

2013-14 Annual Report



NEBRASKA
Administrative Services





Director's Message

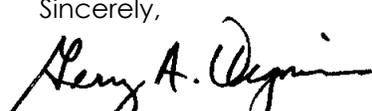
Welcome,

2013-14 has been a busy year for Administrative Services. Although each division within the Agency had many accomplishments while serving our Agency customers, some highlights of the Agency successes in 2013 include:

- Five State agencies were moved into the 1526 K Street building, including most of Administrative Services' staff, which reduced the State's commercial rental payments by utilizing State-owned space instead of commercial space.
- Efficiency Quality & Performance Improvement implemented an Enterprise Content Management (ECM) system for multiple divisions including Surplus Property, Central Finance and Human Resources. ECM allows the Agency to automate processes through increasing efficiency while decreasing paper.
- The exterior renovation of the Transportation Services Bureau Building was completed and the staff involved in the renovation, including Rod Anderson, the State Building Division Administrator and Fred Zarate an Architect, received the 2014 Preservation Association of Lincoln Award for the rehabilitation of a commercial property.
- Materiel Division - Surplus Property held 14 auctions which produced over \$4 million in sales.
- As AS State employees continue to serve the State of Nebraska, they realize how fortunate they are and continue to lead the way in charitable donations. For the fifth consecutive year, the 2013 Nebraska State Charitable Giving Campaign, led by the State Personnel Division, was recognized as the number one donor for the Lincoln and Lancaster County United Way. The State was also the number one monetary donor for the Food Bank of Lincoln for the third consecutive year.

These accomplishments and the enhancements to Administrative Services' processes are significant and have taken a substantial amount of hard work and dedication by the entire Administrative Services team to complete. These accomplishments could not be reached without our number one resource, our people, who make us successful. Our people take good ideas and make them great. Each and every staff member should be proud of the accomplishments of the past year.

Sincerely,



Gerry A. Oligmueller

2013-14 Annual Report

ADMINISTRATIVE SERVICES

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Vision

Administrative Services provides quality services to our customers and supports effective, efficient operation of state government.

Mission

We work cooperatively, through innovative people, processes and technology to be accountable and continuously improve the products and services provided to our customers.

Values

Accountability

We honor our commitments and stand behind our work. If it isn't done right, we will earn your trust by working to make it right.

Quality

We take pride in the jobs we do and the quality of services we provide.

Efficiency

We seek cost effective solutions that are responsive to the challenges facing government.

Customer Service

We treat our customers with courtesy and respect and strive to understand their needs.

Communication

We believe that open and honest communication is critical to the success of our employees, customers, and the State of Nebraska.

Integrity

We strive for honesty, credibility and ethical conduct.

Innovation

We continuously seek improved ways of doing business and adapt to changing circumstances.

Teamwork

We work together in a manner that respects the professional contributions of each team member.

Administrative Services

Overview

The Department of Administrative Services (AS) was established by State Statute 81-101 and has the responsibility to provide centralized support services to State Agencies, Boards, and Commissions. These functions are spearheaded by the Agency Director through twelve (12) divisions.

The State Accounting Division operates and maintains the statewide financial systems, including the accounting and payroll systems. It pre-audits agency transactions, issues statewide financial reports and coordinates the long-term financing needs of the State.

The State Building Division is responsible for providing the centralized procurement, operation, maintenance and management of State owned facilities.

State labor contracts are negotiated and administered by the Employee Relations



Division along with processing of employee grievance appeals and interpreting employment laws.

The Materiel Division includes State Purchasing, which has the power and duty to purchase or contract for commodities and services, in the name of the State. Materiel also manages print, copy and mail services; the disposal of surplus property; and statewide recycling.

State Personnel's goal is to match qualified applicants to positions that utilize their talents to the fullest possible extent. The division facilitates the statewide training program; temporary employee program; job classification and compensation program; Employee Wellness and Benefit programs; the Human Resource Management System; statewide Employee Recognition programs; and statewide charity drives.

The State Risk Management Division is responsible for the management of the State Claims Board; adjudicating claims against the State through the Claims Board; oversight of

the State employee workers' compensation program; and procurement of insurance and risk management services for the State.

The 309 Task Force for Building Renewal inspects requests, prioritizes and allocates funding for various deferred maintenance, fire and life safety, ADA and energy conservation projects for state agencies.

The Transportation Service Bureau provides, maintains and operates the statewide fleet of motor vehicles for use by State Agencies, Boards, and Commissions.

The Director's Office houses many of the essential internal business functions that keep the Agency running. Central Services provides finance, human resources and payroll for all of Administrative Services. EQPI coordinates quality performance measurements for Administrative Services. The Legal Services houses the General Counsel and staff who provide legal support, advice, consultation and representation for the Agency.

Divisions

- State Accounting
- State Building Division (SBD)
- Employee Relations
- Materiel
- State Personnel
- State Risk Management
- 309 Task Force for Building Renewal (309)
- Transportation Services Bureau (TSB)

DIRECTOR'S OFFICE:

- Central Services
- Efficiency, Quality & Performance Improvement (EQPI)
- Legal Services

REPORTING DIRECTLY TO THE GOVERNOR:

- State Budget Division
- Office of the Capitol Commission (OCC)
- Office of the Chief Information Officer (OCIO)

Agency Strategic Initiatives

1. Align Resources with Priorities
2. Produce Results and Customer Satisfaction
3. Attract and Retain a Quality Workforce
4. Enhance Internal and External Communications



Agency Goals

EDUCATION & TRAINING

1. State Purchasing Bureau will create an online training curriculum for procurement training and the corresponding online classes/materials/videos as necessary to be available through the Learning Management System.
2. State Personnel Division will enhance processes to attract, hire and retain a talented workforce by providing training to agencies on advancing individuals through the salary range, meeting with five agencies to discuss their hiring needs, and developing an online onboarding solution.

