle claims.*

#### General Services Enterprise

- \$9.7million for **Facility and Leasing Management**  
*Provide facility management including mechanical, electrical, custodial, grounds, routine maintenance and other facility management of state-owned facilities totaling 2.4 million gross square feet and maintain 150.1 acres of land in the Des Moines metro area; coordinate more than 185 leases totaling 950,000 square feet and valued at \$11.3 million for State agencies.*

- \$0.8 million for **Design & Construction Services**  
*Provide the management and oversight for state agencies involved in facility design, construction, and renovation of State-owned properties on the Capitol complex and across the state.*
- \$1.0 million for **Mail Administration**  
*Provide incoming and outgoing local and U.S. Postal Service mail service for all state agencies and officials at the seat of government.*
- \$0.4 million for **State Surplus**  
*Removal and disposal of surplus state property*

### Human Resources Enterprise

- \$0.8million **Labor and Legal Services**  
*Provide state-wide expertise in the areas of collective bargaining negotiations, grievances, hearings, and arbitrations, as well as classification appeal hearings.*
- \$3.4 million for **Employment Services**  
*Provide applicant eligibility, tracking, and placement services; conduct market surveys; organizational development; employee relations; performance management; and position classification.*
- \$2.3 million for **Benefits**  
*Manage the State's employee benefits programs, including health, dental, life, and long-term disability insurance; deferred compensation and flexible spending programs; as well as the Unemployment Compensation Program, Employee Assistance Program, and the Family Medical Leave Act (FMLA) program.*
- \$0.7 million for **Training and Development**  
*Provide state-wide training regarding violence free workplace, diversity, sexual harassment, and substance abuse policies; provide managers and employees a variety of staff development training opportunities related to stress management, communications skills, fundamentals of supervision, team building; and discipline, as well as other topics.*
- \$30.4 million for **Workers' Compensation**  
*Provide for the financial and administrative management of state employee workers' compensation benefits including the State's third party administrator and DAS staff who administer the program.*

### State Accounting Enterprise

- \$6.3 million for the **I/3 System**  
*Administer the State's centralized accounting and payroll systems and administers all payments made from the State treasury.*



Governor Kim Reynolds  
Lt. Governor Adam Gregg

State of Iowa

# Department of Administrative Services

*Service. Efficiency. Value.*

Director Janet Phipps

## What is DAS?

The Department of Administrative Services is a strategic business partner for State agencies.

**Mission:** *To deliver efficient and effective services to enable and support the mission and operations of our stakeholder agencies.*

**Vision:** *DAS will be an organization of excellence, providing services and support to meet our stakeholder agencies' needs and ever mindful of good stewardship in resource utilization.*

## Fast Facts:

*Annually, more than ...*

- 2.4 million gross square feet of space maintained at the Capitol Complex and State Laboratories Facility in Ankeny
- 129,000 inter-agency payment documents avoided and efficiencies achieved by electronic funds transfer via eDAS
- 81,800 employment applications reviewed
- 24,000 employee health insurance policies administered
- 1,040 Master Agreements (purchasing contracts) utilized by 71 agencies/bureaus spending \$131.5 million
- Approximately 500 events held on the Capitol Complex

*DAS provides human resources, facilities maintenance, procurement, fleet/motor pool, and accounting services to State agencies in the executive, judicial, and legislative branches.*

## ... More Facts

### General Services

- Reduced Capitol Complex energy usage by approximately 20% since FY08
- Managed statewide:
  - 123 construction projects for:
    - 16 Agencies
    - 30 Facilities
    - 96 Buildings
  - Approximately 185 leases (950,000 square feet of leased space)

[das.iowa.gov](http://das.iowa.gov)

### Human Resources

- Achieved 96.6% satisfaction among hiring authorities for qualified talent pools
- Processed nearly 81,800 applications (an average of more than 6,800 monthly)
- Offered more than 7,700 professional development courses. Attended by nearly 16,000 participants

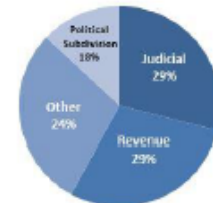
### Procurement/Fleet

- Offset agency service costs by more than \$1.96 million in vendor administration fees
- Saved State agencies more than \$6.8 million through competitive process
- Reduced payment transactions by 56% when utilizing State Pcards
- Utilized 84% of Fleet capacity



### State Accounting

- Recovered \$48 million through income offsets for government entities



- Scored 99.85% accuracy rate on payroll payments
- Issued more than 6 million State warrant payments (checks)

### Quality Assurance

- Identified and managed contract improvements resulting in cost savings of more than \$75,000.
- Completed 49 special projects involving all areas of DAS.
- Performed 73 process and operational reviews.
- Led and/or participated in 5 agency process improvement projects.



