



## ITD's ROI Efforts Receive Praise

Iowa and the Information Technology Department has received much national praise recently on its unique and innovative Return on Investment (ROI) initiative. Civic.com highlighted Iowa's ROI efforts in its November issue. The articles can be read in their entirety at: [www.fcw.com/civic/current.asp](http://www.fcw.com/civic/current.asp). Below are some excerpts from the articles.

*"State and Local Eyes Focused on Iowa's Test"* November 2000 civic.com

Iowa's return-on-investment process could be the template for IT evaluation programs that other states might put together, according to Bob Glasser, president of the State Information Technology Consortium (SITC).

"I'm unaware of anyone who has done anything similar," he said. "The Iowa work is extremely good, and I know other states, counties and localities will be interested in looking at it for their own purposes."

*"Weighing the Options"* November 2000 civic.com

A result of Gov. Thomas Vilsack's "leadership agenda," Iowa's Return On Investment Program targets benefits to both government and citizens as the measure of the state's investment in technology.

It's that second group that Richard Varn, Iowa's chief information officer, believes sets his state's approach apart. While other states have evaluated technology from a business perspective, he said, no one else has included a formal examination of the ROI for the citizen.

"This is the first time that IT evaluations have been done this way," he said. "I think program administrators will be welcoming of this because they are faced with budget cuts, and now they can argue that such cuts could impose a hidden tax on citizens without taking into account the full ROI impact."

## Iowa Nurses Can Now Renew Online



As part of continuing efforts to make Iowa government more accessible to its citizens, the Iowa Board of Nursing, through working with ITD, has rolled out a new Internet online license renewal program. The new process will allow licensees to know immediately whether their license has been renewed and when the license will be printed. Board chairperson, Richard Petersen, states this new program will benefit many of the 48,000 Iowa nurses because it is available 24 hours per day, seven days a week and it can be accessed from anywhere in the state, the country, or the world. The program is accessed at the Board of Nursing website: [www.state.ia.us/nursing](http://www.state.ia.us/nursing)

## Membership of IOWAccess Advisory Council

### lowAccess Advisory Council

An lowAccess Advisory Council (IAAC) is established within the ITD for the purpose of creating and providing 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. The IAAC is composed of the following 18 members (currently one vacancy):



Carol French-Johnson - Chair	Citizen
Julie Shomshor	Citizen
John Wellman	Citizen
Craig Hiemstra	Citizen
Jane Ginapp	Federal Government
Marsha Carter	County
Corlis Moody	Executive Branch
Kelly Hayworth	City
Gail Flagel	Real Estate
Herb Strentz	Media
Bob Skow	Insurance
Richard Neri	Finance
Marsha Ternus	Judicial Branch
Quent Boyken	Law
To be Named	Legislative Branch
Sen. Steve King	Legislature (ex-officio)
Sen. Robert Dvorsky	Legislature (ex-officio)
Rep. Libby Jacobs	Legislature (ex-officio)
Rep. Greg Stevens	Legislature (ex-officio)

#### The IAAC has the following duties:

- (1) Recommend to the Information Technology Council (ITC) rates to be charged for access to and for value-added services performed through lowAccess.
- (2) Recommend to the director and the ITC the priority of projects associated with lowAccess.
- (3) Recommend to the director and the ITC expected outcomes and effects of the use of lowAccess and determine the manner in which such outcomes are to be measured and evaluated.
- (4) Review and recommend to the director and the ITC the lowAccess total budget request and ensure that such request reflects the priorities and goals of lowAccess as established by the Advisory Council.
- (5) Review and recommend to the director and the ITC all rules to be adopted by the ITC that are related to lowAccess.
- (6) Advocate for access to government information and services through lowAccess and for data privacy protection, information ethics, accuracy, and security in lowAccess programs and services.
- (7) Receive status and operations reports associated with lowAccess.
- (8) Other duties as assigned by ITC or the director.



## National Survey Results Reveal That Citizens Prefer Advertising to Support e-Government Initiatives

The national survey sought to compare citizen attitudes about funding e-government initiatives with advertising on government web sites, convenience or user fees and with tax dollars.

Sixty-three percent of those surveyed said that advertising was “OK”

The survey revealed that when given a choice between paying for e-government services with advertising on government web sites versus charging citizens convenience fees, more than half of those surveyed (56 percent) preferred the advertising method. Fewer than one out of four citizens surveyed (23 percent) chose paying convenience fees. Of those persons surveyed who are Internet users, more than two-thirds (67 percent) preferred advertising rather than convenience fees.



