

STATE OF IOWA



Office of the Chief Information Officer

**Fiscal Year 2016
IOWAccess Revolving Fund
Annual Report**

January 2017

State of Iowa
Fiscal Year 2016
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, 2017. A copy of this publication has been filed in compliance with Iowa Code sections 8B.9.

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Fiscal Year 2016 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 2016 IOWAccess Revolving Fund Annual Report* to Michelle Lenerz at michelle.lenerz@iowa.gov or (515) 725-6155.

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.

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 2016. 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
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IOWAccess Revolving Fund

Fiscal Year 2016 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 2016 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 2016. 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 for IOWAccess expired July 1, 2016.

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.

Under a prior contract, Iowa Interactive provided enhanced access to Driver License Record Abstracts (DLR) as a service provided by IOWAccess. This transaction revenue funded dozens of static and dynamic web services created for state agencies by Iowa Interactive at no cost to the agencies. Iowa Interactive was not paid with General Fund dollars. Instead, Iowa Interactive received its revenue from their portion of the DLR transaction fees paid by the users of that service. Upon expiration of the contract with Iowa Interactive, OCIO assumed the day-to-day responsibilities of the network manager and used the transaction fees to contract for fixed-price services to create static and dynamic web services for state agencies at no cost to the agencies or General Fund.

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 expired contract with Iowa Interactive, Iowa Interactive received \$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 was used by the OCIO to fund IOWAccess projects reflected in this report. Under the new model begun July 1, 2016, OCIO receives the \$3.00 value-added service fee with which it contracts directly with a variety of vendors for services to support IOWAccess, including those services formerly provided by Iowa Interactive.

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 2016)

Project Name	Agency	Percent Complete	Original Amount Approved	Current Amount Approved	Amount Spent	Obligated Unspent Balance	Estimated Complete Date
LiveHelper Software for Live Chat	State Library	80%	\$ 2,040	\$ 2,040	\$ 1,632	\$ 408	10/30/2016
Iowa Geospatial Governance and Guidelines	Chief Information Officer	30%	\$ 750,000	\$ 750,000	\$ 222,018	\$ 527,982	4/1/2017
IGOV Admin Rules Website	Chief Information Officer	89%	\$ 300,000	\$ 300,000	\$ 267,787	\$ 32,213	6/30/2017
GIS Assistance in Fulfillment of Agricultural Adjustment (Pursuant to IAC 701 71.3)	Revenue, multiple counties	54%	\$ 313,200	\$ 308,056	\$ 165,420	\$ 142,636	5/1/2017
Government Fees Transparency Website	Chief Information Officer	74%	\$ 129,000	\$ 129,000	\$ 95,399	\$ 33,601	6/30/2017
Digital Asset Management	Chief Information Officer	63%	\$ 101,000	\$ 101,000	\$ 63,794	\$ 37,206	6/30/2017
eFile Pre-Need Sellers & Perpetual Care Cemeteries, Phase 1	Insurance Division	100%	\$ 90,000	\$ 90,000	\$ 90,000	\$ 0	Complete
Social Media Directory	Chief Information Officer	100%	\$ 22,900	\$ 22,900	\$ 22,900	\$ 0	Complete
Socrata Government Transparency	Chief Information Officer	85%	\$ 333,301	\$ 333,301	\$ 284,941	\$ 48,360	6/30/2017
Agency Training 508 Compliance and Drupal	Chief Information Officer	32%	\$ 45,000	\$ 45,000	\$ 14,572	\$ 30,428	6/30/2017

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Project Name	Agency	Percent Complete	Original Amount Approved	Current Amount Approved	Amount Spent	Obligated Unspent Balance	Estimated Complete Date
City of Leon New Website	City of Leon	100%	\$ 1,500	\$ 6,165	\$ 6,165	\$ 0	Complete
DHR Website Redesign	Human Rights	100%	\$ 26,768	\$ 26,768	\$ 26,768	\$ 0	Complete
Iowa Distance Learning Database	Iowa Communications Network	100%	\$ 7,000	\$ 6,720	\$ 6,720	\$ 0	Complete
Property Assessment Appeal Board E-File	PAAB	89%	\$ 75,000	\$ 75,000	\$ 66,625	\$ 8,375	6/30/2017
Electrical Licensing	Public Safety	100%	\$ 50,000	\$ 37,987	\$ 37,987	\$ 0	Complete
ADPER and EH Division Licensing Software	Public Health	42%	\$ 500,000	\$ 500,000	\$ 211,750	\$ 288,250	4/2/2017
OCIO Infogroup Website	Chief Information Officer	100%	\$ 34,884	\$ 8,925	\$ 8,925	\$ 0	Complete
GovDelivery	Chief Information Officer	88%	\$ 300,000	\$ 300,000	\$ 265,109	\$ 34,891	5/15/2017
Salesforce Grants Management Development	Economic Development	100%	\$ 25,000	\$ 25,000	\$ 25,000	\$ 0	Complete
Home Base Iowa Access Application	Economic Development	47%	\$ 100,000	\$ 100,000	\$ 46,760	\$ 53,240	10/30/2017
School Alerts Replacement	Chief Information Officer	100%	\$ 51,750	\$ 51,750	\$ 51,750	\$ 0	Complete
Polysomnography Licensure Software Update	Public Health	31%	\$ 36,000	\$ 36,000	\$ 11,000	\$ 25,000	10/30/2017
Iowa Workers' Compensation Online System	Workforce Development	0%	\$ 200,000	\$ 200,000	\$ 0	\$ 200,000	10/30/2017
eFile Pre-Need Sellers and Perpetual Care Cemeteries, Phase 2	Insurance Division	100%	\$ 100,000	\$ 100,000	\$ 100,000	\$ 0	Complete
Public Communications for Online Information for Citizens	Chief Information Officer	67%	\$ 127,100	\$ 127,100	\$ 85,304	\$ 41,796	1/15/2018