# KEY RESULT TEMPLATE

## SERVICES/PRODUCTS/ACTIVITIES

**Name:** Energy Management

**Description:** GSE provides energy management services to reduce energy consumption on Capitol Complex.

**Why we are doing this:** To ensure State facilities on the Capitol Complex are operated in an energy efficient manner while providing a safe and comfortable environment for the people who work and visit the buildings on the complex.

**What we're doing to achieve results:** GSE monitors energy usage and continues to implement energy efficiency initiatives.

### Results

**Performance**

**Measure:**

Percent of prior year Capitol Complex energy consumption.

**Performance Target:**

99% (equals 1% reduction from FY15)

**Data Sources:**

DAS-GSE Utility Bills.

**Data Reliability:**

Data is compiled from Utility Bills.

*Annual kBtu Usage*

	<b>Gas (kBtu)</b>	<b>Power (kBtu)</b>	<b>Diesel (kBtu)</b>	<b>Total (kBtu)</b>	<b>% Change from previous year</b>
FY09	112,622,400	150,484,237	555,678	263,662,315	
FY10	94,875,300	141,894,974	202,487	236,972,761	-11.26%
FY11	94,104,000	138,230,005	356,433	232,690,438	-1.84%
FY12	63,103,100	131,726,228	2,625,818	197,455,146	-17.84%
FY13	85,307,100	130,492,373	3,977,302	219,776,775	10.16%
FY14	97,822,400	131,126,896	743,318	229,692,614	4.32%
FY15	86,143,300	129,704,546	268,036	216,115,882	-6.28%
FY16	79,530,900	125,907,328	176,037	205,614,265	-5.11%
FY17	79,477,500	122,279,940	232,177	201,989,617	-1.79%
FY18	99,571,500	127,141,250	230,589	226,943,339	12.35%

**Why we are using this measure:** To ascertain the successfulness in providing efficient and economical work environments for State employees.

**What was achieved?** Energy usage was 12.35% higher than the previous year due to exceptionally unusual weather patterns during the spring and early summer of 2018.