The survey went on to ask if it was “OK” for their government to allow advertising on its web site in order to reduce the amount of tax dollars needed to provide online government services. Sixty-three percent of those surveyed said that advertising was “OK,” and only 17 percent preferred to use only tax dollars to support e-govern-

ment. Of those surveyed who are Internet users, 71 percent agreed that it is “OK” to advertise on government web sites.

Public Opinion Strategies (www.pos.org) of Alexandria, Virginia, from September 5-10 conducted the random, national telephone survey of 642 registered voters.

## Employers Find “SING” Useful and Efficient

The Single Contact Repository (SING) is an 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. The SING web site is a secured site – only registered users can access the information.

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For those 89%, the turnaround time via SING is now only a few seconds.

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Iowa is the only state to provide its employers with the capability of performing so many different background checks from a single web screen. In addition to ensuring that employers receive up-to-date information, SING’s technique provides an extra measure of security.

Each confidential database is stored in its original secure location, and no where else.

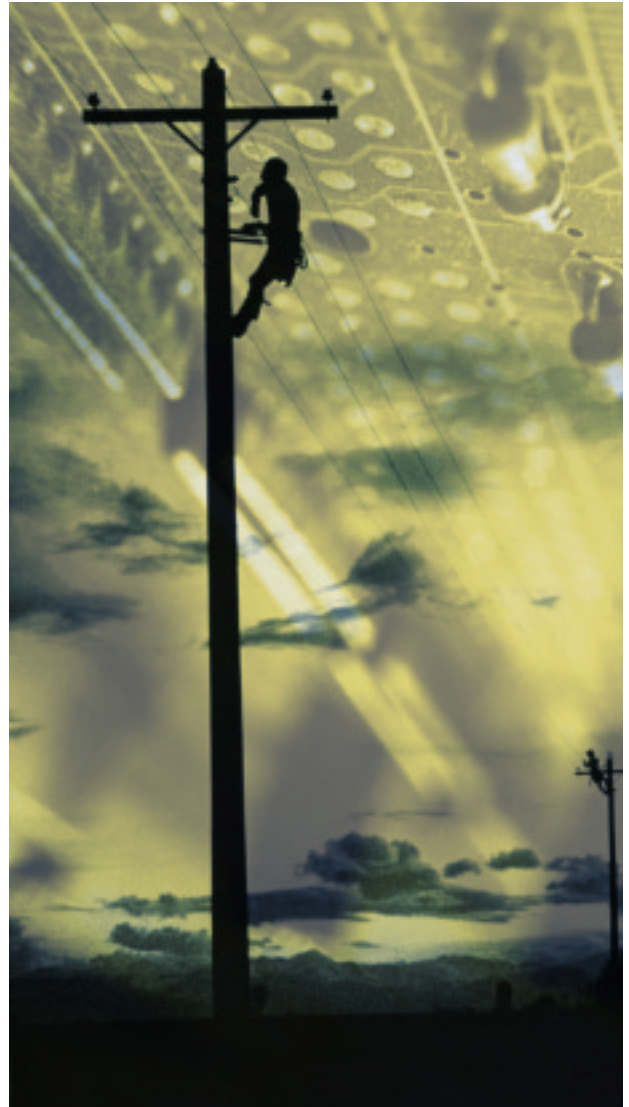


Prior to the implementation of SING, employers were required to mail, phone, or fax their requests to several different state agencies. The turnaround time for background checks was often days, or even weeks. Approximately 89% of background checks reveal no potential impediment to employment. For those 89%, the turnaround time via SING is now only a few seconds. Since SING is fully automated, it also frees up state employees’ time so that they can provide a quicker turnaround on the 11% of background checks that require further investigation.

## ERP Migration Planning Project

The planning project for an Enterprise Resource Planning (ERP) system was completed in September, 2000. The sponsoring departments of Information Technology Department, Department of Management, Department of Personnel, Department of Revenue and Finance, and Department of General Services have continued to work towards an ERP environment. A budget request has been submitted for ERP and eProcurement. We have also begun working on several areas in preparation of proceeding with the project. The functions that would be included in the ERP project include: eProcurement, Budget, Accounting, HR, Payroll, and Benefits. The following is a brief description of our efforts:

- Holding vendor education sessions for staff from various state agencies
- Reviewing financing options and ROI opportunities
- Researching what other states are doing in this area
- Determining communication/education plans for various groups about ERP and the many benefits that would be realized by state government and citizens.



**The Information Technology Department** includes the following divisions:

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### **In our next issue:**

Real Estate Board Licensing Renewals  
Data Center Study  
IT Core Services Recommendations  
ITD's New CFO

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