COMMUNICATION

3. The AS Human Resources Communications Coordinator will complete the redesign of the Administrative Services website.

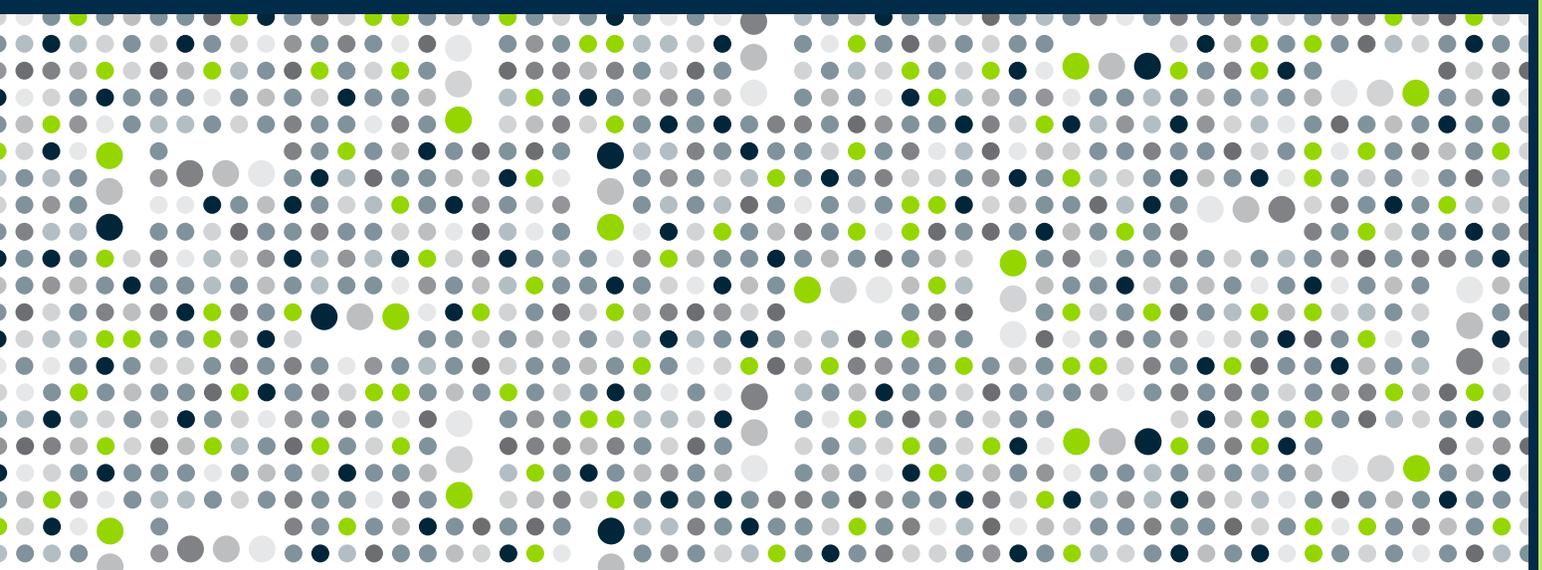
OPERATIONS & PROCEDURES

4. Legal Services will create statute reference notebooks for each AS Division that include an action table with reference to the statutory requirement for such action; a table of contents of all pertinent statutes to that division; copies of the statutes themselves; and any applicable Attorney General opinions and/or rules and regulations pertaining to such division.
5. Transportation Service Bureau will review and update TSB's continuity of operations plan.
6. AS Human Resources will revise the Administrative Services HR Policy and Procedure Manual to ensure compliance with applicable rules and regulations in addition to enhancing the user friendliness of the document.

TECHNOLOGY & INNOVATION

7. State Accounting Division will improve the functionality and efficiency of the EnterpriseOne ERP system by implementing an upgrade with new enhancements, and automating the expense management process.
8. State Building Division will improve the functionality of the statewide Employee Parking Program by purchasing and utilizing new software.
9. Transportation Services Bureau, in collaboration with the Efficiency, Quality & Performance Improvement Coordinator and Office of the Chief Information Officer, will develop and implement an electronic monthly travel log for leased vehicles.

* The goals listed above are highlighted in bold on subsequent Active Goals sections.



Overview

The State Accounting Division performs the duties & functions as the State's Comptroller for all State agencies. This includes, but is not limited to, statewide payroll processing, cash disbursement processing, Federal Grant management, accounting policies, the daily cash position, internal control policies, & the master lease program.

State Accounting Division is also responsible for overseeing the State's financial Enterprise Resource Planning (ERP) system. The ERP (E-1) is the State's primary system used to manage & coordinate all financial resources, information, & functions of the State's business. Division staff maintains employees' security rights to all processing & reporting functions in the State's ERP system. The staff also oversees the employee self-service functionality, development, and enhancement of the system. The system provides current and real-time information about the State's resources and obligations.



State Accounting

Active Goals

1. **State Accounting will improve the functionality and efficiency of the EnterpriseOne ERP system by implementing an upgrade with new enhancements, and automating the expense management process.**
2. State Accounting will develop a plan to complete the CAFR and Budgetary Report and coordinate with agencies to implement the plan in order to comply with statutes and to provide timely reporting.
3. State Accounting, according to statutory requirements, will implement a process to perform pre-audit, approve, post voucher, payroll, and deposit activities for those agencies who are unable to perform those activities according to statutory requirements.
4. State Accounting will develop and implement a plan for cross training in the areas of financial, reporting, operations control, technical and business process support to backup staff time off.
5. State Accounting will develop a process to identify, document and prioritize new EnterpriseOne projects.
6. State Accounting will develop and implement a plan to train staff using external conferences and webinars to keep staff up to date on current issues and developments.



Achievements



PROJECTS

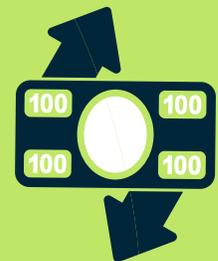
- State Accounting enhanced Address Book functionality in the E-1 system to improve efficiency for end users.
- State Accounting assisted the Department of Labor in designing new policies and procedures to comply with federal requirements.
- State Accounting initiated a significant upgrade of the statewide ERP system.
- State Accounting reinitiated the Business User Group meetings and completed multiple Grants Management training sessions to assist agencies.
- State Accounting received the Certificate of Achievement for Excellence in Financial Reporting from the Government Finance Officers Association.



