

FY21 IOWAccess Projects and Activities

IOWAccess funding supported the following activities and projects this fiscal year.

- Delivery of 9 agency or program websites by OCIO's website contractor.
- Ongoing management of Driver License Records Abstracts (DLR) service.
- Expansion of Online Forms with 186 paper forms converted to online forms bringing the state total online forms with SeamlessDocs to 1,131.
- Expansion of the enterprise chatbot with 16 agencies responding to questions through the artificial intelligence based bot.
- Ongoing support and maintenance for 77 agency and program websites through the Citizen Facing Website Program.

The full report for IOWAccess can be found in Appendix A which contains the details of projects and their expenditures.

IOWAccess Revolving Fund

Annual Report

Fiscal Year 2021

Prepared by



Acknowledgements

The Office 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 Ermin Kremic for his help with this report and the financial oversight of the IOWAccess Revolving Fund.

Forward

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, millions of dollars have been made available to projects supported by IOWAccess. In addition, over \$12 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 state public facing websites 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 2021. 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.

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 2020 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 2021. This table of IOWAccess projects developed by agencies lists both those projects 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 monies collected by the office as fees, monies appropriated by the general assembly, and any other monies 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 governance review process supported by the Office of the Chief Information Officer in coordination with a number of participating state agencies. 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 the 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 developed system for the sale of Driver License Record Abstracts (DLR) funds dozens of static and dynamic web services created for state agencies. Agencies may submit a request and receive an IOWAccess grant for the "Citizen Facing Website Program" for the services to develop, test, host and manage their primary agency website.

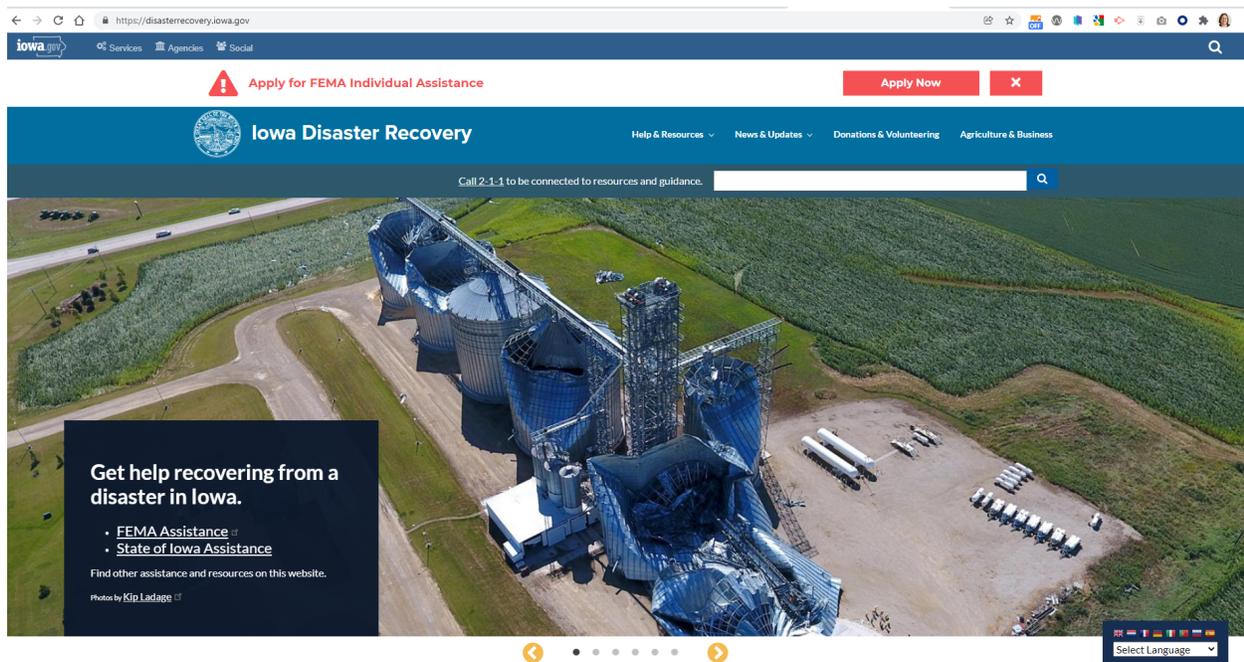
Webspec Design, from Urbandale, Iowa. Webspec Design continues to support agency Drupal websites.. The Citizen Facing Website program established in 2017 continues to allow each

