STATE OF IOWA

Iowa Department of Administrative Services

DAS

Fiscal Year 2009
IOWAccess Revolving Fund
Annual Report

November 18, 2009

State of Iowa
Fiscal Year 2009
IOWAccess Revolving Fund
Annual Report

ಎೋ಄

The IOWAccess Advisory Council

Current Members as of June 2009

Member	Represents	Term Expires
Richard Neri *Chairperson*	Citizen	April 30, 2010
Barb Corson *Vice Chairperson*	Customer	April 30, 2010
Dawn Ainger	Citizen	April 30, 2010
Beth Baldwin	Judicial Branch	NA
Sheila Castaneda	Citizen	April 30, 2012
Herb Copley	Federal Government	April 30, 2010
Thomas Gronstal	Executive Branch	NA
Kelly Hayworth	Cities	April 30, 2012
Daniel McGinn	Legal/Customer	April 30, 2011
Terrence Neuzil	Counties	April 30, 2011
Randall Nyberg	Finance/Customer	April 30, 2012
Kathleen Richardson	Media/Customer	April 30, 2012
Teresa Selberg	Real Estate/Customer	April 30, 2011
Vacancy	Citizen	

ಎೋ಄

Contents

Acknowledgements

The IOWAccess Advisory Council expresses its appreciation to the Iowa Department of Administrative Services - Information Technology Enterprise, specifically Diane Van Zante for her support of the Council's activities throughout Fiscal Year 2009 and Malcolm Huston for his work in assembling, proofing, and editing this report.

Please direct any questions or comments about this *IOWAccess Advisory Council Annual Report* to Malcolm Huston, IOWAccess Manager, at malcolm.huston@iowa.gov or (515) 281-0393.

Foreword

I am pleased to present this Fiscal Year 2009 IOWAccess Revolving Fund Annual Report to the citizens of Iowa, the General Assembly, and the Legislative Services Agency. In celebrating its 12th year, we have matured in our responsibilities of being active stewards of revenues provided by the citizens of Iowa while making government information more accessible.

The IOWAccess appropriation and the revenues generated by value-added fees have been used to provide an array of valuable services which are highlighted in this report. The funding for e-Government projects made available through IOWAccess:

- Fosters an entrepreneurial environment that encourages innovative application development and empowers state agencies.

- Improves inter-agency and inter-governmental cooperation.

- Strives to treat e-Government as a business proposition by focusing on practical, value-added projects.

- Maintains an enterprise-wide approach by working to eliminate redundant "silo" efforts.

IOWAccess funding also allows state government to highlight its support for information sharing throughout the state. For example, the **Iowa School Alerts** website continues to allow school administrators to easily send closure information to news media and parents who have subscribed to the service, only receiving alerts they need. This project received two national awards as a standard for efficiently providing pertinent information to concerned citizens in a timely manner.

IOWAccess is transforming the relationship between citizens and State government. Citizens are in charge of their relationship with government by increasingly accessing state services and data through IOWAccess applications that are convenient, secure, easy to use, and responsive to their needs.

Finally, I would like to acknowledge the dedication and hard work of the citizen, public employee, and legislative members of the IOWAccess Advisory Council. They have maintained the highest standards in their stewardship of IOWAccess.

Ray Walton
Director
Department of Administrative Services
Hoover State Office Building – 3rd Floor
Des Moines, IA 50319

Executive Summary

IOWAccess was established as the State of Iowa's web portal twelve years ago. Since its inception in 1998, IOWAccess has been connecting Iowans with their government by utilizing the accessibility and technology of the Internet.

According to recent surveys, 82.1% of Iowans have access to the Internet. Research from the National Governor's Association Center for Best Practices indicates that among the public's highest priority for improvements at the State and local levels of government are:

- Improved and more widely accessible governmental services. Most citizens expect more for less in many of their consumer and business purchases - they have similar expectations for government services.

- Government's more efficient use of its resources.

- Providing easier and quicker access to information and more direct contact with officials in all branches of government through e-mail and web sites. There is a growing expectation for more, not less, of this interactive environment.

