STATE OF IOWA

Iowa Technology Governance Board

Fiscal Year 2008 Annual Report

January 2009

Iowa Technology Governance Board

State of Iowa

Technology Governance Board

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Iowa Technology Governance Board

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Fiscal Year 2008 Annual Report

Table of Contents

Index of Figures and Tables

Acknowledgements

The Technology Governance Board (TGB) would like to express our appreciation to the Chief Information Officers of the state agencies for their considerable efforts in assembling, proofing, and editing the large volume of data required to compile this report.

In addition, we would like to acknowledge the ongoing contributions of John Gillispie, Chief Operating Officer of the Department of Administrative Services - Information Technology Enterprise for his leadership and guidance in the development and operation of the Technology Governance Board.

Finally, we would like to recognize Wes Hunsberger and Tom Shepherd for their operational and technical support of the Technology Governance Board and acknowledge Wes, Tom, and Jason Salts for producing and distributing this publication. Please direct any questions about this *Fiscal Year 2008 Technology Governance Board Annual Report* to Wes Hunsberger at wes.hunsberger@iowa.gov or (515) 281-6993.

Foreword

Mark Schuling
Technology Governance Board Chair

Technology increasingly influences how government services are provided. Technology permits the development of new solutions to more effectively serve our customers while promoting efficiency in State government. The Technology Governance Board helps ensure the State of Iowa offers relevant government services at the right time and place, enabling individuals and businesses to interact securely with government in a convenient, accessible way. This is accomplished through the establishment of enterprise-wide priorities and initiatives, and results in the elimination of duplication in the delivery of services to citizens. By focusing on the enterprise aspects of high performance government services, State agencies are able to provide more responsive, cost-effective services to meet the needs and expectations of citizens and businesses.

The TGB and the State agencies work hard to choose products and services that best meet their needs and serve the citizens of Iowa. The TGB is committed to its vision of "Technology Supporting Excellent Customer Service". This report outlines several accomplishments which demonstrate technology results are best achieved through collaboration and cooperation.

The TGB considers the risk of loss or theft of personally identifiable data a high priority. Through efforts to encrypt laptop computers and removable media, the agencies are taking the steps which will minimize the real risks of loss of confidential State information. The TGB played a role in ensuring agencies were taking appropriate steps to ensure compliance with Payment Card Industry Data Security Standards. The TGB, in conjunction with the Treasurer's Office, coordinated a survey of compliance reporting and education of agencies. Additionally, the TGB created a TGB Standards Advisory Committee that met monthly in 2008 to facilitate the process for development of both security and operational standards.

The TGB promotes collaboration in State government. The TGB has been active in the development of Service Oriented Architecture that has resulted in the availability of an architecture that will be used jointly by the Judicial and Executive Branches of Iowa Government. The TGB evaluates numerous procurements by agencies to accomplish enterprise-wide priorities and initiatives that result in the elimination of duplication in the delivery of services to citizens. These efforts support the vision that cross-enterprise collaboration can be achieved in State government.

The TGB provides leadership in the planning and oversight of investments made in information technology by State agencies. The TGB initiated the State's first effort to document applications on which government operates. This effort resulted in an enterprise-wide inventory of applications. In addition to providing the TGB a resource for evaluation of future requests for procurement by individual agencies, this inventory will form the cornerstone for future efforts by agencies to manage their applications as an enterprise asset.

The TGB strongly supports and monitors agencies' purchases off State contracts for hardware and software. Each of the contracts negotiated by the State provide significant reductions in costs through use of State's volume purchasing

As the Technology Governance Board (TGB) completes its fourth year of operation, we are please to report continued enhancements in the use of technology within the Executive Branch, highlight the accomplishments that have occurred through the collaborative efforts of the TGB and State agencies, and identify the initiatives that are ongoing to foster continued success.

Mark Schuling, Director
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Iowa Technology Governance Board

Executive Summary

The Technology Governance Board plays a key role in ensuring that the State of Iowa's Executive Branch offers relevant government services at the right time and place, enabling constituents to interact securely with government in a convenient, accessible way. Working with the Chief Information Officers in the agencies and the other branches of government, the TGB has established Executive Branch enterprise-wide priorities and initiatives and eliminated duplication in the delivery of services to citizens. By pooling their purchasing power and focusing on the enterprise aspects of high performance government services, state agencies have been able to provide more responsive, cost-effective services to meet the needs and expectations of citizens and businesses.

Technology Governance Board Vision

Technology: supporting extraordinary customer service.

Technology Governance Board Mission

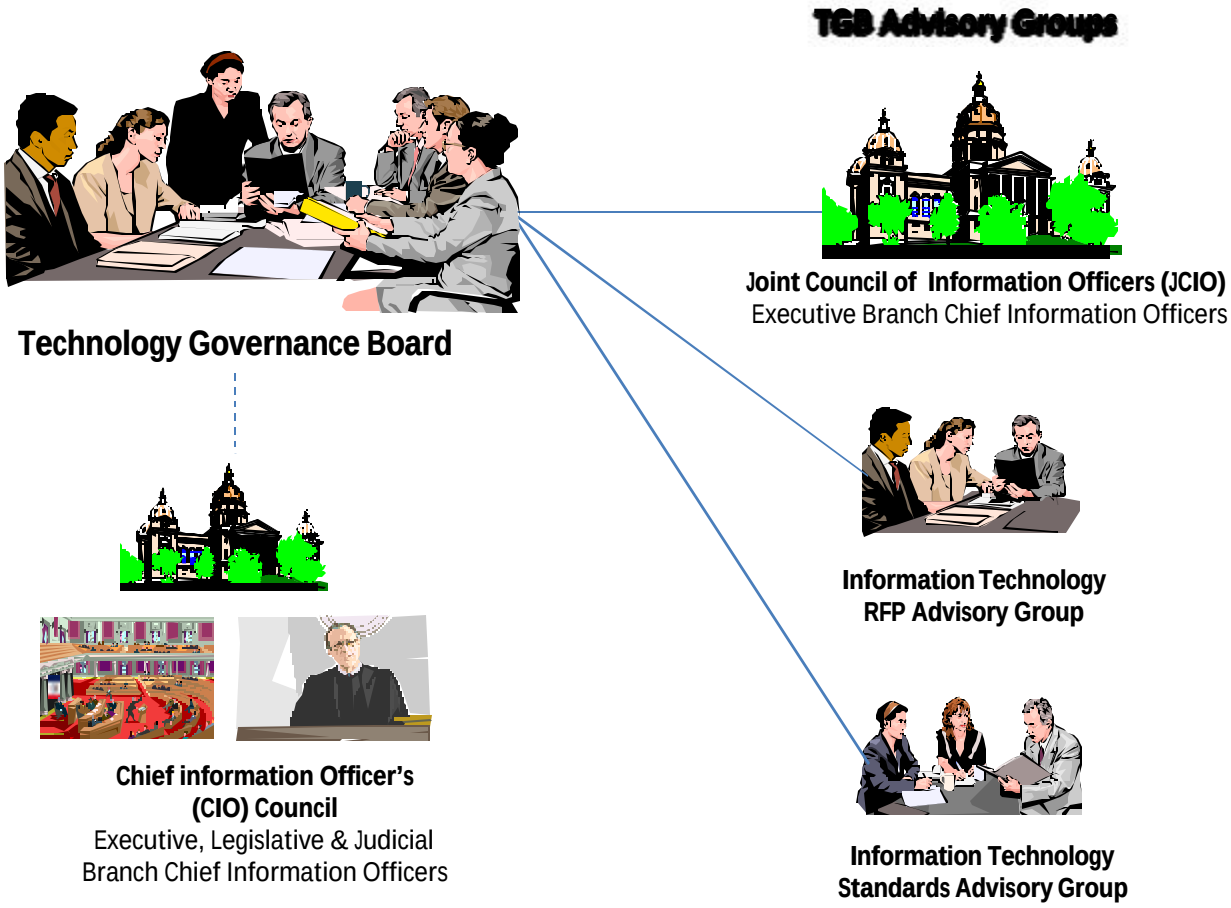
The Technology Governance Board maximizes the value of executive branch information technology for Iowa's citizens by:

- Promoting technology-based innovation.
- Promoting excellence in all aspects of the information technology in state government.
- Reducing duplication of services.
- Supporting high-quality standards-based information technology services.
- Tracking and reporting information technology expenditures.

Technology Governance Board Advisory Groups

Iowa Code Section 8A.204(3g) authorizes the TGB to designate advisory groups, as appropriate, to assist the board. The TGB has designated two such advisory groups – one dealing with information technology standards and one dedicated to the review of information technology Requests for Proposals (RFPs) - in an effort to provide analysis and advice to the TGB and to provide additional scrutiny in those key areas. Each advisory group has three TGB members (two state employees and one public member), one member from the Joint Council of Information Officers, one CIO Council member and the executive branch enterprise. (See figure 1).