State Accounting provided 1.8 million ACH (electronic) payments to vendors on behalf of the State.



State Accounting processed 832,000 warrants (checks) during 2013.



State Accounting managed, maintained and balanced 55 State bank accounts.



Overview

The State Building Division is responsible for providing the centralized procurement, operation, maintenance and management of State-owned facilities. The Division manages the independent review, analysis, and oversight of capital construction projects to ensure that appropriate facilities are provided. They are also responsible for: leases all commercial office and storage space on behalf of State Agencies; provides space planning and coordinates space assignments; coordinates statewide comprehensive facility planning, reviews capital construction requests, program statements and related contracts; manages and maintains State-owned buildings and properties; and manages and maintains related parking facilities.

State Building Division (SBD)

Active Goals

1. **SBD will improve the functionality of the statewide Employee Parking Program by purchasing and utilizing new software.**
2. SBD will complete the task of moving all the 24 Hour DHHS Facilities into the Corrigo Work Order system.
3. SBD will form a committee to select a site, develop design and plan specifications, and select contractors to build a new facility for the State Crime Lab.
4. SBD will work within the coursework available in the State's LMS and require the Division's staff receive 6 training hours to improve the quality of service to customers.
5. SBD will form a team to rewrite the Division's rules and regulations pertaining to parking by matching policies and procedures to Title 7 and other legislation.



State Building Division completed approximately 26,000 preventative maintenance work orders in 2013.



SBD managed 270 buildings with a total value of \$611.6 million and square footage totaling over 4.6 million.

Achievements



1526 BUILDING PROJECT

- SBD completed the 1526 Building renovation and moved in five State Agencies, consisting of over 250 people into the building. This move offers more cost-effective state-owned space to the agencies, therefore reducing the State's commercial lease footprint in downtown Lincoln.

- State Building Division is upgrading state office buildings to meet Energy Star ratings. The Omaha State Office Building and the Nebraska State Office Building have become certified and the Executive Building is being updated to meet the qualifications. ENERGY STAR is a U.S. Environmental Protection Agency voluntary program that helps businesses and individuals save money and protect our climate through superior energy efficiency.
- SBD facilitated the Nebraska Department of Veterans Affairs in site selection for the new Central Nebraska Veteran's Home by soliciting proposals from interested communities. After a very comprehensive open bidding process the Site Selection Committee recommended Kearney as the new location. The new facility will replace the 125-year old Grand Island Veteran's Home.
- State Building Division successfully negotiated a lease with the Lincoln Airport Authority to provide a "build to suit" state of the art Crime Lab for the Nebraska State Patrol.
- SBD completed the installation of Law Enforcement Training Center ground source heat pump providing a long term, low cost energy solution for that campus, a savings of nearly \$30,000.
- State Building Division completed the exterior renovation of the Transportation Services Bureau Building and received a 2014 Preservation Award for the Rehabilitation of a Commercial Property.



State Building Division managed and served 345 commercial leases to provide office space to State Agencies.



The Preservation Association of Lincoln (PAL) presented the State Building Division with the Commercial/Institutional Rehabilitation Award for the rehabilitation or adaptive reuse of a commercial or institutional property for the renovation of the Transportation Services Building.

Overview

The Employee Relations Division represents the State of Nebraska in negotiating the NAPE, SLEBC, and SCATA labor contracts, and administers those contracts. The Division processes labor contract and State Personnel rules grievance appeals, and conducts formal and informal hearings on grievances. Employee Relations advises and assists agencies concerning the proper administration of discipline. They review layoff and furlough plans submitted under labor contracts, along with reviewing agency policies, procedures and work rules for continuity with applicable labor contracts, employment law or Personnel Rules. The Division researches salaries and benefits of employees in similar classifications in comparable states and compile this information to use in negotiations and litigation. They provide labor contract interpretations for all agencies in the Classified System to achieve consistent application of contract provisions. Employee Relations provides training on a wide variety of issues including the labor contracts, FMLA, leave, discipline, and other issues.

Employee Relations

Active Goals

1. Employee Relations will meet bargaining time lines on 3 Labor Contracts by: receiving agency input; commencing bargaining; and finalizing negotiations.
2. Employee Relations will complete NAPE, SLEBC and SCATA comparability studies.
3. Employee Relations will develop and provide two training sessions for HR Managers on the Personnel Almanac statistics, appeal decision updates, labor contracts, and/or case law.
4. Employee Relations will compile statistical information and finalize the Personnel Almanac.
5. Employee Relations will improve growth & development for each staff member by having each staff member attend at least two training classes.
6. Employee Relations will update the Division's website on a quarterly basis regarding appeal decisions, Board agendas, contract interpretations, etc.



Achievements

- Employee Relations finalized and printed three labor contracts which were successfully negotiated, and became effective 7/1/13 through 6/30/15.
- Employee Relations presented four different training sessions to 127 HR Managers and Supervisors from 27 different agencies in Lincoln and Omaha, on: Leave Policies/Procedures/ Family Medical Leave Act (FMLA); Leave & Leave Usage (two sessions); and FMLA Review and Update.
- Employee Relations received and processed 54 third step grievance appeals.
- Employee Relations' staff hearing officers held 33 mini-hearings and wrote 33 decisions.
- Fourteen case-in-chief hearings were held before our appointed Hearing Officers and Arbitrators.
- Employee Relations prepared and published the annual Personnel Almanac, which was completed in June, 2013.
- Employee Relations responded to 116 salary, benefits, pay practices and policy surveys.
- Employee Relations reviewed and processed three separate layoff plans from two different agencies involving four employees.
- Employee Relations reviewed and processed three furlough plans from three agencies, with two plans being implemented.

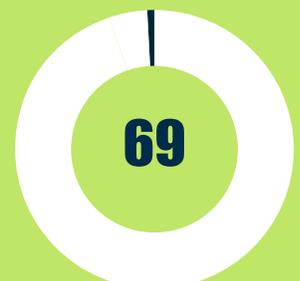
STATE OF NEBRASKA EMPLOYEES COVERED UNDER EACH LABOR CONTRACT.



