



NEBRASKA

Good Life. Great Service.

DEPT. OF ADMINISTRATIVE SERVICES

2019

ANNUAL REPORT



Director's Message

With a renewed focus on customer service and process improvement, the Nebraska Department of Administrative Services (DAS) experienced unprecedented change in 2019. DAS as a whole was able to streamline processes, improve services, and save taxpayer dollars. Here are a few highlights:

Customers:

- Transportation Services Bureau (TSB) implemented a GPS pilot program to better track mileage on state vehicles. This will eliminate the need for written documentation from the customers and vastly improve the effectiveness and efficiency of this service. TSB also assigned short term rental vehicles to customers in 10 minutes or less over 85% of the time, which is above industry standard.
- Classification request turnaround times were reduced by nearly 80% and compensation request turnaround times were reduced by 14% from 2018. This allows agencies to make strategic business decisions in how they staff their teams more quickly than in the past. The talent acquisition team reduced application turnaround by over 60% and 95% percent of application reviews were completed within two business days or less.
- Due to the totality of DAS' efforts, our customer satisfaction levels among our peer code agencies increased by 35% from 2018 to 2019.

Teammates:

- Governor Ricketts' pay for performance initiative, aimed at rewarding state teammates for their hard work, was implemented by Human Resources (HR).
- Average wait time for teammates on the parking wait list was reduced from 22.4 to 10.4 months by our Building Division.
- Building Division also installed mother's rooms in all state-owned office buildings to accommodate teammates with growing families.

Taxpayers:

- Taxpayers were saved nearly \$23 million by process improvement efforts led by the Center of Operational Excellence (COE).
- These efforts also led to the completion of 133 process improvement projects, resulting in 149,859 freed up payroll hours for state teammates.
- Due to the COE's efforts in instilling a culture of continuous process improvement in state government, Nebraska was recognized in a Harvard study for our best-in-field process improvement practices.

These are just a few examples of the incredible progress DAS has made in delivering more value for customers, teammates, and taxpayers. These accomplishments, along with many others featured throughout this report, are due to the hard work of our teammates throughout the agency. This dedication has helped DAS achieve national recognition for the department's role in delivering on Governor Ricketts' mission of a more effective, more efficient, and customer-focused state government.

Sincerely,



Jason Jackson, Director



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NEBRASKA

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2019 Annual Report



Administrative Services

Vision

Grow Nebraska

Mission

To grow opportunity through more effective, more efficient, and customer-focused state government.

Core Values

- We are customer focused.
- We focus on saving taxpayer dollars.
- We are transparent.
- We treat people with dignity and respect and always act ethically.

Priorities for the Year to Come

- Customer Service: providing high level customer service to our teammates and the people of Nebraska.
- Continuous Improvement: focusing on supporting our teammates in their efforts to implement a culture of continuous improvement in state government.
- Talent Management: recruiting, hiring, and retaining quality teammates is critical to providing the best services to Nebraska.
- Workplaces & Buildings: providing proactive services and functional facilities that help support the agencies we serve.
- Taxpayer Savings: delivering better services in a more cost-effective and efficient manner.

Administrative Services

Overview

The Department of Administrative Services (DAS) 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 various divisions.

The Director's Office houses many of the essential functions to manage the strategic priorities for the department. The Center of Operational Excellence (COE) and Continuity of Operations (COOP) are functions of the Director's Office and work with all state agencies, to implement process improvement and continuity programs.

The DAS Operations Analysis team maintains and manages

the State's primary Enterprise Resources Planning (ERP) system (JD Edwards EnterpriseOne).

The Office of the General Counsel provides legal support, advice, consultation, and representation for the department.

The Government Performance Office conducts policy research for all of the department's divisions, as well as assisting the COE Process Improvement Coordinators (PICs) in other departments with their process improvement efforts.

State Accounting operates and maintains the statewide financial systems, including the accounting and payroll systems. They pre-audit agency transactions, issue statewide financial reports, and coordinate 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.

DAS Human Resources provides services and support to teammates and leaders as a proactive partner in areas of: recruiting, onboarding and offboarding, performance management, leave management, safety initiatives, workers' compensation, performance evaluations, training, payroll, workforce planning, and position control.

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

State Personnel's goal is to match qualified applicants to positions that utilize their talents to the fullest possible extent and continue to grow them as teammates. Within the division are Classification and Compensation, Employee Wellness and Benefits, Employee Relations, Recruitment, SOS Temporary Employee Program, and Training and Development. In addition, State Personnel is responsible for statewide teammate recognition programs and charity drives.

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 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 Services Bureau provides, maintains, and operates the statewide fleet of motor vehicles for use by state agencies, boards, and commissions.

As you can see, Administrative Services is a multifaceted organization that offers a wide range of services to its customers. It has the tools and expertise to help its fellow state agencies fulfill their missions while being as efficient and effective as possible.

How can Administrative Services serve you?

Divisions

- State Accounting
- State Building Division
- DAS Human Resources
- Materiel Division
- State Personnel
- Risk Management
- 309 Task Force for Building Renewal
- Transportation Services Bureau

Director's Office:

- Center of Operational Excellence
- Continuity of Operations
- Operations Analysis
- Office of the General Counsel
- Government Performance Office

Reporting directly to the Governor:

- State Budget Division
- Office of the Capitol Commission
- Office of the Chief Information Officer



Overview

The Center of Operational Excellence (COE) serves as the training center for continuous improvement across all state agencies. It currently certifies: white, yellow, green, executive green, and black belts as well as Lean Leader certification in Lean Six Sigma to those looking to engage in process improvement. Its goal is to help agencies identify effective, efficient, and customer-focused approaches to improving their organizations. Since its inception, the COE has completed over 350 projects resulting in over \$46 million in verified savings with an additional 423,000 pay roll hours having been reduced. In addition, the COE has partnered with the Office of the Chief Information Officer (OCIO) to establish a “streamline before we automate” policy that is helping improve services across the State.

Director's Office Center of Operational Excellence

Goals

- Create a culture of continuous process improvement.
- Provide agencies with adequate training of improvement tools and techniques using the Lean Six Sigma belt certification system.
- Drive collaboration, communication, trust, and leadership through effective practices of daily management.
- Support financial and strategic initiatives through the development of key performance indicators (KPIs).
- Support positive organizational change and individual growth.

