

STATE OF IOWA



*Iowa Technology*

*Governance Board*

**Fiscal Year 2010  
Annual Report**

January 2011

**State of Iowa**  
**Technology Governance Board**



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# Iowa Technology Governance Board

## Fiscal Year 2010 Annual Report

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## **Acknowledgements**

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Finally, we would like to recognize Wes Hunsberger for his operational and technical support of the Technology Governance Board and acknowledge Wes for producing and distributing this publication. Please direct any questions about this *Fiscal Year 2010 Technology Governance Board Annual Report* to Wes Hunsberger at [wes.hunsberger@iowa.gov](mailto:wes.hunsberger@iowa.gov) or (515) 281-6993.

## Foreword

State government often appears to be in a constant state of change, and perhaps nowhere is this rapid pace more apparent than in the world of information technology (IT). Since the Technology Governance Board (TGB) was formed in 2005, the TGB has been focused on managing for the enterprise these changes within the IT world. By the development of a framework for IT procurement reviews, IT enterprise standards and IT research projects, the board has laid a foundation to control many of the IT challenges facing state government in Iowa.

In July 2010, Senate File 2088 eliminated the TGB and replaced the board with the Technology Advisory Council (TAC). During its five years of operation, the Technology Governance Board represented the citizens of Iowa and the business units within the Executive Branch by constantly working to align IT with the priorities of state government, eliminate duplication, and maximize the value of our technology investments. Recently, state government has responded to unprecedented budget shortfalls while at the same time answering the requirements of IT consolidation initiatives such as SF 2088 and Executive Order 20. The TGB provided support where needed for these challenging consolidation projects. While some IT consolidation has been accomplished, much work remains to be accomplished in this area.

The board hopes its work during the past five years has helped manage the challenges facing the IT enterprise, and the TGB wishes the TAC every success with its future work in the IT arena within state government.

John R. Baldwin, Director  
Iowa Department of Corrections  
510 East 12th Street  
Des Moines, IA 50319



**John Baldwin**  
Technology Governance  
Board Chair



## **Executive Summary**

The Technology Governance Board played a key role in ensuring that the State of Iowa's Executive Branch offered 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 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 were 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 maximized 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**

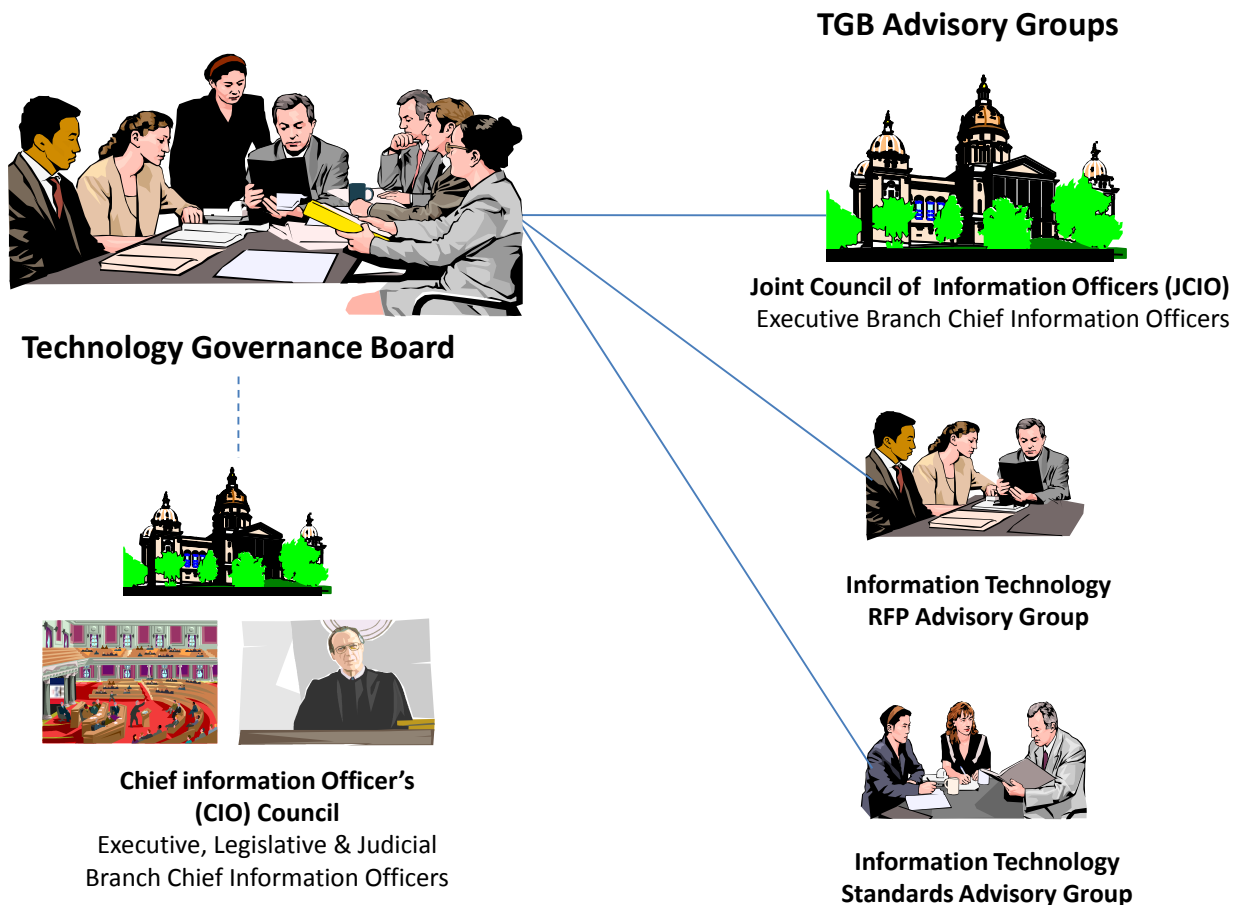
Iowa Code Section 8A.204(3g) authorized the TGB to designate advisory groups, as appropriate, to assist the board. The TGB designated two such advisory groups – one that dealt with information technology standards and one dedicated to the review of information technology procurements - in an effort to provide analysis and advice to the TGB and to provide additional scrutiny in those key areas. Each advisory group had three TGB members (two state employees and one public



# *Iowa Technology Governance Board*

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. JCIO membership also includes representation from the CIO Council.