NAPE/AFSCME



SLEBC



SCATA

Overview

The Materiel Division provides centralized purchasing services, mail services, office supply services, printing and copier services, surplus property services and recycling services to the State of Nebraska. This includes: overseeing statewide commodity contracts; establishing purchasing procedures and policies; assisting State Agencies in bidding and contracting for outside services; providing a direct source for office supplies through single-vendor contracts; centralizing mail distribution services for internal and external mail; providing low-cost production capabilities for printed materials; providing services for all copy machine leases throughout State Agencies; overseeing and coordinating the disposition of the State's surplus property; providing statutory annual reporting of fixed assets; and providing a recycling program.

Materiel

Achievements

- State Purchasing successfully met and surpassed all KPI goals for turnaround time in processing agency procurements.
- State Purchasing successfully created and implemented Standard Operating Procedures for all processes within State Purchasing.
- Print Shop has begun printing and mailing all DMV Motor Vehicle License Renewal Notices for all 93 counties, allowing multiple notices to be mailed to a single address, saving the DMV thousands of dollars in postage.
- Copy Services placed 198 upgraded and improved copiers with State Agencies in 2013.
- Copy Services acquired some much needed additional storage space within the Nebraska State Office Building.
- The Mail Center streamlined and trimmed down mail routes to include the addition of a new building, while improving efficiency and allowing for more time to process mail in a timely manner.
- Surplus Property staff completed the conversion of all surplus business processes to Electronic Content Management (ECM), making such processes a paperless process, saving approximately 10 hours per week on the destruct process alone.



State Purchasing processed 318 contracts (69 service contracts/249 commodities contracts) in 2013.



The Print Shop completed 2,726 print jobs with a total value of \$3,520,006.47 in 2013.



Active Goals

1. **State Purchasing Bureau will create an online training curriculum for procurement training and the corresponding online classes/materials/videos as necessary to be available through the Learning Management System.**
2. Surplus Property will purchase two (2) 20-foot storage pods for surplus property in order to accommodate the growing needs of our customers.
3. Surplus Property will create an agenda and host a seminar for all agency surplus coordinators at Surplus Property's location for the purpose of creating awareness of the services offered and to seek input for service improvement.
4. The Print Shop will inspect, test and evaluate the quality, productivity and technology for the purpose of potentially purchasing a printing press in order to replace aging equipment to increase productivity, decrease maintenance costs, and stay on top of technology in the printing field.
5. The Mail Center will review and update the Mail Center Manual used by outside agencies with current and updated information regarding current procedures and mail processing.
6. State Purchasing Bureau will review, update and post Procurement Manual Updates for both the Vendor and Agency Manuals.
7. Materiel Division will seek input and guidance from Division employees to develop and facilitate a working system(s) for all Division employees to share ideas, voice concerns and provide better communication across the Division.



Copy Services performed
8,133 copy jobs and created
65,814,775 copies.



The Mail Center handled 27,425
UPS packages and 10,682,761
pieces of mail.



Surplus Property held 14
auctions and produced over
\$4 million in sales.

State Risk Management

Active Goals

1. Risk Management will develop two online courses (Filing a Workers Compensation Claim and Filing a Foster Parents' Claim) through the LMS system to our clients.
2. Risk Management will develop a training manual on the systems and processes in place.

Overview

State Risk Management is responsible for the management of the State Claims Board; adjudicating claims against the State through the Claims Board; oversight of the State employee workers compensation program; and procurement of insurance and risk management services for the State.

The State Claims Board is the starting point for certain claims filed against the

State. The Division manages and maintains a database of claims and coordinates their adjudication with State Agencies.

Risk Management develops a database of inventories and insurance coverage preferences for agencies and then coordinates with brokers to purchase appropriate commercial coverage. The Division also selects appropriate insurance for autos, employee faithful performance, and foster

parents.

While the State of Nebraska retains a third party administrator to manage our workers compensation program, the Risk Manager is responsible for specific fund management, settlement authority and determining denials of benefits. Besides the State employee workers compensation program, our Office coordinates workers' compensation coverage for participants in various State programs.



Achievements



- 2,478 Workers Compensation reports were filed and more than \$12,000,000 in benefits were paid out in 2013.

- In 2013, 789 claims were filed with State Risk Management and of those, 541 claims were closed. Another 406 claims were closed which had been filed in 2012.
- State Risk Management received tort, contract and miscellaneous claims. 69% of the claims received in 2013 were tort and almost 30% were miscellaneous claims.
- State Risk Management insured more than \$2 billion dollars in buildings contents and electronic data processing equipment. Additionally, the division provided insurance for more than 7,500 state-owned vehicles.



A total of 948 claims were closed in 2013. 789 claims were filed in 2013.



State Risk Management insures more than \$2 billion dollars in buildings contents and electronic data processing equipment.

State Personnel

Overview

The State Personnel Division is responsible for: promulgating and administering the Classified System Personnel Rules and Regulations; overseeing the Employee Wellness and Benefit programs for all state employees; providing a web-based Human Resource Management System that streamlines HR processes; promoting equal opportunity and diversity in employment; providing training and professional development; and administering & coordinating statewide charitable drives and employee recognition events.



The State Personnel Help Desk received and answered 7,727 help desk tickets.

Achievements



NEW TRAINING FACILITY

- The 2013 State Campaign Against Hunger was recognized as the number one monetary campaign for the Food Bank of Lincoln. This is the third consecutive time the State Campaign has been the number one monetary donor.
- For the fifth consecutive year, the 2013 Nebraska State Charitable Giving Campaign was recognized as the number one donor for the Lincoln and Lancaster County United Way.
- State Personnel hosted a State of Nebraska Career Fair day in June. The event was promoted by local colleges and universities. Seven State agencies attended and relayed information on a variety of job opportunities. State Personnel recruiting staff conducted group applicant informational sessions, and individual job counseling appointments.
- State Personnel held an open house event for the new training center at the 1526 K Street building. The training center consists of a technology lab with 16 computer stations, a small meeting room and a large training room with video conferencing and live streaming capabilities.
- State Personnel completed an extensive needs assessment to study the specific training needs across agencies and developed statewide training and development opportunities.