agency the opportunity to receive IOWAccess funding to pay for the support and enhancement of their primary agency website. Providing IOWAccess funding directly to agencies put them in control of the website work they wanted done. This new process connects the agency directly to Webspec and ensures the agency receives the service they expect. The OCIO contract for website design, development, and support was used by 43 agencies under the “Citizen Facing Website” program. The contracted vendor, Webspec Design, from Urbandale, Iowa supported the development and maintenance of these agency websites. Webspec helped progress our move to Cloud hosting websites with Amazon.

The current \$10.30 transaction fee consists of two components: 1) a statutory fee of \$5.50, and 2) a value-added service fee of \$4.80. 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 \$4.80 amount is not mandated by the statute. Id. (“[A]n additional access fee may be charged for each abstract supplied through electronic data transfer.”). OCIO currently receives this \$4.80 value-added service fee in exchange for providing the IT Services related to the DMVR Online System.

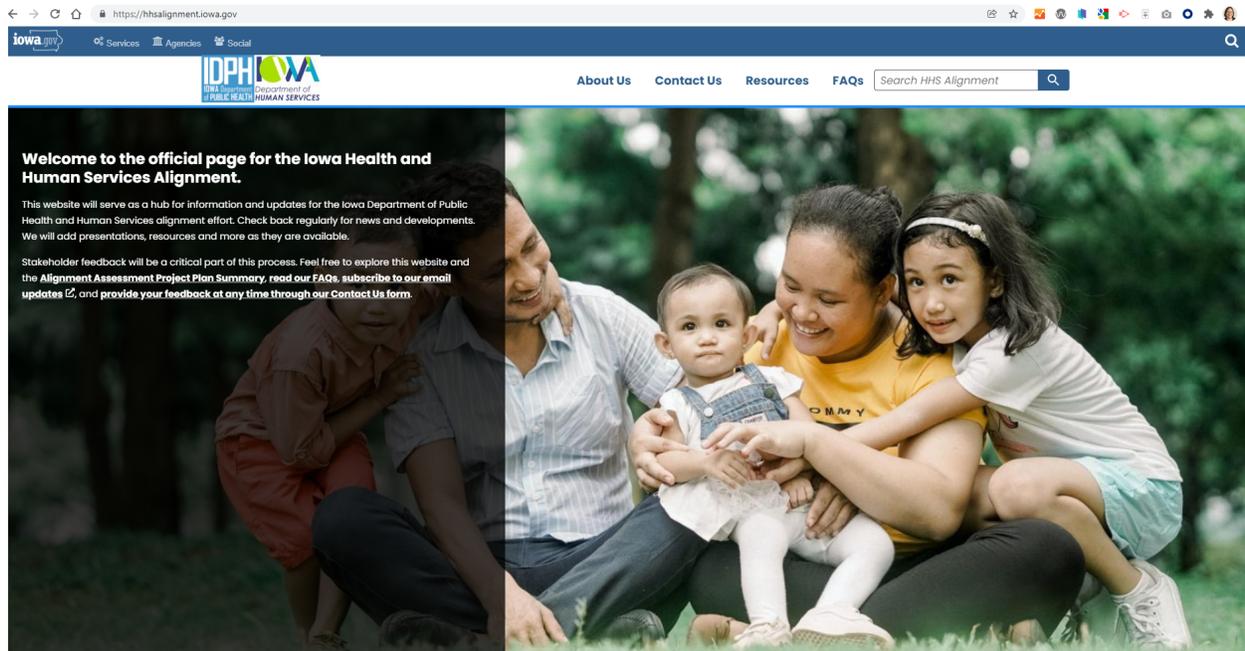
Agency Website Design

Two new websites were launched during the year. The [Disasterrecovery.iowa.gov](https://disasterrecovery.iowa.gov) website was launched in early September 2020 to help Iowans find resources needed to help them recover after the derecho. In FY21 the site had 3,069 visitors.