**Information Technology RFP Advisory Group** – A review and discussion of IT procurements was conducted in the advisory group meetings, followed by a recommendation made from the advisory group to the TGB. Approvals to perform the IT procurement were granted by the full





board at the TGB monthly meetings. RFP concept papers and related materials were submitted to the TGB coordinator, the starting point for the IT procurement review process. The advisory group used the JCIO to check IT procurements for duplication of existing products and systems and adherence to technical standards.

With the disbanding of the TGB, current IT procurements are reviewed by the DAS IT Procurement Review Committee during the interim period until the Technology Advisory Council (TAC) is formed. The DAS committee uses the same procedures established under the TGB for the review of IT procurements. See the TAC website at this location for current information regarding IT procurement reviews:

[http://tac.iowa.gov/images/advisory\\_group/RFP\\_adv\\_group/index.html](http://tac.iowa.gov/images/advisory_group/RFP_adv_group/index.html)

Over twenty IT procurement concept papers have been reviewed by the DAS IT Procurement Review Committee since the TGB was disbanded.

The TGB instituted in FY 2010 an IT procurement closeout report for those concept papers that were reviewed by the board and are now completed. Over forty closeout reports have been prepared by agencies for completed procurements. To review the closeout reports that have been prepared, visit this location on the TGB website:

[http://tgb.iowa.gov/advisory\\_group/RFP\\_adv\\_group/index.html](http://tgb.iowa.gov/advisory_group/RFP_adv_group/index.html)

The collection of concept papers reviewed by the TGB (143 in total) is also found at that location on the TGB website.

**Information Technology Standards Advisory Group** – This advisory group set direction for enterprise information technology standards to be organized, prioritized them, and reviewed proposed standards for relevancy and clarity. Draft standards were reviewed. Standards receiving a recommendation for approval from the advisory group were submitted to the TGB for final approval and enterprise adoption. In addition to the creation of IT standards, waivers for standards came before the advisory group for discussion. The advisory group forwarded 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 Value-Added Service Fees

The TGB was 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 stated:

*“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 2010, the TGB was not asked to approve any value-added service fees.

Language included in Senate File 2088 eliminated both the Technology Governance Board and the IOWAccess Advisory Council. Included in SF 2088 is language that created the Technology Advisory Council, and the TAC will advise in the development of future value-added service fees, as stated in this section within SF 2088:

*8A.204 3.b.(3.) c. Advise the department regarding rates to be charged for access to and for value-added services performed through IOWAccess.*

## Information Technology Standards

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

The TGB had 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 2010, the TGB adopted enterprise IT standards for data centers, information security compliance and web application security (see Table 1).

Table 1. 2010 Enterprise Information Technology Standards Approvals.

Standard Identifier	Technology	Description	Effective Date
<b>S-012-010</b>	Information Security Compliance	To establish information security compliance reporting requirements for participating State of Iowa Agencies. The reports will update the TGB on the status of agency compliance with security standards and ongoing efforts to reduce risk.	September 1, 2010

Standard Identifier	Technology	Description	Effective Date
S-012-011	Web Application Security	To provide the minimum security requirements for web applications developed, owned or managed by State agencies.	September 30, 2010 for all new applications; December 31, 2011 for all existing applications
S-016-001	Data Center	To provide a data center standard that protects critical computing infrastructure from risks associated with loss of power, fire, unmanaged temperature, or unauthorized access.	January 8, 2010

## Information Technology Consolidation Projects

There have been several information technology consolidation projects that have recently affected state agencies and their staff. The majority of consolidation work is related to efforts within Senate File 2088 and Executive Orders 20 and 26. The TGB was briefed periodically during FY 2010 with updates to the board on legislation, legislative studies, executive orders and the IT consolidation projects themselves. While the most widespread project has been the E-mail consolidation project, there are several consolidation projects currently underway and more projects in the planning stages. For a complete overview of the projects and the various initiatives, follow this link to the Information Technology Redesign (ITR) website:

<http://itr.iowa.gov/gf/project/itr/>

## 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 within the enterprise, not all themes listed in the strategic plan were developed into a project. To maximize the resources within state government, the CIO Council and the JCIO have combined available staff and resources to work on these initiatives. The following description lists those projects deemed to be of highest priority for the enterprise.

## Descriptions of the IT Theme Projects

### Information Security

Security is a critical area of information technology with the potential for collaboration among various working groups and initiatives. The IT Security subcommittee developed key enterprise IT security standards including an Enterprise Web Application standard and an Enterprise Compliance standard. The subcommittee also developed guidelines on the use of Social Media

tools. An Executive IT Security video was created and distributed to all agency directors and Chief Information Officers highlighting the importance of information security. Based on the findings from four years of risk assessments, targeted security project initiatives are underway for enterprise wide security awareness training, continuous vulnerability management, intrusion detection monitoring and business continuity.

### **Disaster Recovery/Business Continuity**

Executive Order 40 requires each state agency to have a continuity of operations plan. The Living Disaster Recovery Planning System (LDRPS) was purchased to maintain the state agencies business continuity plans. The modules will improve planning capabilities through more efficient and accurate data collection. Key objectives are to improve efficiency in acquiring essential information for enterprise COOP/COG plans; and to provide real time data exchange between LDRPS and other systems of record.

These modules will assist agencies in maintaining compliance with the requirements set forth in Executive Order 40. The value to the enterprise will be more efficient use of personnel through surveys, improved ability to maintain accurate and up to date plans, better capability to understand and recover from vendor outages, and an improved assessment of workforce capabilities in a disaster event (i.e. pandemic planning).