The funding for IOWAccess applications fosters agency partnerships; 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 advisory council representing state government and the general public. Project recommendations from this council are forwarded to the Director of the Department of Administrative Services, for final review and approval. This process ensures that IOWAccess efforts are targeted at relevant electronic government services.

This report highlights the Fiscal Year 2009 accomplishments of IOWAccess and includes the Internet address for the programs and applications that are electronically delivering services to Iowa citizens. Unlike many of the reports legislators, government leaders, and citizens read, this IOWAccess Revolving Fund Annual Report invites your participation. Visit the websites and try the services of interest to you. In addition to normal business hours, we're open weekends, holidays, and late at night – whenever it's convenient for you.

Certain services offered through IOWAccess charge a value-added fee. You will find a description of the IOWAccess business model and the processes, based on industry best practices, employed by IOWAccess to fund and monitor projects, along with a listing of selected projects funded during Fiscal Year 2009, as well as a table showing all projects funded as of June 30, 2009.

The Financial Section contains an Income Statement and Balance Sheet for Fiscal Year 2009 as well as a financial projection of the Fiscal Year 2010 budget.

Selected State Government Accomplishments by DAS-ITE Using IOWAccess Funding

School Alerts is a free, easy-to-use program that is simply the result of finding an answer to a common problem: When school needs to be closed, how do we <u>easily</u> notify everyone who needs to know?

When schools need to dismiss classes, close early or start late due to bad weather or other circumstances, how do parents and care-givers find out? If they are listening to the radio or watching TV they can hear or see the list of school notices there, but what about taking the notification process a step further and contact them *directly*?

And what about those school administrators who currently have a long list of numbers to call when school is cancelled? What if they only had to log in and send out one message that will reach all media outlets, parents, daycare providers and other interested individuals who have signed up?

School Alerts provides a solution to both of these problems. School administrators can sign up to post notices about school closings, delays and early dismissals, and media outlets, parents and others can sign up to "watch" certain schools or school districts, and receive instant notifications when those school administrators post a notice.

- School Districts in system – 230
- Registered Users – 20,147
- Subscriptions – 46,550 (Sept Data)
- Current School Year Notifications – 102
- Total mailing sent: 69,789 (Sept data)

URL: https://schoolalerts.iowa.gov/

DNR Training Registration and Tracking System increases public access to safety education opportunities. This was accomplished by transitioning from a paper process to a web based system. Web access is provided to the public, education program students, volunteer instructors and select DNR staff.

The DNR Training Registration and Tracking System provides:

- Latest course information offered to students and instructors
- User-friendly registration for students to provide accurate information to register
- Class list will be built so when a class is full a student will be put on a waiting list then notified of an opening or in the case no openings the student will be notified when another class will be offered
- Offer students the option to take home study courses online
- Retain long-term verification of participation for student
- Solid platform for lifetime of licensing requirements and recreation opportunities
- Effectively capture data to meet Federal retention and grant reporting requirements by US Fish & Wildlife Service and US Coast Guard
- Link to the International Hunter Education Association Portal by zip code for a class search
- Helps in support of $400 million economic resource for Iowa from hunting

URL: https://www.iowadnr.gov/training/

Iowa Department of Natural Resources
Turn In Poachers (TIP)

The DNR TIP system provides a confidential, online format for citizens to report poaching incidents and other fish or wildlife crimes to the DNR Law Enforcement Bureau. This reporting option has been identified as a specific need, especially for those citizens who suffer from hearing loss or other impairments which make it impossible for them to report poaching incidents by telephone. The system will improve the citizen's ability to report incidents in a timelier manner, and improve response time in terms of investigations into the incident.

The DNR TIP system provides an option that the citizen can utilize at the computer in their own home, DNR Law Enforcement Bureau receives more/additional poaching reports that may not have been reported without the availability of this system. DNR Law Enforcement now has a system to record investigative information for reports that provides poaching analysis by geographic area, species, and regulation of violations that was not available prior to the system being created.