The State also launched [Hhsalignment.iowa.gov](https://hhsalignment.iowa.gov) site which provides a hub for information and updates for the Iowa Department of Public Health and Human Services alignment effort. The site

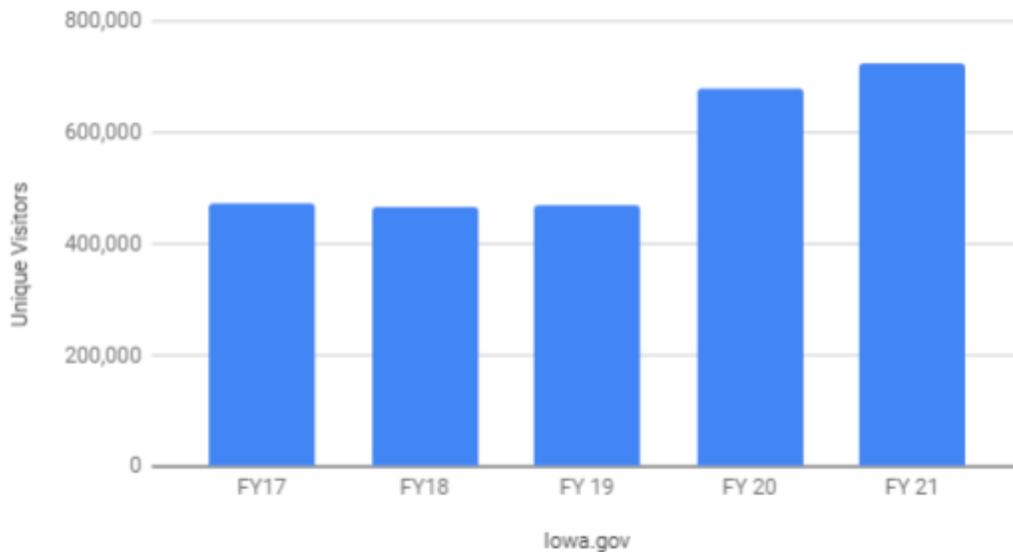
includes presentations and resources for the public to learn about the alignment effort. Stakeholder feedback is welcomed as lowans can comment and provide feedback about the alignment effort through the Contact Us form.



In addition to the launch of two new websites, 7 agency or program websites were designed, agencies were trained how to add content to the site, and websites went live during the fiscal year. Visit the new websites below to learn more about the agency services and their mission.

- Iowa Department of Commerce - [Commerce.iowa.gov](https://commerce.iowa.gov)
- Inspections and Appeals - [Dia.iowa.gov](https://dia.iowa.gov)
- Department of Management Early Childhood Program - [Earlychildhood.iowa.gov](https://earlychildhood.iowa.gov)
- Iowa Communications Network - [Icn.iowa.gov](https://icn.iowa.gov)
- Iowa Racing and Gaming Commission - [Irgc.iowa.gov](https://irgc.iowa.gov)
- Property Assessment Appeal Board - [Paab.iowa.gov](https://paab.iowa.gov)
- Volunteer Iowa - [Volunteeriowa.org](https://volunteeriowa.org)

Unique Visitors to iowa.gov



Iowa.Gov Portal

Iowa.gov continued to experience growth during FY21 with 726,571 unique visitors which represents an almost 7% increase in traffic over FY20. The number of visitors to <https://www.iowa.gov> during Pre-pandemic fiscal years was consistent year over year. FY20 saw a 45% increase in growth and demand for information about government services.

Iowans are also reaching out for State government information through the enterprise chatbot. The chatbot was launched in January of 2019 and in the first six months there were 7,414 people engaging with the chatbot. In FY20 more agencies added the chatbot to their website and there were 19,268 total engagements. In FY21 engagements jumped 33% to 25,703 engagements. In FY21 the Office of the Attorney General, Department of Cultural Affairs, and Department of Public Safety added the chatbot to their website.



Resources



The red chatbot icon on <https://www.iowa.gov> allows lowans to ask questions.

OCIO estimates every engagement with the chatbot saves approximately 5 minutes staff time. Phone calls to agencies are likely diverted by the chatbot as lowans get answers to their questions. The chatbot allows for escalation to live chat with a state reference librarian during business hours. Requests for live chat decreased in FY21 which is another indication the chatbot is effectively helping lowans. Some of the most commonly asked questions this year included:

- How can I visit an offender?
- How can I schedule an appointment for the COVID-19 vaccine?
- Where do I get information about the coronavirus?
- Where can I get my 1099-G?