State Personnel received 131,718 applications in 2013, which is an increase of over 17,400 from 2012.



340,574 training classes were completed in the State Personnel Employee Development Center, including online, instructor led curriculum.

Active Goals

1. **State Personnel Division will enhance processes to attract, hire and retain a talented workforce by providing training to agencies on advancing individuals through the salary range, meeting with five agencies to discuss their hiring needs, and developing an online onboarding solution.**
2. State Personnel Division will provide exceptional customer service, encourage teamwork to prosper, and increase efficiency and communication internally and for our external partners by having each technical area in the division either outreach to a minimum of five agencies or provide two trainings.
3. State Personnel Division will increase training opportunities for state employees by delivering a minimum of 12 Link Labs, presenting four IIFs, two benefit sessions, one Leadership Development class, 10 computer training classes and 12 general education topics.

COMPENSATION

Focus: Enhance processes in the Compensation area to help attract, hire and retain a talented workforce for state government.

1. Provide training to agencies on advancing individual employees within their salary range by educating agencies at an IIF.
2. Provide wage flexibility in the hiring process by presenting revised rules regarding above grade hires.

ORGANIZATIONAL EFFECTIVENESS

Focus: Improving the Overall Efficiency of the LINK Help Desk

1. Work with the training team to develop and deliver a minimum of 12 Link Labs.
2. Develop a monthly help desk call report to track and monitor system issues.
3. All help desk staff will successfully complete two online Workday training classes.

RECRUITMENT

Focus: Initiate involvement with agencies to raise awareness of the recruitment process and inform them of available services.

1. Develop a list of services offered by temporary and permanent recruiting and staffing.
2. Conduct a minimum of five agency meetings.
3. Assess the outcomes of meeting to determine effectiveness and present findings to the Personnel Director.

SPECIAL PROJECTS & MARKETING

Focus: Provide professionally developed products, communication and events by utilizing effective marketing resources, customer service and event planning.

1. In conjunction with AS-HR Central, develop an Employee Discount webpage to help promote available discounts, events and local opportunities.
2. Outreach to five agencies regarding the availability to promote programs on Digital Signage.

TRAINING & DEVELOPMENT

Focus: Increase educational opportunities for State Employees in both online and instructor led environments.

1. Market current training opportunities through a training newsletter, distributed statewide a minimum of 12 times.
2. Based on attendance and feedback in 2014, develop a 2015 class schedule with new offerings and present it to the Personnel Director.
3. Develop and deliver the I-9 and e-verify portion of onboarding, including instructor led training, online training and user guides.

WELLNESS & BENEFITS

Focus: Improve technical adherence to plans and move to a more educated population regarding health and wellness.

1. Revise and distribute approved and redesigned Section 125 plan to HR representatives.
2. Review and compare plan documents to ensure they are consistent with the Section 125 plan.
3. Deliver a minimum of two HR training programs on Wellness and Benefits.
4. Through coordinated efforts with Health Fitness and UHC create a Cardiac Health Education campaign, outlining the first three month's efforts.



State Personnel Benefits and Wellness Program recorded more than 6.1 billion steps in the Walk this Way Program in 2012-13 – or more than 2.3 million miles!



Classification & Compensation unit processed 574 classification decisions, 84 compensation requests, which included 26 above hires and 58 in-grades.



Did you know that June 20, 2013 was the most popular day to apply for a State job? State Personnel received 1,105 applications on this day.

Overview

The 309 Task Force Division was created to address the State's significant deferred building renewal needs in State-owned facilities by providing funding and oversight of building upgrades. The Task Force reviews building renewal proposed projects, as requested by State Agencies, and makes recommendations for funding to the Governor. The Task Force evaluates deferred building renewal needs based on: deferred repair; fire and life safety; Americans with Disabilities Act; and energy conservation. The main responsibility is to determine the highest priority projects on a statewide basis to receive allocated funds.



309 Task Force (309)

Active Goals

1. Increase 309 Task Force customer service survey scores by obtaining agency input to improve and revise the Task Force Handbook.
2. The 309 Task Force will enhance communications and customer service by visiting construction sites of "Focus" projects, for a total of seventy-five (75) visits.
3. The 309 Task Force will successfully transition through new staff changes while continuing to focus on high quality customer service.
4. Increase 309 Task Force employee satisfaction, as measured by the annual survey, by allowing them to become more active in decision-making through two (2) division planning days.



Achievements



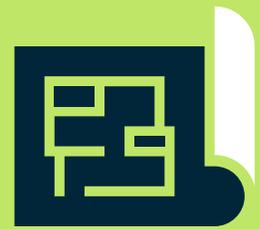
TSB BUILDING

- The AS Transportation Services Bureau (TSB) Building at 1400 M Street was awarded the Preservation Association of Lincoln Commercial/Institutional Rehabilitation Award. The project was made possible through 309 Task Force allocations totaling \$1,106,000.



LAW ENFORCEMENT TRAINING CENTER

- The Nebraska Law Enforcement Training Center received HVAC/Energy Upgrades, a \$4 million project funded by the 309 Task Force. The project utilizes geothermal wells for heating & cooling. As a result, the campus has seen a nearly 40% reduction in energy usage.



The 309 Task Force managed over 300 project allocations for capital construction projects on state-owned buildings, paying out over \$19 million on these projects.



The 309 Task Force closed 146 project allocations during 2013 and received 167 new allocations in 2013 totaling \$17.7 million.



Transportation Services Bureau (TSB)

Overview

TSB is responsible for providing long-term lease and short-term rental vehicles, vehicle maintenance, repair, and fuel services for State Agencies, Boards, and Commissions.

TSB provides rental pool services for State employees to use in their official duties in various locations throughout the State: Lincoln, Omaha, North Platte, Scottsbluff, Kearney, and Norfolk.

Active Goals

1. **TSB will review and update TSB's continuity of operations plan.**
2. **TSB in collaboration with the Efficiency, Quality & Performance Improvement Coordinator and Office of the Chief Information Officer will develop and implement an electronic monthly travel log for leased vehicles.**
3. TSB will develop and implement an online rental trip expense calculator on TSB's website.
4. TSB will review internal procedures/practices for opportunities to improve safety and update identified procedures and practices.
5. TSB will conduct a meeting/workshop for agency Vehicle Coordinators.





