



**Department of
Administrative Services**

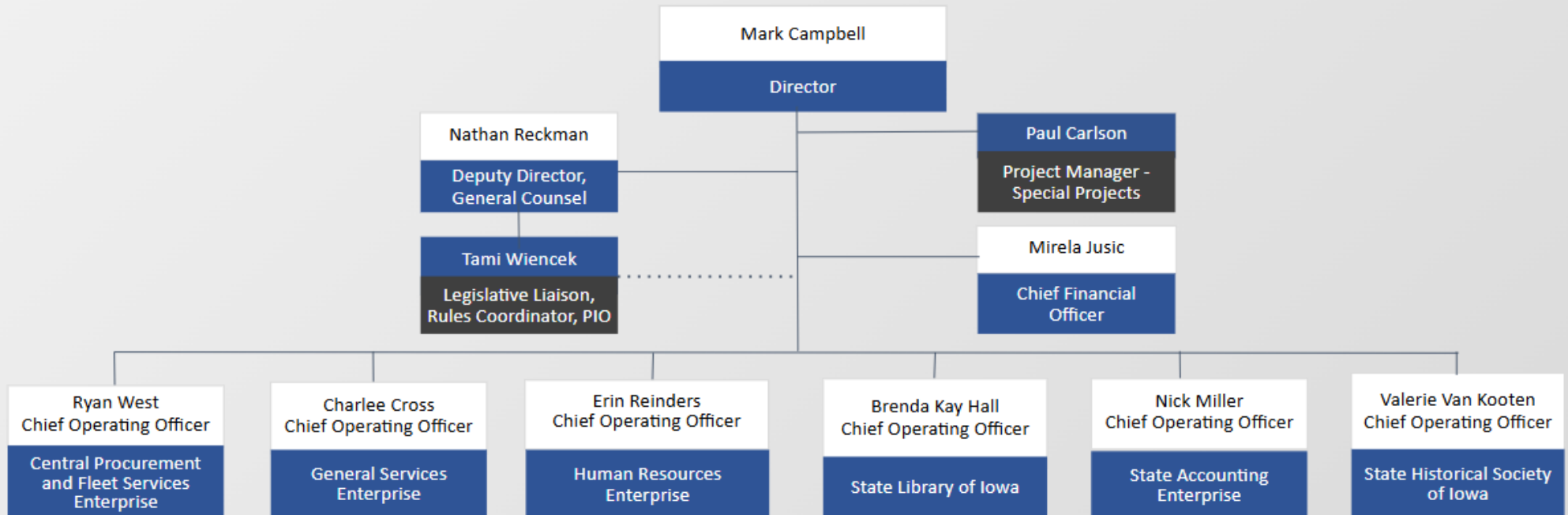
*Empowering People
Collaboration
Customer Service*

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES

July 2025

Operational Plan FY2026

State of Iowa Department of Administrative Services (DAS)



Mission Statement:

The Department of Administrative Services (DAS) exists to mitigate risk by being a front end to back end Human Resources and Administrative solutions provider. We solve problems and we mitigate risk when problems arise.

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

AGENCY OPERATIONAL PLAN FY 2026

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.

Program	Program Description	Link to Strategic Plan Goal(s)	Action Items	Performance Measure (Outcome)	FY26 Performance Target
		Providing economical and efficient support services to other agencies (purchasing, mail services, fleet, maintenance, construction, energy management, human services)			
Physical Assets Management: Manage and maintain facilities and space. - 005_52101	Provide mechanical, custodial, grounds, lock shop, facility maintenance, life/health/safety, ceremonial space maintenance, leasing, restoration, events coordination, and design and construction project management services.		On-going training for personnel regarding tracking projects to completion and system reporting.	Percent of work requests addressed within 5 business days by Capitol Complex Maintenance (CCM).	95%
			Monitor project plans through owner representatives to ensure on-time, on-budget completion of projects.	Percent of major maintenance project funds completed by Design & Construction (D/C) on-time and within budget.	99%