IOWAccess Benefits and Savings

IOWAccess funding has resulted in enterprise savings where the State has purchased enterprise licensing for platforms improving access to information, communicating with lowans, improving accessibility, and transparency.

Communicating to lowans with GovDelivery

41 agencies are now using the GovDelivery platform for mass communication. Lowans can elect to subscribe to over 400 topics ranging from the Department of Natural Resources Fishing Report, the Department of Revenue's Income Tax Statistical Reports, Iowa Lottery Winning Numbers, and most agencies press releases at <https://www.iowa.gov/subscribe-relevant-topics>. Lowans are able to manage their subscriptions to these topics in a single location. Over the last few years lowans have increased the average number of subscriptions from 2 to 4.

Improving Websites and Accessibility with Monsido

Monsido is a tool which scans websites for spelling errors, broken links, and accessibility issues. A few of the larger agencies had purchased a tool for these scans but most agencies had no tool. OCIO was able to purchase an enterprise license for all agencies to use at less than 50% of the cost if agencies purchased the tool on their own. Now, lowans rarely run into broken links on the 89 websites with over 137,000 pages of information.

Online Forms with SeamlessDocs

16 agencies have built over 1,000 online forms. The Iowa Department of Transportation (DOT) is using the SeamlessDocs forms portal to make it easy for lowans to find and submit forms. <https://iowadot.seamlessdocs.com/sc/> The DOT received over 4,000 on-line form submissions per month. Across the enterprise we anticipate the online forms resulted in a soft savings of staff time avoidance of over 10,000 hours.

Activities Funded By and Expenditures Made from the IOWAccess Revolving fund in FY21

The IOWAccess program funded 183 projects for which \$ 4,803,367.79 was expended and another \$5,637,460.98 remains obligated. This listing of grants includes 22 projects which were closed during FY21 and 41 FY22 grants to agencies for the Citizen Facing Website program.

Active, funded projects in Iowa Grants:	FY Start Date	Approved Budget Amount	Actual Prior Year Expenditure	FY21 Available Funds	Actual FY21 Expenditure	Remaining Obligated Funds
DCA Acquisition and Implementation of MINISIS for DCA Public Facing Collections Management System	18	386,500.00	218,036.06	168,463.94	168,463.76	0.18
IDHR Iowa Talent Bank	18	255,600.00	241,644.10	13,955.90	2,009.80	11,946.10
IDPH IOWAccess Webspec	19	16,495.00	12,747.25	3,747.75	3,747.75	-
IDA Website: Transition to Drupal 8	19	16,495.00	15,361.80	1,133.20	-	1,133.20
Iowa Dept of Agriculture and Land Stewardship Website	19	16,495.00	9,400.45	7,094.55	-	7,094.55
Iowa Board of Medicine www.medicalboard.iowa.gov	19	16,495.00	11,109.05	5,385.95	855.8	4,530.15
BOEE Citizen Facing Website FY19	19	16,495.00	12,927.05	3,567.95	-	3,567.95
Iowa Veterans Home Citizen Facing Website FY19	19	16,495.00	11,651.75	4,843.25	2,948.60	1,894.65
IOWAccess Portal Operations	19	422,189.26	390,920.52	31,268.74	31,268.74	-
Iowa Dental Board Public Website	19	16,495.00	13,158.75	3,336.25	-	3,336.25
IPTV Website Work	19	16,495.00	7,594.65	8,900.35	-	8,900.35
OCIO- DNR Open Text Shared Instance Setup	20	267,000.00	25,453.01	241,546.99	94,778.61	146,768.38

