DAS Customer Utility Boards

In 2012 DAS implemented Entrepreneurial Management as a business model which prioritizes customer's voice and choice in service delivery. Through unbundling services and creating discrete rates and service level agreements, customers have greater choice.

Under Entrepreneurial Management, there are three kinds of services:

1. Utility (services for which agency customers choose how much to purchase);
2. Policy (services and functions such as strategic direction, policy, standard-setting and regulation where the primary intended beneficiary is not a single agency);
3. Market place (services operate and compete in the open market place. Customers choose how much service to purchase from whom – DAS is one service provider).

For DAS' utility services, this voice is expressed through four Customer Utility Boards (CUBs) which govern each service. The CUBs serve as a forum to recognize and respond to customers' needs and keep the exchange of information flowing between customer and provider. Each CUB acts as a governing board for a specific set of utility services provided by DAS in order to ensure utility services provide high quality, effective and efficient service. Each CUB was created by the authority of the state's Chief Operating Officer. There are four primary responsibilities:

1. Approve rate setting methodologies and resulting rates.
2. Approve general service level agreements.
3. Review business plans and annual financial statements.
4. Address unresolved or complex service complaints.

The CUB consists of representatives from all customers of DAS. For each CUB there are representatives of agencies with small, medium and large spends in those service lines and local government representatives since many of the DAS services are also available to local governments. The CUBs meet once a month or more as needed. The work is done either in the CUB meetings, or through the use of sub-committees.

The list below outlines the names of the DAS CUBs and the program areas they govern.

Enterprise Asset Management
Planning and construction management, operations and maintenance for DAS-owned buildings, real estate services, fleet and parking management, and surplus property disposition

Enterprise Goods & Services
Shared financial services (budget and accounting for client agencies), financial business systems, procurement, publishing and distribution, and risk management

Enterprise Human Resource Services
Contracted HR services to client agencies, and HR systems for the enterprise

Enterprise Technology Services
Managed computing, data storage, network and voice, IT professional services, application maintenance, and workplace productivity services