Mail - 005_67107	Provide mail processing/delivery and letter shop services.		Provide training and education to state agency personnel and provide mail services to state agencies.	Percent of first-class mail metered by the Pitney-Bowes mail management system and processed at discounted postage rates.	95%
Fleet - 005_52102	Provide fleet management, motor pool, repair, gas station, risk management, and vehicle purchase/replacement/disposal services.		Analyze and report the average annual utilization rate of the state motor pool vehicles to assess fleet efficiency and identify underused assets. Communicate process to state employees.	Average annual utilization rate of the State motor pool.	90%
Central Procurement - 005_67108	Provide bidding/contracting, procurement card, consulting, and employee blanket bond services.		Evaluate and award bids in a “best practices” manner.	Percent of contracts awarded by centralized purchasing without successful appeal.	100%
Printing (ERM) - 005_67109	Provide consulting, graphic design/layout, digital black and white printing, digital color printing, and on-site photocopying services.		Provide consulting, graphic design/layout, digital black and white printing, digital color printing, and on-site photocopying services.	# pages of printing completed	27,000,000
Training - 005_67103	Provide training, conference planning, special consultation.		Survey participants subsequent to training opportunities, seeking suggested improvements and alternative course offerings.	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%

Employment Services (ERM) - 005_67104	Provide application intake/referral, workforce planning, classification/compensation study, data management, diversity program management, performance appraisal management, payroll audit, contingent workforce contract management, Human Resource Information System, and recruitment services.		Monitor classification completion matrices. Provide training on classification system/review to State agency personnel.	Percent of position classification reviews completed within 60 days of receipt.	100.00%
Program	Program Description	Link to Strategic Plan Goal(s)	Action Items	Performance Measure (Outcome)	FY26 Performance Target
		Ensuring proper financial controls over state government			
Iowa Advantage (ERM) - 005_67112	Provide Iowa Advantage enterprise application processing and support services.		Analyze and monitor current practices and information provided by sources to determine if additional efficient processes can be identified to ensure needs are met. Included: application support, reporting support, security access, creating/updating reference materials, testing feature set releases, process Dept files and ensure all approvals are timely for the timely payment of invoices.	The quarterly meetings provide input from the departments and their needs within their business processes and additional needs. The one large project this year will be the transition from the current reporting tool, SAP Business Objects, to a new reporting tool, Power BI, within the Iowa Advantage application.	99%

State Accounting (ERM) - 005_67114	Provide Comprehensive Annual Financial Report, Iowa Advantage services, Human Resource Information System/state payroll, centralized pre-audit/post-audit, accounting document processing, Iowa Income Offset Program, Cash Management Improvement Act of 1990, unemployment compensation, deferred compensation, military pay, and Statewide Indirect Cost Allocation Plan (State and Federal) services.		Analyze and monitor current practices and information provided by sources to determine if additional efficient processes can be identified to ensure needs are met.	Percent of required federal and state accounting reports (annual and monthly) completed timely.	99%
Financial Reporting / Annual Comprehensive Financial Report - 005_67300	The Annual Comprehensive Financial Report (ACFR) is issued in accordance with Iowa Code Section 8A.502(8). The ACFR presents the states financial position and results of operations, as well as certain demographic and statistical information. ACFR users encompass legislators, the general public, special interest groups, other states, and other governments including the federal government. The ACFR is used by rating companies such as Moodys Investor Services and Standards & Poors Corporation that analyze the States financial integrity and set bond ratings for capital borrowing.		Analyze and monitor current practices and information provided by sources to determine if additional efficient processes can be identified to ensure needs are met.	Percent of required federal and state accounting reports (annual and monthly) completed timely.	99%