URL: https://www.iowadnr.gov/tip/
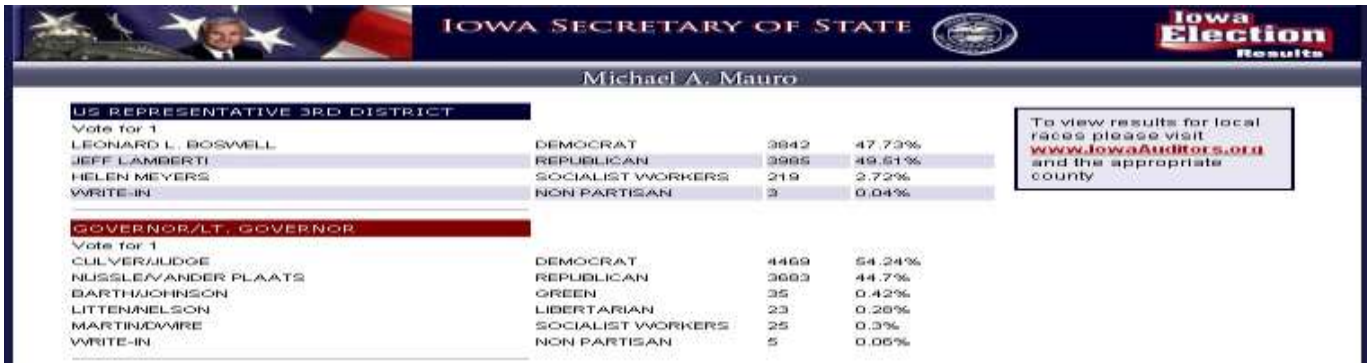
IOWAccess Business Model

Twelve years ago the State of Iowa implemented IOWAccess, which operates under the authority of the Iowa Department of Administrative Services. IOWAccess was created by an act of the Iowa Legislature in 1997 to assist in providing Iowans electronic access to state, county, local and federal information and services. The IOWAccess Advisory Council consists of fourteen council members, including five persons representing the primary customers of IOWAccess; five persons representing lawful custodians, including one representative each from the judicial branch, the executive branch, city government, county government, and the federal government; and four members representing a cross section of the citizens of the state.

The Department of Administrative Services - Information Technology Enterprise contracts with Iowa Interactive, LLC, a wholly-owned subsidiary of NIC, Inc. to be the Network Manager.

The final extension to the original Iowa Interactive contract expired 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 2006 for a five-year term, with an option for a one-year extension.

Iowa Interactive is funded through the self-funded model. Iowa Interactive receives no General Fund dollars to support and sustain itself. Instead, Iowa Interactive receives its revenue through transaction fees that are paid by the users of the services provided. Iowa Interactive provides enhanced access to Driver License Record Abstracts (DLR) as a service provided by the IOWAccess Council. The IOWAccess Council 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 in partnership with state agencies and Iowa Interactive at no cost to the agencies. During the 2009 Fiscal Year Iowa Interactive provided almost 6,000 hours to state agencies on website design, application development, content management, website maintenance, technical and customer support.

Selected State Government Accomplishments Developed in Partnership with Iowa Interactive

Secretary of State Real Time Election Results

In anticipation of one of the state's largest voter turn out in history, the Secretary of State wanted an application that would track poll results as they came in from the local precincts. This is a full end-to-end solution with an accompanying administrative tool that allows the local precincts to load election results in real time. This site was such a success that at times during election night Iowa's vote tally was ahead of the Associated Press.

Criminal and Juvenile Justice Planning Detention Center Application

This application is designed to assist Criminal and Juvenile Justice Planning in tracking detention center occupants. This service replaces a manual paper process that was cumbersome and not always efficient.

Rebuild Iowa

Governor Culver signing Executive Order 7 in 2008 formed this office. This site was built to communicate all rebuilding efforts in the State due to the worst flood in the state's history.

Iowa State Historical Society
This was a total redesign of this web site. In addition to a new look and feel the site features a lot of rich content.

Department of Public Health Plumbers and Mechanical Contractors Licensing System

The Plumbers and Mechanical Contractors Board was formed as a result of Senate File 224 calling for the licensing and regulation of plumbers, mechanical professional and contractors. The original estimate was to be anywhere from 8,000 to 12,000 of license types. As of September 30, 2009 there have been over 19,500 plumbers that have registered using the online system.