### **Portfolio Management**

An RFP was released on FY08 to engage a consultant for developing an enterprise application portfolio inventory (API). The vendor compiled all agency responses for the application inventory. There are a great many interdependencies between IT applications and the business processes that support the essential services provided by state government. This initiative will enable agencies to capture and report on these interdependencies in LDRPS so agencies can better assess impacts from outages, mitigate risks and prioritize recovery. The key objective is to recover the IT applications as quickly as possible to support the essential functions of state government. The application of LDRPS to the process will enable the identification and maintenance of interdependencies between enterprise IT applications and business processes. A complete picture of interdependencies is critical to accurate risk assessment and systems recovery.

### **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**

The SOA project was started in 2006, with the goal of standardizing the way that agencies exchange data. To this end, a consulting group was brought in to do basic education and

recommend a road-map for SOA implementation. The following top-level initiatives were defined for the road-map:

*Shared Authentication* - Shared Authentication is a common repository of accounts and passwords, along with a common set of policies and management functions for securing those accounts. This objective has been met and is implemented in the State's Enterprise A&A (ENTAA) service. There is an Enterprise Standard in place governing the usage of this service, and a utility fee has been created for ongoing funding of the service.

*SOA Infrastructure* - This is the current SOA objective. SOA Infrastructure is a common set of connections that allow state agencies to have consistent, auditable levels of security and protection for the data they exchange. The SOA Infrastructure is implemented using IBM DataPower appliances currently operated by Human Rights as part of the existing CJIS project. After implementation is complete, an Enterprise Standard will be passed governing the usage of the Infrastructure. A Utility has already been created for ongoing funding.

*Runtime Governance* - This objective is being covered as part of SOA Infrastructure implementation. Runtime Governance is the creation and enforcement of service-level agreements between those exchanging data. This process includes change notification, approval, and execution, capacity planning and monitoring.

*Design-Time Governance* - This objective has not been formally approved and will not start until SOA Infrastructure is completed. Design-time governance is the creation and enforcement of patterns, policies and data formats to be used when exchanging data through the SOA Infrastructure. The goal is to create reliable, consistent, maintainable services.

- **Authentication & Authorization**

In 2002 a business need arose within ITE for a common logon mechanism for web-based applications that would be used by current and former employees. The Enterprise A&A system was built to fill that need and has since grown to become a utility service for the Executive Branch. The system allows users to self-register and self-manage a single user ID and password. In CY 2010, the system provided over 3.5 million authentications to nearly 150 different State web applications. There are currently over 300,000 non-employee accounts registered (for, e.g., citizens, businesses, retirees, etc.).

- **Hardware Procurement**

After research and discussion, a new master contract to replace the current desktop and laptop master contract is being developed. An Request for Bid will be issued in December

2010 to include not only desktops and laptops on the developing master contract but thin clients, ruggedized laptops, tablets, netbooks and Macs. DOT, IDR and DAS have worked with DAS Procurement to develop the specifications included in the bid. An IT enterprise standard coincides with the current desktop/laptop master contract, and the current standard will be updated when the new contract has been completed.

Work will soon commence on new master contracts for printers and servers. The specifications for both of these new master contracts will be gathered, and this is the first step towards these master contracts being developed. The new printer and server master contracts will replace existing master contracts for these IT hardware items.

- **Credit Card/Payment Engines**

DAS-ITE executed an addendum to a Treasurer's Office contract to implement redirected or shopping cart payment services through U.S. Bank. Development of the underlying application is complete and we have started testing with agency applications as they are ready to transition to the new model. Our target is to have the transition completed before the end of fiscal year 2011.

- **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. The implementation of this product was successfully completed within the charter agencies and has since been expanded to other agencies. In response to Executive Order 20 and SF2088, a multi-agency team was formed to document, examine, redesign and produce an implementation list of activities for an enterprise Information Technology Help Desk service. The team submitted its proposal and recommended initial steps toward implementation. Further action on the Help Desk redesign is under review. As other consolidation activities occur, related support calls come to the ITE Service Desk to support a broader range of customer agencies.

**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 2009 through 2013, the TGB considered both projections of ongoing savings and projects and activities that result in substantial cost avoidance. (See Table 2). Additional details for savings or cost avoidance categories are included after the table.

Table 2. Five Year Projection of IT-Related Savings / Cost Avoidance FY09 – FY13

	FY09	FY10	FY11	FY12	FY13
Savings from IT personnel included in SERIP at the end of fiscal year 2010			\$6,038,032	\$6,038,032	\$6,038,032
Personal Computer Purchasing Contract Savings	\$763,000	\$763,000	\$763,000	\$763,000	\$763,000
Service Oriented Architecture Annual Cost Avoidance from Redeployment of Existing Equipment	\$75,000	\$75,000	\$75,000		
Server Virtualization Estimated Annual Electrical Power Savings	\$27,800	\$27,800	\$27,800	\$27,800	\$27,800
<b>Fiscal Year Total</b>	<b>\$865,800</b>	<b>\$865,800</b>	<b>\$6,903,832</b>	<b>\$6,828,832</b>	<b>\$6,828,832</b>
<b>Five Year Cost Avoidance &amp; Savings (FY09-FY13)</b>					<b>\$22,293,096</b>

**SERIP Savings Related to IT Personnel Classifications**

As all of the previous TGB annual reports can attest, the single largest IT expenditure for state government is in the area of IT personnel. Based on the data included in the previous annual reports, the average for IT personnel is 724 FTE's at a cost of \$60,152,000 (salary plus benefits). The State Employee Retirement Incentive Program (SERIP) was initiated in FY 2010 to realize the greatest cost savings for the state through the incentives of the SERIP program benefits. Using data collected by DAS-HRE, SERIP data for IT-related job classifications was analyzed for this section of the TGB annual report. Note that all TGB annual reports have included a majority of IT-related classifications performing IT duties (90% of the total FTE's) with a smaller number of non-IT-related classifications performing IT duties (10% of the total FTE's). The SERIP data reviewed was only for the actual IT-related classifications within the total file of retired employees. Table 3 shows the data analysis of the SERIP figures provided by DAS-HRE. A cost savings of approximately 11% annually will be realized through the SERIP reductions to state IT personnel.

