Office of the Chief Information Officer

Fiscal Year 2014
IOWAccess Revolving Fund
Annual Report

(Appendix C)

January 2015

STATE OF IOWA

State of Iowa

Fiscal Year 2014

IOWAccess Revolving Fund Annual Report

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IOWAccess Revolving Fund Annual Report

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Acknowledgements

The Office of the Chief Information Officer (OCIO) would like to express our appreciation to the agencies and organizations involved with IOWAccess projects, as well as the staff from Iowa Interactive for their efforts in assembling and editing the data required to compile this report.

The OCIO would like to thank Phil Miclot for his help with this report and the financial oversight of the IOWAccess Revolving Fund. Finally, we would like to recognize Wes Hunsberger for his operational and technical support of the IOWAccess Revolving Fund and acknowledge Wes for producing and distributing this publication. Please direct any questions about this *Fiscal Year 2014 IOWAccess Revolving Fund Annual Report* to Wes Hunsberger at wes.hunsberger@iowa.gov or (515) 281-6993.

Foreword

The various IOWAccess projects that have been developed through the IOWAccess Revolving Fund continue to make more data available from state government and are a means to connect more citizens to their government. Since 1998, completed projects totaling over $14 million have been financially supported by IOWAccess. In addition, over $4 million has been awarded towards e-Government projects currently under development.

The purpose of the IOWAccess Revolving Fund is to create and provide a service to Iowa's citizens that will serve as a gateway for one-stop electronic access to governmental information, transactions, and services at state, county, or local levels. In this role, the fund supports agency proposals that facilitate ease of application, accessibility of information, and/or submission of data.

State government is currently working on several information technology initiatives related to consolidation. A great tool for enabling several of the IT consolidation initiatives is the IOWAccess Revolving Fund, one of the funding sources for these important projects. We look forward to continuing the success of these consolidation initiatives through IOWAccess funding.

The IOWAccess Revolving Fund has been and continues to be an important funding source for a variety of e-Government projects, from licensing services to providing website accessibility training to agency employees. The following report details the projects that were completed or are in development for the period ending June 2014. And a list of potential projects is also included to give the reader a forecast of future IOWAccess funding.

IOWAccess funding is integral to the implementation of innovative technology solutions in our citizen-centric government. Thank you for partnering with us to make the State of Iowa a technology leader.

Bob von Wolffradt, Chief Information Officer
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Des Moines, IA 50319

IOWAccess Revolving Fund

Fiscal Year 2014 Annual Report

Executive Summary

The Office of the Chief Information Officer is required to report on the activities funded and the expenditures made from the IOWAccess Revolving Fund. IOWAccess was created in 1998 and remains an important funding source for e-Government initiatives within the State of Iowa. This program continues to provide funds in support of initiatives to connect Iowans with their government by utilizing the accessibility and technology of the Internet.

This report highlights the Fiscal Year 2014 accomplishments of IOWAccess, including IOWAccess projects in development. Certain services offered through IOWAccess charge a value-added fee. Contained within this report are a description of the IOWAccess business model and the processes employed by IOWAccess to fund and monitor projects, along with a listing of projects funded during the reporting period.

The financial section of this report (pages 9 through 12) includes a listing of IOWAccess projects in development by agencies during Fiscal Year 2014. This table of IOWAccess projects developed by agencies lists both those project under development for this time period, as well as those projects completed since the last legislative report was produced. The financial section also includes ongoing IOWAccess expenses, the unobligated cash balance for IOWAccess and a listing of projects under review that may receive IOWAccess funding in the immediate future.

Iowa Code Section 8B.9 – Reports Required

Following is the applicable Iowa Code citation for the CIO to produce the report:

4. An annual report of expenditures from the IOWAccess revolving fund as provided in section 8B.33.

Iowa Code Section 8B.33 – IOWAccess Revolving Fund

Following is the applicable Iowa Code citation for the IOWAccess Revolving Fund:

1. An IOWAccess revolving fund is created in the state treasury. The revolving fund shall be administered by the office and shall consist of moneys collected by the office as fees, moneys appropriated by the general assembly, and any other moneys obtained or accepted by the office for deposit in the revolving fund. The proceeds of the revolving fund are appropriated to and shall be used by the office to maintain, develop, operate, and expand IOWAccess consistent with this chapter, and for the support of activities of the technology advisory council pursuant to section 8B.8.