Achievements



- TSB has continued to strengthen its commitment to alternative fueled vehicles. 192 vehicles were replaced with new models including 53 vehicles which are alternative fueled vehicles capable of burning E85.

- TSB has implemented the ECM based Accounts Payable method for processing invoices.
- TSB added pictures and additional descriptive information on the website to assist agencies in identifying the types of vehicles available in the Lincoln Rental Pool.
- TSB developed and implemented a driver safety program.
- Conducted a pilot online vehicle auction for select TSB vehicles.



Transportation Services Bureau has 1,058 vehicles in its fleet.



16,000,000 miles were driven in 2013 by State employees.



TSB has 559 alternative fueled vehicles in the fleet.



732,000 gallons of fuel was used by the TSB fleet.



Overview

The EQPI Coordinator works closely with the Administrative Services Director and Division Administrators to coordinate quality performance measurements and initiatives for Administrative Services. Also, the EQPI Coordinator provides technical expertise and process consultation to the Director, Division Administrators and other Agency management to support efficiency, quality and performance improvement in the services provided by Administrative Services Divisions to other State Agencies, including consulting with the State Agencies to coordinate services between the agencies and the Divisions of Administrative Services.



DIRECTOR'S OFFICE

Efficiency, Quality & Performance Improvement (EQPI)

Active Goals

1. EQPI will collaborate with State Personnel to review the SOS Program (Temporary Employee Program) to determine efficiencies and process improvements.
2. EQPI will collaborate with Central Finance to implement a continuous improvement process for the Accounts Payable ECM process.
3. EQPI will collaborate with State Building Division and Central Finance to review the Parking and Leasing programs to determine efficiencies and process improvements.
4. EQPI will collaborate with Risk Management to develop and implement a pilot program with the Game and Parks Commission involving using E-1 for tracking all items for Contents and Inland Marine Insurance.
5. EQPI will coordinate with Transportation Services Bureau to analyze business processes and determine which ones can be transitioned into ECM.



Achievements



PROJECTS

- Coordinated implementation of Enterprise Content Management (ECM) roll-out for Surplus Property, which improved the fixed asset processes involved with the destruct process, adjustment process and trade-in process on a statewide basis.
- Assisted in the technological solution for the implementation of LB429 State Contracts Database enacted by the Legislature.



13,864 documents were filed electronically in ECM for Surplus Property.



568 electronic transactions were sent through Surplus Property.



Over 72,000 Fixed Assets were deleted in EnterpriseOne since the inception of the Surplus Property project.

Overview

Central Services Division provides internal finance and human resources services for AS Divisions. These services include: monthly invoices and bill paying; overseeing finances; coordinating division's budget rate setting; coordinating the hiring process; on-boarding; leave administration; coordinate Agency's workers' compensation process; biweekly payroll; communications; Agency website; and other issues related to AS staff.

DIRECTOR'S OFFICE

Central Services

Achievements

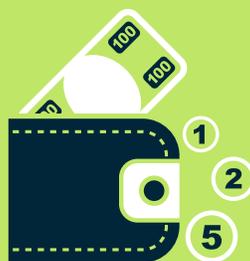


PROJECTS

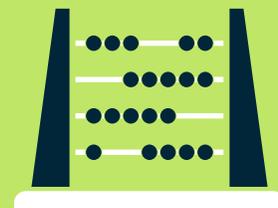
- Central Finance transitioned new Budget Analysts for most of the divisions.
- The Human Resources office was reorganized by function to improve efficiency and timeliness of HR services.
- Human Resources created and implemented a Manager/Supervisor Training program, called Food 4 Thought.
- Human Resources improved time-to-hire to approximately 20 days.
- Human Resources-Communications launched the first phase of website re-design.
- Human Resources added a satellite HR office at the OCIO to improve services and accessibility.
- Central Finance transitioned Accounts Payable invoices to the new ECM process for a majority of AS Divisions.
- Central Finance created and implemented a quarterly financial reporting scorecard process for each division.



Administrative Services averaged 496 employees per pay period in 2013.



Central Finance assists with development and administration of 12 divisional budgets, each with a unique business model.

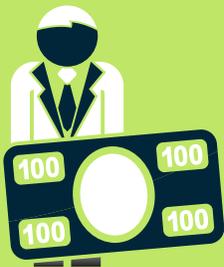


Central Finance managed \$232,654,747 total annual Agency appropriations in 2013.



Active Goals

1. **The AS Human Resources Communications Coordinator will complete the redesign of the AS website.**
2. **AS-Human Resources will revise the AS HR Policy and Procedure Manual to ensure compliance with applicable rules and regulations in addition to enhancing the user friendliness of the document.**
3. AS-Central Finance will develop and implement a formal cross training process for internal staff to ensure adequate back up and continuity of operations.
4. AS-Central Finance will review current internal A/P processes to identify areas for improvements to be implemented through the use of technology.
5. AS-Central Finance staff will complete at least 8 hours of training courses related to their work.
6. AS-Central Finance will establish 3-4 options for employees to provide comments or input on any issues they feel need to be addressed to improve services.
7. AS-Central Finance will develop additional content on its website to provide our customers with information regarding processes and contacts to improve customer interactions and workflow.
8. AS-Human Resources will update/create new user guides regarding internal HR processes including, but not limited to: hiring an employee; filing a workers' compensation claim; or exiting an employee to further assist our customers.
9. AS-Human Resources will implement three or more new or updated programs/services, including but not limited to: new employee orientation, employee training calendar, intranet and open houses regarding HR services to improve customer service survey scores.
10. AS-Human Resources will increase use of social media including Linked In and Twitter to enhance recruitment of professional level positions.



AS - Human Resources payroll staff processed \$25,669,461.36 in gross pre-tax dollars for Administrative Services employees in 2013.



Central Finance processed over 32,000 A/R invoices to vendors to conduct AS business in 2013.



Central Finance processed \$186,801,386 in billings for the services AS Divisions provided to other State Agencies in 2013.