IOWAccess Projects Approved in Fiscal Year 2009 Total: $3,179,644

Agency	Project Name	Funding Date	Amount Approved
Office of the Governor	IGOV-OpenUp.Iowa.gov-1-Scope Analysis	7/9/2008	$20,000
Information Technology Enterprise	ITE-State of Iowa Online Stores- 4-Hosting	7/9/2008	2,000
Department of Economic Development	DED - Business License Information Center (BLIC)-3-Execution	7/9/2008	292,040
Department of Natural Resources	DNR-Hazardous Substance Incident Database-3-Execution	7/9/2008	280,000
Department of Management	DOM - Local Gov Budgets & Reports – 3 - Execution	7/9/2008	216,000
State Library	LIB-State Library Live Helper Pro Plus Package-3-Execution	7/9/2008	408
Iowa Child Advocacy Board	ICAB-ICAB Online-3-Execution	7/9/2008	245,000
Iowa Child Advocacy Board	ICAB-ICAB Online-4-Hosting	7/9/2008	3,500
Veterans Affairs	IDVA-Interactive Forms-1-Scope Analysis	7/9/2008	20,000
Department of Natural Resources	DNR-TIP Reporting System-3-Execution	9/10/2008	117,000
Office of the Governor	IGOV-OpenUp.Iowa-3-Execution	9/10/2008	167,000
Iowa College Student Aid Commission	CSAC-Web Portal-2-Planning	9/10/2008	148,000
Department of Natural Resources	DNR- Special Events Scope Analysis	11/12/2008	20,000
Department of Natural Resources	DNR -Boat Dock Registration-3 - First Year Hosting	11/12/2008	3,726
Board of Dental Examiners	BDE -Healthcare Provider Licensing Database-3-Execution	1/7/2009	669,000
Department of Public Safety	DPS-Breath Alcohol Program Records-1-Scope Analysis	1/7/2009	30,000
Veterans Affairs	IDVA-Dynamic Forms-2-Planning	1/7/2009	89,700
Iowa Child Advocacy Board	ICAB- ICAB Online-3-Execution	1/7/2009	250,000
Department of Human Rights	DHR- Weatherization Assistance Program-1,2,3 -Development	1/7/2009	34,000
Department of Human Rights	DHR- Weatherization Assistance Program-4-Hosting	1/7/2009	6,500
Department of Natural Resources	DNR-Special Events-2-Planning	1/7/2009	47,250
Information Technology Enterprise	DAS-American Recovery and Reinvestment Act(ARRA) Recovery Website-1 & 2-Scope Analysis & Planning	5/13/2009	125,000
Information Technology Enterprise	DAS-Transparency: Searchable Budget Database-1-Scope Analysis	5/13/2009	30,000
Iowa College Student Aid Commission	CSAC-College Student Aid Portal-3-Execution	5/13/2009	350,000
Department of Economic Development	DED - Business License Information Center (BLIC)-4-Hosting	5/13/2009	13,520

Iowa Interactive Projects Completed in Fiscal Year 2009

Agency	Project Name	Launch Date
Dept of Human Rights - Division of Latino Affairs	Iowa Youth Congress Static Site	7/29/2008
Iowa Department of Inspections and Appeals (DIA)	Profoods Safety Website	8/27/2008
Rebuild Iowa	Rebuild Iowa Static Web Site	9/26/2008
Secretary of State	Real Time Election Results	10/24/2008
Iowa Department of Human Rights	Commission on the Status of Women Website Redesign	11/13/2008
Iowa Board of Nursing	Iowa Board of Nursing Website Redesign	11/18/2008
Iowa Department of Cultural Affairs	Iowa State Historical Society Website Redesign	12/10/2008
Iowa Department of Public Health	Plumbers and Mechanical System Board Licensing System	1/29/2009
Iowa Department of Management	GEMS Website Redesign	2/2/2009
Iowa Department of Revenue	Iowa Department of Revenue Website Redesign	2/5/2009
Iowa Department of Human Rights	Made in Iowa Static Website Redesign	2/25/2009
Department of Public Safety	Electrical Examining Board Permits and Inspections System	3/2/2009
Office of the Governor	Rebuild Iowa	3/6/2009
Department of Management	Community Empowerment Site Redesign	3/16/2009
Office of the Governor	American Recovery and Reinvestment Act (ARRA)	3/19/2009
Department of Public Safety	Iowa Statewide Interoperable Communication Systems Board	3/23/2009
Public Employees Relations Board	PERB HealthCare Survey Project	4/15/2009
Criminal & Juvenile Justice Planning	Detention Center Application	4/20/2009
Department of Management	Website Redesign	4/27/2009
Department of Human Rights	Iowa Collaboration for Youth Development	4/30/2009
Iowa Agricultural Development Authority	Website update	6/9/2009
Iowa State Auditor	Auditor site redesign	6/12/2009
Property Assessment Appeal Board	PAAB Website Redesign	6/15/2009
IOWAccess	iowa.gov site redesign	6/23/2009