Financial Reporting / Cash Management Improvement Act - 005_67301	The Federal Cash Management Improvement Act (CMIA) improves the transfer of Federal funds between the Federal Government and the States. It is intended to ensure equity between the governments and improve efficiency of fund transfers by assessing a financial liability against states for retaining interest income generated from the early withdrawal of Federal assistance as well as assessing a similar liability against the Federal Government when grantee funds are not available timely. CMIA requires a formal Treasury-State Agreement (TSA) between the Federal Treasury Department and Iowa to implement the Act and its regulations. SAE is responsible for negotiating this agreement annually and maintaining compliance with the agreed upon procedures, including the annual calculation and payment of interest liability resulting from Federal cash balances being held by the State.		Analyze and monitor current practices and information provided by sources to determine if additional efficient processes can be identified to ensure needs are met.	Percent of required federal and state accounting reports (annual and monthly) completed timely.	99%
Financial Reporting / Statewide Cost Allocation Plan - 005_67302	The Statewide Cost Allocation Plan (SWCAP) is an annual process that identifies central services provided to operating departments, where Federal programs are administered, and ensures those services are funded equitably between Federal and State resources. Central services are common services that are provided by various State departments to other departments so that programs can be administered to Iowans.		Analyze and monitor current practices and information provided by sources to determine if additional efficient processes can be identified to ensure needs are met.	Percent of required federal and state accounting reports (annual and monthly) completed timely.	99%

Financial Reporting / General Fund Cash Flow Estimates - 005_67303	Revenues used to fund State managed programs, projects and operations are received inconsistently during the year while expenditures occur on a daily basis. This mismatch in cash flow timing can impair the States ability to meet its ongoing financial obligations. SAE helps the State Treasurer meet this requirement by providing a month-to-month cash flow estimate identifying cash shortfalls. Once the instruments have been sold to an underwriter and the proceeds have been received, the Treasurer invests the funds to earn interest and draws upon them as needed.		Analyze and monitor current practices and information provided by sources to determine if additional efficient processes can be identified to ensure needs are met.	Percent of required federal and state accounting reports (annual and monthly) completed timely.	99%
Daily Processing / Document Approving, Warrant Processing & Disbursement - 005_67304	The majority of financial transactions and events processed by the centralized financial system involves interdepartmental transfer and external disbursement of State funds. In order for beneficiaries, vendors, local governments, and others to receive payments, the disbursement process must occur within the system that assures integrity and efficiency. The payments SAE issues annually are supported by approved claims from the paying departments. Additionally, SAE validates each of the claims submitted to ensure that the information recorded in the centralized financial system is accurate.		Analyze and monitor current practices and information provided by sources to determine if additional efficient processes can be identified to ensure agencies needs are met.	Percent of documents entered annually have been processed and accurately reported.	98%
Program	Program Description	Link to Strategic Plan Goal(s)	Action Items	Performance Measure (Outcome)	FY26 Performance Target

		Enhancing access to arts, history and culture through information access and lifelong learning.			
Collections, Preservation, Stewardship and Management - 005_16100	The State Historical Society of Iowa (SHSI) acquires, maintains, preserves and protects valuable historical resources throughout the state. SHSI acquires artifacts, printed material (books, serials and newspapers), audiovisual materials, private manuscripts and state government records so those resources can be interpreted by current and future generations. Collections acquired by donation from individuals and organizations from throughout the nation and records transferred from agencies of state government are given professional treatment, cataloging and conservation treatments so they will be available for generations to come. In addition to providing financial incentives to communities in support of the identification, preservation and interpretation of cultural resources, the Department provides technical assistance to individuals and organizations as they work to identify, develop, preserve and interpret their cultural assets.		Membership campaign Fall 2025 to bring in more members. Hold volunteer appreciation gatherings to encourage more volunteers in the Museum.	Total number of in person visitors (foot traffic) and remote engagement with staff about collections. Number of new volunteers and members.	85,000

State Archives and Records Program - 005_16200	State Archives and Records Program is responsible for managing the permanent historical records that represent and document the structure and function of the executive, legislative and judicial branches of government past and present. An important part of the program function is the administration of the State Archives of Iowa which manages those records identified by the State Records Commission as permanent and document the history and development of the state.		Analyze the State Archives collection, determine the annual public utilization rate and manage the collection storage for increased economy and public access to Iowans.	Annual change in the total number of cubic feet in storage both at the Des Moines and Iowa City locations.	39,600 linear feet
State Historical Society of Iowa Online Collection Catalog - 005_16201	The State Historical Society of Iowa provides staff access to a single back end system to manage its Library, Government Archives, Special and Museum Collections which comprises over 206 million objects, images, books and documents. Provides free public access to the repository via the online Iowa History Collection Catalog. Images, audio, video and other multi-media available on the catalog are managed in a Trusted Digital Repository. The State Historical Society of Iowa's main integrated collection catalog system, online public access catalog and digital repository is provided and hosted by MINISIS, Inc. Other catalogs are maintained in relationship with a variety of 3rd party vendors and partnerships.		Analyze and monitor public access to the collection and use it to inform value to researchers, which collections to prioritize and increase public access to.	Annual number of collection record pageviews and downloads.	23,250,000