Accomplishments

- National Association of State Chief Administrators (NASCA) & Harvard Institute recognition: Nebraska's COE has become the industry standard in public sector process improvement program management and is a sought-after benchmark among peer states. This year, the program was recognized as a best practice case study by NASCA and the Harvard Institute.
- \$23 million in executive savings.
- Approximately 155 DMAIC & Kaizen projects completed.
- 4,000 yellow belts trained.
- Successful launch of the State's black belt program.

Director's Office Continuity of Operations

Overview

Continuity planning is an inherent responsibility of state government to ensure critical services are available to the citizens of Nebraska following a disaster.

The State's Enterprise Continuity Administration assists state agencies with developing and strengthening their continuity capability and mitigating risk to increase operational resilience.

Accomplishments

2019 Midwestern Flooding Events

The State of Nebraska endured wide-scale historic flooding that caused extensive damage to roads, bridges, levees, and critical infrastructure systems. Only one agency required a continuity activation to relocate an ACCESSNebraska call center when the town of Fremont was inundated by flood waters. State agencies continuously provided vital services to the citizens of Nebraska impacted by flooding throughout the emergency.

Revised Statewide Continuity of Operations Policy, signed by Governor Ricketts

New policy strengthened the intent by: clarifying state agency responsibilities, simplifying the concept of operations, and improving the Enterprise Continuity Program.

OCIO Electrical Renovation Project Risk Mitigation and Operations Planning

Minimized the risk to the State, Office of the Chief Information Office (OCIO) operations, and the Lincoln Data Center during electrical work on the building's secure power feeds for critical equipment and the Data Center. Successful operational planning resulted in zero network downtime and no impact to OCIO customers.

Enterprise Continuity Program Improvements

Revised Enterprise Continuity of Operations Plan templates to improve design, organization, and content value while reducing the quantity of pages by 75%.



Goals

1. Complete Disaster Recovery Planning Project in partnership with the OCIO.
2. Continue advancing the State's Enterprise Continuity Program.
3. Integrate risk management, safety, continuity, and disaster recovery planning efforts towards a Risk Management strategy.

"Flooding" photo provided by Gov. Ricketts' Office

Director's Office

DAS Operations Analysis

The primary function of the DAS Operations Analysis team is to maintain and manage the State's primary Enterprise Resources Planning (ERP) system (JD Edwards EnterpriseOne). The ERP system manages and coordinates all financial resources, information, and functions of the State's business. Staff maintain over 18,500 user IDs and security rights to all processing and reporting functions in this system. The team also supports the Workday, Cornerstone, NEOGOV, and Unifier systems. Workday supports the management of human resource data. Cornerstone is used to manage teammate evaluations and training. NEOGOV is used to assist with teammate recruiting and talent management. Finally, Unifier is utilized to manage construction projects as well as facility management.

Goals

- Continue the primary focus of serving our customer's needs systemically and operationally.
- Keep contingency plans and routine failover tests current, aligning with the State's continuous operations and incident response plans.
- Prioritize and plan enhancements for all supported systems and improve and enhance the customer experience by assisting agencies to look for ways to eliminate operational steps, as well as leverage existing system capabilities.
- Build and sustain ongoing training programs for both technical staff and business analysts who can then provide better training and consultation to end users.

Accomplishments

- Upgraded the EnterpriseOne system from version 9.1 to 9.2 to ensure continuous updates and compliance with security requirements.
- Updated and enhanced barcode scanners and scanning capability to support inventory, production, and fixed asset management for state agencies including additional security measures for employment in correctional environments.
- Implemented Unifier to support State Building Division with construction project management capabilities.
- Developed a training curriculum with a business analyst focus leveraging best industry practices in order to invest in the professional development of teammates.
- Collaborated with the Office of the Chief Information Officer (OCIO) to consolidate developmental resources and enhance the relationship between functional and developmental teams. This allowed DAS to internalize IT services within the State that had been previously supplied by a third party service, providing a faster and more flexible response to our customers.

DAS Human Resources

Overview

DAS Human Resources (HR) is a proactive partner in strategic planning and initiatives, along with bringing people and the agency together so that goals of each are met. A trusted advisor and experienced resource, Human Resources applies knowledge contributing to strategic decision making, developing a competitive culture, and driving change to support the mission and vision of the department and the State of Nebraska.

Human Resources is responsible for building and enhancing relationships, motivating teammates and increasing productivity, and focusing on: recruitment, compensation, hiring, payroll, performance evaluations, performance management, agency development, workplace planning, safety initiatives, communication, and developing the human capital of the agency.

Goals

- Continue building relationships with state agencies who may benefit from the HR Shared Services model.
- Create a program to engage and develop talent in an effort to be proactive with our teammate's growth and development, including retention.
- Build values into our culture, lead by those values, and allow our values to guide our decisions.
- Utilize our state benefits in an engaging marketing strategy as a draw to working for our organization.

Accomplishments

- Delivered payroll services for more than 7,500 teammates.
- HR Shared Services supported teammates through many HR/career offerings and processes including:
 - 210 new hires
 - 192 offboarding
 - 125 Family and Medical Leave approvals
 - 22 ADA accommodation approvals
 - 57 workers' compensation claims
 - 49 classification & compensation requests
- Pulse Check Program developed and initiated to better leverage talent, increase engagement and retention, and prepare for Performance Calibrations and Workforce Planning. This program entails a series of questions to bridge any communication gap between teammates and leaders identifying what is most important to teammates and then partnering with them to take action.
- Created a culture of values by bringing more visibility to teammates and candidates and letting that lead decision making. Our values are now built into our recruiting and onboarding process, so that there is a clear understanding of what guides us as a department.
- Designed a Leading in Benefits initiative to tap into what sets the State apart in attracting and retaining talent. This initiative highlights many of the benefits we have to offer and is now embedded into our recruiting process.
- Began Shared Services partnerships with the Commission of the Blind and Visually Impaired and Nebraska State Fire Marshal, to create consistency, increase efficiency, and reduce risk through providing core functions of Human Resources services and processes.