OCIO- Hosting Operational Initiatives FY20	20	267,293.93	267,293.92	0.01	-	0.01
OCIO- Master Data Management Plan for CJIS	20	407,630.00	271,786.48	135,843.52	-	135,843.52
IPERS- Citizen Facing Website	20	16,495.00	9,452.60	7,042.40	3,412.75	3,629.65
Iowa Board of Parole FY20 Website Upgrades	20	14,095.00	5,250.40	8,844.60	3,318.25	5,526.35
Iowa Office of Drug Control Policy Website	20	14,095.00	4,350.35	9,744.65	7,150.00	2,594.65
Iowa Dept. of Human Rights Citizen Facing Website	20	14,095.00	6,304.30	7,790.70	2,600.00	5,190.70
Professional Licensing Bureau Citizen Facing Website	20	14,095.00	3,900.00	10,195.00	3,900.00	6,295.00
Iowa Racing&Gaming Commission Primary Website	20	14,095.00	4,550.00	9,545.00	9,545.00	-
ICN Iowa Communications Network Citizen Facing Website	20	14,095.00	4,841.90	9,253.10	9,253.10	-
OCIO- Governor and Lt. Governor Drupal Websites	20	28,190.00	17,611.55	10,578.45	4,369.25	6,209.20
OCIO/Dept of Management/Terrace Hill	20	42,285.00	18,837.15	23,447.85	14,987.61	8,460.24
Iowa Voc Rehab Services Primary Internet Site Redesign	20	14,095.00	4,747.80	9,347.20	4,122.05	5,225.15
Iowa Board of Nursing	20	14,095.00	-	14,095.00	2,600.00	11,495.00
Iowa Ethics and Campaign Disclosure Board- Citizen Facing	20	14,095.00	9,913.95	4,181.05	1,394.50	2,786.55
Iowa Dept. of Cultural Affairs lowaculture.gov	20	14,095.00	2,561.05	11,533.95	10,740.98	792.97

Iowa Insurance Division Citizen Facing Website, Hosting IID website	20	16,495.00	11,435.05	5,059.95	2,048.70	3,011.25
Iowa Dept of Justice Citizen Facing	20	16,495.00	9,600.00	6,895.00	1,300.00	5,595.00
Dept of Admin Services Citizen Facing	20	14,095.00	3,413.60	10,681.40	7,905.97	2,775.43
Iowa Dept of the Blind Citizen Facing	20	14,095.00	-	14,095.00	7,418.68	6,676.32
Iowa Dept of Corrections Citizen Facing	20	14,095.00	5,236.75	8,858.25	3,180.65	5,677.60
Iowa Board of Educational Examiners Citizen Facing	20	14,095.00	1,950.00	12,145.00	6,500.00	5,645.00
Iowa Board of Pharmacy Citizen Facing	20	14,095.00	-	14,095.00	5,200.00	8,895.00
Iowa Child Advocacy Board Citizen Facing	20	14,095.00	3,337.15	10,757.85	8,245.02	2,512.83
Iowa Civil Rights Commission Citizen Facing	20	14,095.00	1,950.00	12,145.00	7,800.00	4,345.00
Iowa College Student Aid Commission- Citizen Facing	20	14,095.00	8,216.65	5,878.35	2,226.15	3,652.20
Iowa Commission on Volunteer Service Citizen Facing	20	14,095.00	-	14,095.00	14,095.00	-
Dept of Commerce Citizen Facing	20	14,095.00	5,200.00	8,895.00	8,894.75	0.25
Iowa Credit Union Division Citizen Facing	20	14,095.00	5,445.10	8,649.90	8,649.05	0.85
Iowa Dept of Education Citizen Facing	20	14,095.00	-	14,095.00	11,288.20	2,806.80
Iowa Dept of Human Services Citizen Facing	20	14,095.00	4,065.15	10,029.85	9,848.85	181
Iowa Dept of Inspections and Appeals Citizen Facing	20	14,095.00	3,900.00	10,195.00	4,101.37	6,093.63