**Data Sources:** GAS-GSE Utility Invoices



# KEY RESULT TEMPLATE

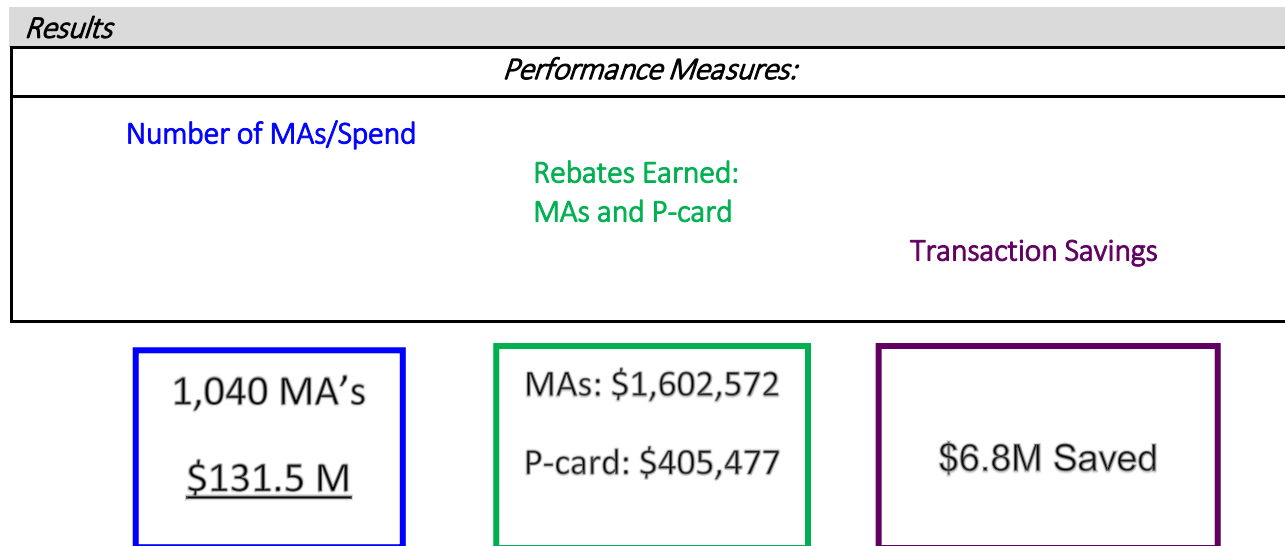
## SERVICES/PRODUCTS/ACTIVITIES

**Name:** Central Procurement

**Description:** Central Procurement facilitates timely, cost-effective procurement services benefiting all state agencies. Additionally, the Central Procurement Purchasing Card Program (P-card) provides state agencies an efficient, cost-effective alternative to traditional procurement methods, saving time and money.

**Why we are doing this:** To provide the procurement of goods and services at low cost/best value while ensuring compliance with applicable statutes and administrative rules.

**What we're doing to achieve results:** Establish master purchasing agreements (MA) through competitive bidding, as well as participate in cooperative purchasing consortiums providing access to competitively bid vendor agreements.



**What was achieved?** Central Procurement saved agencies in excess of \$6.8 million on procurement transactions. Additionally, use of the P-card eliminates payment transactions through state accounting. Procurement activities earned over \$2.0 million in rebates, reducing costs to customer agencies.

**Data Sources:** Central Procurement records, NASPO, I/3, US Bank contract

# KEY RESULT TEMPLATE

## SERVICES/PRODUCTS/ACTIVITIES

**Name:** Fleet Management

**Description:** Fleet Services operates a cost-effective motor pool of vehicles for use by state agencies on long and short term rental basis.

**Why we are doing this:** Providing motor pool services assists agencies' operations and reduces expense with an economical, ready fleet of vehicles for state agencies to conduct business.

**What we're doing to achieve results:** Fleet Services assesses the needs of State agencies based on experience and adjusts the size of the motor pool to meet demand, and operational costs are reviewed to ensure economical rental rates.

### Results

<i>Performance Measures:</i>		
<b>Motor Pool Capacity Use</b>	<b>Motor Pool Rate vs. Personal Reimbursement</b>	<b>Rental Rate vs. Motor Pool Rate</b>

84%

\$0.347  
vs.  
\$0.39

State Rate:  
42% Lower

**What was achieved?** Fleet Management has provided an effective and efficient motor pool offering agencies vehicles at a cost cheaper than private sector rental rates and mileage reimbursement to State employees.

**Data Sources:** Fleet records, I/3, rental car contract

# KEY RESULT TEMPLATE

## SERVICES/PRODUCTS/ACTIVITIES

**Name:** Grievance Resolution

**Description:** Labor and Legal Services provides expertise in the areas of collective bargaining negotiations, grievances, hearings, and arbitrations, as well as classification appeal hearings.

**Why we are doing this:** To ensure the consistent application of collective bargaining agreements and merit rules.

**What we're doing to achieve results:** Provide attorney-level services to assist agencies in the effective administration and application of collective bargaining agreements and merit rules.

### Results

**Performance Measure:**

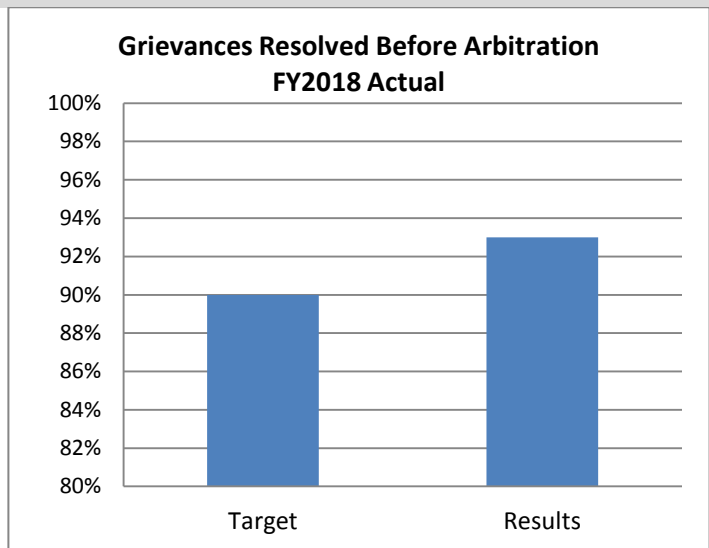
Percent of employee grievances resolved before arbitration.