Overview

Legal Services provides legal support, advice, consultation and representation to all divisions of Administrative Services (AS) by performing a multitude of tasks including reviewing and/or writing and promulgating rules and regulations; reviewing and approving all contracts, leases, agreements and other documents in place for AS; recommending language to protect the State of Nebraska; working with State Purchasing Bureau regarding protests; representing Administrative Services at administrative hearings; being responsible for all cases before the NEOC and EEOC on behalf of AS; assisting in pretrial preparation in suits involving AS; and reviewing and approving all requests relating to the Public Records Statutes. The General Counsel also serves as the Legislative Liaison for Administrative Services and assists the divisions in drafting potential new legislation and tracking legislation during the legislative session.

DIRECTOR'S OFFICE

Legal Services

Active Goals

1. **Legal Services will create statute reference notebooks for each AS Division that include an action table with reference to the statutory requirement for such action; a table of contents of all pertinent statutes to that division; copies of the statutes themselves; and any applicable Attorney General opinions and/or rules and regulations pertaining to such division.**
2. Legal Services will work with each AS Division and the Secretary of State Records Management Division to update each division's record retention schedule and have them approved.
3. Legal Services will work with State Purchasing Bureau to review and revise procedures for approving, maintaining and tracking certificates of insurance and performance bonds as they relate to contracts.



Achievements



PROJECTS

- Legal Services assisted State Purchasing in modifying and updating Request for Proposal boilerplate documents.
- Legal Services successfully guided 21 vendor protests responses as well as 173 public records request responses.
- Legal Services enhanced the timeliness of its services through an additional attorney to serve as Assistant General Counsel.



Reviewed and responded to 173 Agency public records requests.



Legal Services assisted with 21 vendor protests.

Overview

Each year, Administrative Services conducts the Employee Satisfaction Survey and the Customer Satisfaction Survey for the Agency. These surveys can have great impact on the future of our agency.

EMPLOYEE SATISFACTION

The Survey is one tool used to assess Administrative Services employee satisfaction. It gives staff the opportunity to share their opinions about strengths and weaknesses in the workplace. The survey provides management with the knowledge and tools to build positive employee relations and a positive work environment. The results are used to create new programs and initiatives that improve satisfaction in the workplace.

CUSTOMER SATISFACTION

Administrative Services focuses on creating and reinforcing positive experiences for its customers. Each year the agency sets goals to challenge our current business practices and improve our services from the results of the survey. The Customer Satisfaction Survey is used to measure the Agency's progress in customer service.

Employee Satisfaction Survey Results

	2012 Score	2013 Score	Change
State Accounting	3.66	3.73	0.07
Budget	4.57	4.11	-0.46
State Building Division	3.69	3.6	-0.09
Central Services	3.61	3.44	-0.17
*Central Finance	3.24	3.22	-0.02
*Human Resources	4.43	4.12	-0.31
Employee Relations	3.73	3.93	0.20
Materiel	3.71	3.70	-0.01
State Personnel	3.50	3.78	0.28
*Personnel	3.74	3.93	0.19
*Wellness & Benefits	3.26	3.63	0.37
Risk Management	4.30	3.73	-0.57
309 Task Force	4.35	4.94	0.59
Transportation Services Bureau	4.52	4.59	0.07
Agency Average:	3.96	3.96	0

Survey scale is 1 - 5, with 5 being excellent and 1 being poor.

Customer Satisfaction Survey Results

	2012 Score	2013 Score	Change
State Accounting	3.77	3.91	0.14
State Building Division	3.51	3.67	0.16
Capital Commission	4.09	4.22	0.13
Central Services	3.76	3.84	0.08
*Central Finance	3.56	3.76	0.2
*Human Resources	3.77	4.03	0.26
EQPI	3.92	4.39	0.47
Employee Relations	4.23	4.39	0.16
Legal	4.11	3.96	-0.15
Materiel	3.74	3.46	-0.28
State Personnel	3.76	3.76	0
*Personnel	3.58	3.55	-0.03
*Wellness & Benefits	3.95	4.18	0.23
Risk Management	3.89	4.32	0.43
309 Task Force	4.68	4.66	-0.02
Transportation Services Bureau	3.88	4.12	0.24
Agency Average:	3.90	4.04	0.14

Survey scale is 1 - 5, with 5 being excellent and 1 being poor.



ADMINISTRATIVE SERVICES

2012-13

Governor's Employees of the Year



Bitsy Longan

Bitsy, Staff Assistant II with the Materiel Division, continuously displays exemplary customer service to both phone and walk in customers. She always has a smile, is upbeat, and willing to help out anyone who has a question or a need. She also goes above and beyond by assisting people in other divisions and state agencies.



Judi Yorges

Judi, Communications Coordinator, has been an integral part of several key projects for Administrative Services. Judi has worked to develop a new template for the website which has been implemented in several divisions. She has also designed, promoted and marketed large projects including the State of Nebraska Job Fair, Flu Shot Campaign, Charitable Giving Campaign and intra-agency communications.

Statewide Recognition Program

Since 1985, the State of Nebraska has sponsored a statewide recognition program which has been coordinated by the State Personnel Division, on behalf

of the Governor's Office. The goal of the program is to show appreciation to State employees for their loyalty and professional excellence.

The Employee of the Year program recognizes employees

whose job performance has exceeded the highest standards and contributed to overall effectiveness of the agency. To date, 1,320 State employees have received this honor.

ADMINISTRATIVE SERVICES

2012-13

Governor's Supervisors of the Year



Annie King

Annie, IT Manager I, works at the OCIO, and leads the Open Systems team. This past year, Annie led her team in the email migration of approximately 18,000 mailboxes to an OCIO hosted cloud-based solutions. This expansive and seamless project was completed in just 75 days. Annie is a great asset to the Office of the Chief Information Officer.



Kerry Rodysill

Kerry, Facility Maintenance Supervisor, works for the State Building Division in Grand Island at the Law Enforcement Training Center. Kerry was instrumental to the team that oversaw the extremely complex \$4 million dollar HVAC and Energy Upgrade Project. Working with many others, Kerry's leadership contributed to the success of this project.