Figure 1. Technology Governance Board Advisory Group Structure



Joint Council of Information Officers (JCIO) – The JCIO was formed by the TGB as an advisory group to review RFPs, explore technology initiatives, and make recommendations. Representing over 90% of the information technology expenditures in the executive branch, the JCIO has initiated several projects in the areas of security, infrastructure/networking, purchasing and business processes and reports their findings and progress to the TGB. The JCIO is comprised of the enterprise Chief Information Officer from the Department of Administrative Services and the agency Chief Information Officers from the departments of Corrections, Education, Human Services, Public Health, Public Safety, Natural Resources, Revenue, Transportation; Iowa Workforce Development; and the Iowa Veteran's Home.

Information Technology RFP Advisory Group – A review and discussion of IT-related RFPs and sole-source IT procurements is conducted in the advisory group meetings, followed by a recommendation made from the advisory group to the TGB. Approvals to release the RFP are granted by the full board at the TGB monthly meetings. RFP concept papers and related materials must be submitted to the TGB coordinator by noon on the third Wednesday of each month. From these submissions, the agenda is prepared and published for the meeting that takes place on the fourth Wednesday of the month at 3:00 p.m. The advisory group uses the

JCIO to check RFPs for duplication of existing products and systems and adherence to technical standards.

Information Technology Standards Advisory Group – This advisory group sets direction for enterprise information technology standards to be organized, prioritizes them, and reviews proposed standards for relevancy and clarity. Draft standards are reviewed. Standards receiving a recommendation for approval from the advisory group are submitted to the TGB for final approval and enterprise adoption. In addition to the creation of IT standards, waivers for standards come before the advisory group for discussion. The advisory group forwards the waiver requests and a recommendation to the TGB for final action.

Chief Information Officer's (CIO) Council – The CIO Council is comprised of information technology professionals from the Legislative, Judicial, and Executive Branches of state government. CIO Council Membership is open to all state governmental entities and is voluntary and mutually beneficial to all participants. The mission of the CIO Council is to promote policies and practices for the effective use and management of information technology. The council assists those responsible for achieving efficient use of technology resources by providing leadership and fostering collaboration regarding technology and information management among all members of the state government enterprise.

Approval of IOWAccess Convenience Fees

The TGB is required by the Code of Iowa section 8A.204-3(3f) to approve rates for electronic access to value-added State services from recommendations provided by the IOWAccess Advisory Council. Specifically, the Code of Iowa states:

> "Review the recommendations of the IowAccess Advisory Council regarding rates to be charged for access to and for value-added services performed through IowAccess, pursuant to section 8A.221. The board shall report the establishment of a new rate of change in the level of an existing rate to the department, which shall notify the department of management and the legislative services agency regarding the rate establishment or change."

In fiscal year 2008 the TGB was not asked to approve any convenience fees.

Information Technology Standards

Two key responsibilities of the TGB are to develop administrative rules governing the activities of the board and adopt enterprise level information technology standards applicable to all agencies.

The TGB has taken steps to ensure existing enterprise operational standards are aligned with current technology and best practices. Enterprise operational standards guide agency operating policies. Information security standards provide a level of security that is consistently applied across agencies.

The TGB identified and prioritized several enterprise level operational standards requiring review. Teams comprised of representatives of key participating agencies, were assigned to review and revise existing enterprise standards. The review methodology used took a holistic approach to assess and propose revisions to enterprise operational standards. Revisions to the enterprise operational standards were made from the perspective of risk mitigation and operational cost savings.

In 2008, the TGB adopted the data stewardship and mobile device security standards. The TGB also approved the revision of email systems, common directory service, and data backup standards (see Table 1).

Table 1. 2008 Enterprise Information Technology Standards Approvals.

Standard Identifier	Technology	Description	Effective Date
S-003-001	Common Directory Service	This standard establishes the requirements To establish scalable, secure, and manageable enterprise Common Directory Service of State identities that support internal and external application functions. (Revised)	September 23, 2005; Revised December 2008
S-006-001	E-Mail Systems	This standard establishes the requirements to facilitate integration of multiple e-mail systems to enable cross agency functionality using the services provided by Microsoft Exchange to provide a secure seamless integrated email messaging, global address list, cross calendar, and tasking capability to the State workforce. (Revised)	September 23, 2005; Revised December 2008
S-011-001	Data Backup Standard	This standard establishes the requirements to prevent the loss of State and other custodial electronic data by ensuring the timely backup of operational and historic electronic data and to ensure data restoration capability in case of disaster. (Revised)	August 29, 2003; Revised December 2008
S-012-008	Data Stewardship	This Standard establishes the data stewardship requirements for state agencies with the goal of protecting the confidentiality, integrity and availability of state data.	December 31, 2008

Standard Identifier	Technology	Description	Effective Date
S-012-009	Mobile Device Security	This policy establishes a consistent set of security practices for the use of mobile devices, such as the Blackberry and other smart phones, by state agencies and contractors.	July 31, 2008
TBD	Shared Infrastructure Usage Standard	This standard establishes This standard establishes the service-oriented architecture (SOA) appliance to be used on shared infrastructure for participating agencies hosting shared services. This standard does not supersede, rather augments established security standards.	December 31, 2008

Information Technology Themes for Agency Collaboration

Consonant with the Information Technology Strategic Plan, the TGB established themes to help in identifying potentially duplicative projects and technologies by focusing on areas to establish collaborative initiatives and centers of excellence. The TGB tasked the JCIO to assume responsibility for development of each of the themes. Due to limited resources, the themes have been divided into two tiers. The first tier represents mostly cross-boundary and infrastructure priorities; the second tier is comprised primarily of specific technologies for which specific agencies are recognized centers of excellence. (See Table 2)

Table 2. Information Technology Themes for Collaboration

First Tier Collaboration Themes	
Technology	**Lead Agency**
Service Oriented Architecture	DAS - Information Technology Enterprise
Authentication & Authorization	DAS - Information Technology Enterprise
Software Procurement	Department of Transportation
Hardware Procurement	Iowa Workforce Development
Credit Card/Payment Engines	DAS - Information Technology Enterprise
Information Security	DAS - Information Technology Enterprise/ISO

Second Tier Collaboration Themes	
Technology	**Lead Agency**
Document Management	Department of Corrections
Help Desk Services	Department of Education
GIS Systems & Services	Department of Natural Resources
Storage and Storage Management	Iowa Department of Revenue
Messaging Services	Department of Human Services
Wireless/Networking Technology	Department of Public Safety

The TGB has designated a JCIO agency to assume responsibility (lead agency) for development of each of the themes. To maximize the resources within state government, the CIO Council and the JCIO have combined available staff and resources to work on these initiatives.

A variety of business tools have been used to further our work on the IT theme projects, including surveys. The surveys have been designed to describe the agency's capabilities relative to each theme, as well as form the basis for an inventory of technologies and skills. For example, the surveys identify (1) technologies which will soon be retired (sunset technologies), (2) technologies which are strongly used (i.e. mainstream technologies), and (3) technologies which are being newly implemented or investigated (i.e. emerging technologies). The surveys also solicit contact names associated with the various technologies. Agencies investigating a new solution for themselves (or joining another agency's existing solution) would have a resource to help in identifying and contacting knowledgeable individuals early in the process.

Descriptions of the IT Theme Projects

Information Security

A high priority theme project, security is a broad area of information technology with the potential for collaboration among various working groups and initiatives. Following the development of key enterprise IT security standards, the JCIO developed an Executive IT Security video. The IT Security subcommittee is in the process of determining the best timing and promotion to distribute to agency directors.

Portfolio Management

An RFP was released on FY08 to engage a consultant for developing an enterprise application portfolio inventory (API). UMT Consulting Group from Naperville, IL was signed as the vendor. UMT Consulting has extensive experience in portfolio management for a variety of clients, including

other states. They compiled all agency responses for the application inventory. Forty-two agencies completed their inventories and identified two additional agencies as being without agency-specific applications. UMT prepared the final version of the recommended expansion plan containing their recommendations for Iowa's next steps with portfolio management and final versions were posted to the TGB website. The final report on the project was presented to the CIO Council. A budget offer for TGB administrative support (including a request for the next phase of portfolio management) was prepared and delivered to DOM by October 1, 2008.