IOWAccess Value-Added Fees Approved in Fiscal Year 2009

Iowa Code section 8A.201 (6) provides a definition of value-added services[1]. The IOWAccess Advisory Council is authorized to recommend rates to be charged for value-added services performed through IOWAccess. The term "value-added fee" is used by the Information Technology Enterprise to refer to those rates.

Pursuant to code section 8A.204, during Fiscal Year 2009, no value-added fees were proposed nor recommended by the IOWAccess Advisory Council or approved by the Technology Governance Board.

---

[1] Iowa Code section 8A.201(6) - "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.

IOWAccess Project Process

The IOWAccess revolving fund was established for the purpose of maintaining, developing, operating, and expanding IOWAccess. Consistent with these duties and requirements, the IOWAccess Advisory Council, with the assistance of the Department of Administrative Services - Information Technology Enterprise has established a process for governmental entities to request funding for the planning and execution of various e-Government projects. The Council has implemented a process, based on information technology project management best practices, to assess the relative merits of the projects submitted and make recommendations for funding projects to the Director of the Department of Administrative Services.

Figure 1. FY09 IOWAccess Project Lifecycle

Phase 1 - Initiation – This requires the investment of a small amount of resources, resulting in a reliable estimate of the cost of gathering and documenting detailed requirements. The initiation phase can be completed at no cost to either the IOWAccess revolving fund or the customer (in this case the state agency or branch of government), other than the time needed to complete the deliverables. Consequently, no IOWAccess funding is used for the initiation phase. The deliverables from this phase include a concept paper generally describing the e-Government process or application and a cost estimate for completion of the planning phase.

Phase 2 – Scope Planning - The goal of the Scope Planning phase is to develop accurate cost estimates and well-defined deliverables for the e-Government process or application. The Scope Planning phase documents detailed customer business requirements presented in an array of documentation. Finally, a Return on Investment analysis must be completed using the State of Iowa's award-winning ROI Process. Governmental entities can request funding from IOWAccess for up to 100% of the scope planning phase costs. IOWAccess involvement in the project terminates at conclusion of Scope Planning phase if Design funding is not sought or approved. The agency has access to the deliverables from the Scope Planning process and can proceed using funding sources other than IOWAccess.

Phase 3 – Design - The Design phase requires the preparation of a draft service level agreement between the owner of the application and the service provider in order to provide an accurate estimate of ongoing operational costs. It also provides statements of work and a completion timeline for the application. Another portion of the Return on Investment analysis is submitted which supports the request for Design funding.

Phase 4 - Execution – This phase is the actual implementation and roll-out of the project and includes:
- Application programming and testing.
- Creation of the final Service Level Agreement
- Development of an operational budget including ongoing hosting and maintenance costs.

IOWAccess Phase 4 funding can be used for the application programming, testing, and migration of the completed application to a production environment. Phase 4 funding can also be used to pay the web hosting fees for the application (with the approval of the IOWAccess Advisory Council).