**Performance Target:**

90%

**Data Reliability:**

Data is compiled daily.



**Why we are using this measure:** Resolving personnel issues prior to arbitration improves efficiency by saving staff time and taxpayer money.

**What was achieved?** 93% of employee grievances in FY2018 were resolved before arbitration.

**Data Sources:** DAS-HRE Labor Relations Team records, DAS Status Reports

## KEY RESULT TEMPLATE

### SERVICES/PRODUCTS/ACTIVITIES

**Name:** Training/Performance and Development Solutions (PDS)

**Description:** Performance and Development Solutions (PDS), the training group in the Organizational Performance Bureau of DAS-HRE, offers training and development opportunities for State of Iowa employees.

**Why we are doing this:** To enhance and develop the effectiveness of the State of Iowa workforce.

**What we're doing to achieve results:** PDS continuously analyzes course data to align with industry best-practices.

### Results

**Performance Measure:**

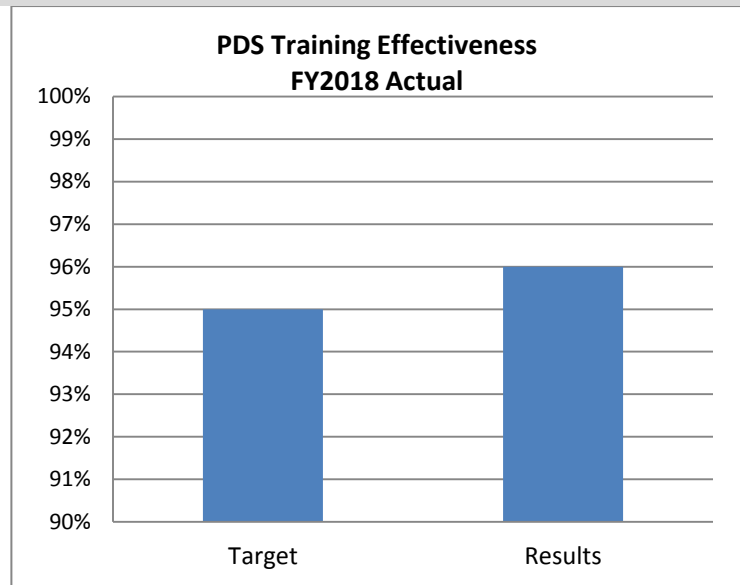
Percent of participant evaluations for job-related courses that indicate the skills, abilities, and knowledge gained in the course will be helpful in performing their job.

**Performance Target:**

95%

**Data Reliability:**

Data is compiled at the end of each training course.



**Why we are using this measure:** In order to be an effective use of state resources, the training offered must directly impact the State's ability to deliver expert, timely, and cost-effective programs and services.

**What was achieved?** 96% of respondents indicated that the skills, abilities, and knowledge gained in the course would be helpful in performing their jobs.

**Data Sources:** DAS-HRE (Survey Monkey)

## KEY RESULT TEMPLATE

### SERVICES/PRODUCTS/ACTIVITIES

**Name:** Training/Certified Public Manager® Program (CPM)

**Description:** The State of Iowa, in partnership with Drake University, offers a nationally accredited Certified Public Manager® (CPM) program. The CPM program is an 18-month program designed for supervisors, managers, executives, management staff, and project managers from federal, state, county, and local governments. The program includes discussion, traditional classroom experiences, and on-line learning. Participants also complete one job-related team project, which gives them the opportunity to apply theories, principles, and/or techniques learned in the CPM program to a situation, problem, concern, or opportunity in a public organization.

**Why we are doing this:** To enhance and develop the effectiveness of governmental employees.

**What we're doing to achieve results:** Courses are revised based on survey results, as needed. Any course concerns are promptly examined and addressed.