In 1992, the Supervisor/Manager of the Year was added to the program. To date, 847 supervisors/managers have received this award. Above are the Administrative Services 2012-13 award recipients.



The 2013 Statewide Governor's Employee Recognition Program recognized 1,959 employees with a combined total of 39,660 years of public service.

2012-13 Off the Beaten Path Employees



Project of Merit

To qualify as a Project of Merit, the project is assigned to an individual or a team and is not part of their normal job duties. The project must be complete or their role on the project has ended. Successful projects have enhanced the agency's ability to provide quality services; met the clients needs and requirements; and was completed on time.

WINNERS INCLUDE:

Sheryl Jarosz, Debbie Failor, Kay Benes, Dennis Summers, Tom Schuerman, Vickie Kress, Laurie Schlitt, Betty Hladky, Diane Rohrbough, Mike Jeffres, Tami Rupe, Kellie Graham, Debbie Pester, Karen Bentz, Diane Scott, Deb Schnell, Lacey Pentland, Kirk Bintz, Ron Carlson, Bruce Snyder, Steve Lortz, Amy Archuleta, Chuck Hansen, Crystal Booker, Karen Gray, Matt Kittrell, Judi Yorges, Vicki Logan, Kaywin Sohl, Liz Freeman, Hallie Moser, Carol Loper, Carmen Placzek, Trista Kelly-Carter and Tom Armstrong



Climbing Mt. Everest

The Climbing Mt. Everest award recognizes an individual or a team who leads a project from implementation to completion successfully. They establish goals and objectives to meet the client's needs as well as communicate the progress of the project to all interested parties.

WINNERS INCLUDE:

Stacey Kearney, Rick Becker, Kim Dalton, Justin Ekstein, Bob Howard, Dean Jeffrey, Annie King, Jason Meyer, Ken Mitchell, Randy Sowards, Rose Splittgerber, Nancy Taylor, Aaron Weaver, Andy Weekly, Tom Schuerman, Kerry Rodysill, Mike Sexson, Diane Peregoy, Harold Arnold, Kevin Harris, Jeff Burton and Loraine Epperly



Pioneering Spirit

The Pioneering Spirit award goes to an individual or team that leads an effort to find innovative solutions that improve and streamline processes, services, products and/or procedures. They successfully undertake the challenges in pursuing and enhancing changes in processes, services, products and/or procedures. They understand customer needs to facilitate improvements and seek alternative ways to reduce expenditures through innovative processes or procedures.

WINNERS INCLUDE:

Caleb Wederquist, Kathy Shepard and Jennifer Crouse

Employee Recognition Program



Relationship Architect

The Relationship Architect Award is awarded to individual(s) who work to create a positive work environment. They can quickly mediate and resolve problems for the good of all involved parties. They demonstrate a high-level of courtesy, sensitivity, and politeness when dealing with co-workers and shows appreciation for others' contributions.

WINNERS INCLUDE:

Paula Sedlacek, Claire Moore, Connie Heinrichs and Julie Perez



Helping Hand

The Helping Hand award is given to individual(s) who help co-workers with whatever needs to be done. They are willing to accept new assignments, even when busy. They promote a positive team environment and place others' interests before personal interests.

WINNERS INCLUDE:

Tom Armstrong, Joann Largent, Gardenia Sanchez, Michelle Metcalf, Linda McKinney-Leonard, Julie Hopp, Bitsy Longan, Rita Kucera, Mary Lanning, Dianna Gilliland, Janice Christensen, Janis Donelson, Adrian Gilkerson, Jennifer White, Jamie Page-Shuman, Edna Kutschkau, Stacey Kearney, Richard Schumacher, Betty Gage, Greg Barth, Casey Anderson, Sherrill Watson, Kristi Kling



At Your Service

The At Your Service Award is presented to those individual(s) who provide exceptional customer service and work to enhance the reputation of the agency/division with customers. They understand the customer's needs and actively seek to meet these needs. They demonstrate a high-level of courtesy, sensitivity, and politeness when dealing with customers, even in the most difficult of times and place the customer first for a win-win solution.

WINNERS INCLUDE:

Stacey Dvorak, Susie Voecks, Deb Schnell, Danley Mills, Gail A. Brolliar, Rita Kucera, Kate Severin, Karen Gray, Janis Donelson, Jennifer Sommars-Link, Charla Peterson, Syl Luhring, Judi Yorges, Staci Anderson and Justin Burton

Statewide Charitable Giving Campaign



The Statewide 2013 Charitable Giving Campaign raised \$567,442.28 and had 4,287 donors statewide.



Administrative Services' Contribution

Each year, Administrative Services is part of a team that is made up of several agencies. In 2013, AS was part of Team Four, coached by State Patrol's Col. David Sankey, for the Charitable Giving Challenge. Together, Team Four raised \$104,698.63 and was recognized for its efforts with multiple awards.

Administrative Services raised \$18,909 in pledges and fundraising for the Charitable Giving Campaign. 93% of all AS employees returned their donation forms.

The Agency also hosts agency-wide activities to raise additional funds for the Charitable Giving Campaign.

Bake Sale

The Administrative Services team held a bake sale to benefit the Charitable Giving Campaign. The bake sale had a record-breaking year with sales totaling \$1,518.70.

Tag Sale

The committee came up with a new event for 2013. It was a Tag Sale that raised an additional \$1,071 for the Charitable Giving Campaign.

Fight Against Hunger Campaign



Administrative Services' Contribution

Each year, Administrative Services participates in the statewide Campaign Against Hunger Campaign to benefit the local Lincoln Food Bank. Employees voluntarily bring in non-perishable food items and cash donations to benefit hungry families in Lincoln.

Because of the generosity and dedication state employees demonstrate, the State of Nebraska holds the largest food drive for the food bank.

Administrative Services, including Office of the Capitol Commission and OCIO staff contributed \$6,738.60 in monetary donations and donated 39 backpacks and 1,870 pound of food.

Overall, the State of Nebraska Campaign, led by State Personnel, was recognized as the **number one** monetary contributor to the Food Bank's annual campaign.



2013 State Campaign Against Hunger collected 13,782 pounds of food and \$44,767.82 during the statewide campaign.