Table 3. Information Technology Job Classifications Vacated by Retirements, 4<sup>th</sup> Quarter FY10

<b>Department Name</b>	<b>FTEs</b>	<b>Biweekly Salary Reduction</b>
Administrative Services	12	<b>\$33,238.40</b>
Agriculture & Land Stewardship	1	<b>\$1,476.00</b>
Corrections - Oakdale	1	<b>\$1,156.80</b>
Economic Development	1	<b>\$1,777.60</b>
Education	2	<b>\$6,102.40</b>
Workforce Development	11	<b>\$28,420.00</b>
Human Services	17	<b>\$40,275.20</b>
Inspections & Appeals	2	<b>\$3,092.00</b>
Natural Resources	6	<b>\$16,789.60</b>
Public Defense	1	<b>\$3,450.40</b>
Public Safety	7	<b>\$18,952.80</b>
Revenue	15	<b>\$33,591.20</b>
Lottery	1	<b>\$4,324.80</b>
Secretary Of State	3	<b>\$7,276.80</b>
Transportation	11	<b>\$30,868.80</b>
Veterans Home	1	<b>\$1,439.20</b>
<b>Total Bi-Weekly Salary Reduction</b>		<b>\$232,232.00</b>

### **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 2010 purchases.



The pricing and related purchasing estimates as quoted in the January 2010 TGB Annual Report continued during fiscal year 2010, and the projected savings quoted in the 2010 report are the actual savings for fiscal year 2010. There will be new savings projections when the master contract is rebid (in progress as of December 2010).

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. FY10 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 Purchases	Total Fiscal Year 2009 Savings†	Total Fiscal Year 2010 Savings†
<b>Basic Desktop</b>	1,800	\$ 400.00	\$ 400.00	\$ 720,000.00	\$ 387,692.31	\$ 387,692.31
<b>High End Desktop</b>	250	\$ 750.00	++\$ 700.00	\$ 175,000.00	\$ 106,730.77	\$ 106,730.77
<b>14" Laptop</b>	100	\$ 800.00	\$ 800.00	\$ 80,000.00	\$ 43,076.92	\$ 43,076.92
<b>15" Laptop</b>	425	\$ 900.00	+++ \$ 800.00	\$ 340,000.00	\$ 225,576.92	\$ 225,576.92
<b>FY10 Executive Branch Savings</b>					\$ 763,076.92	\$ 763,076.92

†The Fiscal Year 2009 & 2010 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 is in effect until completion of the current bid process.

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**

**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.

**FY09 – FY11 Savings from Repurposing Servers for SOA ..... \$225,000**

**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 or allowing the unauthorized transmission of data between machines. For example, a number of agencies in fiscal year 2008 successfully implemented server virtualization projects which yield savings that accrue annually.

Table 5. Executive Branch Server Virtualization\*

	Servers Involved	
	Before Virtualization	After Virtualization
<b>Administrative Services</b>	104	8
<b>Corrections</b>	33	5
<b>Natural Resources</b>	17	6
<b>Transportation</b>	130	12
<b>Veteran’s Home</b>	8	2
<b>Total Servers</b>	<b>292</b>	<b>33</b>

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



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The fiscal year 2008 executive branch virtualization projects resulted in annual savings of:

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 2010, 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. While difficult to accurately quantify these benefits, 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 acted as a governing and advisory board to ensure decision-making related to Executive Branch information technology projects, goods, and services was based on business drivers in support of customer requirements. In its capacity as a governing board, the TGB worked to achieve a standardization of Executive Branch information technology and ensured the expenditures on information technology projects, goods, and services provided effective and efficient quality service that benefited 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.

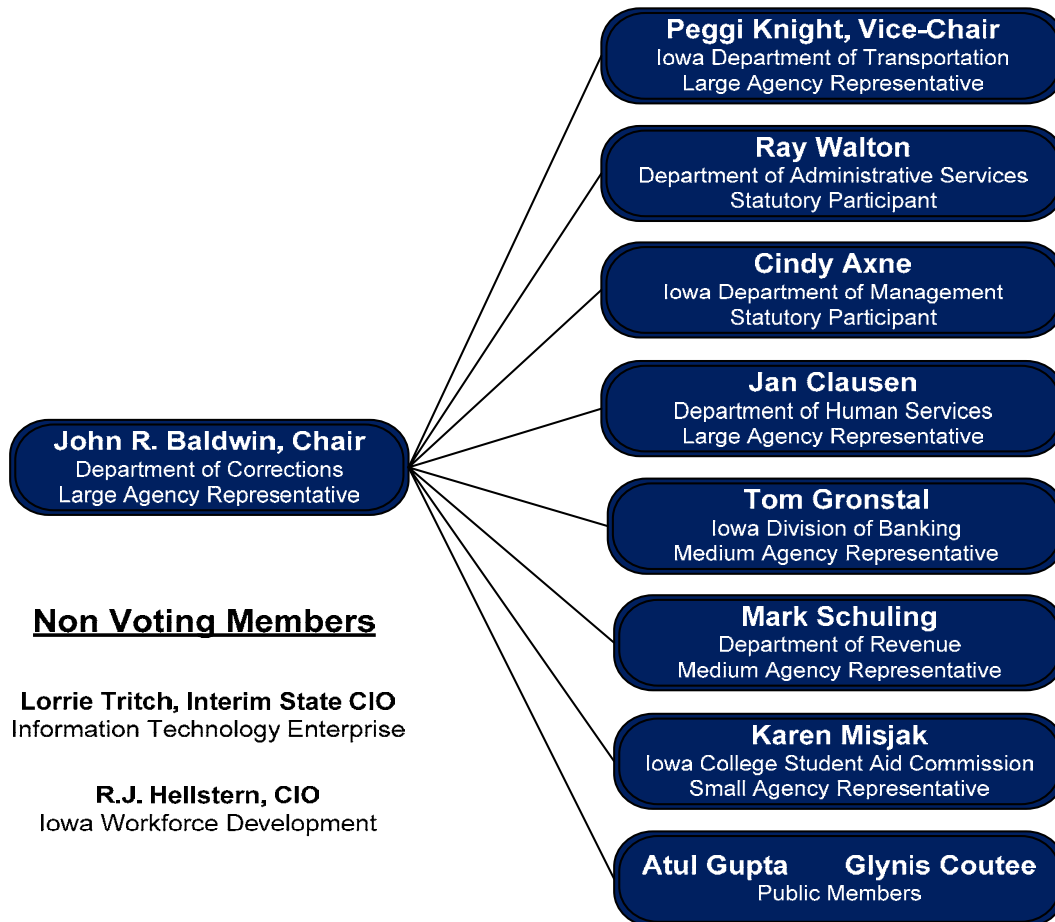
- (5) Development of a plan and process to improve service levels and continuity of business operations, and to maximize the value of information technology investments.
- (6) Formation of internal teams to address cost-savings initiatives, including consolidation of information technology and related 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 was 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 – Fiscal Year 2010