Director's Office

Office of the General Counsel

Overview

The Office of the General Counsel provides legal support, advice, consultation, and representation to the director and all divisions of the Department of Administrative Services. This support includes: writing and reviewing legal documents and clauses, negotiating contracts, recommending language to protect the State of Nebraska, promulgating rules and regulations, working with the State Purchasing Bureau regarding vendor protests, representing the department at administrative hearings, assisting in pretrial preparation in lawsuits involving the

department, and responding to subpoenas on behalf of the department. The Office of the General Counsel includes the general counsel, assistant general counsel, a paralegal, and the internal auditor. The internal auditor develops an annual internal audit plan, audits the department's divisions in an effort to ensure compliance throughout the agency, and monitors compliance with internal and external audit findings for the divisions of the department.

Goals

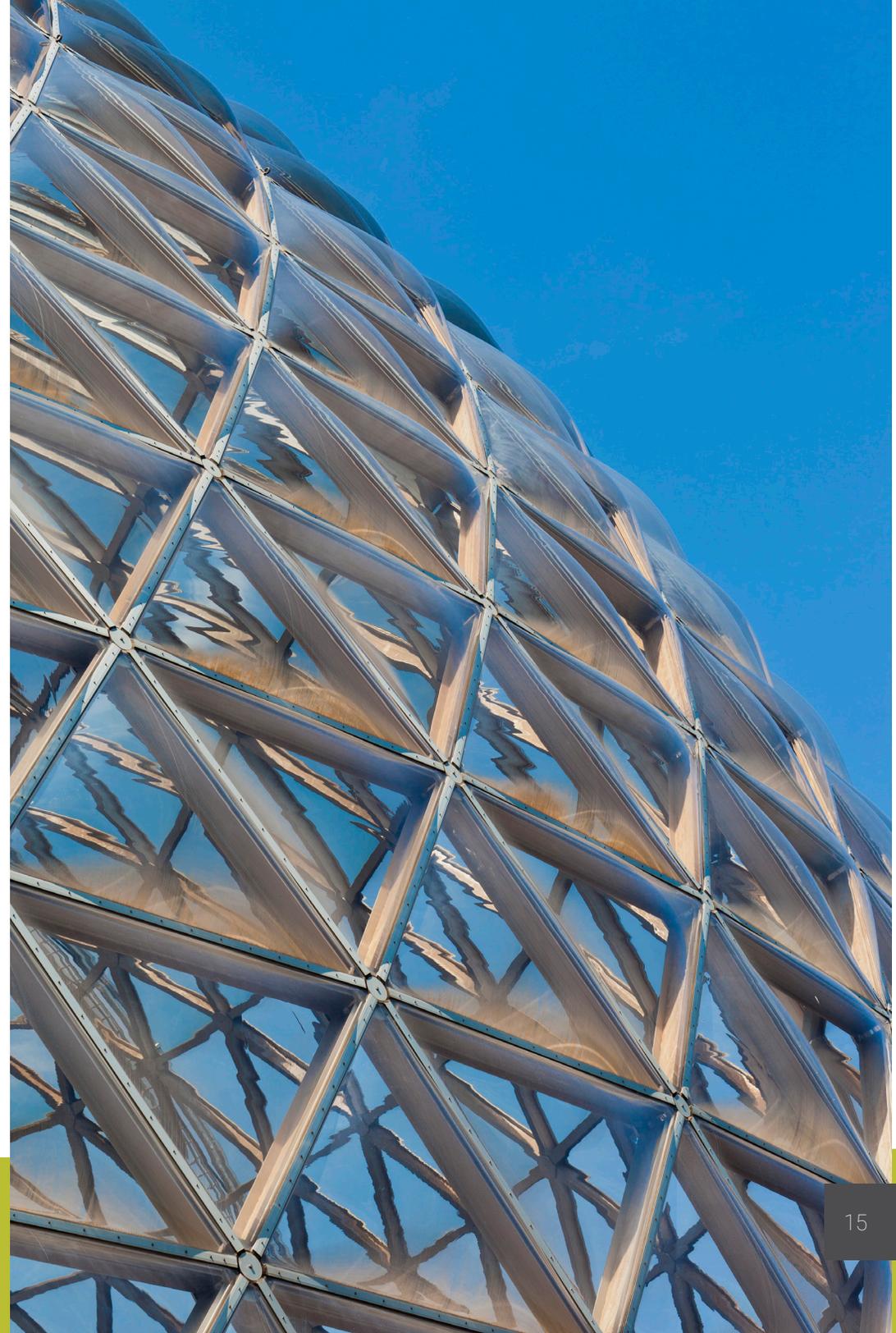
- Review and revise rules and regulations, policies, and standard operating procedures to align with the goals and protect the well-being of the agency.
- Review and revise boilerplate language of contracts.
- Continue legal training.
- Provide teammate training on human resource and personnel matters.
- Complete internal audits and implement any improvements.
- Negotiate contracts to meet the needs of the customer and the State.

Achievements

- Reviewed and negotiated terms and conditions of 545 Materiel Division contracts.
- Successfully defended nine vendor protests on behalf of the State Purchasing Bureau.
- Facilitated the increase in available parking spaces for state teammates.
- Continued as a supportive partner in assisting state agencies with achieving their everyday tasks and goals, including providing essential support in urgent situations.

Achievements Continued

- Continued an in-depth review and revision of burdensome rules and regulations.
- Assisted with process improvement efforts in state agencies by reviewing contracts for process improvement coordinators.
- Drafted an alternative United States Citizenship Attestation Form for agencies to use.
- Supported DAS' needs and goals by:
 - Researching legal issues and providing proper legal advice.
 - Drafting and reviewing contracts.
 - Assisting with rules and regulations updates.
 - Assisting in policy drafting and issuance.
- Protected the taxpayer's interests by advising against executing high-risk, low-reward contracts.
- Continued legal education and professional development.



Director's Office Government Performance Office



Overview

The Government Performance Office was created in 2019 and is the chief policy office for the Department of Administrative Services. The Government Performance Office conducts policy research for all of the department's divisions, as well as assisting Center of Operational Excellence (COE) Process Improvement Coordinators (PICs) in other departments with their process improvement endeavors. The Government Performance Office works to assist in any research request that gets directed to it.

Goals

- Assist COE PICs with departmental process improvement efforts.
- Take on more research projects from DAS' divisions to help the department's progress.
- Create physical manifestations of the department's history and post them around our offices.