Disaster Recovery/Business Continuity

Executive Branch contingency planners will be doing this collateral to migrating disaster plans from Strohl Systems Living Disaster Recovery Planning System (LDRPS) software Version 9 to Version 10. LDRPS automates the business continuity planning process by simplifying plan development and maintenance, providing an enterprise-wide solution to meet the needs of virtually any area identified as critical to the continuation of operations. Individual agencies build and maintain their own plan using LDRPS. The software allows any (or all) of the individual plans to be integrated into a comprehensive master plan.

Document Management

Twenty-seven agencies responded to the document management survey. Thirteen of those agencies indicated they have a document management system and two agencies indicated that they plan to purchase such a system in the future. Of those agencies with a document management system, there are only five systems being used, so there may be opportunities for future cost savings for the enterprise.

GIS Systems and Services

In the initial stages of development, the survey for this theme is being designed to inventory agencies on the current IT hardware, software and expertise available within the enterprise. The estimated completion date for this project is within the first or second quarter of 2009.

Storage and Storage Management

In the initial stages of development, the survey for this theme has been designed to inventory agencies on the current IT hardware, software and expertise available within the enterprise. The storage survey will be released to agencies for completion within the first quarter of 2009.

Ongoing Projects

The following projects are considered ongoing to various degrees and will be in further stages of development within the future. Future work may include division into a variety of sub-tasks and related projects:

- **Service-Oriented Architecture**

  All use cases for the SOA shared infrastructure have been identified. The workgroup also identified three documents that will form the basis of governance for the SOA infrastructure: the Shared Infrastructure Standard, the Infrastructure Service Level

Agreement (SLA) to gain access to the infrastructure and the Provider SLA (to exchange data with another agency other party).

The Infrastructure Standard is being finalized with input from the workgroup and is expected to the TGB Standards Advisory Group in January 2009. The Infrastructure SLA is about 50% complete and the Provider SLA is 75% complete. After completing these process/policy documents, the next phase of work will be technical planning for a proof of concept environment using the existing test servers.

- **Authentication & Authorization**
  Work groups are engaged in ongoing updates and enhancements this service. Closely associated with the SOA IT theme project, this project shares many of the same resources and staff available within state government.

- **Software Procurement**

  A database was created and shared with selected state staff who were asked for their review and input prior to release to the enterprise. After testing, the database has been released to agencies The TGB established the following parameters for this project:
  - At least 80% of all JCIO agency software purchases for FY08 are to be entered into the database as measured by comparing the agency spend in the I/3 system to the entered dollars in the database.
  - Agencies may put more data into the database or enter large purchases from periods prior to FY08, but this will not count toward the analysis of success.

- **Hardware Procurement**
  Two enterprise projects for printer and server procurement have been completed. The projects were awarded in November 2008, with the chosen vendors organized by class and grade of the requested IT equipment. A variety of vendors was selected. No one vendor received all classes of printers and HP was selected for all grades of servers. Future projects will re-evaluate the contract for desktop and laptop purchasing, with a possible enhancement for tablet devices.

- **Credit Card/Payment Engines**

  DAS-ITE continues to make incremental progress toward Payment Card Industry (PCI) Data Security Standard (DSS) compliance. As more understanding is gained, more required ITE remediation is discovered. Generally, this will improve not only credit card security but overall environmental information security. The National Automated Clearinghouse for e-checks has issued interim rules similar to PCI that apply to bank ABA routing numbers and customer bank accounts. The estimated completion date continues to slip due to the additional remediation discovered as well as competing priorities. A consulting firm, Jefferson Wells, was engaged to answer questions and provide guidance on meeting PCI requirements.

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- **Help Desk Services**

  As defined by the charter for the project, selected agencies agreed in 2005 to utilize the HP Open View Service Desk System. Planning and preparation was paramount in this endeavor to assure all parties that their processes and procedures, would align with the Infrastructure Technology Information Library (ITIL) standards which is the basis for the Service Desk application. The implementation of this product was successfully completed within the charter agencies and has now been expanded to other agencies.

  The three Charter Agencies utilize the Service Desk application on a daily basis to manage their business and service offerings to other state agencies and authorized users. General Services Enterprise (GSE) has partnered with this group on the Service Desk offering and has been utilizing Service Desk. Service Desk training for Vocational Rehabilitation is completed on December 10, 2008 and will go live is planned for January 5, 2009.

  DNR Service Desk training was held December 10th & 23rd. DNR actively started using Service Desk on December 22nd. The Service Desk Admin Team continues to work with DNR to make adjustments to the system. Development work on Service Manager version 7.x continues. We have received the updated software which the Service Desk Team will review and install in a test environment.

State of Iowa Executive Branch Information Technology Savings

While addressing the statutory requirement in this report for a five year projection of savings for fiscal years 2008 through 2012, the TGB considered both projections of ongoing savings and projects and activities that result in substantial cost avoidance. (See Table 3). Additional details for each savings or cost avoidance category are included after the table.

Table 3. Five Year Projection of IT-Related Savings / Cost Avoidance FY08 – FY12

	FY08	FY09	FY10	FY11	FY12
Personal Computer Purchasing Contract Savings	$720,000	$763,000	$763,000	$763,000	$763,000
Laptop Encryption Project Savings	$259,737	-	-	-	-
Cost Avoidance from Department of Human Services Data Center Move	$200,000				
Service Oriented Architecture Cost Avoidance from Redeployment of Existing Equipment	$225,000				
Server Virtualization Estimated Annual Electrical Power Savings		$27,800	$27,800	$27,800	$27,800
Fiscal Year Total	$1,404,737	$790,800	$790,800	$790,800	$790,800
				Five Year Cost Avoidance & Savings (FY08-FY12)	**$4,567,937**

Personal Computer Contract Savings

Governmental entities in the State of Iowa purchased personal computers from a wide variety of sources prior to 2005. In an effort to get the maximum benefit from government technology expenditures, the JCIO, in cooperation with DAS Purchasing, embarked on a process of standardizing personal computer configurations; aggregating personal computer purchases among state agencies and branches of government, and local governmental entities; and establishing purchasing agreements with the Western States Contracting Alliance (WSCA). Table 4 shows annual purchase volumes and projected savings based on an analysis of fiscal year 2006 to 2008 purchases and estimates of fiscal year 2009 purchases.

WSCA was formed in October 1993 by the state purchasing directors from fifteen NASPO western states. The primary purpose of creating WSCA was to establish the means by which participating states may join together in cooperative multi-State contracting in order to achieve cost-effective and efficient acquisition of quality products and services.

Table 4. FY09 Projected Personal Computer Contract Savings

Personal Computer Standard Configuration	Average Annual Executive Branch Purchase Volume	Negotiated Contract Unit Price (FY08)	FY09 Contract Amendment With Additional Discounts	Total Fiscal Year 2009 Projected Purchases Purchase	Fiscal Year 2009 Projected Savings†
Basic Desktop	1,800	$ 400.00	$ 400.00	$ 720,000.00	$ 387,692.31
High End Desktop	250	$ 750.00	††$ 700.00	$ 175,000.00	$ 106,730.77
14" Laptop	100	$ 800.00	$ 800.00	$ 80,000.00	$ 43,076.92
15" Laptop	425	$ 900.00	†††$ 800.00	$ 340,000.00	$ 225,576.92
				Projected FY09 Executive Branch Savings	$ 763,076.92
				FY08 Executive Branch Savings from Previous Years Report	$720,192.31

†The Fiscal Year 2009 projected savings includes both the 35% discount and the additional reduction in cost for the High End Desktops and 15" laptops .

†† $50 per unit reduction from FY08.

††† $100 per unit reduction from FY08.

The original WSCA contract has gone through several re-bid processes over the years. The JCIO had determined that over 95% of personal computer purchases could be represented by four standardized configurations - Basic Desktops, High-End Desktops, 14'' Laptops, and 15'' Laptops. A WSCA re-bid was completed following a manual review of FY06 agency purchase orders and the specification of the JCIO's standardized configurations. The contract amendment from this bid became effective on December 14, 2006 and ran through August 31, 2008. It was been extended through August 2009 with additional cost reductions. The FY08 contract amendment extension for Hewlett-Packard equipment resulted in an average savings of 35% from previous contract pricing. The FY09 contract amendment reflects an additional cost reduction of $50 per unit on High End Desktops and $100 per unit on 15" laptops. Two phenomena occur simultaneously in the computer industry: (1) average price per unit decreases over time, and (2) average performance increases over time. Trends in commercial off-the-shelf computer prices indicate that if we continue to aggregate public sector computer purchases, the price per personal computer should remain at or below current levels through 2012.