# *Iowa Technology Governance Board*

## **Joint Council of Information Officers (JCIO)**

### Chair

Lorrie Tritch ..... [Lorrie.Tritch@iowa.gov](mailto:Lorrie.Tritch@iowa.gov) ..... Department of Administrative Services

### Members

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

### JCIO Administrative Support

Diane Van Zante ..... [Diane.VanZante@iowa.gov](mailto:Diane.VanZante@iowa.gov) ..... Administrative Services – ITE

## **Information Technology RFP Advisory Group**

### Chair

Mark Schuling ..... [Mark.Schuling@iowa.gov](mailto:Mark.Schuling@iowa.gov) ..... Department of Revenue

### TGB Members

- Mark Schuling ..... [Mark.Schuling@iowa.gov](mailto:Mark.Schuling@iowa.gov) ..... Department of Revenue
- Atul Gupta ..... [Atul@a-t-g.com](mailto:Atul@a-t-g.com) ..... Public Member
- Vacant position.....

### State-Designated CIO Member

Lorrie Tritch ..... [Lorrie.Tritch@iowa.gov](mailto:Lorrie.Tritch@iowa.gov) ..... Department of Administrative Services

### JCIO Member

Jim Anderson ..... [Jim.Anderson@iowa.gov](mailto:Jim.Anderson@iowa.gov) ..... Department of Education

### CIO Council Member

Rick Hindman ..... [Rick.Hindman@dnr.state.ia.us](mailto:Rick.Hindman@dnr.state.ia.us) ..... Natural Resources



# *Iowa Technology Governance Board*

## **Information Technology Standards Advisory**

### Chair

Peggi Knight..... [Peggi.Knight@dot.iowa.gov](mailto:Peggi.Knight@dot.iowa.gov) .....Department of Transportation

### TGB Members

Jan Clausen ..... [jclause@dhs.state.ia.us](mailto:jclause@dhs.state.ia.us) .....Department of Human Services

Peggi Knight..... [Peggi.Knight@dot.iowa.gov](mailto:Peggi.Knight@dot.iowa.gov) .....Department of Transportation

Vacant position.....

### State-designated CIO Member

Lorrie Tritch ..... [Lorrie.Tritch@iowa.gov](mailto:Lorrie.Tritch@iowa.gov) .....Department of Administrative Services

### JCIO Member

RJ Hellstern..... [Robert.Hellstern@iwd.iowa.gov](mailto:Robert.Hellstern@iwd.iowa.gov) .....Iowa Workforce Development

### CIO Council Member

Tim McLaughlin ..... [Timothy.McLaughlin@dia.iowa.gov](mailto:Timothy.McLaughlin@dia.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**

The following organizations are considered mandatory and were required to complete IT spreadsheets for their organizations.

### **Participating Agencies, Boards, and Commissions**

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

## 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 were no longer participating agencies and were not represented after FY08. Beginning with FY11, agencies supplied their budgeted salary amounts for the positions, and previously a table of salary estimates was used.

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

HRE code	Non-contract or at-will	Union-covered	Personnel Classification	FY08			FY09			FY10			FY11			FY12		
				State FTE	Cost (\$)	Cost w/ benef its	State FTE	Cost (\$)	Cost w/ benef its	State FTE	Cost (\$)	Cost w/ benef its	State FTE	Cost (\$)	Cost w/ benef its	State FTE	Cost (\$)	Cost w/ benef its
748		X	Data Warehouse Analyst	2.00	97	121	8.00	627	786	8.00	670	842	8.75	707	908	9.00	766	983
126	X		IT Tech Admin 1	3.00	226	283	5.00	394	491	5.00	432	551	4.00	343	445	3.00	257	338
127	X		IT Tech Admin 2	22.25	1828	2467	22.00	1851	2468	22.75	2084	2850	20.00	1851	2511	21.00	1937	2620
128	X		IT Tech Admin 3	10.00	840	1216	11.00	1062	1492	10.00	992	1401	10.00	983	1402	10.00	983	1410
129	X		IT Tech Admin 4	3.00	344	429	3.00	379	474	3.00	384	480	3.00	369	455	4.00	461	582
160		X	IT Tech Enterprise Expert	12.00	1307	1634	10.00	1217	1521	10.00	1278	1598	9.00	1123	1370	10.00	1294	1615
118		X	IT Tech Specialist 1	3.00	137	181	2.50	119	159	2.00	96	130	4.00	99	276	4.00	99	276
119		X	IT Tech Specialist 2	59.00	3008	4153	62.00	3104	4325	64.00	3433	4933	60.25	3231	4574	59.00	3117	4481
90119	X		IT Tech Spec.2 Non Union	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	2.00	102	140
120		X	IT Tech Specialist 3	81.50	4960	6486	87.50	5319	7000	87.50	5243	7478	87.75	5066	6910	90.50	5361	7501
90120	X		IT Tech Spec.3 Non Union	1.00	52	70	1.00	55	72	1.00	58	74	0.00	0	0	2.00	116	157
121		X	IT Tech Specialist 4	215.75	13941	18874	205.25	14106	18627	207.00	14670	19832	191.00	13768	18628	187.25	13714	18784
90121	X		IT Tech Spec.4 Non Union	2.00	193	241	2.00	199	248	1.00	72	97	1.00	72	97	10.00	762	1010