Accomplishments

- Helped State Building Division with minimizing the state parking wait-list from 776 teammates in February of 2019 to 362 at the end of the year.
- Assisted all DAS divisions in updating their rules and regulations in response to Governor Ricketts' Executive Order 17-04.
- Created an online portal for individuals to submit research requests.
- Conducted research on the history of DAS to develop more esprit de corps among our teammates through a greater celebration of our own history.
- Assisted the DAS' legislative team with research into the different legislative bills for both the 2019 and 2020 sessions.
- Helped all DAS divisions formulate questions for a widespread customer satisfaction survey, and scheduled when each division's survey should be released.



Risk Management

Overview

Risk Management is responsible for administering the State's Risk Management Program, which includes maintaining and identifying loss and exposure data on all state property and liability risks, developing and improving risk reduction programs for all state agencies, determining which risk exposures should be self-insured or assumed by the State, procuring excess insurance policies as needed, administering the State's Workers' Compensation Program, and managing the State Claims Board.

Goals

- Enhance the Risk Management Information System to provide online claim filing and claim status updates.
- Implement a pilot program for an effective Return to Work Program.
- Continue programs to reduce outstanding TORT & Miscellaneous claims and reduce closure time per claim.
- Create a statewide safety event to promote safety.
- Develop briefings and materials for agency directors on insurance and Workers' Compensation Program.

Accomplishments

- Implemented a new Risk Management System which greatly improved the claim process.
- Reduced outstanding claims from 770 in 2018 to 392 in 2019.
- Held a Statewide Safety Day to enhance and promote safety for state teammates.
- Implemented the Prepaid Card Program for the Workers' Compensation Program.
- Improved the Statewide Safety Program by providing presentations to safety committee and agency safety representatives on safety, workers' compensation, and general liability.



**Open claims on
December 31st
of each year:**

2016: 760
2017: 733
2018: 770
2019: 392

309 Task Force for Building Renewal

Overview

The 309 Task Force for Building Renewal 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 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 (ADA), and energy conservation. In coordination with state agencies, the Task Force determines the highest priority projects on a statewide basis to receive allocated funds.

Goals

- Focus on customer needs by conducting at least 120 project inspections and engaging in active listening and responsive communications.
- Grow Nebraska by expanding the 309 Task Force's Training Program to include new meaningful training programs and opportunities at locations throughout Nebraska.
- Improve the Task Force's efficiency and effectiveness by understanding customer needs through agency visits, building reviews, and always being easy to work with.
- Improve public safety by prioritizing funding for emergency allocations, fire/life safety projects, ADA, and building code upgrades for state buildings.
- Reduce regulation and regulatory complexity by incorporating customer suggestions, clear guidance, and updates to the Task Force's handbook.



Managed over 210 allocations for projects relating to deferred repair, fire & life safety, ADA, and energy conservation on state-owned buildings, and paid out over \$15.3 million on these projects.



Closed out over 80 projects during 2019 and received over 75 new allocations, totaling over \$9 million.

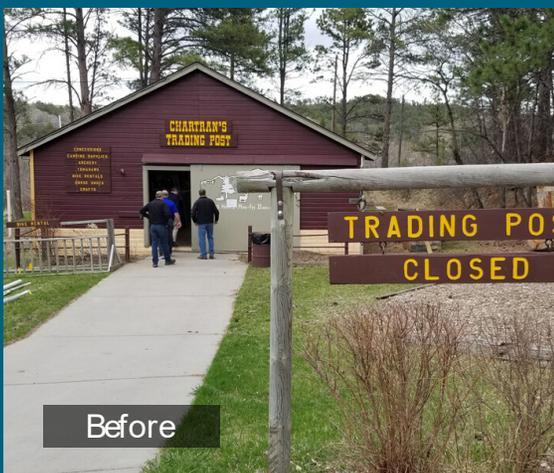


Provided over 90 training events to over 420 facility maintenance staff, representing 22 separate state agencies.

Accomplishments

Chadron State Park Trading Post ADA and Foundation Repairs

As Nebraska's first state park, Chadron State Park was founded in 1921 and has remained a popular spot for camping, family reunions, and old-fashioned vacations. Due to the age of some of the buildings and the hilly terrain, accessibility within the park and its buildings has been a challenge. The historic Trading Post is a building that did not meet current ADA requirements. The building's deteriorated foundation was also causing significant settlement problems. To correct these issues, the Task Force funded the construction of ADA compliant ramps and accessible restrooms, and replaced the wooden foundation.



Ferguson Mansion East Porch Structural Repairs

Built in 1911, the Historic Ferguson House in downtown Lincoln is one of the State's oldest buildings. Over the years, significant settlement had occurred to the east porch, causing masonry cracking and water infiltration into the building and damage to its historic finishes.

The Task Force funded the replacement of the structural foundation, masonry reconstruction, and window repairs.

Materiel

Overview

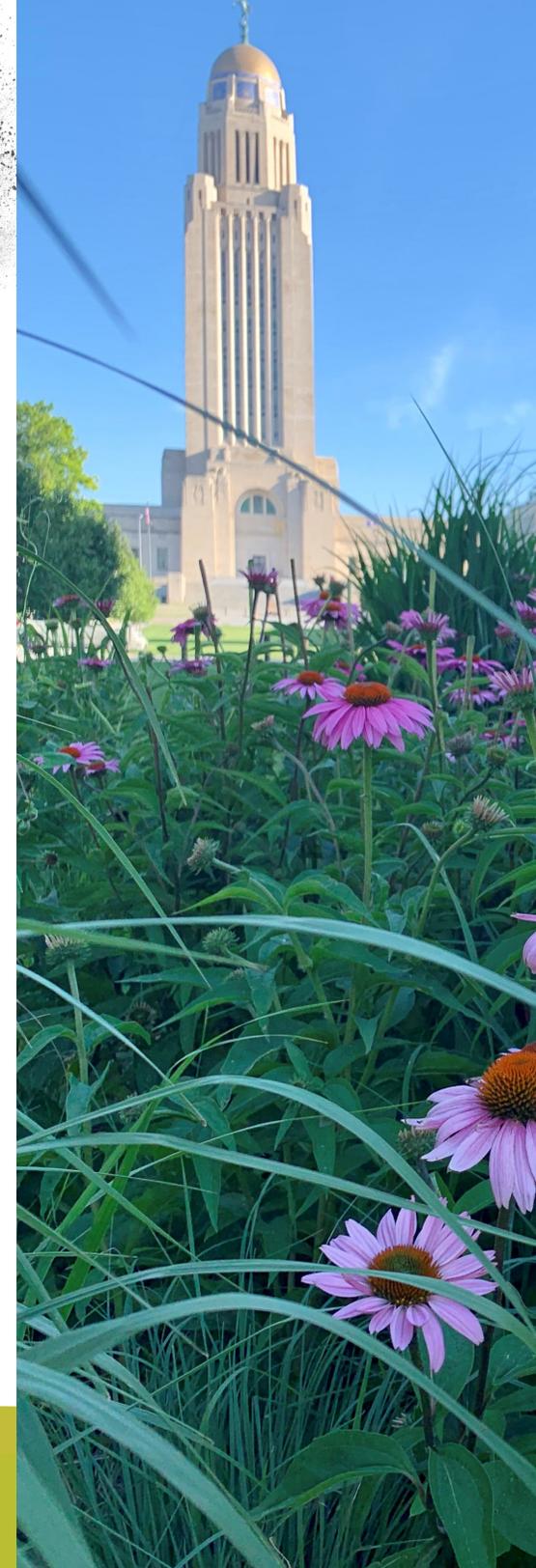
The Materiel Division provides state purchasing, mail operations, printing services, surplus property, and sustainability to the State of Nebraska.

