



IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES

June 2024

Strategic Plan 2024 - 2027

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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.

Vision:

We solve problems and we mitigate risk when problems arise. We do this for three main reasons:

- 1.) To assist the Governor in achieving her goals.
- 2.) To assist State Agencies and the individuals within State Agencies in achieving their goals.
- 3.) To be good stewards with the Taxpayer dollar.

Expectations:

- Do your best every single day
- Don't be afraid to fail
- Learn from mistakes
- Don't give up
- Tell the Truth
- Be Accountable
- Ask questions
- Find areas to add value
- Pursue transformation of self and service
- Pursue Gold Standard customer service
- Build relationships
- Communicate often
- Seek to understand
- Take care of your family

Zero Tolerance for:

- Moral / ethical violations
- Discrimination

DAS Assessment:

To assist in achieving Governor Reynolds' and Lt. Governor Gregg's goals, DAS' initiatives must impact support services provided to other state agencies in order for those agencies to focus on their core missions. This will also enable consistent application and practices of those services throughout state government.

Strategic Initiatives:

DAS is committed to contributing to Governor Reynolds' and Lt. Governor Gregg's priorities of:

- Elevating Education for Every Student
- Preparing the Next-Gen Workforce
- Cutting Taxes
- Supporting Health and Well-Being
- Holding Government Accountable
- Protecting Iowa's Farmland

To that end, DAS' Strategic Initiatives are:

DAS provides essential support services to agencies so agencies can focus on their respective core missions. DAS' contributions include:

- Make the state executive branch an employer of choice by assisting state agencies by attracting a talented workforce through competitive salaries and benefits
- Providing economical and efficient support services to other agencies (purchasing, mail services, fleet, maintenance, construction, energy management)
- Providing sound state accounting support through the collection, reporting and having proper financial controls over state expenditures

Strengths:

- Strong, supportive, and experienced leadership
- Collaborative organization (team work)
- Technical and subject matter expertise
- Employee work ethic (quality, quantity, professionalism)

Weaknesses:

- Multiple work demands
- Default to status quo
- Lack of resources for proactive support to stakeholder agencies

Opportunities:

- Partnering with stakeholders of Agencies
- Develop a list of transformational opportunities
- Training program for all State Agencies
- Succession planning

Threats:

- Resource availability
- Lack of a talent pool or bench of future workforce
- System integrations and functionality
- Loss of offset recoveries
- Greater proportion of workforce eligible for retirement
- Lack of consistent direction

DAS Goals:

- Making the state executive branch an employer of choice by assisting state agencies and attracting a talented workforce through competitive salaries and benefits - **(links to the Governor's priority of Preparing the Next-Gen Workforce)**
- Providing economical and efficient support services to other agencies (purchasing, mail services, fleet, maintenance)
- Ensuring proper financial controls over state government – **(links to the Governor's priority of Holding Government Accountable)**
- Enhancing access to arts, history and culture through information access and lifelong learning – **(links to the Governor's priority of Elevating Education for Every Student)**

Key Performance Indicators:

- Human Resources PDQ volume by fiscal year - tracking completed, withdrawn and pending requests
- Special Pay Requests volume by type - tracking recruitment retention, AAR equalization and AAR
- Visitor counts for Historical building, events and archives - tracking attendance at the museum, special events and archives