Five Year Estimate of Savings from Personal Computer Contract Purchases (FY08-FY12)

$720,000 (FY08) plus$763,000 annually for 4 years (FY09 – FY12) .....$ 3,815,000

Joint Laptop Encryption Project Savings for Fiscal Year 2008

In FY2008, agencies implemented a standardized laptop encryption product. Combining purchases into a single encryption software contract resulted in significant savings in initial purchase, training and support, with over 7,500 licenses initially purchased. In addition, 25 agencies chose to use a shared encryption service managed by DAS-ITE to support encrypted laptops, reducing significantly the number of servers, communications devices and support personnel needed. The aggregated purchasing saved $21.86 per license in the first year, plus $2,000 for each encryption server needed. We estimate there would have been 18 separate agencies that would have set up and managed their own encryption infrastructure if we had not chosen to collaborate and save implementation and operational costs for servers, communications devices, and management consoles.

Indirect cost savings are difficult to estimate, but are likely substantial. Using the same product at all agencies reduces configuration, training, management, recovery planning and other costs substantially. Implementing an enterprise laptop security program keeps constituent data secure and substantially lowers costs if a computer should be lost or stolen.

Laptop Encryption Project Savings

First year licensing costs - $21.86 X 7353 .....$160,737

Reduction of 18 servers – reduced hardware and software .....$ 72,000
acquisition, configuration, maintenance, support,
infrastructure, security and energy costs.

Reduction of communications devices – lower cost but .....$ 27,000
similar factors as with servers

Direct laptop encryption savings $259,737

Service Oriented Architecture - Cost Avoidance from Redeployment of Existing Equipment

As state government continues to improve services to citizens, the executive branch is implementing Service Oriented Architecture (SOA). SOA is essentially a collection of services that have the ability to communicate with each other. The communication can involve either simple data passing or it could involve two or more services coordinating some activity. This will provide a wide range of higher value, high functionality services to citizens. SOA requires very powerful, highly interoperable secure servers in order to function. In assessing the options for the implementation of SOA, it was decided to assist the Criminal Justice Information Systems (CJIS) project to migrate to more powerful servers and repurpose the CJIS servers for SOA. This will result in a savings of $75,000 annually for three years.

3 Year Savings from Repurposing Servers for SOA $225,000

Cost Avoidance Related to the Department of Human Services Data Center Relocation

In the spring of 2008, the Department of Human Services (DHS) moved its data center infrastructure from a DHS specific server room into the DAS enterprise server farm on B-Level of

the Hoover Building. DHS had evaluated the option of modifying/renovating the existing space to address both environmental and security issues. The cost to upgrade the existing DHS server room was estimated at approximately $300,000. The project to move to the DAS space cost approximately $100,000. DHS pays approximately $25,000/year for rental of the DAS space and the DHS move helped to more fully utilize the recently renovated DAS server space. This improved the overall efficiency of the DAS ITE server room operation and allowed DHS to repurpose the former DHS server room to general office space, which is now totally occupied.

Total FY08 Cost Avoidance $200,000

Environmentally Conscious Information Technology Operations – Another Aspect of "Savings"

Server virtualization is a technique used to divide a computer's memory and processing power into separate and isolated virtual machines. This allows one physical computer to support the operation of multiple machines running on the same or different operating systems. The methods used to run the virtual machines prevent computer applications from interfering with each other. In fiscal year 2008, a number of agencies successfully implemented server virtualization projects.

Table 5, Executive Branch Server Virtualization*

	Servers Involved	
	Before Virtualization	After Virtualization
Corrections	33	5
Department of Administrative Services	104	8
Department of Natural Resources	17	6
Department of Transportation	130	12
Veteran's Home	8	2
Total Servers	**292**	**33**

* In addition to the Virtualizations listed, there are currently similar projects underway in the Departments of Public Health and Revenue.

The fiscal year 2008 executive branch virtualization projects have resulted in:

An average annual net reduction of electrical power (per virtualized server) ..... 2,150 kilowatt-hours

A total net annual reduction of electrical power .....580,000 kilowatt-hours

Reduction of carbon dioxide .....>940,000 pounds

Total estimated annual electrical power savings $27,800

Information Security and Cost Avoidance

In fiscal year 2008, technical and management staff from agencies across government worked together with the Information Security Office and the Technology Governance Board to develop, approve, and implement enterprise security standards for consistent protection of information systems and data. It is not possible to accurately quantify these benefits, but they are considerable. A single data breach or system-wide interruption in service could result in millions of dollars of direct and indirect cost to state government and negatively impact large numbers of citizens. It is impossible to prevent all incidents from occurring, but by working together, agencies are reducing risk and saving money.

Appendix A. Technology Governance Board Duties and Responsibilities

The TGB acts as a governing and advisory board to ensure decision-making related to Executive Branch information technology projects, goods, and services is based on business drivers in support of customer requirements. In its capacity as a governing board, the TGB will work to achieve a standardization of Executive Branch information technology and ensure the expenditures on information technology projects, goods, and services provide effective and efficient quality service that benefits customer departments and the citizens they serve.

Iowa Code Section 8A.204(3) - Powers and duties of the Technology Governance Board

a. On an annual basis, prepare a report to the Governor, the Department Of Management, and the General Assembly regarding the total spending on technology for the previous fiscal year, the total amount appropriated for the current fiscal year, and an estimate of the amount to be requested for the succeeding fiscal year for all agencies. The report shall include a five-year projection of technology cost savings, an accounting of the level of technology cost savings for the current fiscal year, and a comparison of the level of technology cost savings for the current fiscal year with that of the previous fiscal year. This report shall be filed as soon as possible after the close of a fiscal year, and by no later than the second Monday of January of each year.

b. Work with the Department of Management and the State Accounting Enterprise of the Department of Administrative Services, pursuant to section 8A.502, to maintain the relevancy of the central budget and proprietary control accounts of the general fund of the state and special funds to information technology, as those terms are defined in section 8.2, of state government.

c. Develop and approve administrative rules governing the activities of the board. The department shall assist in development of the rules and shall adopt the rules under the department's name.

d. In conjunction with the Department of Administrative Services, develop and adopt information technology standards pursuant to section 8A.206 applicable to all agencies.

e. Make recommendations to the Department of Administrative Services regarding all of the following:

(1) Technology utility services to be implemented by the department or other agencies.

(2) Improvements to information technology service levels and modifications to the business continuity plan for information technology operations developed by the department pursuant to section 8A.202 for agencies, and to maximize the value of information technology investments by the state.

(3) Technology initiatives for the Executive Branch.

f. Review the recommendations of the IOWAccess Advisory Council regarding rates to be charged for access to and for value-added services performed through IOWAccess, pursuant to section 8A.221. The board shall report the establishment of a new rate of change in the level of an existing rate to the department, which shall notify the Department of Management and the legislative services agency regarding the rate establishment or change.

g. Designate advisory groups as appropriate to assist the board in all of the following:

(1) Development and adoption of an executive branch strategic technology plan.

(2) Annual review of technology operating expenses and capital investment budgets of agencies by October 1 for the following fiscal year, and development of technology costs savings projections, accountings, and comparisons.

(3) Quarterly review of requested modifications to budgets of agencies due to funding changes.

(4) Review and approval of all concept papers and documentation related to requests for proposals for all information technology devices, hardware acquisition, information technology services, software development projects, and information technology outsourcing for agencies that exceed the greater of a total cost of fifty thousand dollars or a total involvement of seven hundred fifty agency staff hours. The review and approval of concept papers and documentation as provided in this subparagraph shall occur prior to the issuance of the related request for proposals. Notwithstanding section 21.5, subsection 1, the board, by vote of at least six members, may hold a closed session to review and discuss concept papers and documentation related to a request for proposals if the board determines that the public disclosure of such discussion prior to the issuance of the request for proposals may disadvantage any potential vendors.

The board shall keep detailed minutes of all discussion, persons present, and action occurring at a closed session, and shall also tape record all of the closed session. The minutes and the tape recording of a session closed under this subparagraph shall be made available for public examination when a final decision is made regarding whether to issue the request for proposals. All board actions and decisions regarding this information shall be made in open session and appropriately recorded.

(5) Development of a plan and process to improve service levels and continuity of business operations, and to maximize the value of information technology investments.

(6) Formation of internal teams to address cost-savings initiatives, including consolidation of information technology and related functions among agencies, as enacted by the Technology Governance Board.

(7) Development of information technology standards.