Office of the Chief Information Officer

Project Name	Agency	Percent Complete	Original Amount Approved	Current Amount Approved	Amount Spent	Obligated Unspent Balance	Estimated Complete Date
Broadband	Chief Information Officer	7%	\$1,550,000	\$1,550,000	\$ 102,728	\$1,447,272	1/15/2018
Next Generation Administrative Rules	Chief Information Officer	0%	\$ 100,000	\$ 100,000	\$ 0	\$ 100,000	1/30/2018
Enterprise ePayment Portal	Chief Information Officer	0%	\$ 250,000	\$ 250,000	\$ 0	\$ 250,000	4/15/2018
Hosting/Services for Public Relations Information and Data	Chief Information Officer	76%	\$ 125,000	\$ 125,000	\$ 94,787	\$ 30,213	4/15/2018
Driver License Monitoring Rewrite	Chief Information Officer	28%	\$ 249,340	\$ 249,340	\$ 69,113	\$ 180,227	6/15/2018
Drupal Website Maintenance and Development	Chief Information Officer	8%	\$ 344,267	\$ 344,267	\$ 22,715	\$ 321,552	6/15/2018
Application Transition Services	Chief Information Officer	7%	\$ 38,955	\$ 38,955	\$ 2,610	\$ 36,345	6/15/2018
TOTALS			\$6,379,005	\$6,340,274	\$2,470,279	\$3,869,995	

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Ongoing IOWAccess Expenses

Expense Item	Expenditures in Fiscal Year 2016
Small Project Reserve ¹	\$ 9,956
Disabled Vet Homestead Credit: SF 510, Section 158 ²	\$ 600,000
Posting error correction between projects N0 and N1 ³	\$ 530
Applications Development & Infrastructure Support ⁴	\$ 558,722
Professional Services for eGovernment Maintenance (Iowa Interactive) ⁵	\$ 1,616,189
IOWAccess Total Expended on Special Projects in Fiscal Year 2016	\$ 2,785,397

Unobligated Cash Balance for IOWAccess

Cash Balance July 1, 2016	\$ 4,407,794
Total Contracted Not Expended	\$ 3,919,932
Unobligated Balance	\$ 487,862
Pending IOWAccess Projects (pages 15-16)	\$ 3,155,000
Balance Available for Future Projects	\$ -2,667,138

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

² Per legislature contained in SF 510, Section 158.

³ IA \$20,000 reimbursement intended for project N0 was inadvertently posted to project N1. FY 2015 was closed before the error could be corrected. Both N0 and N1 were closed 2/29/2016.

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

1	Licensing Portal – Shared Costs for Enterprise Solution	Agency	Request
	Moving licensing applications from multiple agencies to an enterprise solution, enabling standard sets for support and public facing access.	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	Public Access & Jurisdictions to Grants Application and Services - Hosting		
	Provides hosting and management for an enterprise grants management system for all agencies and jurisdictions.	Management, Enterprise	\$150,000
4	Mobile Development		
	Leveraging data available on the State of Iowa data portal (data.iowa.gov) and other sites, this project will sponsor mobile development opportunities for mobile applications to be developed by engaging citizens & businesses.	Enterprise	\$200,000
5	Transparency Site (New / Old)		
	The Iowa data portal increased transparency into state government financials and other data repositories. Additional machine readable data sets to added.	Management, Governor’s Office	\$335,000
6	Accessibility Assessment Tool		
	Assess state websites for 508 compliance. The project will aid compliance with federal law.	Enterprise	\$150,000

7	Driver License Record Lookup Service and Monitoring	Agency	Request
	Authorized users may lookup driver records and pay online. The service is expanded to allow for a monitoring function.	Enterprise	\$400,000
8	ePayment Portal Implementation		
	Launch the new portal for citizens to make easier payment to agencies.	Enterprise	\$350,000
9	Social Media Archiving		
	Citizens' ability to explore the enterprise's social media history. System will support public record requests for agency social media information.	Enterprise	\$125,000
10	iOT Integration		
	Integration of Amazon Echo and Google Home into Iowa.gov and framework for implementation across all websites and applications.	Enterprise	\$250,000
11	GovDelivery Implementation for FY 2018		
	Increase citizen engagement by expanding system with interactive texting.	Enterprise	\$130,000
12	Enterprise Constituent Management System		
	Way-finding for citizens to resolve questions, submit issues or complaints.	Enterprise	\$325,000
13	STEM Initiative for Code for America		
	Student Summer Code Camp	Enterprise	\$160,000
TOTAL of IOWAccess Projects under Final Review			\$3,155,000

IOWAccess Value-Added Fees Approved in Fiscal Year 2016

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 2016 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.