HRE code	Non-contract or at-will	Union-covered	Personnel Classification	FY08			FY09			FY10			FY11			FY12		
				State FTE	Cost (\$)	Cost w/ benef its	State FTE	Cost (\$)	Cost w/ benef its	State FTE	Cost (\$)	Cost w/ benef its	State FTE	Cost (\$)	Cost w/ benef its	State FTE	Cost (\$)	Cost w/ benef its
122		X	IT Tech Specialist 5	168.00	15855	17291	169.25	13798	18044	173.50	14457	19379	162.75	13555	18078	165.00	14135	18936
90122	X		IT Tech Spec.5 Non Union	3.00	251	314	3.00	261	324	3.00	221	280	2.00	180	241	1.00	90	114
114		X	IT Tech Support Worker 1	0.00	0	0	0.00	0	0	0.00	0	0	2.00	73	95	2.00	73	95
115		X	IT Tech Support Worker 2	27.00	900	1294	20.00	668	980	13.00	448	722	12.00	511	808	12.00	406	677
116		X	IT Tech Support Worker 3	25.00	896	1288	21.00	813	1094	22.00	850	1204	19.00	696	1015	18.00	748	1086
117		X	IT Tech Support Worker 4	10.00	402	505	15.00	707	887	17.00	825	1037	12.50	560	731	14.00	637	843
133		X	Technical Service Spec.	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	1.00	45	67
134		X	Tech. Service Spec. Sen.	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	1.00	57	77
N/A	N/A	N/A	Other personnel classes	79.00	3765	6458	79.50	4274	6337	81.25	4225	6506	64.25	3371	5039	54.75	3119	4682
N/A	N/A	N/A	Travel & Training	N/A	105	N/A	N/A	247	N/A	N/A	45	N/A	N/A	0	N/A	N/A	0	N/A
N/A	N/A	N/A	Office Supplies	N/A	31	N/A	N/A	176	N/A	N/A	167	N/A	N/A	0	N/A	N/A	0	N/A
N/A	N/A	N/A	Paid Overtime	N/A	125	N/A	N/A	144	N/A	N/A	156	N/A	N/A	0	N/A	N/A	0	N/A
<b>All Classifications Total</b>				726.50	\$49,263	\$63,305	727.00	\$49,520	\$65,329	731.00	\$50,806	\$69,394	673.25	\$46,557	\$63,583	680.50	\$48,279	\$66,473

**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	FY08			FY09			FY10			FY11			FY12		
				State FTE	Cost (\$)	Cost w/benefits	State FTE	Cost (\$)	Cost w/benefits	State FTE	Cost (\$)	Cost w/benefits	State FTE	Cost (\$)	Cost w/benefits	State FTE	Cost (\$)	Cost w/benefits
17		X	Clerk-Advanced	6.00	0	279	0.00	0	0	2.00	0	47	2.00	0	47	0.00	0	0
18		X	Clerk-Specialist	0.00	0	0	0.75	24	30	0.75	25	31	0.00	0	0	0.00	0	0
25		X	Secretary 1	1.75	55	70	2.00	78	107	3.00	111	148	1.00	36	49	1.00	39	51
26		X	Secretary 2	3.00	125	163	3.00	125	173	2.00	86	119	0.00	0	0	0.00	0	0
61		X	Word Processor 2	0.25	0	13	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0

HRE code	Non-Contract or at-will	Union Covered	Personnel Classification	FY08			FY09			FY10			FY11			FY12		
				State FTE	Cost (\$)	Cost w/benefits	State FTE	Cost (\$)	Cost w/benefits	State FTE	Cost (\$)	Cost w/benefits	State FTE	Cost (\$)	Cost w/benefits	State FTE	Cost (\$)	Cost w/benefits
212		X	Purchasing Agent 3	0.00	0	0	0.00	0	0	0.00	0	0	1.00	51	68	0.00	0	0
260		X	Mail Clerk 1	0.00	0	0	1.00	33	42	1.00	34	43	1.00	26	41	1.00	27	45
261		X	Mail Clerk 2	0.00	0	0	1.00	43	54	1.00	43	54	1.00	35	52	1.00	36	55
290		X	Accounting Technician 1	0.50	19	25	0.50	19	26	0.50	19	26	0.00	0	0	0.00	0	0
327		X	Field Auditor	1.25	60	73	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0
406	X		Bank Examiner	2.00	139	171	2.00	145	173	2.00	152	190	3.00	212	282	3.00	220	287
409	X		Bank Examiner Super.	1.00	114	141	1.00	120	144	1.00	126	157	1.00	126	160	1.00	130	163
420	X		Credit Union Examiner	1.00	54	75	1.00	57	79	1.00	57	79	1.00	57	79	1.00	57	79
422	X		Credit Union Exam. Sen.	1.00	95	110	1.00	95	110	1.00	95	110	1.00	95	110	1.00	95	110
705	X		Admin Intern	0.00	0	0	1.00	21	26	0.00	0	0	1.00	17	17	1.00	17	17
708		X	Admin Assistant 1	0.00	0	0	1.00	42	53	3.00	45	192	4.00	82	242	3.00	86	181
709		X	Admin Assistant 2	7.00	78	437	1.50	82	102	2.00	58	73	2.00	52	131	2.00	53	136
710		X	Exec Off 1	2.25	120	174	2.00	124	156	3.00	170	206	2.00	126	173	2.00	132	193
711		X	Exec Off 2	3.75	200	321	6.75	276	588	5.00	230	531	3.00	78	341	3.00	80	347
712		X	Exec Off 3	7.00	590	738	6.00	533	665	6.00	538	679	6.00	545	687	5.00	464	584
713		X	Exec Off 4	1.00	95	119	1.00	100	125	1.00	101	126	1.00	103	123	0.00	0	0
734		X	Management Analyst 2	1.00	59	72	1.00	61	74	1.00	63	76	0.00	0	0	0.00	0	0
736		X	Management Analyst 3	2.00	142	177	2.00	147	182	2.00	136	172	1.00	56	69	1.00	57	71
737		X	Management Analyst 4	2.00	153	191	2.00	132	165	2.00	140	180	1.00	84	110	2.00	169	212
746		X	Statistical Research Anal	1.00	0	71	2.00	0	148	2.00	0	148	2.00	0	148	2.00	0	148
750		X	Info Specialist 1	1.00	41	52	1.00	42	54	1.00	43	56	0.00	0	0	1.00	40	52
751		X	Info Specialist 2	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	1.00	47	69
754		X	Info Specialist 3	2.50	137	172	2.50	140	173	1.00	73	90	1.00	75	99	0.00	0	0
781	X		Pub. Service Executive 1	0.00	0	0	1.00	73	91	1.00	73	91	1.00	68	90	1.00	68	92
782	X		Pub. Service Executive 2	0.00	0	0	0.25	20	25	0.25	20	25	0.00	0	0	0.00	0	0
784		X	Pub. Service Executive 3	2.00	176	220	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0
787	X		Pub. Service Executive 5	1.50	150	191	1.50	157	201	1.50	174	216	1.50	170	213	1.50	175	221
4020		X	Program Planner 1	0.50	4	17	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0