### Results

**Performance Measure:**

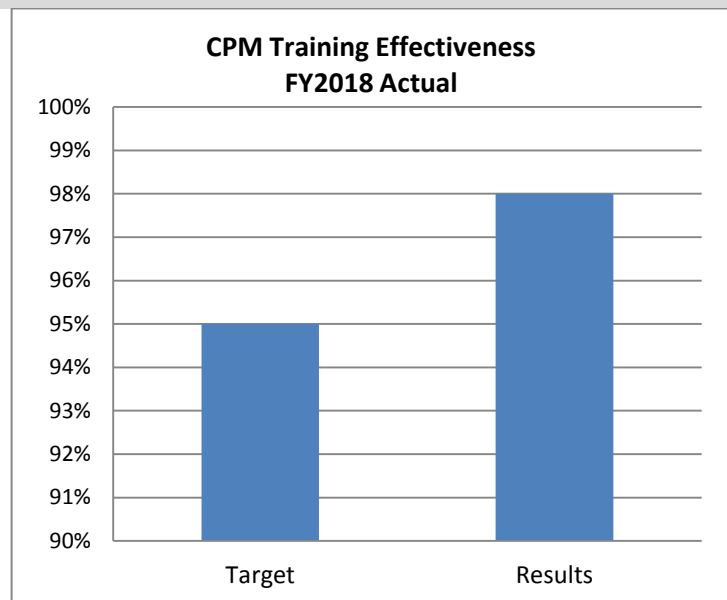
Percent of participant evaluations for job-related courses that indicate the skills, abilities, and knowledge gained in the course will be helpful in performing their job.

**Performance Target:**

95%

**Data Reliability:**

Data is compiled at the end of each training course.



**Why we are using this measure:** In order to be an effective use of government resources, the program must demonstrate that it can directly impact the governmental entities' ability to deliver expert, timely, and cost-effective programs and services.

**What was achieved?** 98% of respondents indicated that the skills, abilities, and knowledge gained in the course would be helpful in performing their jobs.

**Data Sources:** Drake University and DAS-HRE. (Surveys conducted by Drake University and analyzed by Drake University and DAS-HRE).

## KEY RESULT TEMPLATE

### SERVICES/PRODUCTS/ACTIVITIES

**Name:** Applicant Screening

**Description:** The Employment Bureau coordinates statewide recruitment; posts vacancies on the DAS website; manages application submissions in NEOGOV, the State’s applicant tracking system; monitors and updates the NEOGOV system functionality; evaluates applications for eligibility; issues eligible lists; handles disqualification notices and appeals; and manages the temporary staffing system.

**Why we are doing this:** To ensure that hiring authorities find qualified applicants for open positions in state government.

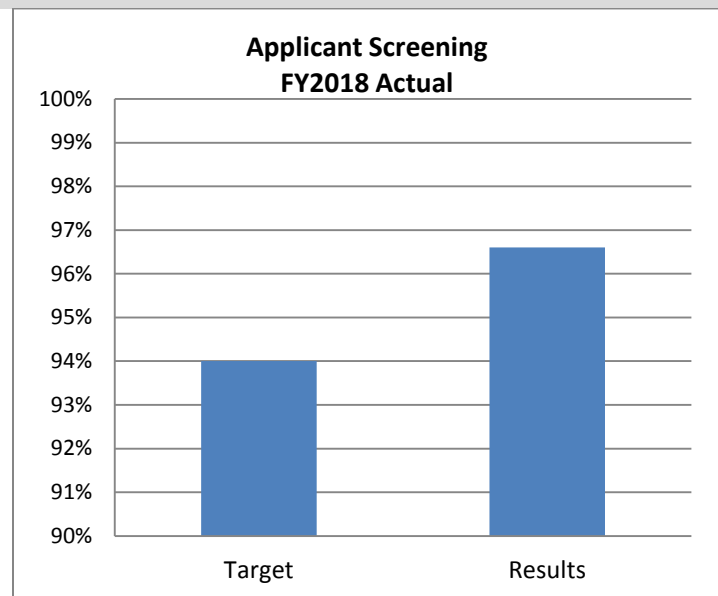
**What we're doing to achieve results:** The Employment Bureau has developed metrics for recruiting events across the state on behalf of agencies; developed standard recruiting procedures; refined processes to accurately capture Veteran Points for applicants; and established metrics for applicant tracking.

### Results

**Performance Measure:** Percent of hiring authority surveys indicating they were able to find qualified applicants through NEOGOV.

**Performance Target:**  
94%

**Data Reliability:**  
Data is compiled at the end of each fiscal year.



**Why we are using this measure:** Hiring authorities must have access to diverse, qualified talent pools when selecting and hiring individuals for interview and employment.

**What was achieved?** 96.6% of respondents to the survey indicated that they were “satisfied” or “very satisfied” with the applicants.