Iowa Utilities Board Citizen Facing	20	14,095.00	5,296.60	8,798.40	2,622.05	6,176.35
Iowa Dept of Public Health Medical Examiners Citizen Facing	20	14,095.00	-	14,095.00	-	14,095.00
Iowa Dept of Revenue Citizen Facing	20	14,095.00	10,441.55	3,653.45	3,653.45	-
Iowa Veterans Home Citizen Facing	20	14,095.00	-	14,095.00	7,800.00	6,295.00
Iowa Dept of Public Safety-Citizen Facing	20	16,495.00	9,060.35	7,434.65	1,980.45	5,454.20
OCIO- State Homepage Support www.iowa.gov	20	100,000.00	28,275.40	71,724.60	18,457.18	53,267.42
OCIO- Support for New Data Center	20	3,500,000.00	111,583.94	3,388,416.06	1,899,167.39	1,489,248.67
OCIO- Iowa Open Records Portal	20	100,000.00	-	100,000.00	95,778.78	4,221.22
State Public Defender Citizen Facing	20	14,095.00	-	14,095.00	7,800.00	6,295.00
Dept of Admin Services Citizen Facing	20	14,095.00	-	14,095.00	-	14,095.00
Iowa Dept of Justice Citizen Facing	20	14,095.00	-	14,095.00	-	14,095.00
Iowa Dental Board Public Website	20	14,095.00	3,250.00	10,845.00	5,200.00	5,645.00
Iowa Insurance Division Citizen Facing Website	20	14,095.00	-	14,095.00	6,083.04	8,011.96
Iowa Public Information Board Citizen Facing Website	20	14,095.00	1,950.00	12,145.00	4,031.25	8,113.75
Public Employment Relations Board	20	14,095.00	6,761.30	7,333.70	2,600.00	4,733.70
OCIO Chatbot for the Governor's Office	21	300,000.00	-	300,000.00	-	300,000.00
Alcoholic Beverages Division	21	14,095.00	-	14,095.00	7,420.30	6,674.70

OCIO Enterprise Website Accessibility and SEO Initiative	21	60,000.00	-	60,000.00	47,816.68	12,183.32
OCIO GovDelivery Enterprise Citizen Engagement	21	238,000.00	-	238,000.00	214,637.01	23,362.99
OCIO School Alerts	21	110,562.87	-	110,562.87	110,562.87	-
DAS Phonebook	21	31,000.00	-	31,000.00	5,593.22	25,406.78
OCIO Website Hosting	21	273,000.00	-	273,000.00	270,993.41	2,006.59
OCIO Archive Social	21	50,000.00	-	50,000.00	43,945.78	6,054.22
OCIO Portal Operations	21	293,540.00	-	293,540.00	215,606.92	77,933.08
OCIO Drivers License Record System	21	135,000.00	-	135,000.00	51,239.18	83,760.82
OCIO Open Records	21	100,567.70	-	100,567.70	100,567.70	-
OCIO Grants Administration	21	135,000.00	-	135,000.00	-	135,000.00
OCIO Broadband	21	850,000.00	-	850,000.00	358,811.53	491,188.47
OCIO GIS FY21	21	303,180.00	-	303,180.00	162,166.94	141,013.06
OCIO Migration to NIC	21	360,369.00	-	360,369.00	92,090.33	268,278.67
PLB Integration (PLD) Migration to NIC	21	35,000.00	-	35,000.00	-	35,000.00
DNR EasyAir to NIC	21	16,830.00	-	16,830.00	-	16,830.00
Iowa Dept of Public Safety Migration to NIC	21	35,000.00	-	35,000.00	-	35,000.00
IUB 24/7 Integration with GOV2GOV	21	31,000.00	-	31,000.00	-	31,000.00
IWD NIC Migration	21	50,000.00	-	50,000.00	-	50,000.00
Iowa ABD Licensing NIC	21	46,135.00	-	46,135.00	-	46,135.00
Attorney General Migration of NIC	21	6,300.00	-	6,300.00	-	6,300.00
IID Migration to NIC	21	15,829.60	-	15,829.60	-	15,829.60
Iowa Dept of Public Health Migration to NIC	21	147,510.00	-	147,510.00	-	147,510.00

Treasurer of State Migration to NIC	21	16,740.00	-	16,740.00	-	16,740.00
Iowa Dept of Education NIC	21	15,166.00	-	15,166.00	3,054.76	12,111.24
Iowa Board of Educational Examiners Migration to NIC	21	25,000.00	-	25,000.00	-	25,000.00
DNR Subscriptions to NIC GOV2GOV	21	4,800.00	-	4,800.00	4,800.00	-
IDALS Migration to NIC	21	78,758.00	-	78,758.00	-	78,758.00
DIA Payment Portal/NIC	21	80,000.00	-	80,000.00	7,718.89	72,281.11
OCIO Seamless Docs	21	250,107.99	-	250,107.99	228,493.25	21,614.74
OCIO Citizen Engagement Data	21	55,000.00	-	55,000.00	6,851.63	48,148.37
OCIO Live Chat, Chat Bot for the Enterprise	21	10,000.00	-	10,000.00	-	10,000.00
Iowa College Aid Mobile App	21	36,000.00	-	36,000.00	-	36,000.00
DCA Migration to Salesforce Case Management and NIC	21	115,000.00	-	115,000.00	-	115,000.00
Iowa Vocation Services Migration to NIC	21	13,850.00	-	13,850.00	-	13,850.00
State Public Defender's Time Tracking App	21	19,500.00	-	19,500.00	-	19,500.00
OCIO State Homepage Support	21	100,000.00	-	100,000.00	15,182.58	84,817.42
DOT Aircraft Registration Migration to NIC	21	4,800.00	-	4,800.00	4,800.00	-
DHS Migration to NIC	21	98,400.00	-	98,400.00	-	98,400.00
NIC Fees	21	-	-	-	-	-
ICN Drupal Conversion	21	11,230.90	-	11,230.90	11,230.90	-
Professional Licensing Bureau Supplemental	21	25,477.70	-	25,477.70	16,838.41	8,639.29