This includes:

- Overseeing statewide procurement.
- Establishing purchasing procedures and policies.
- Assisting state agencies in bidding and contracting for outside services.
- 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.
- Providing a sustainability program.

Goals

- Realize cost savings/avoidance of \$5 million on services and goods procurement through the use of best and final offers, price negotiations, and strategic sourcing.
- Print Services: deliver measurable business impact through print shop analysis by creating and delivering cost savings for print services through a business plan and actionable results.
- Surplus Property: create and implement increased surplus property customer service level expectations including scheduling regular pick up of property at other state agencies.
- State Purchasing: create contract optimization of processing by creating process improvements including:
 - Create an improved vendor management process that gets utilized in 100% of all contracts signed after June 1, 2019.
 - Contract management life cycle implemented to ensure contracts are managed, in direct coordination with partner agencies, from beginning to end. The intentions of 100% of goods and services contracts, within 120 days of expiration, are known and zero contract expirations occurred that should not have expired.





Accomplishments

Materiel Division:

- Assisted the Nebraska Emergency Management Agency (NEMA) in the purchasing of supplies and equipment during the historic flooding incidents during spring/summer 2019. Assisted in the development of an emergency contract for Preliminary Damage Assessment Services. Materiel Division is performing Contract Management responsibilities for the Long Term Disaster Recovery Plan. State Purchasing Bureau helped to organize and define deliverables and reviewed draft documents for State Hazard Mitigation Planning.
- Developed and released a Contract Management Manual to assist state agencies in managing their contracts.

- Increased the capitalization threshold for fixed assets from \$1,500 to \$5,000.
- Removed scanning equipment from annual inventory to offer flexibility to state agencies.
- Launched a pilot program using the Pcard for purchases of items on contract. If successful, may be rolled out to all agencies.

Print Shop, Copy Services, and Mail Services:

- Mail Services assisted agencies in switching to the Enterprise Payment System, which is a new way for agencies to pay for postage.
- Copy Services worked with Capital Business Systems to replace over 400 printers in the Department of Health and Human Services (DHHS) with copiers, since printers are more expensive to operate than copiers. This was an estimated cost savings to

DHHS of approximately \$600,000 over a 60-month period and created new business for Copy Services.

- The Print Shop moved their office and pre-press areas to a newly renovated location in the lower level of the 501 Building that was completed in 2019. This was on the 30th anniversary year of when the building was constructed and opened.
- The Print Shop and Copy Services operations merged in November of 2019. Copy Services moved from the State Office Building to the Print Shop in the 501 Building for efficiency in sharing staff and equipment and to reduce expenses.
- The Print Shop unveiled the new wide-format printing services now being offered. This includes printing posters, decals, stickers, and banners.

Surplus Property:

Conducted 15 live auctions. The table below reflects year-to-date sales data from these auctions:

2019	Total			Total Auction
	Pre-Auction Sales	GovDeals Sales	Auction Sales	Sales
January	\$ 425.00	\$ 29,150.00	\$ 18,695.50	\$ 48,270.50
February	\$ 1,852.00	\$ 53,920.23	\$ 25,834.00	\$ 81,606.23
March	\$ 830.00	\$ 19,327.00	\$ 18,979.50	\$ 39,136.50
April	\$ 510.00	\$ 9,678.00	\$ 14,338.50	\$ 24,526.50
May	\$ 165,280.00	\$ 2,052.00	\$ 1,197,018.00	\$ 1,364,350.00
June	\$ 2,210.00	\$ 4,252.00	\$ 91,939.00	\$ 98,401.00
July	\$ 94,701.00	\$ 30,342.00	\$ 34,125.50	\$ 159,168.50
August	\$ 32,982.00	\$ 6,449.02	\$ 12,005.00	\$ 51,436.02
September	\$ 4,710.00	\$ 12,290.76	\$ 15,975.50	\$ 32,976.26
October	\$ 48,855.00	\$ 24,701.00	\$ 780,278.00	\$ 853,834.00
November	\$ 4,124.00	\$ 10,827.00	\$ 15,132.00	\$ 30,083.00
December	\$ 1,300.00	\$ 44,326.00	\$ 17,975.00	\$ 63,601.00

Purchasing can help agencies with their procurement needs or improve procurement processes.

- The State currently has a contract with Grainger for Industrial Supplies. The State increased its spend to Grainger by \$1.59M over 2018. This resulted in the State receiving additional incentives of \$37,750.17 in administrative fees to the State Purchasing Bureau. These incentives allow the State Purchasing Bureau to minimize increased assessment costs to user agencies. Total value add to the State is \$1,161,830.64.

State Purchasing:

- Received \$472,588.38 from administrative fees

paid by contractors for contracts established by the National Association of State Procurement Officers

(NASPO). These fees allow state agencies to pay a lower assessment to State Purchasing for operational costs.

