



Iowa 2017



Working together to develop
innovative technology solutions
for citizen-centric government



Flexible and innovative enterprise technology solutions for state agencies, boards, commissions and local governments.

WHERE WE ARE HEADED

Focusing on citizens first, delivering new services and solutions using multiple sourcing solutions, working together to eliminate technology and staffing redundancies, leveraging inside and outside suppliers to deliver current and supportable solutions, improving training and staff support structures, establishing the future base cost model of technology.

IMAGINE

- A state technology focus on citizen services first
- Deploying innovative technology solutions without a sourcing preference
- A focus on delivering new solutions instead of keeping the lights on
- An organization where people embrace multi-sourcing of solutions
- Collaborating with the private sector
- Cohesive and integrated cybersecurity plans and processes
- Moving basic and infrastructure services to best providers
- Training available to all state technology staff
- Providing current technologies to all staff
- Multi agency coordination and collaboration as a default

CONNECTING CITIZENS, SERVICES, AND BUSINESS THROUGH TECHNOLOGY

Government technology needs to be both effective and efficient while supporting the agencies that ultimately provide services. This means that we have standards, we invest carefully, we measure what we do and not just against ourselves, but against the goals and objectives of government. We provide a mix of sourcing solutions that provide the right people, processes, and technology.



STRATEGIC PERFORMANCE MEASURES

Measuring IT against the State's goals:

- 200,000 New Jobs for Iowans
- 15% Reduction in the Cost of Government
- 25% Increase in Family Incomes
- Best Schools in the Nation



COLLABORATION, ENTERPRISE FOCUS, AND SELECTIVE CONSOLIDATION PROVIDE THE BEST SOLUTIONS TOGETHER

Getting the right balance requires partnership. To that end, we view all state entities as colleagues and partners, working together to benefit Iowa's citizens. While we value all opportunities, we are also challenged to make the best use of time and resources. Because our primary focus is on results, we strive to be worthy of our customers' trust, adaptive to changing needs, and proactive in increasing measurable outcomes.

GOING GOOGLE...

Is much more than email, calendars, contacts, Drive, Sheets, Sites, Hangouts, Security, Vault...it is about providing state employees the absolute in current technology, efficiency, and productivity! This ongoing project will eliminate hardware, software, and provide consumer-grade current technologies to the folks that serve our citizens. This will be a multiphase and multiyear effort to complete.

The State of Iowa has implemented a participatory and proactive Information Technology (IT) governance model. Communication, coordination, and collaboration come from multiple sources: the Governor, Agency Directors, the Technology Leadership Group, technology staff across the State, various government and business entities within State government as well as industry and various constituent groups.

MONTHLY INFORMATION TECHNOLOGY UPDATE

The Monthly Information Technology Update provides for open communication and collaboration amongst Information Technology leaders across the State of Iowa. The primary focus is to provide the Chief Information Officer (CIO) with enterprise perspective recommendations that promote the efficient and effective use of technology across agencies, boards, and commissions. Attendees pro-actively champion technology opportunities and support the implementation of enterprise technology policy and change. Attendees include senior technology representatives from all state agencies, boards, and commissions. Attendees are charged with representing various points of view on a wide variety of IT subjects across the State of Iowa. Subgroups are used to focus on specific areas.



WE PROVIDE

- Access & Transparency
- Business Transformation
- Citizen/Business Focus
- Collaboration
- Commodities
- Communications
- Consulting
- Data Centers
- Effective Government Solutions
- Funding
- Hardware
- Industry Partnerships
- Infrastructure
- Mobile Applications
- Project Support
- Performance
- Security
- Software
- Staffing
- Support
- Web and Social Media



OUR STATE

- Citizens: 3,107,126
- Families: 793,749
- Businesses with employees: 80,801
- Farms: 92,400
- Non-farm employees: 1,477,800
- Counties: 99
- Land area: 55,857.1 square miles
- State Budget: \$7.4 billion
- State employees with Regents: 48,334
- School districts: 351
- K-12 public enrollment: 478,921
- Community colleges: 15
- Community college enrollment: 94,234
- Public Universities: 3 University enrollments: 76,465
- State IT classified positions: 620
- IT Contractors: 180
- Executive Branch estimated annual IT spend w/o Regents: \$220 million

OUR GOALS

- Citizen Services
- Collaboration
- Consolidate IT Commodities
- Efficiency
- Standardization
- Transparency

OUR MEASUREMENTS

- Build IT Industry Partnerships
- Deliver return on investment from IT
- Double On-line Offerings
- Increase On-line use by 20%
- Reduce State IT Costs by 15%
- Save/Reallocate \$17 million
- Standardize all Commodities

In the State of Iowa, we, in the Information Technology government practice, exist to improve government effectiveness by providing agencies, boards, commissions and others better, faster, and/or cheaper technology services to improve access or responsiveness for citizens and businesses.

Data sources:

<https://www.legis.iowa.gov/docs/publications/FCT/632824.pdf>

<http://www.iowa.datacenter.org/quickfacts>