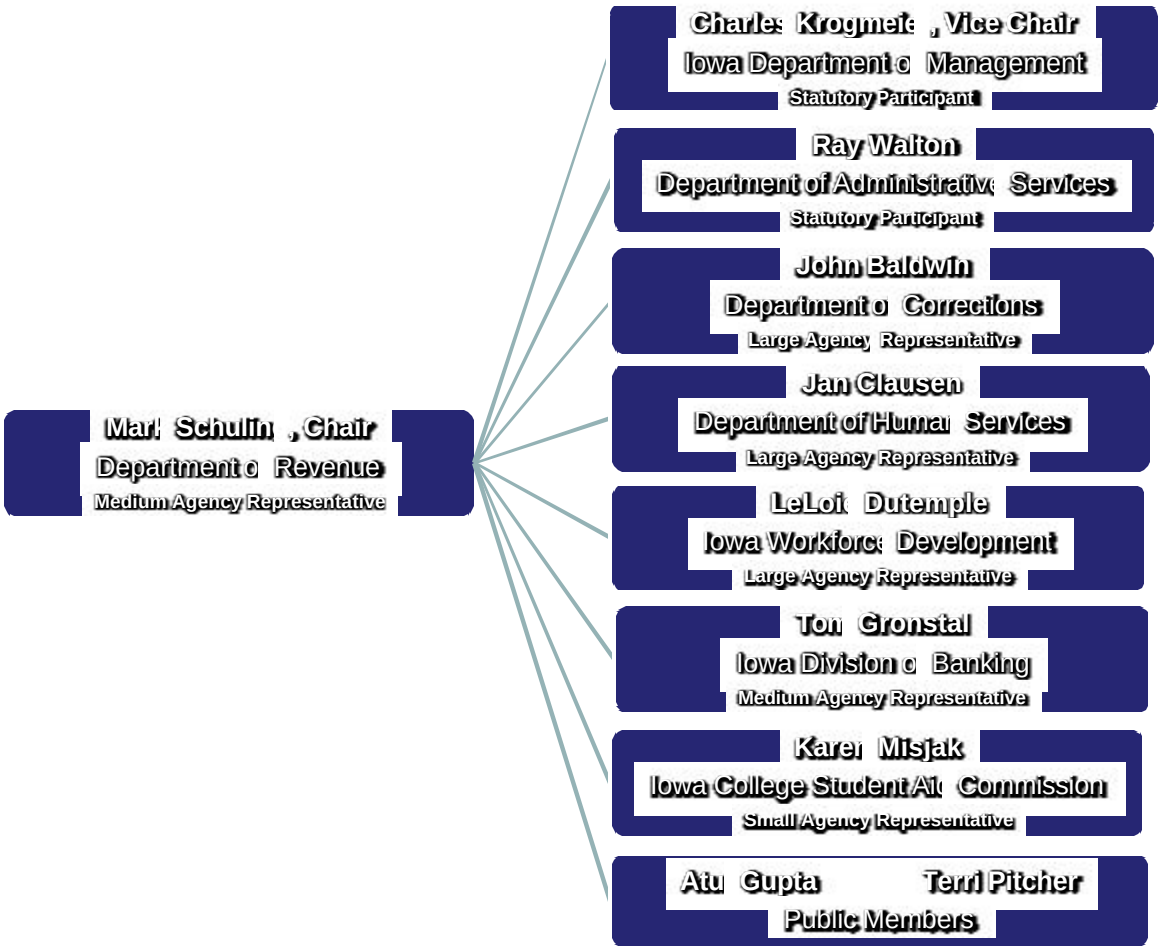
(8) Development of rules, processes, and procedures for implementation of aggregate purchasing among agencies.

Appendix B. Technology Governance Board and Advisory Council Membership

The TGB is composed of ten members as follows:

- The Director of the department of administrative services.
- The Director of the department of management, or the Director's designee.
- Eight members appointed by the Governor as follows:
    - Three representatives from large agencies.
    - Two representatives from medium-sized agencies.
    - One representative from a small agency.
    - Two public members who are knowledgeable and have experience in information technology matters.

Figure 2. Technology Governance Board Table of Organization - December 1, 2008



Joint Council of Information Officers (JCIO)

Chair

John Gillispie ..... John.Gillispie@iowa.gov ..... Department of Administrative Services

Members

Jim Anderson ..... Jim.Anderson@iowa.gov ..... Education
Dale Anthony ..... Dale.Anthony@idph.state.ia.us ..... Public Health
John Baldwin ..... John.Baldwin@iowa.gov ..... Corrections
Rob Buchwald ..... Robert.Buchwald@iowa.gov ..... Veterans Home
Greg Fay ..... Greg.Fay@iowa.gov ..... Information Security Office
Leon Frederick ..... Leon.Frederick@iowa.gov ..... Public Safety
Steve Gast ..... Steven.Gast@dot.iowa.gov ..... Transportation
R.J. Hellstern ..... Robert.Hellstern@iowa.gov ..... Workforce Development
Rick Hindman ..... Rick.Hindman@dnr.state.ia.us ..... Natural Resources
Tom Huisman ..... THuisma@dhs.state.ia.us ..... Human Services
Rich Jacobs ..... Richard.Jacobs@iowa.gov ..... Revenue
Kevin Vandewall ..... Kevin.Vandewall@iowa.gov ..... Corrections
Wes Hunsberger ..... Wes.Hunsberger@iowa.gov ..... TGB Coordinator

JCIO Administrative Support

Diane Van Zante ..... Diane.VanZante@iowa.gov ..... Administrative Services – ITE

Information Technology RFP Advisory Group

Chair

Mark Schuling ..... Mark.Schuling@iowa.gov ..... Department of Revenue

TGB Members

Charles Krogmeier ..... Charles.Krogmeier@iowa.gov ..... Department of Management
Mark Schuling ..... Mark.Schuling@iowa.gov ..... Department of Revenue
Atul Gupta ..... Atul@a-t-g.com ..... Public Member

State-Designated CIO Member

John Gillispie ..... John.Gillispie@iowa.gov ..... Department of Administrative Services

JCIO Member

Jim Anderson ..... Jim.Anderson@iowa.gov ..... Department of Education

CIO Council Member

Stephen Johnson ..... C.Stephen.Johnson@iowa.gov ..... Department of Elder Affairs

Information Technology Standards Advisory

Chair

LeLoie Dutemple ..... LeLoie.Dutemple@iowa.gov ..... Iowa Workforce Development

TGB Members

Jan Clausen ..... JClause@dhs.state.ia.us ..... Department of Human Services

LeLoie Dutemple ..... LeLoie.Dutemple@iowa.gov ..... Iowa Workforce Development

Terri Pitcher ..... Terri.Pitcher@itagroup.com ..... Public Member

State-designated CIO Member

John Gillispie ..... John.Gillispie@iowa.gov..... Department of Administrative Services

JCIO Member

RJ Hellstern ..... Robert.Hellstern@iwd.iowa.gov..... Iowa Workforce Development

CIO Council Member

Tim Mclaughlin ..... Timothy.Mclaughlin@iowa.gov..... Department of Inspections and Appeals

Appendix C. TGB Annual Report Terminology

Information technology means computing and electronic applications used to process and distribute information in digital and other forms and includes information technology devices and information technology services.

Information technology device means equipment or associated software, including programs, languages, procedures, or associated documentation, used in operating the equipment which is designed for utilizing information stored in an electronic format. Information technology device includes but is not limited to computer systems, computer networks, and equipment used for input, output, processing, storage, display, scanning, and printing.

Information Technology Portfolio Management attempts to use the lessons of financial portfolio management to justify and measure the financial benefits of each software application in comparison to the costs of the application's maintenance and operations.

Information technology services means services designed to do any of the following:

a. Provide functions, maintenance, and support of information technology devices and facilities.

b. Provide services including, but not limited to, any of the following:

    1. Computer systems application development and maintenance.
    2. Systems integration and interoperability.
    3. Operating systems maintenance and design.
    4. Computer systems programming.
    5. Computer systems software support.
    6. Security relating to information technology.
    7. Data management.
    8. Information technology education.
    9. Information technology planning and standards.
    10. Computer networking.

Service Oriented Architecture is an architecture that is centered on common units of work that can be shared by many programs. For example, an airline may provide its flight schedules to many travel sites via a single service. Conversely, a travel site can get flight schedules from many airlines. A software program can be assembled from services, or services can be "exposed" from existing programs.

Appendix D. TGB Annual Report - Agencies Participating in the Survey of Information Technology Costs

Forty-three (43) organizations contributed information included in the TGB annual report and completed IT spreadsheets for their organizations.