2. The office shall submit an annual report not later than January 31 to the members of the general assembly and the legislative services agency of the activities funded by and expenditures made from the revolving fund during the preceding fiscal year. Section 8.33 does not apply to any moneys in the revolving fund, and, notwithstanding section 12C.7, subsection 2, earnings or interest on moneys deposited in the revolving fund shall be credited to the revolving fund.

Funding Guidelines for IOWAccess Projects

To seek IOWAccess funds the following guidelines apply:

- The request must be made by a State of Iowa, county, or local government agency
- The request must meet the mission of the government
- The proposed project must provide a benefit to the state and provide a service to the citizens of Iowa
- The proposed project must provide electronic access to government information or transactions whether federal, state or local
- The government agency can outsource management of the website to a non-profit organization, but the agency is ultimately responsible for the information contained therein
- The proposed project, once completed, can be shared with and used by other political subdivisions of the state, as appropriate
- The state retains ownership of any final product or is granted a permanent license to the use of the product

The funding for IOWAccess applications improves the availability, quality, use, and sharing of data; provides a unique source of funds for innovative e-Government programs; and is used as an adjunct to federal and state funding to improve the effectiveness of government programs, consistent with the goals of IOWAccess.

IOWAccess projects are recommended by an IT procurement review process supported by Iowa's Chief Information Officer in his role of representing state government information

technology. Project recommendations are then forwarded to the CIO for final review and approval. This process is to ensure that IOWAccess efforts are targeted at relevant electronic government services.

IOWAccess Business Model

The purpose of IOWAccess is to create and provide a service to citizens of the state that will serve as a gateway for one-stop electronic access to government information, transactions, and services at state, county, or local levels. In this role, the fund supports agency proposals for funding of such projects.

The OCIO contracts with Iowa Interactive, LLC, a wholly-owned subsidiary of NIC, Inc. to be the network manager.

The original Iowa Interactive agreements expired on September 30, 2005. The State of Iowa competitively bid the contract for IOWAccess development and support services, and Iowa Interactive was awarded the new contract effective April of 2006 for a six-year term, with an option for a one-year extension ending March 31, 2013. A further extension was granted through March 31, 2014. The State of Iowa released an RFP to determine a vendor in support of the network manager role currently held by Iowa Interactive. The procurement process related to this RFP was completed and selected Iowa Interactive as the service provider. A new contract was signed on June 30, 2014 to run for two years through July 1, 2016.

Iowa Interactive provides enhanced access to Driver License Record Abstracts (DLR) as a service provided by IOWAccess. IOWAccess and Iowa Interactive share the $3.00 value add service fee that is assessed to users who access electronic DLRs. This transaction revenue funds dozens of static and dynamic web services created for state agencies by Iowa Interactive at no cost to the agencies. Iowa Interactive is not paid with General Fund dollars. Instead, Iowa Interactive receives its revenue from their portion of the DLR transaction fees paid by the users of that service.

IOWAccess Projects in Development by Agencies (through June 2014)