IOWAccess Revolving Fund FY 2009 Financial Summary - June 30, 2009

	Actual Resources	Annual Budget	% Received
Resources:			
BBF Funds	$2,485,375	$0	NA
Transfers, DOT	1,000,000	1,000,000	100.00%
Interest Income - Fund 0297	70,286	100,000	70.29%
IMVR Receipts	3,611,406	2,448,000	147.52%
Total Resources	**$7,167,067**	**$3,548,000**	**202.00%**
	Actual Expenditures	Total Budget	Percent Obligated
Expenditures:			
Travel, In-State	$1,057	$3,792	27.88%
Food	78	0	NA
Communications	726	27,264	2.66%
Professional Services/Consulting	35,030	0	NA
Transfers, Intra-State	973,607	362,000	268.95%
Outside Services & Repairs	0	299,994	0.00%
Reimbursements Other State Agencies	17	1,000	1.71%
Reimbursements, ITE	2,099,646	1,658,800	126.58%
Services, Outside IT	1,745,514	1,183,200	147.52%
Equipment, IT & SW	369	10,000	3.69%
Other Expenses and Obligations	0	1,950	0.00%
Total Expenditures	**$4,856,044**	**$3,548,000**	**136.87%**
Net Resources Over/(Under) Expenditures	**$2,311,023**		
Fund Cash Balance	**$2,564,338**		

IOWAccess Revolving Fund Statement of Net Assets (Balance Sheet) - June 30, 2009

Assets	Amounts
Cash	$2,564,338
Accrued Appropriation	0
Accrued Receivables	39,568
	$2,603,906
Liabilities	
Accrued Payables	$292,883
Net Assets	$2,311,022
Approved project obligations remaining	$2,466,712
Remaining unobligated cash	$(155,690)

Fiscal Year 2010 IOWAccess Budget Projection (no Resources/Expenditures change from previous year)

Resources:	
Transfers, DOT	1,000,000
Interest Income	100,000
IMVR Receipts	2,448,000
Total Resources	**$3,548,000**

Expenditures:	
Travel, In-State	$1,792
Supplies, Other	0
Food	0
Communications	726
Professional Services/Consulting	0
Transfers, Intra-State	691,532
Reimbursements Other State Agencies	0
Reimbursements, ITE	1,658,800
Services, Outside IT	1,183,200
Equipment, IT & SW	10,000
Other Expenses and Obligations	1,950
Total Expenditures	**$3,548,000**

Appendix 1. Duties and Responsibilities of the IOWAccess Advisory Council

Pursuant to Iowa Code section 8A.221, the IOWAccess Advisory Council is charged with the duty to:

1. Recommend to the Technology Governance Board rates to be charged for access to and for value-added services performed through IOWAccess.

2. Recommend to the director the priority of projects associated with IOWAccess.

3. Recommend to the director expected outcomes and effects of the use of IOWAccess and determine the manner in which such outcomes are to be measured and evaluated.

4. Review and recommend to the director the IOWAccess total budget request and ensure that such request reflects the priorities and goals of IOWAccess as established by the advisory council.

5. Review and recommend to the director all rules to be adopted by the department that are related to IOWAccess.

6. Advocate for access to government information and services through IOWAccess and for data privacy protection, information ethics, accuracy, and security in IOWAccess programs and services.

7. Receive status and operations reports associated with IOWAccess.

8. Other duties as assigned by the director.

The IOWAccess Advisory Council shall also:

- Advise the director with respect to the operation of IOWAccess and encourage and implement access to government and its public records by the citizens of this state.

- Serve as a link between the users of public records, the lawful custodians of such public records, and the citizens of this state who are the owners of such public records.

- Ensure that IOWAccess gives priority to serving the needs of the citizens of this state.

Appendix 2. Legislative Language Mandating This Report

Iowa Code Section 8A.224 - IOWAccess revolving fund

An IOWAccess revolving fund is created in the state treasury. The revolving fund shall be administered by the department and shall consist of moneys collected by the department as fees, moneys appropriated by the general assembly, and any other moneys obtained or accepted by the department for deposit in the revolving fund. The proceeds of the revolving fund are appropriated to and shall be used by the department to maintain, develop, operate, and expand IOWAccess consistent with this subchapter. The department 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."

Appendix 3. Calendar Year 2010 IOWAccess Advisory Council Meeting Dates

Time:

1:00 – 4:30

Place:

Hoover Building, A Level Conference Room 7

Dates:

January 13, 2010

March 10, 2010

May 12, 2010

July 7, 2010

September 8, 2010

November 10, 2010