

# Iowa 100% E News

The latest on the State's 100% E Web migration

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Send comments and suggestions to [info@enterprisemidamerica.com](mailto:info@enterprisemidamerica.com)

Attn: 100% E Editor

## Finding the **best ways** to get things done!

Update on *The Iowa Method* for Business Process Redesign

As state agencies look for ways to respond to declining budgets, some are utilizing business process redesign (BPR) as one potential solution to cut costs while also improving customer service.

This fall, several State of Iowa department staffs are putting business process redesign into action. Following the steps outlined in the Iowa Method (a conceptual template developed using information gathered at the Government Redesign and Iowa Conference held last July) staff members are mapping and analyzing the business processes of seven government services.

Participants in the seven BPR project teams are currently working through each of six steps of the Iowa Method to review and redesign current business processes. Team members are being assisted by Harvard University redesign experts led by Dr. Jerry Mechling of the John F. Kennedy School of Government.

A Web-based project exchange and update site has also been established to facilitate communication within and among the project teams and with the BPR experts. Project updates are posted, viewed and critiqued electronically so instruction and learning can take place quickly, conveniently and across project teams. Chat tools enable participants to collaborate on a real-time basis with Harvard advisors in Cambridge, Mass., and additional Harvard staff in Geneva, Switzerland.

"These BPR projects and the chance to work with the Harvard professors present our teams with terrific opportunities," says Jim Chrisinger,



Department of Management team leader, strategic planning and accountability. "They can use these resources and the leverage of the fiscal situation to make some break-through changes that will improve service and save money. We hope these BPR teams will be bold. These projects give them license to think big." Projects included in this effort are:


- Common Intake/Data Warehouse
- E-Procurement
- Foster Care Review
- Income Maintenance/Promise Jobs
- ITD Software Development
- Licensing
- Veterans Home – Resident Records

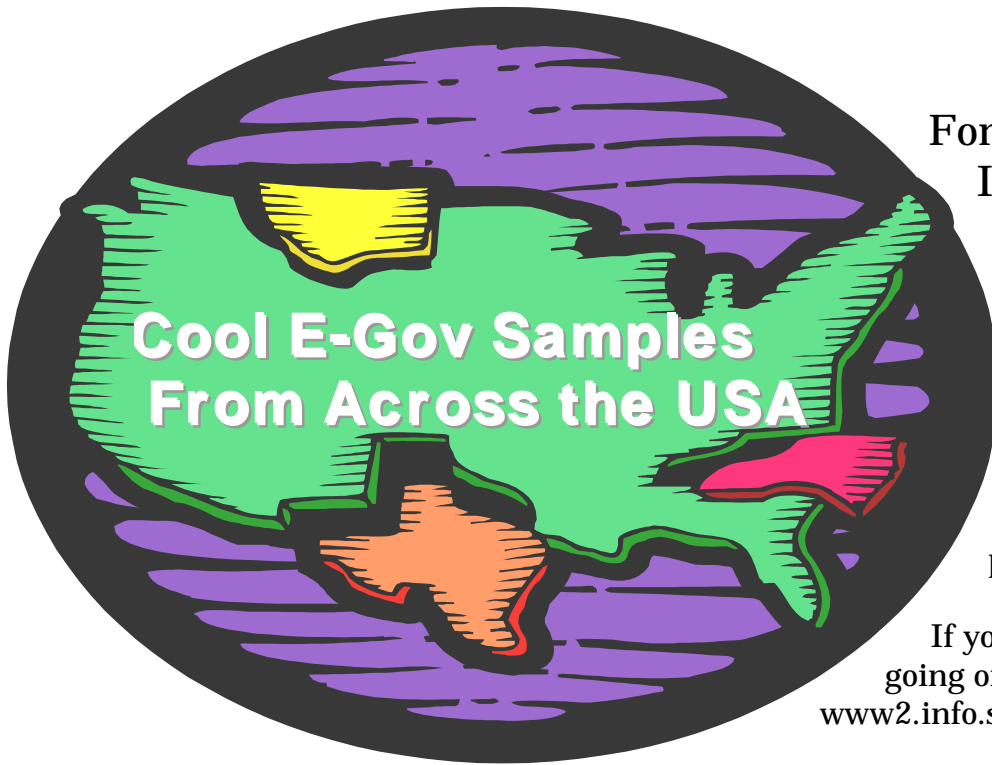
For more information on business process redesign in Iowa, contact Jim Chrisinger ([Jim.Chrisinger@idom.state.ia.us](mailto:Jim.Chrisinger@idom.state.ia.us)) or Debbie O'Leary at the Information Technology Department ([Debbie.Oleary@itd.state.ia.us](mailto:Debbie.Oleary@itd.state.ia.us)).