Project Name	Agency	% Complete	Original Amount Approved	Current Amount Approved	Amount Spent	Obligated Unspent Balance	Estimated Complete Date
AMANDA Healthcare Provider Licensing Database - Execution	Public Health	100%	$ 567,575	$ 669,000	$ 669,000	$ 0	**Complete**
ARRA Project Phase 2 – Execution	Management	84%	$ 497,635	$ 497,635	$ 419,043	$ 78,592	6/30/2015
Iowa Code and Rules Easy Navigation and Search – Execution	Legislative Services Agency	100%	$ 325,000	$ 325,000	$ 325,000	$ 0	**Complete**
Workers' Compensation PERFECT System – Execution	Workforce Development	0%	$ 25,000	$ 25,000	$ 0	$ 25,000	6/30/2015
AMANDA Phase II – Full Project	Workforce Development, Public Health	92%	$ 834,050	$1,240,501	$1,146,995	$ 93,506	6/30/2015
AMANDA Direct Care Workforce Credentialing System	Public Health	50%	$ 308,367	$ 308,367	$ 152,715	$ 155,652	6/30/2015
Terrace Hill One Year Hosting	Terrace Hill	0%	$ 2,587	$ 2,587	$ 0	$ 2,587	6/30/2015
NAPIS–IAFRS System	Aging	100%	$ 300,000	$ 330,000	$ 330,000	$ 0	**Complete**
Transparency DATA Share – Planning & Execution	Management	89%	$ 125,659	$ 168,483	$ 149,496	$ 18,987	6/30/2015
Iowa Food and Consumer Safety Licensing and Inspections System – Full Project	Inspections & Appeals	100%	$ 195,185	$ 195,185	$ 195,185	$ 0	**Complete**
Environmental Health Division Online Licensing System	Public Health	96%	$ 312,444	$ 312,444	$ 299,611	$ 12,833	6/30/2015
AMANDA Licensing System Enhancement – Elevators	Workforce Development	91%	$ 177,017	$ 165,062	$ 149,873	$ 15,189	6/30/2015
Iowa Electronic Vital Records System	Public Health	100%	$ 500,000	$ 500,000	$ 500,000	$ 0	**Complete**
LiveHelper Software for Live Chat	State Library	40%	$ 2,040	$ 2,040	$ 816	$ 1,224	6/30/2015
Develop Health Screening Modules (Vision/Dental) in the Immunization Registry Information System - IRIS	Public Health	100%	$ 150,000	$ 150,000	$ 150,000	$ 0	**Complete**
Iowa Geospatial Governance and Guidelines	Public Defense	1%	$ 750,000	$ 750,000	$ 11,000	$ 739,000	6/30/2016
IGOV Admin Rules Website	Chief Information Officer	22%	$ 300,000	$ 300,000	$ 65,227	$ 234,773	6/30/2016
Service Desk and Asset Management Software FY 13	Chief Information Officer	88%	$ 298,780	$ 178,437	$ 157,035	$ 21,402	6/30/2016
Service Desk and Asset Management Software FY 14	Chief Information Officer	96%	$ 484,162	$ 604,505	$ 578,693	$ 25,812	6/30/2016
U.S. Bank Service Fee Processing Charge	Enterprise	0%	$ 100,000	$ 100,000	$ 0	$ 100,000	6/30/2016
GIS Assistance in Fulfillment of Agricultural Adjustment (Pursuant to IAC 701 71.3)	Revenue, multiple counties	0%	$ 313,200	$ 313,200	$ 0	$ 313,200	12/31/2016
TOTALS			**$6,568,701**	**$7,137,446**	**$5,299,689**	**$1,837,757**	

Ongoing IOWAccess Expenses

Expense Item	Expenditures in Fiscal Year 2014
Small Project Reserve[1]	$ 0
Non-Project Expenditures[2]	$ 9,000
IOWAccess OCIO Support Costs[3]	$ 0
Applications Development & Infrastructure Support[4]	$ 252,130
Professional Services for eGovernment Maintenance (Iowa Interactive)[5]	$ 1,609,922
IOWAccess Total Expended on Special Projects in Fiscal Year 2014	**$ 1,871,052**

Unobligated Cash Balance for IOWAccess

Cash Balance July 1, 2014	$ 4,967,299
Total Contracted Not Expended	$ 1,892,507
Unobligated Balance	**$ 3,074,792**
Pending IOWAccess Projects *(pages 11-12)*	**$ 3,511,000**
Balance Available for Future Projects	**$ −436,208**

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[1] *The Small Project Reserve is intended to provide a source of funds, accessible to the CIO, to be used to fund low cost, short duration projects and support activities. These efforts are intended to have a total implementation cost of $25,000 or less. This sub-unit also includes indirect costs, such as management time.*

[2] *Non-Project Expenditures includes expenditures that are not applicable to a project, such as IOWAccess manager travel expenditures.*

[3] *IOWAccess OCIO Support Costs reflects the salary, benefit and overhead costs for the IOWAccess manager.*

[4] *Applications Development & Infrastructure Support includes projects not sponsored by particular agencies, such as the State Phone Book and School Alerts System, as well as support for IOWAccess.*

[5] *Professional Services reflects the Iowa Interactive payments for certified abstracts of vehicle operating records electronically sold.*