- Conducted 11 agency outreach meetings. The purpose of these agency outreach meetings is to find out how State

State Building Division

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 managing all commercial leases of office and storage space on behalf of state agencies, providing space planning and coordinating space assignments, coordinating statewide, comprehensive facility planning, reviewing capital construction requests, program statements, and related contracts, and managing and maintaining state-owned buildings, properties, and related parking facilities.



Goals

- Partner with the city of Grand Island to find a meaningful solution for the Grand Island Veterans Home.
- Review of current Rules & Regulations to better serve Nebraskans and agency partners.
- Complete the implementation of Unifier - an IT system to provide better customer service and project management.
- Update of State Building Division's website to help provide a customer service point of contact.
- Review leases to better position our partner agencies to ensure their strategic needs are met.

Accomplishments

- Saved \$2,719,349.28 in design costs that would have otherwise been outsourced.
- Reached 92% occupancy rate for all state-owned buildings.
- Reduced contracting processing time from three weeks to six days.
- Drafted current operating procedures for each business unit.

Transportation Services Bureau

Overview

Transportation Services Bureau (TSB) is responsible for providing long-term lease and short-term rental vehicles, along with vehicle maintenance, repair, and fuel services for state agencies, boards, and commissions.

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

Goals

- Launch of the GPS vehicle tracking pilot program, including an Electronic Travel Log Solution which eliminates the need for manual paper vehicle logs.
- Implementation of a 24 hour Roadside Driver Assistance Program.
- Participation in Nebraska's E-30 Demonstration Program. The program is designed to evaluate the use of E-30 ethanol blend fuel in state-owned conventional vehicles compared to the same type of vehicle operating on E-10 and E-15 blends. The study will evaluate the effects of E-30 blend on vehicle performance, fuel economy, fuel cost per mile, and maintenance.
- Completion of vehicle checkout process, including application to dispatch in less than 10 minutes.

Accomplishments

- Completed an Electronic Vehicle Travel Log Solution. First wave participating partners include the Departments of Agriculture, Transportation, Veterans' Affairs, Military, and Economic Development. The Boards of Motor Vehicle Industry Licensing and Corn. The Commissions of Library, Real Estate, and Tourism. State Electrical Division, Brand Committee, and History Nebraska.
- Implemented a 24 hour Roadside Driver Assistance Program.
- Launched the Nebraska E-30 Fuel Demonstration Program.
- Maintained an average of less than five minutes to complete the rental vehicle checkout process during 2019.



State Accounting

Overview

State Accounting performs the duties and functions of the State's comptroller for all state agencies. This includes, but is not limited to, statewide payroll and cash disbursement processing, federal grant management, issuing accounting and internal control policies, reporting the daily cash position, administration of the master lease program, administration of the purchasing card program, and issuing the State's financial statements.

State Accounting is also responsible for overseeing the State's financial Enterprise Resource Planning (ERP) system. The ERP is the State's primary system used to manage and coordinate all financial resources, information, and functions of the State's business. Division staff maintains teammates' security rights to all processing and reporting functions in the State's ERP system.

The staff also oversees the teammate self-service functionality, development,

and enhancement of the system. The system provides current and real-time information about the State's resources and obligations.

Central Finance provides internal finance for the divisions of DAS. These services include monthly invoicing and bill paying, overseeing finances, coordinating division budgets, and rate setting.

Goals

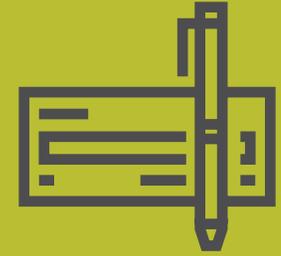
- Complete the Comprehensive Annual Financial Report (CAFR) and budgetary report in a timely manner to comply with state statutes.
- Develop and implement a formal cross-training process for internal staff to ensure back-up and continuity of operations for essential functions.
- Complete at least 10 hours of training courses related to State Accounting and Central Finance's work.
- Complete a comprehensive review of State Accounting policies and manuals.
- Participate in white belt and yellow belt training and conduct daily huddles as part of the COE's Process Improvement Program.
- Improve the accuracy of built cash flow reporting.
- Complete LB151 audit responses (Neb. Rev. Stat. § 84-304(3)(b)) in a timely manner.

Accomplishments

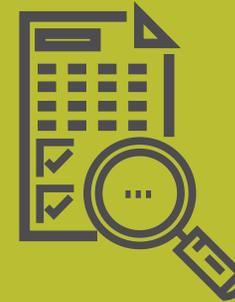
- Provided shared service support and training to smaller agencies, boards, and commissions during times when key financial teammates were absent.
- Upgraded EnterpriseOne to version 9.2.
- In conjunction with the OCIO, procured hardware and storage for the EnterpriseOne environment.
- Completed two master leases for OCIO and State College projects.
- Issued the fiscal year 2019 CAFR and Annual Budgeting report by the statutory due date.
- Updated a third of the State Accounting policies to reflect changes in reporting requirements.
- Closed master lease financing for state agencies totaling over \$5.3 million.



Provided 1.6 million ACH (electronic) payments to vendors on behalf of the State.



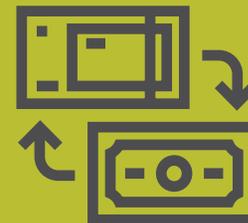
Processed 358,000 warrants (checks) on behalf of the State.



Certified 79 agency, commission, or board financial leads at six pre-audit training sessions.



Drew down \$2,483 million in federal funds on behalf of the State.



Central Finance processed over 29,000 A/P invoices from vendors doing business with DAS.



Central Finance, along with DAS divisions, managed \$355,587,141 total annual agency appropriations in 2019.

State Personnel

Overview

State Personnel focus on delivering efficient, effective, customer-focused support and consultative services through innovative talent acquisition and retention strategies, coordinates total rewards efforts including data-driven classification and compensation systems, wellness and benefits offerings, and teammate recognition and engagement activities, centralizes training and development services aligned with agency needs, and provides consistent personnel policies and practices supported by human resource management systems.