HRE code	Non-Contract or at-will	Union Covered	Personnel Classification	FY08			FY09			FY10			FY11			FY12		
				State FTE	Cost (\$)	Cost w/benefits	State FTE	Cost (\$)	Cost w/benefits	State FTE	Cost (\$)	Cost w/benefits	State FTE	Cost (\$)	Cost w/benefits	State FTE	Cost (\$)	Cost w/benefits
4022		X	Program Planner 2	1.25	0	83	0.00	0	0	1.00	48	67	0.00	0	0	0.00	0	0
4023		X	Program Planner 3	2.00	72	161	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0
4251	X		Transportation Div Dir	1.00	108	144	1.00	111	148	1.00	126	149	1.00	130	155	1.00	130	155
4404		X	Geologist 2	1.00	0	64	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0
4410	X		Geologist 4	0.25	0	26	2.25	0	189	2.25	0	189	0.00	0	0	0.00	0	0
4513		X	Environment. Specialist	3.50	0	230	3.50	0	238	3.50	0	238	0.00	0	0	0.00	0	0
4514	X		Environment. Engineer	0.25	0	21	0.25	0	21	0.25	0	21	0.00	0	0	0.00	0	0
4516	X		Env. Program Supv	0.25	0	24	0.25	0	25	0.25	0	25	0.00	0	0	0.00	0	0
4519		X	Env. Specialist Senior	4.50	0	366	1.25	0	105	1.25	0	105	0.00	0	0	0.00	0	0
4736		X	Communications Tech 2	0.50	38	50	0.50	28	38	1.25	62	101	1.25	65	103	0.50	0	39
4737		X	Communications Tech 3	2.00	176	227	2.00	101	127	1.25	70	102	1.75	71	103	2.00	47	137
4793		X	Telecom Marketing Anal.	0.00	0	0	1.00	45	56	1.00	51	64	1.00	0	0	0.00	0	0
4794		X	Telecom Mark. Anal, Ser	0.00	0	0	2.00	97	121	2.00	111	139	2.00	0	0	0.00	0	0
5300	X		Natural Resources Aide	0.50	0	27	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0
8510		X	Bindery Worker	0.00	0	0	0.00	0	0	0.00	0	0	1.00	32	52	1.00	33	56
8518		X	Graphic Artist	0.00	0	0	2.00	97	122	2.00	98	123	2.00	90	120	2.00	95	130
8526		X	Repro. Equip. Oper 2	0.00	0	0	7.00	302	377	7.00	288	360	5.00	201	272	4.00	165	232
8530		X	Repro. Equip. Leader	0.00	0	0	1.00	48	60	1.00	48	60	1.00	41	58	1.00	45	66
9250	X		Exec Dir/Tele Tech Com	0.00	0	0	0.00	0	0	0.00	0	0	0.00	77	95	0.00	0	0
09507	X		Dir Dept Of Info Tech	0.50	75	94	0.50	76	95	0.50	76	95	1.00	0	0	0.00	0	0
13053	X		Info. System Specialist 1	1.00	52	65	1.00	54	67	1.00	58	72	0.00	0	0	0.00	0	0
13059	X		Info. System Specialist 3	1.00	72	90	1.00	72	90	1.00	78	97	0.00	0	0	0.00	0	0
15005	X		Exec Secretary	1.75	100	123	2.25	151	187	2.25	138	171	2.25	152	190	2.25	152	191
16030	X		Sergeant	1.00	76	102	1.50	117	146	1.00	75	101	1.00	76	107	1.00	76	107
41121	X		Sen. Svc Spec Blind 3	1.00	84	107	1.00	87	110	1.00	87	110	0.00	0	0	0.00	0	0
41192	X		Sen. Svc Spec Blind 2	0.50	58	72	0.50	60	74	0.50	56	71	1.50	78	121	1.50	78	121
90026	X		Secretary 2 - Non Union	0.00	0	0	0.00	0	0	0.00	0	0	1.00	43	54	1.00	45	56
90711	X		Exec Off 2 - Non Union	1.00	113	141	0.00	0	0	0.00	0	0	1.00	78	97	1.00	78	97

HRE code	Non-Contract or at-will	Union Covered	Personnel Classification	FY08			FY09			FY10			FY11			FY12		
				State FTE	Cost (\$)	Cost w/benefits	State FTE	Cost (\$)	Cost w/benefits	State FTE	Cost (\$)	Cost w/benefits	State FTE	Cost (\$)	Cost w/benefits	State FTE	Cost (\$)	Cost w/benefits
90712	X		Exec Off 3 - Non Union	1.00	70	88	1.00	72	91	1.00	74	94	1.00	74	94	1.00	74	94
94923	X		Admin Assistant 5	1.00	65	81	1.00	67	84	1.00	69	87	1.00	69	87	1.00	69	87
<b>Other Personnel Classifications</b>																		
<b>Total</b>				79.00	\$3,765	\$6,458	79.50	\$4,274	\$6,337	81.25	\$4,225	\$6,506	64.25	\$3,371	\$ 5,039	54.75	\$3,119	\$4,682