**Data Sources:** DAS-HRE Employment Bureau (Survey)

# KEY RESULT TEMPLATE

## SERVICES/PRODUCTS/ACTIVITIES

**Name:** Classification Appeals

**Description:** The Employment Bureau updates and maintains the job classification system and associated databases; conducts salary and market surveys; and provides subject-matter expertise for position classification appeals.

**Why we are doing this:** To ensure that employees are correctly classified according to the Classification and Compensation Plan for the State of Iowa.

**What we're doing to achieve results:** The Classification and Compensation Team in the Employment Bureau conducts position audits, using classification system tools and standards; reviews Position Description Questionnaires (PDQs); and ensure PDQs accurately reflect the duties and responsibilities of each position.

### Results

**Performance Measure:**

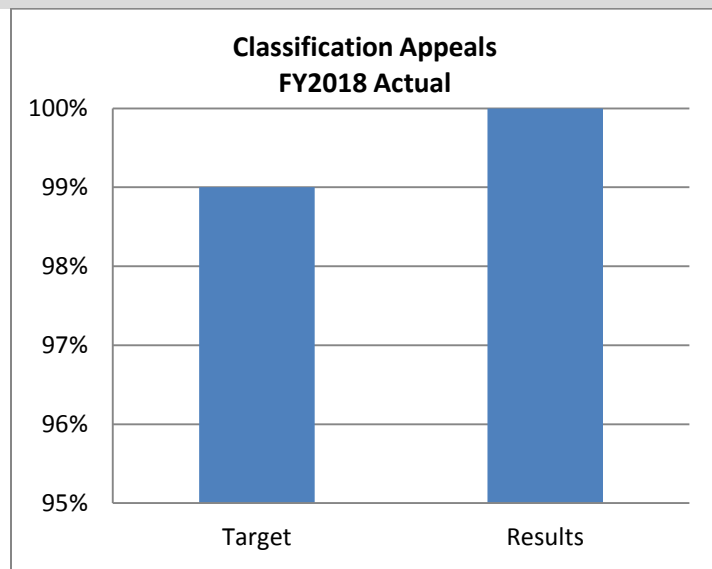
Percent of position classification appeals in which the Department's decision is upheld.

**Performance Target:**

99%

**Data Reliability:**

Data is compiled monthly.



**Why we are using this measure:** To ensure the correct classification of positions.

**What was achieved?** 100.0% of position classification appeals were upheld.

**Data Sources:** DAS-HRE Labor Relations Team records and DAS-HRE Classification and Compensation Team reports (Classification and Compensation Hearing Status Reports)

## KEY RESULT TEMPLATE

### SERVICES/PRODUCTS/ACTIVITIES

**Name:** Centralized Payroll

**Description:** DAS-SAE Centralized Payroll processes payroll warrants for all participating state agencies. Correctly processing payroll warrants is dependent on Centralized Payroll providing guidance to individual agencies and staff in order for accurate information to be input into the payroll system.

**Why we are doing this:** To ensure state employees are paid timely and accurately.

**What we're doing to achieve results:** Participates in annual training offered to any agency employee responsible for employment / benefits / payroll processing, as well as, one-on-one training to individuals or agencies as requested; develop and publish additional resources and manuals pertaining to payroll processing and make available to all agency employees.

### Results

**Performance Measure:**

Percent of Pay Warrants written correctly.

**Performance Target:**

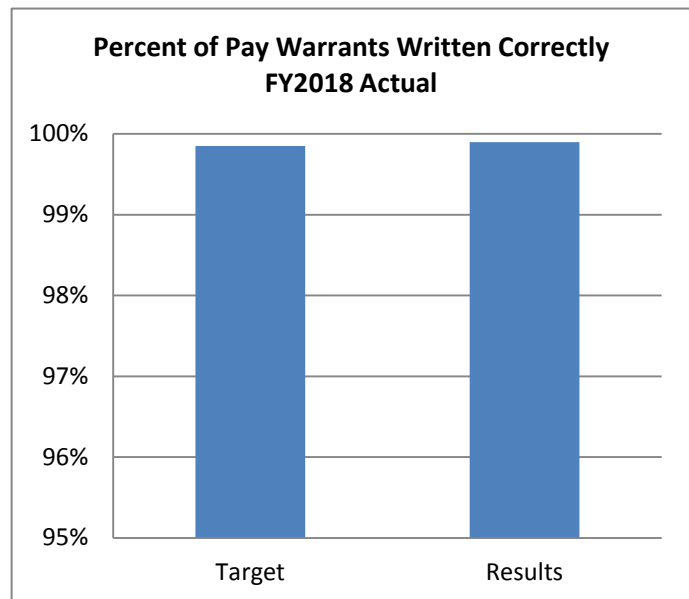
99.85%

**Data Sources:**

DAS-SAE

**Data Reliability:**

Data is compiled biweekly.