Participating Agencies, Boards, and Commissions

Administrative Services
Blind, Department for the
Civil Rights
College Student Aid Commission
Commerce - Alcoholic Beverages
Commerce - Banking
Commerce - Credit Union
Commerce - Insurance
Commerce - Professional Licensing & Regulation
Commerce - Utilities
Corrections
Cultural Affairs
Economic Development
Education
Education - Library Services
Education - Vocational Rehabilitation
Elder Affairs
Ethics & Campaign Disclosure
Governor's Office
Human Rights
Human Services
Inspections & Appeals
Iowa Communications Network
Iowa Law Enforcement Academy
Management
Natural Resources
Office of Energy Independence
Office on Drug Control Policy
Parole Board
Public Defense
Public Defense - Homeland Security – Emergency Management
Public Employment Relations Board
Public Health
Public Health – Dental Board
Public Health – Board of Medicine
Public Health – Board of Nursing,
Public Health – Board of Pharmacy
Public Safety
Revenue
Transportation
Veterans Affairs
Veterans Affairs - Iowa Veterans Home
Workforce Development

Appendix E. Information Technology Personnel Spending

Personnel spending includes salary, state-provided benefits, travel, training, paid overtime, and other related expenditures for all information technology job classifications and non-information technology job classifications having assigned information technology duties. Agencies have included FTEs and the associated expenditures for each reporting year. While most IT personnel costs are associated with individuals classified in various information technology job classifications maintained by the Human Resources Enterprise (HRE), it is recognized that agencies receive IT support from staff in non-IT job classifications. The second table in this appendix contains information on the non-information technology job classifications with assigned information technology duties. Approximately 15% of IT personnel are in a non-IT job class, approximately 10% of IT classified positions are not considered to be solely in the IT area (such as data entry operators) and 75% of IT personnel are in IT classified positions. Please Note: Personnel counts are baselined differently in FY09 and FY10 from past reports – the Iowa Finance Authority and Iowa Public Employees Retirement System are no longer participating agencies and are not represented after FY08.

Table 6. Information Technology Classifications (All dollar amounts in thousands)

				FY06			FY07			FY08			FY09			FY10		
HRE code	Non-contract or at-will	Union covered	Personnel Classification	State FTE	Cost ($)	Cost with Benefits	State FTE	Cost ($)	Cost with Benefits	State FTE	Cost ($)	Cost with Benefits	State FTE	Cost ($)	Cost with Benefits	State FTE	Cost ($)	Cost with Benefits
750		X	Info Specialist 1	1.00	$30	$38	1.00	$36	$44	1.00	$41	$52	1.00	$42	$ 54	1.00	$43	$56
751		X	Info Specialist 2	2.75	$111	$143	2.00	$94	$122	2.00	$97	$126	2.00	$100	$130	2.00	$103	$134
90751	X		Info Specialist 2 - Non Union	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -
754		X	Info Specialist 3	3.00	$174	$220	2.50	$150	$189	3.00	$195	$248	3.00	$202	$253	3.00	$213	$264
90754	X		Info Specialist 3 - Non Union	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -
126	X		Info Tech Admin 1	3.50	$180	$322	2.50	$182	$227	3.00	$226	$283	5.00	$394	$491	5.00	$409	$510
127	X		Info Tech Admin 2	20.50	$1,710	$2,292	22.50	$1,804	$2,561	22.50	$1,834	$2,480	22.00	$1,969	$2,662	24.00	$2,235	$2,997
128	X		Info Tech Admin 3	9.00	$688	$1,003	9.75	$779	$1,125	10.00	$840	$1,216	11.00	$1,054	$1,488	9.00	$870	$1,252
129	X		Info Tech Admin 4	3.00	$333	$416	3.00	$333	$416	3.00	$344	$429	3.00	$379	$474	3.00	$384	$480
160		X	Info Tech Enterprise Expert	11.00	$1,128	$1,410	11.00	$1,186	$1,483	12.00	$1,307	$1,634	10.00	$1,217	$1,521	10.00	$1,278	$1,598
90160	X		Info Tech Enterprise Expert - Non Union	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -
118		X	Info Tech Specialist 1	4.00	$166	$215	3.50	$150	$199	3.00	$137	$181	2.50	$116	$158	2.00	$90	$125
90118	X		Info Tech Specialist 1 - Non Union	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -
119		X	Info Tech Specialist 2	57.75	$2,588	$3,447	56.50	$2,590	$3,819	62.50	$3,176	$4,372	63.00	$3,226	$4,526	60.50	$3,270	$4,586

				FY06			FY07			FY08			FY09			FY10		
HRE code	Non-contract or at-will	Union covered	Personnel Classification	State FTE	Cost ($)	Cost with Benefits	State FTE	Cost ($)	Cost with Benefits	State FTE	Cost ($)	Cost with Benefits	State FTE	Cost ($)	Cost with Benefits	State FTE	Cost ($)	Cost with Benefits
90119	X		Info Tech Specialist 2 - Non Union	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -
120		X	Info Tech Specialist 3	96.00	$5,197	$6,722	91.75	$5,082	$6,708	86.50	$4,996	$6,541	91.50	$5,471	$7,236	86.00	$5,342	$7,075
90120	X		Info Tech Specialist 3 - Non Union	1.00	$45	$56	1.00	$47	$59	1.00	$52	$70	1.00	$55	$ 72	1.00	$58	$74
121		X	Info Tech Specialist 4	192.00	$11,251	$15,566	196.00	$12,162	$16,693	224.00	$14,467	$19,569	215.50	$14,558	$19,641	205.75	$14,405	$19,433
90121	X		Info Tech Specialist 4 - Non Union	2.00	$141	$176	2.00	$187	$234	2.00	$193	$241	2.00	$199	$248	2.00	$199	$248
122		X	Info Tech Specialist 5	168.75	$12,516	$16,696	168.75	$12,503	$16,976	173.25	$16,219	$17,779	175.25	$14,089	$18,615	170.00	$14,158	$18,826
90122	X		Info Tech Specialist 5 - Non Union	3.00	$242	$302	3.00	$267	$335	3.00	$251	$314	3.00	$258	$322	3.00	$266	$331
124	X		Info Tech Supervisor 1	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -
125	X		Info Tech Supervisor 2	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -
114		X	Info Tech Support Worker 1	1.00	$30	$40	1.75	$51	$68	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -
90114	X		Info Tech Support Worker 1 - Non Union	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -
115		X	Info Tech Support Worker 2	21.50	$622	$934	22.25	$680	$1,013	28.00	$942	$1,348	21.00	$713	$1,038	21.00	$740	$1,068
90115	X		Info Tech Support Worker 2 - Non Union	0.25	$ 2	$ 2	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -
116		X	Info Tech Support Worker 3	21.50	$658	$987	21.00	$682	$1,019	24.00	$855	$1,237	20.00	$774	$1,047	20.00	$812	$1,090
90116	X		Info Tech Support Worker 3 - Non Union	0.00	$ -	$ -	0.50	$19	$23	1.00	$41	$51	1.00	$44	$ 55	1.00	$44	$55
117		X	Info Tech Support Worker 4	11.25	$478	$602	8.25	$342	$431	11.00	$447	$564	16.00	$756	$951	16.00	$784	$983
90117	X		Info Tech Support Worker 4 - Non Union	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -
13053	X		Information System Specialist 1	0.00	$ -	$ -	0.00	$ -	$ -	1.00	$52	$65	1.00	$54	$ 67	1.00	$58	$72
13052	X		Information System Specialist 2	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -
13059	X		Information System Specialist 3	0.00	$ -	$ -	0.00	$ -	$ -	1.00	$72	$90	1.00	$72	$ 90	1.00	$78	$97
60250	X		Information Technology Spec	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -

HRE code	Non-contract or at-will	Union covered	Personnel Classification	FY06 State FTE	FY06 Cost ($)	FY06 Cost with Benefits	FY07 State FTE	FY07 Cost ($)	FY07 Cost with Benefits	FY08 State FTE	FY08 Cost ($)	FY08 Cost with Benefits	FY09 State FTE	FY09 Cost ($)	FY09 Cost with Benefits	FY10 State FTE	FY10 Cost ($)	FY10 Cost with Benefits
N/A	N/A	N/A	Other Personnel Classifications (See Table 7 below)	83.50	$3,475	$6,265	85.75	$3,646	$6,547	77.50	$3,577	$6,223	82.50	$4,662	$6,819	85.00	$4,870	$7,095
N/A	N/A	N/A	Travel & Training	N/A	$628	N/A	N/A	$322	N/A	N/A	$110	N/A	N/A	$247	N/A	N/A	$45	N/A
N/A	N/A	N/A	Office Supplies	N/A	$59	N/A	N/A	$71	N/A	N/A	$34	N/A	N/A	$176	N/A	N/A	$167	N/A
N/A	N/A	N/A	Paid Overtime	N/A	$212	N/A	N/A	$268	N/A	N/A	$132	N/A	N/A	$144	N/A	N/A	$156	N/A
			All Classifications Total	**717.25**	**$42,664**	**$57,854**	**716.25**	**$43,633**	**$60,290**	**755.25**	**$50,637**	**$65,113**	**753.25**	**$50,971**	**$67,957**	**732.25**	**$51,077**	**$68,447**

Table 7. All Non-Information Technology Classifications with Assigned IT Duties (All dollar amounts in thousands)

The TGB survey instrument provided agencies with a means to report FTEs in non-information technology job classifications that have assigned information technology duties. Agencies were instructed to report FTEs if the position is used at least 25% of the time in providing information technology services.