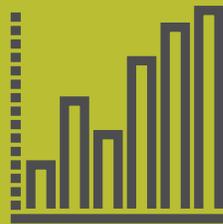
Goals

- Deliver on our Vision & Mission (Vision: Grow Nebraska; Mission: create opportunity through more effective, more efficient, and customer-focused state government).
- Live out our values (The Taxpayer, Our Team, Simplicity, Transparency, Accountability, Integrity, and Respect).
- Focus on our priorities (Efficiency & Effectiveness, Customer Service, Growth, Public Safety, and Reduced Regulatory Burden).

Accomplishments

Wellness & Benefits:

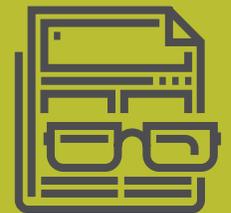
- Number of events processed in the Work Center in 2019 was 29,857.
- Total number of teammates and spouses enrolled in Real Appeal from April 1 through December 1 was 493.
- Total number of pounds lost in the Real Appeal program from April 1 through December 1 was 9,816.
- Total number of people who completed a Rally Survey for the incentive for the plan year effective July 1, 2019, was over 10,000.
- Visited 21 locations throughout the State of Nebraska for the Open Enrollment Roadshow.
- Spoke with an estimated 1,500 teammates throughout the Open Enrollment Roadshow.



State Personnel handled 40,559 business processes from January 1 through November 30.



Teammates lost over 9,800 lbs participating in the Real Appeal program.



State Personnel received 112,762 applications and referred 89,614 applicants for the 4,386 job openings that were posted from January 1 through December 15.

Classification & Compensation:

- 740 classified positions were processed. 236 compensation requests were processed, including 62 above hire requests and 165 in grade salary adjustments.

Training:

- Total number of seats filled in instructor-led classes was 2,491.
- Total number of Lynda/LinkedIn Learning courses accessed was 7,427.

- Launched the Training Blend podcast.
- Developed a social media presence for the training team on four platforms.
- Developed Leaders of Learners enhancement to the Leadership Certificate course.
- Held Learning panel discussions on Ethics in Government, Generations in the Workplace, and Career Growth.

Talent Acquisition:

- State Personnel received 112,762 applications and referred 89,614 applicants for the 4,386 job openings that were posted from January 1 through December 15.
- Reduced the number of pending applications needing to be reviewed for minimum qualifications from a daily average of approximately

725 applications in May (prior months not recorded) to 280 applications in December (through December 15) and have consistently completed the initial minimum qualification review on over 95% of applications within two business days.

Organizational Effectiveness:

- Handled 40,559 business processes from January 1 through November 30.

Special Projects:

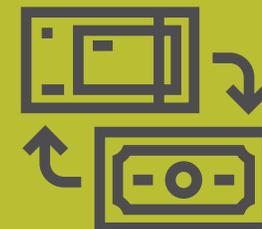
- For the ninth consecutive year, the Nebraska State Charitable Giving Campaign was recognized as one of the top 10 donors for the Lincoln and Lancaster County United Way.



In 2019, 1,670 teammates were recognized for their years of service representing over 35,315 years of public service.



Total number of Lynda/LinkedIn Learning courses accessed was 7,427.



The Classification & Compensation unit classified 740 positions, and processed 62 above-hire requests and 165 in-grade salary adjustments.

Employee Relations

Overview

Employee Relations represents the State of Nebraska in negotiating the FOP 88, NAPE, SCATA, and SLEBC Labor Contracts, and administers those contracts. They process Labor Contract and State Personnel Rules grievance appeals and conduct 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

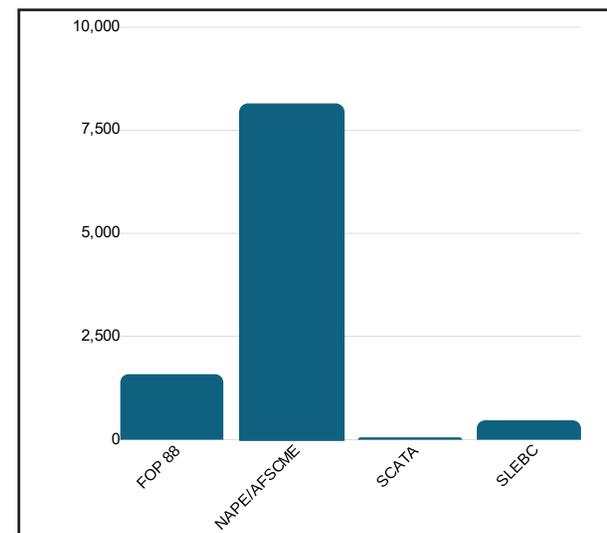
contracts, employment law, or personnel rules.

Employee Relations also researches salaries and benefits of teammates in similar classifications in comparable states and compiles 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 labor contracts, FMLA, leave, discipline, and other issues.

Goals

- Meet bargaining timelines on four labor contracts. This includes gathering agency input, commencing bargaining, and finalizing negotiations, or going to impasse, by January 10, 2020.
- Negotiate for greater flexibility for recruitment, retention, and teammate development.
- Schedule and conduct one-on-one or small group meetings with agency directors and HR administrators prior to negotiations.
- Lower the number of days to render a grievance mini-hearing decision by one.
- Compile statistical information and finalize the Personnel Almanac and Local Salary Survey.

State of Nebraska Employees Covered Under Labor Contract:



Accomplishments

- Presented 15 different training sessions to 395 HR Managers and Supervisors from various state agencies, on:
 - FOP 88 Labor Contract Training.
 - NAPE Labor Contract Training.
 - Performance Management and The Path to Discipline.
 - Personnel Rules and Labor Contracts Cohort 13 and 14.
 - Leave Training.
- Received and processed 63 grievance appeals.
- Staff hearing officers held 42 mini-hearings and wrote 42 decisions.
- Held 12 case-in-chief hearings before our appointed Hearing Officers and Arbitrators.
- Prepared and published the annual Personnel Almanac, which was completed in July, 2019.
- Responded to 92 salary, benefits, pay practices, and policy surveys.
- Reviewed and processed four layoff plans involving 96 teammates.