**Why we are using this measure:** To ensure State of Iowa employees are paid accurately and timely.

**What was achieved?** 99.9% of all payroll warrants were written correctly.

**Data Sources:** State Centralized Payroll System



# AGENCY PERFORMANCE PLAN RESULTS FY 2018

<b>Name of Agency:</b> DEPARTMENT OF ADMINISTRATIVE SERVICES
<b>Agency Mission:</b> To deliver efficient and effective services to enable and support the mission and operations of our stakeholder agencies.
<b>Core Function:</b> Physical Assets Management

<b>Service, Product or Activity:</b> Facilities and Space Maintenance and Management
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Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Percent of work completed by Capitol Complex Maintenance (CCM) in conformance with industry efficiency and competency/training standards.	90%	96%	<p><b>What Occurred:</b> The target was exceeded. Work order tickets are processed and tracked through facility management maintenance software to allow work to be tracked from start to completion.</p> <p><b>Data Source:</b> Facility Management Maintenance Software.</p>
2. Percent of major maintenance project funds completed by Design & Construction on-time and within budget.	95%	100%	<p><b>What Occurred:</b> All projects were completed on-time and within budget.</p> <p><b>Data Source:</b> GSE Design &amp; Construction</p>
3. Percent of prior year Capitol Complex energy consumption.	99%	112%	<p><b>What Occurred:</b> Energy usage was 12.35% higher than the previous year due to exceptionally unusual weather patterns during the spring and early summer of 2018.</p> <p><b>Data Source:</b> Utility invoices</p>

<b>Service, Product or Activity:</b> Fleet Management
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Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Average annual utilization rate of the State motor pool.	95%	84%	<p><b>What Occurred:</b> The methodology for determining utilization rates has been changed to more accurately assess motor pool performance. Utilization is now based on short-term rentals only, and no longer includes long-term leases.</p> <p><b>Data Source:</b> Fleet rental records</p>

## AGENCY PERFORMANCE PLAN RESULTS FY 2018

<b>Core Function:</b> Resource Management			
<b>Performance Measure (Outcome)</b>	<b>Performance Target</b>	<b>Performance Actual</b>	<b>Performance Comments &amp; Analysis</b>
1. Percent of employee disciplinary grievances resolved before arbitration.	90%	93%	<b>What Occurred:</b> The target was achieved.  <b>Data Source:</b> DAS – Labor & Legal Services
2. Number of recurring audit comments in the annual operations audit report.	0	0	<b>What Occurred:</b> The target was met.  <b>Data Source:</b> State Auditor's Office annual audit reports
<b>Service, Product or Activity:</b> Training			
<b>Performance Measure</b>	<b>Performance Target</b>	<b>Performance Actual</b>	<b>Performance Comments &amp; Analysis</b>
1. For Performance and Development Solutions (PDS): 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%	96%	<b>What Occurred:</b> 2,239 individuals attended PDS courses in FY2018. Of the 1,076 individuals who responded to course surveys, 96% indicated that the skills, abilities and knowledge gained in the course would be helpful in performing their jobs.  <b>Data Source:</b> DAS – Human Resources Enterprise (Survey Monkey)
2. For the Certified Public Manager (CPM) Program: 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%	<b>What Occurred:</b> 74 individuals participated in the 18-month CPM Program in FY2018; 37 graduated in FY2018 and 37 are expected to graduate in FY2019. After each course, students complete a survey. Of the respondents to the surveys in FY2018, 98% indicated that the skills, abilities and knowledge gained in the courses would be helpful in performing their jobs.  <b>Data Source:</b> Drake University and DAS – Human Resources Enterprise (Surveys conducted by Drake University and analyzed by Drake University and DAS – Human Resources Enterprise.)
<b>Service, Product or Activity:</b> Employment Services			
<b>Performance Measure</b>	<b>Performance Target</b>	<b>Performance Actual</b>	<b>Performance Comments &amp; Analysis</b>
1. Percent of hiring authority surveys indicating they were able to find qualified applicants through the applicant tracking system.	94%	96.6%	<b>What Occurred:</b> 96.6% of respondents to the survey indicated that they were "satisfied" or "very satisfied" with the applicants.  <b>Data Source:</b> DAS – Human Resources Enterprise (Survey)
2. Percent of position classification appeals in which the Department's decision is upheld.	99%	100%	<b>What Occurred:</b> 3 appeals were heard in FY2018. All 3 were affirmed.  <b>Data Source:</b> DAS – Human Resources Enterprise

