

STATE OF IOWA



Office of the Chief Information Officer

**Fiscal Year 2015
IOWAccess Revolving Fund
Annual Report**

January 2016

State of Iowa
Fiscal Year 2015
IOWAccess Revolving Fund Annual Report



This annual report was produced in compliance with Iowa Code section 8B.33 to be submitted to the General Assembly and Legislative Services Agency not later than January 31, 2016. A copy of this publication has been filed in compliance with Iowa Code sections 8B.9.

This report is available at the Iowa Publications Online website at <http://publications.iowa.gov/> and is filed under the Office of the Chief Information Officer.

© Copyright Iowa Office of the Chief Information Officer.

Fiscal Year 2015 IOWAccess Revolving Fund Annual Report

Table of Contents

	<u>Page</u>
Acknowledgements	4
Foreword	5
Executive Summary	6
Iowa Code Section 8B.9 – Reports Required.....	6
Iowa Code Section 8B.33 – IOWAccess Revolving Fund	7
Funding Guidelines for IOWAccess Projects.....	7
IOWAccess Business Model	8
IOWAccess Projects Developed by Agencies (Fiscal Year 2015).....	10
Ongoing IOWAccess Expenses	12
Unobligated Cash Balance for IOWAccess	12
Pending IOWAccess Projects Under Review	13
IOWAccess Value-Added Fees Approved in Fiscal Year 2015	15
Appendix 1. Iowa Interactive Annual Report	16

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 2015 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 \$15 million have been financially supported by IOWAccess. In addition, over \$5 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 (many times the only source), 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 2015. 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 Wolfradt, Chief Information Officer
Office of the Chief Information Officer
1305 East Walnut Street
Des Moines, IA 50319



IOWAccess Revolving Fund

Fiscal Year 2015 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 2015 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 10 through 14) includes a listing of IOWAccess projects in development by agencies during Fiscal Year 2015. 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 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. 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.

The current \$8.50 transaction fee is comprised of two components: 1) a statutory fee of \$5.50, and 2) a value-added service fee of \$3.00. The statutory fee is established by Iowa Code section 321A.3(1). Id. (“A fee of five dollars and fifty cents shall be paid for each abstract . . .”). The value-added service fee is authorized by Iowa Code section 321A.3(7), although the \$3.00 amount is not mandated by the statute. Id. (“[A]n additional access fee may be charged for each abstract supplied through electronic data transfer.”). The current \$3.00 amount was established in the DAS/DOT MOU. See DAS/DOT MOU, p. 10, (“Value-added Service Fees: \$3.00 per Record accessed through Vendor’s DOT Application”). OCIO currently receives this \$3.00 value-added service fee in exchange for providing DOT with IT Services related to the DMVR Online System. Under the current contract with Iowa Interactive, Iowa Interactive receives \$1.50 of the \$3.00 value-added service fee from OCIO in exchange for its services to OCIO. See IOWAccess Network Services Agreement between the State, acting by and through OCIO, and Iowa Interactive, LLC, p. 48, Schedule A, Statement of Work # 01 (effective as of July 1, 2014).

The remaining \$1.50 is used by the OCIO to fund IOWAccess projects reflected in this report.

Since 2002, customers seeking to purchase Certified Driver Operating Record Abstracts through DOT’s DMVR Online System have done so pursuant to a pre-pay, transaction-based model. Customers currently fund an escrow account with the State of Iowa’s Treasurer’s Office (Treasurer). See <http://www.iowaccess.net/iowadlr/> (“All escrow account checks must be mailed to: **Treasurer State of Iowa** All checks for Driver License Record accounts must:

. . . Be made out to Treasurer, State of Iowa”); accord Iowa Code § 321A.3(1) (establishing fees to be charged customers for access to Certified Driver Record Abstracts, and providing, “The department shall transfer the moneys collected under this section to the treasurer of state who shall credit to the general fund all moneys collected.”). After purchasing a Driver License Record through DOT’s DMVR Online System, a customer’s account is credited \$8.50 for the purchase. Under the current regime, customer accounts are credited only for each transaction; in other words, for each Driver’s License Record purchased.

IOWAccess Projects in Development by Agencies (through June 2015)