Pending IOWAccess Projects under Final Review

		Agency	Request
1	**Licensing Portal – Shared Costs for Enterprise Solution**		
	Moving the licensing application from multiple agencies to an enterprise solution, enabling a standard set of support and public facing access and feature sets.	Public Health, Workforce Development	**$380,000**
2	**Enhanced Data Sets for Next Generation Iowa Transparency / Data Portal**		
	Licenses and development for improved and additional modules enabling more access to the State's data by citizens and businesses.	Enterprise	**$200,000**
3	**Agency Training on 508 Compliance & Drupal**		
	Outreach, training, and awareness communications for agency staff who post and manage web site communications. Complies with federal law.	Enterprise	**$45,000**
4	**Hosting / Services for Public-Relation Information and Data**		
	Hosting services for agency public facing web sites and information pages for accessibility across the state.	Enterprise	**$51,000**
5	**Public Communications for Online Versus In-Line Citizen Services**		
	Consolidating services fees pages and access into one-stop shopping, as well as online self-subscribing citizens for multiple agency web pages across the state Required by House File 2274.	Enterprise	**$150,000**
6	**Public Access & Jurisdictions to Grants Application and Services - Hosting**		
	Provides hosting and management costs to enable enterprise grants management system for all agencies and jurisdictions with phase II providing more direct public access for state provide grants.	Management, Enterprise	**$150,000**
7	**Iowa Photo / Media Gallery, Economic & Tourism**		
	An online system with integration to social media systems and other online services for citizens to view and/or upload pictures, events, historic sites, and scenic destinations across the State of Iowa, etc. In addition, online services for agencies to post media that can be available to citizens in one place.	Natural Resources, Economic Development	**$150,000**

		Agency	Request
8	**Mobile Development**		
	Leveraging data already available on the State of Iowa data portal (data.iowa.gov) and other sites, the IOWAccess fund will sponsor mobile development opportunities for mobile applications to be developed and funded by the State of Iowa by engaging citizens and businesses.	Enterprise	**$200,000**
9	**Next Generation Admin Rules**		
	Facilitate public access to administrative rules, public notices, and availability to submit public comments to proposed rules, and a central location for meeting notices and citizen engagement.	Management, Legislature	**$100,000**
10	**Transparency Site (New / Old)**		
	The Iowa data portal (data.iowa.gov) has been established as a resource to provide transparency into state government financials and other data repositories. The additional funds will support the implementation of the system and deployment of additional machine readable data sets beyond financial data.	Management, Governor's Office	**$335,000**
11	**Broadband**		
	Support for enhancing Iowan's access to internet, government services, education, and healthcare.	Citizens	**$1,000,000**
12	**Connect Iowa Mapping Broadband**		
	Funding to support the Connected Iowa program to increase the availability of broadband Internet access for the public. Costs to support the program include data collection and analysis of metrics, geospatial analysis, public outreach, stakeholder coordination, and connected communities programs.	Economic Development	**$750,000**
	TOTAL of IOWAccess Projects under Final Review		**$3,511,000**

IOWAccess Value-Added Fees Approved in Fiscal Year 2014

Following is a description of value-added services contained in Iowa Code:

8B.1 9. *"Value-added services" means services that offer or provide unique, special, or enhanced value, benefits, or features to the customer or user including but not limited to services in which information technology is specially designed, modified, or adapted to meet the special or requested needs of the user or customer; services involving the delivery, provision, or transmission of information or data that require or involve additional processing, formatting, enhancement, compilation, or security; services that provide the customer or user with enhanced accessibility, security, or convenience; research and development services; and services that are provided to support technological or statutory requirements imposed on participating agencies and other governmental entities, businesses, and the public.*

Other Iowa Code citations with emphasis on value-added services associated with IOWAccess:

8B.31 IOWAccess — Office Duties and Responsibilities
1. IOWAccess. The office shall establish IOWAccess as a service to the citizens of this state that is the gateway for one-stop electronic access to government information and transactions, whether federal, state, or local. Except as provided in this section, IOWAccess shall be a state-funded service providing access to government information and transactions. The office, in establishing the fees for value-added services, shall consider the reasonable cost of creating and organizing such government information through IOWAccess.
2. Duties. The office shall do all of the following:
   a. Establish rates to be charged for access to and for value-added services performed through IOWAccess.

Fiscal Year 2014 Value-Added Service Fees

Pursuant to code section 8B.31, the OCIO has not received any requests to approve value-added service fees. No requests were received since the publication of the last IOWAccess Revolving Fund report.

Appendix 1. Iowa Interactive Annual Report