

Iowa 100% E News

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

July/August 2001
Vol. 1 Issue 5

Send comments and suggestions to info@eiowacom.com
Attn: 100% E Editor

SPECIAL DOUBLE ISSUE

E-gov projects are off and running

The movement toward a comprehensive digital government in Iowa has taken a big stride. With more than 40 departmental orientations now completed, return-on-investment analyses in motion and nearly 1000 survey questionnaires on e-government project ideas in hand, an impressive roster of digital government project ideas is gaining steam.

In this issue of *100% E News*, we'll take a sneak peek at a variety of digital government ideas that have emerged. Several are already under way.

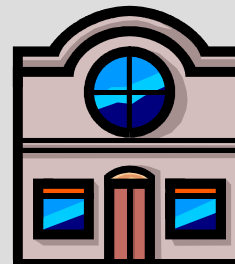
Some may go on to gain the necessary policy and budget approval to become reality in the coming fiscal year (FY 2003).

Others may be set aside for future action down the road. Either way, all are firmly in place on the 100% E master database, so that any valid e-government idea—regardless of future action, decisions or approvals, is preserved.

Project **100,000 and Growing - The Iowa Site Inventory**

Dept. **Cultural Affairs**

This service would provide Web access to all places identified in the statewide historic properties inventory and report, along with location information on archaeological survey areas. The inventory includes more than 100,000 buildings, structures and historic districts identified across Iowa since 1972 in various surveys. It also includes more than 1,000 reports dealing with architecture and history. The inventory is used by consultants working for government agencies, citizens seeking information about their residences, grant applicants seeking information about national Register status of their property, and historical researchers. Search capabilities are not limited to address information, but include architectural style, architects, past function, construction materials and National Register status among other categories. Currently, queries of the database need to be done by staff in the office. With Web access, these queries can be done by anyone with a computer linked to the information.



Project **Benefits Calculator**

Dept. **Personnel and Iowa Public Employees Retirement System**

This project involves creating an Internet-based calculator that will assist members in retirement financial planning. The calculator will be capable of producing scenarios based on “what if” information and take into consideration inflation and various interest rates. Currently, a stand-alone calculator is being developed as phase one of the project. Phase two would expand the calculator to utilize actual member data from IPERS. Members would benefit by being able to calculate benefits and plan for retirement.

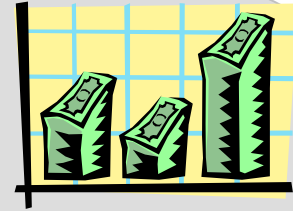


Project

Budget Redesign

Dept.

Department of Management



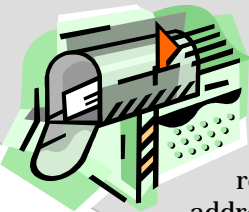
The budget redesign project includes the update of systems handling operating and capital budgets and performance measures. This involves agency budget preparation, development of the Governor's recommendation, follow-up on legislative action budget implementation and monitoring. Budget redesign will save staff time by reducing redundant data entry, provide more extensive report preparation and analysis, provide easier and faster access to data, and better integrate performance measures and results with budget information

Project

Centralized Government Address File

Dept.

Personnel and IPE RS



This project involves creation of a government address file to maintain current home and email address information for customers. All government agencies currently maintain address files that need to be continuously updated and the public must sure they change their address with each agency they do business with. A centralized address file would allow the public to update their information once and have it relayed to all government agencies. Agencies would no longer need to continually update address information or worry about proper postal format.

Project

Consortium of User Libraries Online Public Access Catalog

Dept.

Department for the Blind



The Consortium of User Libraries Online Public Access Catalog (CUL OPAC) is a web-based application that enables eligible library borrowers to browse the Iowa Regional Library for the Blind and Physically Handicapped collections in alternative formats including cassette, Braille, large type, electronic text and descriptive video; to locate materials of interest; and to place these items on the request or reserve list. Items placed on reserve will be distributed to individuals via an integrated circulation program in the following day's mail. Request list items will be sent according to a borrower's circulation frequency profile. The user interface is designed to work comfortably with screen reading programs and other assistive technologies. Library patrons will be able to access library materials independently and the service will be available to them 24/7.

Project **Construction Cost E -Survey**

Dept. **T ransportation**



This would allow the 99 county engineer offices to complete construction cost data surveys online. It would eliminate the need to send out paper copies of a survey every four years, wait for the counties to respond, then manually re-enter the data. County engineers have requested an improved process.