HRE code	Non-contract or at-will	Union covered	Personnel Classification	FY06 State FTE	FY06 Cost ($)	FY06 Cost With Benefits	FY07 State FTE	FY07 Cost ($)	FY07 Cost With Benefits	FY08 State FTE	FY08 Cost ($)	FY08 Cost With Benefits	FY09 State FTE	FY09 Cost ($)	FY09 Cost With Benefits	FY10 State FTE	FY10 Cost ($)	FY10 Cost With Benefits
17		X	Clerk-Advanced	6.00	$ -	$258	6.00	$ -	$270	6.00	$ -	$279	0.00	$ -	$ -	0.00	$ -	$ -
18		X	Clerk-Specialist	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.75	$24	$ 30	0.75	$25	$31
25		X	Secretary 1	0.75	$16	$21	1.75	$40	$54	1.75	$55	$70	1.75	$56	$ 71	2.75	$90	$113
26		X	Secretary 2	2.50	$100	$135	3.00	$113	$153	3.00	$125	$163	3.00	$128	$170	3.00	$133	$178
61		X	Word Processor 2	0.25	$ -	$12	0.25	$ -	$13	0.25	$ -	$13	0.00	$ -	$ -	0.00	$ -	$ -
212		X	Purchasing Agent 3	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -
260			Mail Clerk 1	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	1.00	$33	$ 42	1.00	$34	$43
261			Mail Clerk 2	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	1.00	$43	$ 54	1.00	$43	$54
290		X	Accounting Technician 1	0.25	$ 8	$11	0.50	$19	$25	0.50	$19	$25	0.50	$20	$ 26	0.50	$21	$27
292		X	Accounting Technician 2	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -
327		X	Field Auditor	1.25	$56	$69	1.25	$58	$71	1.25	$60	$73	0.00	$ -	$ -	0.00	$ -	$ -
406	X		Bank Examiner	3.00	$111	$139	2.00	$113	$141	2.00	$139	$171	2.00	$145	$173	2.00	$152	$190

				FY06			FY07			FY08			FY09			FY10		
HRE code	Non-contractor at-will	Union covered	Personnel Classification	State FTE	Cost ($)	Cost With Benefits	State FTE	FY07 Cost ($)	Cost With Benefits	State FTE	Cost ($)	Cost With Benefits	State FTE	Cost ($)	Cost With Benefits	State FTE	Cost ($)	Cost With Benefits
409	X		Bank Examiner Supervisor	1.00	$99	$124	1.00	$104	$130	1.00	$114	$141	1.00	$120	$144	1.00	$126	$157
420	X		Credit Union Examiner	1.00	$47	$64	1.00	$51	$69	1.00	$54	$75	1.00	$57	$ 79	1.00	$57	$79
422	X		Credit Union Examiner Senior	1.00	$83	$101	1.00	$95	$110	1.00	$95	$110	1.00	$95	$110	1.00	$95	$110
705			Admin Intern	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$21	$ 26	0.00	$ -	$ -
708			Admin Assistant 1	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	1.00	$42	$ 53	1.00	$45	$56
709		X	Admin Assistant 2	6.00	$20	$348	6.00	$24	$360	7.00	$78	$437	1.50	$82	$102	1.50	$85	$106
710		X	Exec Off 1	2.25	$109	$158	2.25	$115	$166	2.25	$120	$174	2.00	$124	$161	4.00	$232	$296
711		X	Exec Off 2	6.75	$390	$567	7.25	$418	$607	3.75	$200	$321	6.75	$276	$588	5.75	$232	$534
712		X	Exec Off 3	5.25	$386	$481	6.00	$445	$554	7.00	$590	$738	6.00	$533	$665	6.00	$542	$677
713		X	Exec Off 4	3.00	$279	$349	2.00	$191	$239	1.00	$95	$119	1.00	$100	$125	1.00	$101	$126
714		X	Exec Off 5	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -
723		X	Budget Analyst 3	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -
734		X	Management Analyst 2	3.00	$153	$199	1.00	$57	$70	1.00	$59	$72	1.00	$61	$ 74	1.00	$63	$76
736		X	Management Analyst 3	1.00	$64	$85	3.00	$134	$178	2.00	$142	$177	2.00	$147	$182	2.00	$155	$194
737		X	Managem ent Analyst 4	4.00	$289	$367	4.00	$257	$329	2.00	$153	$191	2.00	$132	$165	2.00	$136	$171
746		X	Statistical Research Analyst 3	1.00	$ -	$64	1.00	$ -	$69	1.00	$ -	$71	2.00	$ -	$148	2.00	$ -	$148
748		X	Data Warehouse Analyst	0.00	$ -	$ -	0.00	$ -	$ -	2.00	$97	$121	8.00	$627	$786	8.00	$664	$832
772	X		Human Resources Associate	0.25	$10	$13	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -
781			Public Service Executive 1	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	1.00	$73	$ 91	1.00	$73	$91
782	X		Public Service Executive 2	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -
784		X	Public Service Executive 3	2.50	$195	$244	2.50	$210	$263	2.00	$176	$220	0.00	$ -	$ -	0.00	$ -	$ -
787	X		Public Service Executive 5	1.50	$145	$194	1.50	$151	$201	1.50	$150	$191	1.50	$157	$201	1.50	$167	$209
1319	X		Library Consultant	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -
2230	X		Health Professions Investigator	0.50	$31	$41	0.50	$32	$42	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -
3017		X	Social Worker 4	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -

				FY06			FY07			FY08			FY09			FY10		
HRE code	Non-contractor at-will	Union covered	Personnel Classification	State FTE	Cost ($)	Cost With Benefits	State FTE	FY07 Cost ($)	Cost With Benefits	State FTE	Cost ($)	Cost With Benefits	State FTE	Cost ($)	Cost With Benefits	State FTE	Cost ($)	Cost With Benefits
4020		X	Program Planner 1	0.25	$ -	$12	0.25	$ -	$12	0.50	$ 4	$17	0.00	$ -	$ -	0.00	$ -	$ -
4022		X	Program Planner 2	3.25	$98	$204	3.25	$100	$210	1.25	$ -	$83	0.00	$ -	$ -	0.00	$ -	$ -
4023		X	Program Planner 3	2.00	$62	$153	2.00	$64	$155	2.00	$72	$161	0.00	$ -	$ -	0.00	$ -	$ -
4251	X		Transportation Div Director	1.00	$100	$133	1.00	$108	$144	1.00	$108	$144	1.00	$111	$148	1.00	$114	$152
4404		X	Geologist 2	1.00	$ -	$62	1.00	$ -	$62	1.00	$ -	$64	0.00	$ -	$ -	0.00	$ -	$ -
4410	X		Geologist 4	0.25	$ -	$23	0.25	$ -	$25	0.25	$ -	$26	2.25	$ -	$189	2.25	$ -	$189
4513		X	Environmental Specialist	3.50	$ -	$213	3.50	$ -	$222	3.50	$ -	$230	3.50	$ -	$238	3.50	$ -	$238
4514	X		Environmental Engineer	0.25	$ -	$19	0.25	$ -	$20	0.25	$ -	$21	0.25	$ -	$ 21	0.25	$ -	$21
4516	X		Environmental Program Supv	0.25	$ -	$23	0.25	$ -	$23	0.25	$ -	$24	0.25	$ -	$ 25	0.25	$ -	$25
4519		X	Environmental Specialist Senior	4.50	$ -	$339	4.50	$ -	$354	4.50	$ -	$366	1.25	$ -	$105	1.25	$ -	$105
4736		X	Communications Technician 2	2.25	$114	$150	1.75	$93	$121	0.75	$38	$50	0.75	$39	$ 52	0.75	$40	$54
4737		X	Communications Technician 3	1.75	$88	$117	2.50	$129	$169	3.50	$176	$227	3.50	$181	$233	3.50	$186	$240
4779		X	Telecommunications Design Spec	0.00	$ -	$ -	0.25	$16	$21	0.25	$16	$21	0.25	$17	$ 22	0.25	$18	$23
4793		X	Telecommunications Marketing Analyst	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	1.00	$45	$ 56	1.00	$51	$64
4794		X	Telecommunications Marketing Analyst, Senior	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	2.00	$97	$121	2.00	$111	$139
5300	X		Natural Resources Aide	0.50	$ -	$25	0.50	$ -	$26	0.50	$ -	$27	0.00	$ -	$ -	0.00	$ -	$ -
8518			Graphic Artist	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	2.00	$97	$122	2.00	$98	$123
8526			Reproduction Equipment Oper 2	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	7.00	$302	$377	7.00	$288	$360
8530			Reproduction Equipment Leader	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	1.00	$48	$ 60	1.00	$48	$60
9507			Dir Dept Of Info Tech	0.50	$69	$86	0.50	$73	$91	0.50	$75	$94	0.50	$76	$95	0.50	$76	$95
15005	X		Exec Secretary	0.75	$36	$44	0.75	$38	$46	1.75	$100	$123	2.25	$151	$187	2.25	$138	$171
16030	X		Sergeant	1.00	$72	$96	1.00	$74	$99	1.00	$76	$102	1.50	$117	$146	2.00	$141	$176