Governor's Excellence in Leadership: Administrative Services' Recipients

Statewide Recognition Program

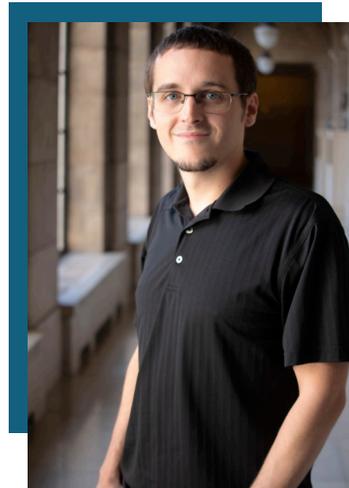
Since 1985, the State of Nebraska has sponsored a statewide recognition program which has been coordinated by DAS State Personnel on behalf of the Governor's Office. The goal of this program is to show appreciation to state teammates for their loyalty and professional excellence. The program focuses both on exceptional performance and career tenure. Exceptional performers are recognized with an Excellence in Leadership award, while career teammates are honored with an Excellence in State Service award.

Excellence in Leadership recognizes teammates whose job performance has exceeded the highest standards and contributed to the overall effectiveness of the agency. These teammates are then honored at the Excellence in Leadership award ceremony, which is held in the State Capitol Rotunda. To date, 2,715 state teammates have received this honor.



Sean Davis

Sean is relatively new to Nebraska State government, but has prior experience in working in Illinois state government and in the private sector. When deciding to relocate, he and his wife's family chose to re-locate to Nebraska from the many options available. Sean was impressive in the interview and has lived up to expectations. His communication style is clear, concise, and to the point. Sean had major responsibilities in bargaining the SLEBC and FOP Lodge # 88 Labor Contracts and did extremely well. Sean works well with his fellow teammates, personnel from other agencies, union representatives, and the general public. Sean does his work accurately and timely. Sean was selected as he is a visionary leader with great potential in state government. It is an asset to have Sean as a member of the Employee Relations team.



Chase Olson

Chase is an IT Business Systems Analyst/Coordinator on the State Accounting team, but you wouldn't know what team he's on as he has no boundaries when it comes to customer service. No matter what your question is, even if it's not in his wheelhouse or falls under his line of immediate work, he takes the time to find an answer for you. There are no problems that Chase, using his innovative ideas, can't solve. He is always polite, and extremely responsive. Again, whether it's a problem with the EDC or just an issue that a teammate doesn't know how to solve on an Excel document, he doesn't hesitate to help. Not only does he solve the issue at hand, he explains how he fixed it so we can prevent the same thing from happening again. He values that the customer has their problem solved and that they understand what happened.



Jason Meyer

Jason is the supervisor of the OCIO enterprise Service Desk. The Service Desk is a critical part of the OCIO service management structure. He manages all activities and programs of the Service Desk. His team of six Service Desk Coordinators answers and resolves customer issues all day long. The primary customers include all the state agencies, boards, commissions, and the 93 counties. He manages and resolves all customer issues or problem escalations. He has championed numerous process improvement projects and service enhancements, which has positively contributed to the overall highly achieved customer satisfaction. He has led the Service Desk and multiple state agencies through the adaptation process and maturity of the Information Technology Infrastructure Library (ITIL) customer service management standards.

Jason continues to set high standards for customer service. He works tirelessly to manage and lead the Service Desk. He is passionately committed to excellent customer service and is always willing to go above and beyond for his customers. He has clearly demonstrated, as well as possesses, the qualities of a great leader. This Excellence in Leadership award is well earned and deserved.



Holly West

Holly is serving as the first Public Information Officer for the OCIO. She has taken the mission and vision of the Governor's Office, and tied that to the service offerings of the OCIO. She is a member of the leadership team and has taken the roadmap that is created by that team and worked with the functional OCIO teammates resulting in service descriptions which are then communicated to our customers. She has created branding appropriate to the respective offerings and works hard to create consistency with our message. Holly has effectively communicated OCIO happenings to our customers and has taken our customer service to the next step.

Holly works hard to stay on top of the technology offerings of the OCIO and uses those offerings in her communication as well as in the Open Houses we use. She understands that the role of the OCIO is to provide the technology for our customers, the other state agencies, so that they can effectively deliver services to the citizens of Nebraska. She challenges us as an organization to be innovative and forward thinking in how we communicate our service offerings.

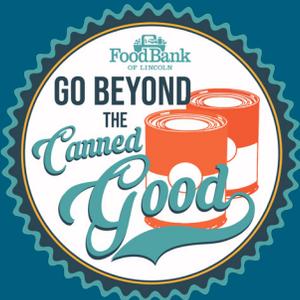


Department of Administrative Services

Teammates Give Back

Each year, DAS teammates participate in statewide initiatives to give back to Nebraska communities, including the annual Campaign Against Hunger to benefit the Food Bank of Lincoln and the Annual Charitable Giving Campaign.

State teammates raised over \$311,000 for the Charitable Giving Campaign in 2019, a three percent increase year over year. The Campaign Against Hunger raised over \$32,000 and 8,600 pounds of food and household goods. Since 2003, state teammates have donated over \$6.7 million dollars, supporting over 400 charitable organizations throughout the State.



The 2019 statewide Campaign Against Hunger collected 8,600 pounds of food and household goods and over \$32,000.



For the ninth consecutive year, the Nebraska State Charitable Giving Campaign was recognized as one of the top 10 donors for the Lincoln and Lancaster County United Way.

Leadership Directory



Jason Jackson,
DAS Director
State Personnel Director



Doug Carlson,
Deputy Director &
Materiel Administrator



Matt Singh,
COE Director



AmyLynn Creaney,
State Continuity Manager



Peter Gierasch,
Operations Administrator



Amara Block,
General Counsel



Kenny Zoeller,
Chief Government
Performance Officer



Phil Olsen,
State Accounting
Administrator



Amber Brannigan,
Building
Administrator



Serenity Kinney,
HR Shared Services
Administrator



Steve Workman,
State Personnel
Deputy Director



Allen Simpson,
Risk Management
Administrator



Doug Hanson,
309 Task Force
Administrator



Mike Moerer,
TSB
Administrator

A photograph of the Nebraska State Capitol building in Lincoln, Nebraska. The building is a grand, Art Deco-style structure with a prominent central tower topped by a dome and a statue. The facade is made of light-colored stone and features a large arched entrance. In the foreground, a large, circular fountain with multiple jets of water is in operation. The sky is clear and blue, and the scene is captured during the day.

NEBRASKA

Good Life. Great Service.

DEPT. OF ADMINISTRATIVE SERVICES