Project Name	Agency	% Complete	Original Amount Approved	Current Amount Approved	Amount Spent	Obligated Unspent Balance	Estimated Complete Date
ARRA Project Phase 2 – Execution	Management	100%	\$ 497,635	\$ 419,710	\$ 419,710	\$ 0	Complete
Workers' Compensation PERFECT System – Execution	Workforce Development	0%	\$ 25,000	\$ 0	\$ 0	\$ 0	Canceled
AMANDA Phase II – Full Project	Workforce Development, Public Health	100%	\$ 834,050	\$1,232,541	\$1,232,541	\$ 0	Complete
AMANDA Direct Care Workforce Credentialing System	Public Health	100%	\$ 308,367	\$ 152,715	\$ 152,715	\$ 0	Complete
Terrace Hill One Year Hosting	Terrace Hill	0%	\$ 2,587	\$ 0	\$ 0	\$ 0	Canceled
Transparency DATA Share – Planning & Execution	Management	100%	\$ 125,659	\$ 159,973	\$ 159,973	\$ 0	Complete
Environmental Health Division Online Licensing System	Public Health	100%	\$ 312,444	\$ 312,444	\$ 312,444	\$ 0	Complete
AMANDA Licensing System Enhancement – Elevators	Workforce Development	100%	\$ 177,017	\$ 149,873	\$ 149,873	\$ 0	Complete
LiveHelper Software for Live Chat	State Library	60%	\$ 2,040	\$ 2,040	\$ 1,224	\$ 816	12/30/2016
Iowa Geospatial Governance and Guidelines	Chief Information Officer	3%	\$ 750,000	\$ 750,000	\$ 20,890	\$ 729,110	4/1/2017
IGOV Admin Rules Website	Chief Information Officer	71%	\$ 300,000	\$ 300,000	\$ 214,300	\$ 85,700	6/30/2016
Service Desk and Asset Management Software FY 13	Chief Information Officer	100%	\$ 298,780	\$ 157,035	\$ 157,035	\$ 0	Complete
Service Desk and Asset Management Software FY 14	Chief Information Officer	100%	\$ 484,162	\$ 578,693	\$ 578,693	\$ 0	Complete
U.S. Bank Service Fee Processing Charge	Enterprise	100%	\$ 100,000	\$ 91,984	\$ 91,984	\$ 0	Complete
E-Mentoring Platform	Economic Development	100%	\$ 42,000	\$ 42,000	\$ 42,000	\$ 0	Complete
GIS Assistance in Fulfillment of Agricultural Adjustment (Pursuant to IAC 701 71.3)	Revenue, multiple counties	36%	\$ 313,200	\$ 308,056	\$ 111,852	\$ 196,204	1/1/2017
Government Fees Transparency Website	Chief Information Officer	64%	\$ 129,000	\$ 129,000	\$ 82,562	\$ 46,438	8/6/2016
Digital Asset Management	Chief Information Officer	37%	\$ 101,000	\$ 101,000	\$ 37,570	\$ 63,430	11/25/2016
eFile Pre-Need Sellers & Perpetual Care Cemeteries	Insurance Division	0%	\$ 90,000	\$ 90,000	\$ 0	\$ 90,000	12/22/2016
Social Media Directory	Chief Information Officer	0%	\$ 22,900	\$ 22,900	\$ 0	\$ 22,900	12/22/2016
Socrata Government Transparency	Chief Information Officer	46%	\$ 335,000	\$ 335,000	\$ 154,215	\$ 180,785	12/22/2016
Agency Training 508 Compliance and Drupal	Chief Information Officer	13%	\$ 45,000	\$ 45,000	\$ 5,745	\$ 39,255	1/13/2017
Connected Nation, Connect Iowa	Economic Development	100%	\$ 730,504	\$ 730,504	\$ 730,504	\$ 0	Complete

Office of the Chief Information Officer

Project Name	Agency	% Complete	Original Amount Approved	Current Amount Approved	Amount Spent	Obligated Unspent Balance	Estimated Complete Date
City of Leon New Website	City of Leon	93%	\$ 1,500	\$ 1,500	\$ 1,400	\$ 100	2/12/2017
DHR Website Redesign	Human Rights	0%	\$ 26,768	\$ 26,768	\$ 26,768	\$ 0	2/12/2017
Iowa Distance Learning Database	Iowa Communications Network	0%	\$ 7,000	\$ 7,000	\$ 6,189	\$ 811	2/12/2017
Property Assessment Appeal Board E-File	PAAB	0%	\$ 75,000	\$ 75,000	\$ 2,425	\$ 72,575	2/12/2017
Electrical Licensing	Public Safety	0%	\$ 50,000	\$ 50,000	\$ 0	\$ 50,000	2/18/2017
ADPER & EH Division Licensing Software	Public Health	0%	\$ 500,000	\$ 500,000	\$ 0	\$ 500,000	4/2/2017
OCIO Infogroup Website	Chief Information Officer	0%	\$ 34,884	\$ 34,884	\$ 6,130	\$ 28,754	5/1/2017
GovDelivery	Chief Information Officer	0%	\$ 300,000	\$ 300,000	\$ 177	\$ 299,823	5/12/2017
TOTALS			\$7,021,497	\$7,105,620	\$4,698,919	\$2,406,701	

Ongoing IOWAccess Expenses

Expense Item	Expenditures in Fiscal Year 2015
Small Project Reserve ¹	\$ 0
Non-Project Expenditures ²	\$ 0
IOWAccess OCIO Support Costs ³	\$ 0
Applications Development & Infrastructure Support ⁴	\$ 361,000
Professional Services for eGovernment Maintenance (Iowa Interactive) ⁵	\$ 1,642,190
IOWAccess Total Expended on Special Projects in Fiscal Year 2015	\$ 2,003,190

Unobligated Cash Balance for IOWAccess

Cash Balance July 1, 2015	\$ 4,985,414
Total Contracted Not Expended	\$ 2,461,449
Unobligated Balance	\$ 2,523,965
Pending IOWAccess Projects (pages 11-12)	\$ 3,266,000
Balance Available for Future Projects	\$ -742,035

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	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
4	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
5	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
6	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

		Agency	Request
7	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
8	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
9	Broadband		
	Support for enhancing Iowan's access to internet, government services, education, and healthcare.	Citizens	\$1,550,000
10	Accessibility Assessment Tool		
	Assess state websites for 508 compliance. Complies with federal law.	Enterprise	\$150,000
	TOTAL of IOWAccess Projects under Final Review		\$3,266,000

IOWAccess Value-Added Fees Approved in Fiscal Year 2015

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 2015 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