Educational Programming, Access and Outreach - 005_25100	The State Historical Society of Iowa (SHSI) interprets its collections for the benefit of Iowans by publishing historical journals, providing on-line access to collections and information about collections, creating museum exhibitions and providing educational programs for Iowans of all ages. These programs and services are provided at SHSI facilities and at meetings of community groups throughout the state. The SHSI maintains reading room facilities in Iowa City and Des Moines to provide access to collections for research and study. Active education programming includes a museum theater program, school tours and a statewide History Day competition.		Enhancing access to arts, history and culture through information access and lifelong learning. One-year soft moratorium on collections and archives until we are fully caught up on accessioning items and papers. Moving publication of the Annals of Iowa to another organization.	# 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. Having the Annals of Iowa established at another organization.	85,000
State Library Standards and Accreditation Program - 005_13200	The State Library Accreditation and Standards program supports the development of high-quality libraries in Iowa. The program gives public libraries a tool to identify strengths and areas for improvement, documents the condition of public library service in Iowa, and creates a formula to distribute Direct State Aid funding. The current handbook for the program is In Service to Iowa: Public Library Standards.		Review applications and award Tier status.	Total number of public libraries accredited (Tier 3).	425
State Library Endorsement Program - 005_13200	The State Library Endorsement Program improves library service in Iowa by bettering the skills of library staff, providing recognition for public librarians, enhancing the public image of librarians and libraries, and providing guidelines library boards may use for creating staff policies.		Review applications and award Endorsement status.	Total number of public library staff endorsed.	1,500

	The State Library offers Endorsements for Directors, General Staff, and Youth Service Staff.				
Statewide Access to Electronic Resources - 005_40200	The State Library provides Iowa libraries access to a variety of online resources and tools to enhance information access for Iowans and support the work libraries do. Examples include: Test-preparation database; People's Law Library of Iowa; Bridges e-book consortium.		Promote and manage electronic resources; maintain vendor contracts; coordinate with partners; monitor and report usage statistics; and manage the Bridges consortium, including authentication, optimizing orders by usage and cost, organizing selectors, and annually adding/dropping participating libraries.	1) Test-preparation usage 2) People's Law Library of Iowa (PLL) site visits. 3) Number of libraries participating in Bridges consortium and circulation.	1) Test Preparation: 55,000 uses 2) PLL: 100,000 site visits 3) Bridges: 495 libraries participation; Circulation 3 million.
Enrich Iowa - 005_40300	The State Library annually administers funding appropriated by the Iowa Legislature to libraries in Iowa. Enrich Iowa consists of three programs to aid libraries in offering service to Iowans: 1) Direct State Aid improves public library services; 2) Open Access enables Iowans to check out physical materials at participating libraries; and 3) Interlibrary Loan supports the loaning of materials among all library types.		Libraries submit documentation. The State Library staff 1) process terms and letters of agreement; 2) process contracting cities documentation; 3) using a formula disburse funds for direct state aid, open access, and interlibrary loan; 4) process the library's direct state aid	1) Direct State Aid (DSA): number of public libraries participating 2) Open Access (OA): number of items borrowed via OA 3) Interlibrary Loan (ILL): number of items borrowed via ILL	1) DSA 470 public libraries participate 2) OA 2.6 million items borrowed 3) ILL 400,000 items loaned

			report submissions; 5) file Enrich Iowa Direct State Aid Funding report and Enrich Iowa Legislative report.		
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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
- Providing economical and efficient support services to other agencies (purchasing, mail services, fleet, maintenance, construction, energy management)
- Ensuring proper financial controls over state government
- Enhancing access to arts, history and culture through information access and lifelong learning