

We deliver innovative, responsive, cost-effective and integrated solutions and services to meet the diverse needs of our customers.



**Bob Covington** | *Deputy Director*



**Chris Liu** | *Director*

Chris leads the Department of Enterprise Services (DES), established by the Legislature in 2011 to consolidate and transform the critical support services all agencies need to achieve their missions. DES employs a "shared services model" in which we use our unique position as a statewide service provider to integrate support services and provide economies of scale to save the state money and seize opportunities for Washington as a whole. Our agency priorities focus on Customer Satisfaction, Financial Health, and Team Member Satisfaction.



**Jeff Canaan** | *Deputy Director*



**MariJane Kirk** | *Business Resources*

MariJane leads programs that focus on finding the best value for our customers. These include secure 24-7 competitively-priced print services, managing the competitive print bidding process for state agencies and other public entities, managing the state's mail delivery, a surplus operation that recycles, re-uses, or sells materials on behalf of state, federal and local governments, managing 6,200 parking stalls on the state Capitol Campus, and a fleet operation of about 4,000 vehicles that provides efficient and environment-friendly transportation options on behalf of state government.

**Scott Kibler** | *Buildings & Grounds*

Scott oversees Capitol Campus operations, stewardship and historic preservation. His team is responsible for maintaining, operating and preserving the 486-acre state Capitol Campus in Olympia – including more than 50 buildings, 18 public monuments, four state parks and a 260-acre lake.



**Seth Wallace** | *Real Estate Services & Internal Facilities*

Seth's team facilitates the acquisition, leasing and disposal of real estate for state agencies and manages more than 700 leases covering nearly 10 million square feet of office, retail, warehouse, classroom and other space for \$13.4 million in monthly base rent. We negotiate lease terms by leveraging the state's credit rating and portfolio size as measured against market rates.

**Bill Frare** | *Facility Professional Services*

Bill leads teams that are responsible for well managed facilities that allow state agencies, local agencies, and colleges to perform their essential program services. This includes public works design and construction contracting, worth \$290 million annually and property management services for 50 buildings totaling 5 million square feet. We use performance contracting to reduce energy and water use at publically-owned facilities across the state. We are also leading the state's effort to improve state contracting and public works opportunities for small and minority-, women- and veteran-owned businesses.



**Kari Qvigstad** | *Marketing and Communications*

Kari leads a team of professionals that support agency marketing and communications needs. She leads efforts to cultivate a customer-centric mindset and consults with divisions and programs on business development strategies that support agency priorities. Her team also develops brand strategies and creative services, and develops the strategic direction for customer development and customer satisfaction initiatives to serve the diverse needs of our customers: state agencies, government entities, businesses, and the citizens of Washington.

She also directs the agency's communications professionals. She is responsible for overseeing the department's external and internal communications activities including media relations, social media, the DES website, and public outreach for sensitive, high-profile issues. The agency strives for transparency, so that Enterprise Services builds trust and adds value to our employees, customers and citizens of Washington.



**Ann Larson** | *Government Relations Manager*

Ann's team focuses on building and maintaining strong relationships with customers, legislators, and the public. Key functions of the Government Relations program include coordinating external outreach opportunities, promoting agency products and services, coordinating and tracking legislative efforts, and serving as a central contact for legislative inquiries and requests.

**Farrell Presnell** | *Contracts, Procurement and Risk Management*

Farrell's team guides statewide policy for contracting and procurement and oversees statewide master contracts for goods and services with more than 1,700 businesses worth more than \$1.5 billion annually. We provide contract and procurement training to agencies, work to achieve environmentally-sustainable contracting mandates, promote business diversity, and operate a statewide, online vendor registration and bidder notification system with 40,000 registered users. We also develop and support strategies that reduce risk to state agencies, including state tort claims, the state's self-insurance liability fund, and commercial insurance plans that help ensure local government and non-profit self-insurance pools stay solvent. We provide administrative support to the State Building Code Council which adopts building and fire codes at the state rather than municipal level to ensure basic safety standards apply across Washington.



**Michaela Doelman** | *Workforce Support and Development*

Michaela leads teams who deliver learning products and talent acquisition resources that help state government build the workforce it needs. Our statewide Employee Assistance Program helps state employees and their families resolve personal and work-related issues confidentially, at no cost to individual employees. Most DES workforce products and services are available to local governments and qualifying non-profit organizations.

**Annette Meyer** | *Finance*

Annette's division provides a full range of financial services to the agency including accounts payable, accounts receivable, budget, general accounting, and payroll so that we efficiently manage state resources. Her team also provides small agency financial services to 41 small state agencies financial services and human resource services to 32 small state agencies so our customers can focus their limited resources on their core missions.



**Renee Smith** | *Lean Transformation Services*

Renee's team offers comprehensive consulting services to state agencies and local governments to help government entities build Lean culture and practices, delivering better value to all Washingtonians. LTS helps agencies plan strategy, improve processes, develop leader and team capability, build management systems, embrace daily Lean practices, and sustain cultural transformations.

**Dawn Tatman** | *DES Technology Program*

Dawn leads agency efforts for managing information technology systems focusing on transforming outdated systems into state-of-the-art models that reduce operating costs and boost overall efficiencies.