Project **Contaminated Sites**

Dept. **Natural Resources**



This is a listing of sites within Iowa that have some type of contamination that was or is currently being managed by the Department of Natural Resources or the Environmental Protection Agency. Electronic delivery would improve the ability for the public to search for sites in their area or receive information pertinent to a selected site.

Project **Dealer Inquiry**

Dept. **T ransportation**



This project would test the feasibility, through a controlled pilot, of allowing certified motor vehicle dealers to query the Motor Vehicle Registration database. If the pilot is successful, this will result in better service in the following ways:

- Dealers will be able to determine if a motor vehicle they are taking “on trade” has a lien or delinquent fees which the customer has failed to disclose.
- County treasurers/vehicle services staff will field fewer complaints/questions from dealers who have unknowingly taken vehicles on trade where the owner failed to disclosed liens, fees, etc.
- Dealers, county treasurers and vehicle services staff will have a good test of the benefits and problems areas of moving to online title and registration application.

Project

E 911 Mapping

Dept.

Emergency Management



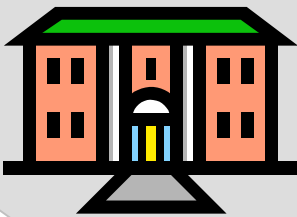
Officials could perform GIS/mapping Emergency 911 program geographic boundaries and post the map on a Web site. Electronic mapping would provide for more accurate and timely responses by emergency responders.

Project

Facility Management Program

Dept.

General Services



Implementation of an Electronic Facility Management Program will permit DGS to share office planning and design information with other state agencies covering floor layouts, modular furniture configuration, functional usage needs (administration, support, clerical) plus lease information.

Project

Freeing Highway Patrol Time

Dept.

Public Safety



Mobile electronic processing could providing the State Highway Patrol with the ability to automatically register payments through credit card for minor traffic violations instead of writing tickets for appearance in traffic court.

Project

How to succeed at applying for a grant without really trying

Dept.

Cultural Affairs



Web-based grant application and tracking of all grants administered by the Iowa Department of Cultural Affairs (DCA) and its divisions, the Iowa Arts Council (IAC) and the State Historical Society of Iowa (SHSI) is the focus of this application. Currently, grant applicants must file their applications in hard copy and staff must enter the information into a database and then review the application. Right now, applicants may come in or call and ask the status of their application or wait until a letter is sent informing them of the decision on the grant. By allowing the applicant to enter the grant request information and track their application via the Web, staff time performing these functions is reduced. If staff is not spending time keying in application information and responding to queries about the status of an application, they can more quickly review the application.

Project

IDOB Goes E!

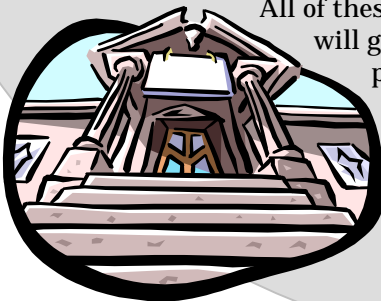
Dept.

Iowa Division of Banking

A number of digital applications are on the drawing board for Iowa Division of Banking (IDOB):

- 1) Ability for applicants (citizens, banks, licensees, etc.) to obtain, complete and forward applications to IDOB via the Internet
- 2) Enabling regulated entities to change contact information and office location information electronically
- 3) Allowing regulated entities to pay fees and assessments electronically
- 4) Use of digital signatures

All of these will make the application administration process more efficient. Money will get into state accounts instantly rather than waiting up to 10 days for processing. Personnel will be better able to utilize their time as they will no longer be physically touching checks, applications, etc. Application info will be automatically transferred from the application to the division's database, eliminating manual input. The foregoing will strengthen the risk-focus examination process IDOB is implementing by enhancing monitoring.



Project

Internet License Renewal

Dept.

Department of Commerce -
Administrative Services

Provide the ability to get ANY state issued license via the Internet. The Professional Licensing Division of the Department of Commerce is currently in the process of doing this.



Project

PTV Resources

Dept

Iowa Public Television

Iowa Public Television has a quantity of video and educational resources (graphics, print) that are suitable for digital "on demand" delivery to learners statewide.

Project

IUB Service Territory Maps

Dept.