# state.ia.us

## The latest and greatest in State of Iowa web services

The many web services and pages that make up the State of Iowa's web site are constantly being enhanced, upgraded or rebuilt to adapt to changing needs and new ways of serving constituents. Here are a few examples of what Iowans can now access through [www.state.ia.us](http://www.state.ia.us):

- **Department of Revenue and Finance  - services**  
DRF's electronic service offerings now include direct electronic filing of 1040A tax returns through the Web or telephone. Soon to come will be corporate estimated taxes, sales and use taxes, motor vehicle taxes, and withholding taxes all payable online. Individual income tax payment history and corporate income tax payment history are also available online. <http://www.state.ia.us/tax/elf/eservice.html>
- **Housing and Financial Assistance.** This allows citizens looking for housing to find out what low-interest loans or other financial aid may be available to them. <http://www.iowaccess.design.iastate.edu>
- **Health Care Facilities Report Card.** This allows citizens quick access to a report card on nursing homes and care facilities in Iowa. <http://www.dia-hfd.state.ia.us/reportcards>
- **Sex Offender Registry.** This on-line application allows citizens to find information about the location of convicted sex offenders. <http://www.iowasexoffender.com>
- **Electronic library.** This application allows citizens to find out information from many news sources easily and without leaving their house. <http://www.silo.lib.ia.us/>
- **Historical Society Store.** Allows the public to purchase "Iowa" merchandise and publications on-line and renew their historical society membership. <http://www.iowai.net/secure/shopiowa/museum>



For nearly six months, ITD has been tracking electronic services offered by agencies in other states and countries.

Some of these services are similar to those being planned or tested in Iowa.

If you're curious about what's going on elsewhere, log on to [www2.info.state.ia.us/globalit](http://www2.info.state.ia.us/globalit).

Here are a few samples of some applications:



### **Courts**

#### Texas

Take a virtual tour of the Supreme Court room via Quick Time viewer. The room can be viewed in 360-degrees from one point.

#### Washington

Ask George is like the online information center Ask Jeeves. The Ask Jeeves creators and Washington state have teamed up to make searching the website easier.



### **Human Services**

#### North Carolina

Kids get a special section on this state's website. Among the various topics to choose from, they can learn about the importance of rabies protection or take an ambulance tour that includes views of the exterior, inside the cab and a patient.

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**Across the USA** - cont'd. from p. 3



**Natural Resources**

California

Reserve camping spots throughout the state up to seven months in advance.

Hawaii

Reserve a space at your preferred campsite and get the camping permit for the island of Hawaii.

Michigan

Make campground and harbor reservations.



**Transportation**

Georgia

Georgia's DOT Navigator Traffic Page is designed to provide the state's traveling public with accurate, real-time transportation information for use in making informed transportation decisions. Citizens can view traffic by map or webcam and see:

- Current travel times between designated areas along I-75 and I-85 and the approximate speed of traffic
- Real-time traffic views (by city region) for I-75 and I-85

While viewing the real-time traffic map, for example, citizens can find out by city or region (categories include: overview, downtown, northwest, northeast, southwest and southeast) where incidents, construction areas, signs and cameras are located along the two interstates as well as how fast (or slow) traffic is moving.

Louisiana and Washington

A site under construction will soon allow residents to determine if a personalized license plate they want is available.

New Mexico

Sometime in 2002, this state is hoping to implement an online vision test from Popular Science magazine.