IVRS Citizen facing supplemental grant	21	12,234.05	-	12,234.05	12,234.05	-
OCIO Supplemental 2021	21	56,880.00	-	56,880.00	44,290.87	12,589.13
Governors Office of Drug Control Policy Drupal Supplemental	21	6,091.25	-	6,091.25	6,091.25	-
Iowa Racing and Gaming Commission	21	14,095.00	-	14,095.00	6,607.00	7,488.00
Iowa Commission on Volunteer Service	21	14,095.00	-	14,095.00	4,113.50	9,981.50
Iowa Board of Parole	21	14,095.00	-	14,095.00	5,680.42	8,414.58
Iowa Dept of Human Rights	21	14,095.00	-	14,095.00	6,263.00	7,832.00
Office of Drug Control Policy	21	14,095.00	-	14,095.00	2,210.38	11,884.62
DAS Dept of Admin Services	21	14,095.00	-	14,095.00	1,438.79	12,656.21
Iowa College Aid	21	14,095.00	-	14,095.00	6,074.18	8,020.82
Iowa Vocational Rehabilitation Services	21	14,095.00	-	14,095.00	6,737.88	7,357.12
Iowa Board of Educational Examiners	21	14,095.00	-	14,095.00	-	14,095.00
ICN Iowa Communications Network	21	14,095.00	-	14,095.00	9,361.41	4,733.59
Professional Licensing Bureau	21	14,095.00	-	14,095.00	3,900.00	10,195.00
Iowa Utilities Board	21	14,095.00	-	14,095.00	5,651.44	8,443.56
Iowa Alcoholic Beverages Division	21	14,095.00	-	14,095.00	6,833.30	7,261.70
Iowa Ethics and Campaign Disclosure Board	21	14,095.00	-	14,095.00	6,752.08	7,342.92
Board of Pharmacy	21	14,095.00	-	14,095.00	4,924.40	9,170.60
Dept of Commerce	21	14,095.00	-	14,095.00	5,982.80	8,112.20
Iowa Division of Credit Unions	21	14,095.00	-	14,095.00	12,157.22	1,937.78

Iowa Dept of Education Citizen Facing	21	14,095.00	-	14,095.00	2,902.47	11,192.53
Iowa Dept of Public Safety	21	14,095.00	-	14,095.00	14,098.76	-3.76
Iowa Employment Relations Board	21	14,095.00	-	14,095.00	5,968.61	8,126.39
Iowa Child Advocacy Board	21	14,095.00	-	14,095.00	12,483.80	1,611.20
Iowa Board of Medicine	21	14,095.00	-	14,095.00	3,900.00	10,195.00
Crime Victim Assistance Division	21	14,095.00	-	14,095.00	5,850.00	8,245.00
Iowa Dept of Revenue Citizen Facing	21	14,095.00	-	14,095.00	5,554.66	8,540.34
OCIO/Dept of Management/Terrace Hill	21	42,285.00	-	42,285.00	14,290.28	27,994.72
Iowa Dental Board Citizen Facing	21	14,095.00	-	14,095.00	-	14,095.00
Iowa Dept of Inspections and Appeals Citizen Facing	21	14,095.00	-	14,095.00	6,921.08	7,173.92
Iowa Public Information Board Citizen Facing Website	21	14,095.00	-	14,095.00	-	14,095.00
Iowa Dept of Public Health Citizen Facing	21	14,095.00	-	14,095.00	14,095.00	-
Iowa Dept of Human Services Citizen Facing	21	14,095.00	-	14,095.00	-	14,095.00
Iowa Dept of Cultural Affairs	21	14,095.00	-	14,095.00	1,833.77	12,261.23
Iowa Dept of Aging	21	14,095.00	-	14,095.00	14,095.00	-
Iowa Insurance Division Citizen Facing	21	14,095.00	-	14,095.00	-	14,095.00
Iowa Dept for the Blind	21	14,095.00	-	14,095.00	-	14,095.00
Iowa Dept of Public Health Medical Examiner's Office Citizen Facing	21	14,095.00	-	14,095.00	-	14,095.00
OCIO Governor.iowa.gov	21	14,095.00	-	14,095.00	8,928.02	5,166.98