Iowa Department of Commerce - Iowa Utilities Board

The Iowa Utilities Board plans to provide online service area maps to let consumers, business planners and utility providers know what services are provided by what companies in locations throughout Iowa.



Project **Member Internet Services**

Dept. **Personnel and IPERS**

This project involves providing services such as access to account balances, retirement data and personal demographic data to members and beneficiaries. Members and beneficiaries would be able to conduct business transactions and inquiries from their home or public offices without the need to travel to IPERS.



Project **National Pollution Discharge
Elimination Database**

Dept. **Natural Resources**



NPDES is an environmental protection program to regulate wastewater discharges through the permitting process. NPDES is a database system that manages this program. The program affects municipalities, industry and other small wastewater discharges (excluding individual homeowners). Electronic delivery would improve internal and external access to the database through the World Wide Web.

Project **Online Real Estate Assessment**

Dept. **Revenue and Finance**

Online property tax declaration of value-access and error resolution process for use by local assessors and to a certain extent local citizens.



Project Online applicant tracking

Dept. Personnel and IPERS

Applicant tracking system to allow applicants to apply for state jobs over the Internet and for hiring supervisors to view applications over the Internet.



Project Digital benefits system

Dept. Personnel and IPERS

Reengineer the IPERS benefits administration system, this includes utilizing the Business Process Review (BPR) process to streamline, improve and document business needs and creation of the corresponding computerized application. This project will result in more efficient and effective business processes so members and employers can be better served IPERS staff will benefit from having a computer system that eliminates manual systems and is easier to maintain and adjust for future benefit enhancements. This project will also allow IPERS staff to continue providing member services during a period of anticipated growth in retirements due to the baby boomers without a dramatic increase in staff



Project Open up SING

Dept. Public Safety

The Single Contact Repository (SING) is an existing Internet application that allows registered users to perform background checks on potential employees. The application lets a user check criminal history, three abuse registries (child, dependent adult and sex offender) and over 40 professional license types from a single Web screen. This data resides on various platforms within state government, including a mainframe and several departmental LAN servers. This application is currently available only to Iowa health care facilities, plus a handful of other users. But it could be opened up to some or all Iowa employers. Parts of SNG could be opened up to the public. Issues to be addressed include cost and confidentiality.



Project

Quarterly Gambling Reports

Dept.

Inspections and Appeals



Electronic filing of quarterly gambling reports and payment of sales tax on gambling proceeds. Currently the department mails out quarterly reports to approximately 1600 licensees every 3 months. The licensees must complete the reports, return on copy to Inspections and Appeals and another copy along with a check to the Department of Revenue and Finance. The project would simplify the reporting and payment process through a "one-stop service center." Charitable organizations could connect to a single Internet page wherein they report their gambling revenues, and taxes due are automatically calculated. The "one-stop service center" could also provide instant feedback and notify licensees if their expenditures fall within or exceed allowable limits. By entering a credit card or bank account number, the organizations could electronically pay the taxes due. Paperwork would be reduced, and the need for charitable organizations to calculate the taxes due would be eliminated. Electronic reminders would help charitable organizations meet statutory filing deadlines.

Project

Quicker Liquor

Dept.

Commerce - Alcoholic Beverages

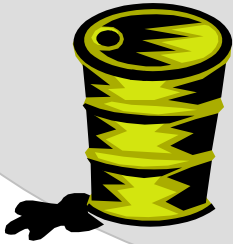
The Alcoholic Beverages Division would like the ability to accept liquor orders from customers electronically. Customers would be able to order 24/7 from either business or home. This would also require the ability to pay for purchases electronically (65% currently do).



Project **Underground Storage Tank System Database**

Dept. **Natural Resources**

Placing Underground Storage Tank (UST) data on the Internet for the public to view and query with report printing options is the basis of this project. Internet access to the UST data will reduce the number of calls to staff regarding UST and LUST (Leaking UST) sites. This allows the staff to perform other pertinent tasks. The target audience can view the data immediately. For instance, consultants usually need information in the database right away. With the Web site, they will have the ability to access the information instead of waiting for a response from a DNR Project Manager. There will be no charge for downloading the reports from the Web. Currently, the public is charged for reports they request because of the staff time required to generate a report based on the requestor's specifications.



Project **VRS Request and Pay**

Dept. **Public Health**

Enabling citizens to request a vital record (birth, death or marriage) and pay for it over the Internet is the focus of this project.