				FY06			FY07			FY08			FY09			FY10		
HRE code	Non-contractor at-will	Union covered	Personnel Classification	State FTE	Cost ($)	Cost With Benefits	State FTE	FY07 Cost ($)	Cost With Benefits	State FTE	Cost ($)	Cost With Benefits	State FTE	Cost ($)	Cost With Benefits	State FTE	Cost ($)	Cost With Benefits
41005	X		Program Administrator	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -
41121	X		Senior Svc Spec For The Blind 3	1.00	$81	$101	1.00	$82	$104	1.00	$84	$107	1.00	$87	$110	1.00	$87	$110
41192	X		Senior Svc Spec For The Blind 2	0.50	$54	$68	0.50	$56	$70	0.50	$58	$72	0.50	$60	$ 74	0.50	$60	$74
50763	X		Training Specialist 1	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -
90026	X		Secretary 2 - Non Union	1.00	$42	$56	1.00	$44	$59	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -
90711	X		Exec Off 2 - Non Union	1.00	$68	$91	2.00	$142	$190	1.00	$113	$141	0.00	$ -	$ -	0.00	$ -	$ -
90712	X		Exec Off 3 - Non Union	0.00	$ -	$ -	0.00	$ -	$ -	1.00	$70	$88	1.00	$72	$ 91	1.00	$74	$94
94913	X		Admin Assistant 3	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -
94914	X		Admin Assistant 4	2.00	$ -	$126	2.00	$ -	$130	0.00	$ -	$ -	0.00	$ -	$ -	0.00	$ -	$ -
94923	X		Admin Assistant 5	1.00	$ -	$81	1.00	$ -	$81	1.00	$65	$81	1.00	$67	$ 84	1.00	$69	$87
Other Personnel Classifications TOTAL				**83.50**	**$3,475**	**$6,265**	**85.75**	**$3,646**	**$6,547**	**77.50**	**$3,577**	**$6,223**	**82.50**	**$4,662**	**$6,819**	**85.00**	**$4,870**	**$7,095**

Appendix F. Technology Equipment and Services Spending

Table 8. Executive Branch IT Equipment and Services Spending

	Expenditure Description	FY 2006 Expenditures	FY 2007 Expenditures	FY 2008 Expenditures	FY 2009 Revised Budget	FY 2010 Budget Request
Services	IT Professional Services *	$14,406,857	$21,251,178	$17,031,237		
	IT Professional Services Travel	$ 10,150	$ 13,283	$ 23,349		
	IT Professional Employment Organization Services	$ 281,445	$ 412,925	$ 474,908		
	IT Outside Services Expenditures	**$14,698,452**	**$21,677,386**	**$17,529,494**	**$17,527,917**	**$15,508,951**
Desktop	Hardware Purchase or Lease - Non-Inventory	$ 6,501,906	$4,398,853	$ 5,018,883		
	Hardware Purchase or Lease-Inventory	$ 4,583,031	$3,350,723	$ 3,345,579		
	Software Purchase or License	$ 1,961,344	$2,028,830	$ 3,870,430		
	Misc, Parts, Supplies, Consumable	$ 2,118,716	$1,737,651	$ 1,647,125		
	Hardware Maintenance, Consumable	$ 128,141	$ 93,917	$ 75,231		
	Software Maintenance, Consumable	$ 455,835	$ 660,838	$ 1,120,160		
Server	Hardware Purchase or Lease - Non-Inventory	$ 2,921,864	$2,866,801	$ 3,487,102		
	Hardware Purchase or Lease-Inventory	$ 1,880,995	$2,459,389	$ 2,827,798		
	Software Purchase or License	$ 6,950,022	$9,202,398	$ 6,411,710		
	Misc, Parts, Supplies, Consumable	$ 445,915	$ 564,612	$ 337,034		
	Hardware Maintenance, Consumable	$ 1,391,281	$1,228,793	$ 1,310,462		
	Software Maintenance, Consumable	$ 7,583,076	$9,229,458	$ 8,542,267		
Network	Hardware Purchase or Lease - Non-Inventory	$ 556,146	$ 703,688	$ 1,115,580		
	Hardware Purchase or Lease-Inventory	$ 370,236	$ 446,807	$ 495,433		
	Software Purchase or License	$ 794,168	$1,247,055	$ 1,499,033		
	Misc, Parts, Supplies, Consumable	$ 297,866	$ 330,221	$ 278,887		
	Hardware Maintenance, Consumable	$ 2,372,953	$2,626,665	$ 2,558,824		
	Software Maintenance, Consumable	$ 1,079,770	$1,552,381	$ 1,085,074		

* The difference from FY 2006 to FY 2007 in IT Professional Services is primarily due to larger than average expenditures associated with projects in Natural Resources and Revenue.

	Expenditure Description	FY 2006 Expenditures	FY 2007 Expenditures	FY 2008 Expenditures	FY 2009 Revised Budget	FY 2010 Budget Request
Printers	Hardware Purchase or Lease - Non-Inventory	$ 611,235	$ 512,058	$ 625,147		
	Hardware Purchase or Lease-Inventory	$ 128,985	$ 386,152	$ 747,509		
	Software Purchase or License	$ 26,121	$ 101,963	$ 94,695		
	Misc, Parts, Supplies, Consumable	$ 447,519	$ 430,805	$ 501,390		
	Hardware Maintenance, Consumable	$ 174,535	$ 252,978	$ 243,715		
	Software Maintenance, Consumable	$ 18,472	$ 6,315	$ 9,319		
	IT Equipment Expenditures	$43,800,133	$46,419,351	$47,248,387	$54,674,120	$55,126,538
	Fiscal Year Total (Services & Equipment)	**$58,498,585**	**$68,096,737**	**$64,777,881**	**$72,202,037**	**$70,635,489**

Appendix G. Internal IT Expenditures - Iowa Communications Network (ICN) and DAS-ITE Reimbursements

This chart reflects the cost of information technology goods and services provided to state agencies by the Iowa Communications Network (ICN) and DAS - Information Technology Enterprise (ITE).

Table 9. Executive Branch Internal IT Expenditures

Expenditure Description	FY 2006 Expenditures	FY 2007 Expenditures	FY 2008 Expenditures	FY 2009 Revised Budget	FY 2010 Budget Request
ICN					
Installation/Hookup Data Lines	$ 293,591	$ 151,160	$ 467,008		
ICN Data Usage	$ 5,688,322	$ 5,675,803	$ 5,628,022		
Communication Rentals	$ 717,529	$ 769,947	$ 802,395		
Telephone and Telegraph	$ 9,829,780	$ 10,197,862	$ 9,823,377		
Modem Rental	$ 85,731	$ 80,919	$ 85,024		
Internet Service	$ 201,351	$ 277,347	$ 402,414		
ICN Internet Usage	$ 10,773	$ 10,713	$ 10,716		
ICN Reimbursements*	**$ 16,827,077**	**$ 17,163,751**	**$ 17,218,956**	**$ 17,218,956**	**$ 17,218,956**
ITE					
Reimburse ITE Services	$ 19,895,247	$ 26,051,345	$ 26,220,055		
ITE IA Fin Account Utility	$ -	$ 2,550	$ -		
ITE HRIS Utility	$ 787	$ 1,334	$ -		
ITE Directory Services Utility	$ 150,238	$ 173,603	$ 158,323		
I/3 System Utility	$ 1,789,494	$ 1,940,285	$ 2,130,280		
DAS-ITE Reimbursements	**$ 21,835,766**	**$ 28,169,117**	**$ 28,508,658**	**$ 32,562,987**	**$ 42,655,949**
Fiscal Year Totals	**$ 38,662,843**	**$ 45,332,868**	**$ 45,727,614**	**$ 49,781,943**	**$ 59,874,905**

* FY09 and FY10 budget amounts include voice and video, as well as data communications services; FY 08 amount repeated for FY09 and FY10.