## AGENCY PERFORMANCE PLAN RESULTS FY 2018

<b>Service, Product or Activity:</b> Mail			
<b>Performance Measure</b>	<b>Performance Target</b>	<b>Performance Actual</b>	<b>Performance Comments &amp; Analysis</b>
1. Percent of first class mail metered by the Pitney-Bowes mail management system and processed at discounted postage rates.	95%	95%	<b>What Occurred:</b> As a result of DAS' ongoing training, state agencies are saving additional postage by processing their first class mail by using a third party presort vendor.  <b>Data Source:</b> Pitney Bowes Business Manager System
<b>Service, Product or Activity:</b> Enterprise Applications			
<b>Performance Measure</b>	<b>Performance Target</b>	<b>Performance Actual</b>	<b>Performance Comments &amp; Analysis</b>
1. Percent of time I/3 Finance services are available for customer usage during business hours of 6:00 am to 6:00 pm Monday through Friday.	97%	99.6%	<b>What Occurred:</b> The target was exceeded  <b>Data Source:</b> I/3 Finance System
2. Percent of time I/3 Finance Data warehouse services are available for customer usage during business hours of 6:00 a.m. to 6:00 p.m. Monday through Friday.	97%	100%	<b>What Occurred:</b> The target was exceeded  <b>Data Source:</b> I/3 Finance System
<b>Service, Product or Activity:</b> State Accounting			
<b>Performance Measure</b>	<b>Performance Target</b>	<b>Performance Actual</b>	<b>Performance Comments &amp; Analysis</b>
1. Percent of required federal and state accounting reports (annual & monthly) completed timely. (IRS forms 941, 945, 720, W-2s, SSA reports.)	98%	100%	<b>What Occurred:</b> All reports were completed timely and sent to appropriate officials.  <b>Data Source:</b> Wage and tax reports sent to Federal/State authorities, Payroll Reports maintained in I/3 Data Warehouse or saved to LAN.
2. Percent of payroll deductions processed by required due dates.	98%	100%	<b>What Occurred:</b> All payroll deductions were processed and paid by required dates.  <b>Data Source:</b> GAX documents prepared to process payments.
3. Percent of pay warrants written correctly.	99.8%	99.9%	<b>What Occurred:</b> The target was exceeded. 157 rewrites on 441,669 warrants.  <b>Data Source:</b> Payroll Journals and Rewrites Payroll Journals.
4. Percent of claims pre-audited within 5 working days of receipt.	98%	98%	<b>What Occurred:</b> Daily Processing continues to work with departments, guiding and assisting in the correct submittal of information. Classes are offered for free on a bi-annual basis or more often if requested/needed.  <b>Data Source:</b> Sampling of paid claims.

## AGENCY PERFORMANCE PLAN RESULTS FY 2018

Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
5. Percent of offset matches released/applied to the liability within 45 days.	99%	99%	<p><b>What Occurred:</b> The offset appeal process at the department level was longer than normal, while the amount of casino matches continues to increase and thus increases manual work.</p> <p><b>Data Source:</b> Monthly Offset spreadsheets.</p>
6. Percent of non-general fund unemployment claim payments paid originally from the general fund recovered from state agencies.	95%	100%	<p><b>What Occurred:</b> DAS-SAE works closely with departments to determine any reimbursement recovery amounts to the general fund.</p> <p><b>Data Source:</b> IWD Quarterly claim statements (Notice of Reimbursement Benefit Charges) and DAS-SAE calculation of Non-General Funded amounts, based on 10-digit payroll number.</p>
<b>Service, Product or Activity:</b> Central Purchasing			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Percent of contracts awarded by centralized purchasing without successful appeal.	100%	100%	<p><b>What Occurred:</b> The target was achieved.</p> <p><b>Data Source:</b> Central Procurement records</p>
2. Procurement Card program rebates.	\$350,000	\$405,477	<p><b>What Occurred:</b> The target was exceeded.</p> <p><b>Data Source:</b> P-Card Program/U.S. Bank</p>