## Appendix F. Technology Equipment and Services Spending

Table 8. Executive Branch IT Equipment and Services Spending

Expenditure Description		FY 2008 Expenditures	FY 2009 Expenditures	FY 2010 Expenditures	FY 2011 Revised Budget	FY 2012 Budget Request
<b>Services*</b>	IT Professional Services	16,910,562	29,066,356	30,076,370		
	IT Professional Services Travel	23,349	11,964	12,904		
	IT Professional Employment Organization Services	474,908	313,522	254,766		
	<b>IT Outside Services Expenditures</b>	<b>\$17,408,819</b>	<b>\$29,391,842</b>	<b>\$30,344,040</b>	<b>\$29,485,299</b>	<b>\$29,363,836</b>
* The increase in IT professional services is due, in part, to a change in the reporting process that more accurately captures expenditures.						
<b>Desktop</b>	Hardware Purchase or Lease-Non Inventory	5,018,883	2,493,557	2,067,455		
	Hardware Purchase or Lease-Inventory	3,345,579	3,173,375	2,725,784		
	Software Purchase or License	3,870,430	3,674,420	3,488,556		
	Misc,Parts,Supplies,Consumables	1,647,125	867,423	1,209,843		
	Hardware Maintenance,Consumables	75,231	79,534	448,704		
	Software Maintenance,Consumables	1,120,160	4,347,790	5,628,354		
<b>Server</b>	Hardware Purchase or Lease-Non Inventory	3,487,102	2,495,223	1,973,884		
	Hardware Purchase or Lease-Inventory	2,827,798	3,280,395	2,673,911		
	Software Purchase or License	6,411,710	6,200,164	3,458,274		
	Misc,Parts,Supplies,Consumables	337,034	483,518	575,821		
	Hardware Maintenance,Consumables	1,310,462	1,174,973	875,836		
	Software Maintenance,Consumables	8,542,267	8,624,008	10,557,386		
<b>Network</b>	Hardware Purchase or Lease-Non Inventory	1,115,580	842,767	515,824		
	Hardware Purchase or Lease-Inventory	495,433	408,490	468,182		
	Software Purchase or License	1,510,643	1,438,712	736,362		
	Misc,Parts,Supplies,Consumables	278,887	206,215	152,435		
	Hardware Maintenance,Consumables	2,558,824	2,436,092	2,763,450		
	Software Maintenance,Consumables	1,073,464	1,246,617	1,361,220		
<b>Printers</b>	Hardware Purchase or Lease-Non Inventory	625,147	444,075	440,126		
	Hardware Purchase or Lease-Inventory	747,508	210,438	587,139		
	Software Purchase or License	94,695	18,520	39,918		
	Misc,Parts,Supplies,Consumables	501,390	701,144	880,338		
	Hardware Maintenance,Consumables	243,715	156,060	285,829		
	Software Maintenance,Consumables	9,319	13,135	25,573		
<b>Total IT Equipment Expenditures</b>		<b>\$47,248,386</b>	<b>\$45,016,645</b>	<b>\$43,940,204</b>	<b>\$54,129,961</b>	<b>\$49,325,709</b>
<b>Fiscal Year Total (Services &amp; Equipment)</b>		<b>\$64,657,205</b>	<b>\$74,408,487</b>	<b>\$74,284,244</b>	<b>\$83,615,260</b>	<b>\$78,689,545</b>



## 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 2008 Expenditures	FY 2009 Expenditures	FY 2010 Expenditures	FY 2011 Revised Budget	FY 2012 Budget Request
<b>Iowa Communications Network (ICN)</b>					
Installation/Hookup Data Lines	\$ 467,008	\$ 456,292	\$ 262,239		
ICN Data Usage	\$ 5,628,022	\$ 5,951,939	\$ 5,646,512		
Communication Rentals	\$ 802,395	\$ 709,137	\$ 684,013		
Telephone and Telegraph	\$ 9,823,377	\$ 10,356,890	\$ 12,289,305		
Modem Rental	\$ 85,024	\$ 29,287	\$ 1,480		
Internet Service	\$ 402,414	\$ 476,525	\$ 482,425		
ICN Internet Usage	\$ 10,717	\$ 18,390	\$ 10,755		
<b>ICN Reimbursements*</b>	<b>\$ 17,218,957</b>	<b>\$ 17,998,460</b>	<b>\$ 19,376,729</b>	<b>\$ 19,376,729</b>	<b>\$ 19,376,729</b>

(\*FY 11 and FY 12 budget amounts include voice and video, as well as data communications services--FY 10 amount repeated for FY 11 and FY 12)

<b>Information Technology Enterprise (ITE)</b>					
Reimburse ITE Services	\$ 26,220,055	\$ 29,195,490	\$ 26,614,780		
ITE IA Fin Account Utility	\$ -	\$ -	\$ -		
ITE HRIS Utility	\$ -	\$ -	\$ -		
ITE Directory Services Utility	\$ 158,323	\$ 146,133	\$ 112,612		
I/3 System Utility	\$ 2,130,280	\$ 2,069,381	\$ 2,075,755		
<b>DAS-ITE Reimbursements</b>	<b>\$ 28,508,658</b>	<b>\$ 31,411,004</b>	<b>\$ 28,803,147</b>	<b>\$ 29,988,508</b>	<b>\$ 29,886,930</b>
<b>Fiscal Year Totals (ICN &amp; ITE)</b>	<b>\$ 45,727,615</b>	<b>\$ 49,409,464</b>	<b>\$ 48,179,876</b>	<b>\$ 49,365,237</b>	<b>\$ 49,263,659</b>