Dept of Corrections Citizen facing	21	14,095.00	-	14,095.00	5,413.50	8,681.50
Board of Nursing CitizenFacing	21	14,095.00	-	14,095.00	3,964.05	10,130.95
DCA Citizen Facing	22	14,095.00	-	14,095.00	-	14,095.00
Iowa Vocational Rehabilitation Services Citizen Facing	22	14,095.00	-	14,095.00	-	14,095.00
IPERS- Citizen Facing Website	22	14,095.00		14,095.00	-	14,095.00
Iowa Insurance Division IID Citizen Facing	22	14,095.00	-	14,095.00	-	14,095.00
DIA Citizen Facing	22	14,095.00	-	14,095.00	-	14,095.00
Iowa Dept of Education Citizen Facing	22	14,095.00	-	14,095.00	-	14,095.00
Public Employment Relations Board PERB Citizen Facing	22	14,095.00		14,095.00	-	14,095.00
Iowa Dental Board Citizen Facing	22	14,095.00	-	14,095.00	-	14,095.00
Iowa Board of Nursing Citizen Facing	22	14,095.00	-	14,095.00	-	14,095.00
Iowa Communications Network Citizen Facing	22	14,095.00	-	14,095.00	-	14,095.00
Iowa Office of the State Medical Examiner IDPH Citizen Facing	22	14,095.00	-	14,095.00	-	14,095.00
Iowa Racing and Gaming Commission Citizen Facing	22	14,095.00	-	14,095.00	-	14,095.00
Iowa Board of Medicine Citizen Facing	22	14,095.00		14,095.00	-	14,095.00
Iowa Board of Parole Citizen Facing	22	14,095.00	-	14,095.00	-	14,095.00

Iowa Civil Rights Commission Citizen Facing	22	14,095.00	-	14,095.00	-	14,095.00
Iowa Credit Union Division Citizen Facing	22	14,095.00	-	14,095.00	-	14,095.00
DAS Citizen Facing	22	14,095.00		14,095.00	-	14,095.00
Iowa Dept of Commerce Citizen Facing	22	14,095.00	-	14,095.00	-	14,095.00
Iowa Child Advocacy Board Citizen Facing	22	14,095.00	-	14,095.00	-	14,095.00
Iowa Board of Pharmacy Citizen Facing	22	14,095.00	-	14,095.00	-	14,095.00
Iowa Dept of Revenue Citizen Facing	22	14,095.00		14,095.00	-	14,095.00
Iowa Dept of Human Rights Citizen Facing	22	14,095.00	-	14,095.00	-	14,095.00
Iowa Alcoholic Beverages Division Citizen Facing	22	14,095.00	-	14,095.00	-	14,095.00
Iowa Public Information Board Citizen Facing Website	22	14,095.00	-	14,095.00	-	14,095.00
Iowa Dept of Human Services Citizen Facing	22	14,095.00		14,095.00	-	14,095.00
Iowa Professional Licensing Bureau Citizen Facing	22	14,095.00	-	14,095.00	-	14,095.00
AEDA Volunteer Iowa Citizen Facing	22	14,095.00	-	14,095.00	-	14,095.00
Iowa Utilities Board Citizen Facing	22	14,095.00	-	14,095.00	-	14,095.00
Iowa Dept of Public Health IDPH Citizen Facing	22	14,095.00	-	14,095.00	-	14,095.00
BOEE Citizen Facing	22	14,095.00	-	14,095.00	-	14,095.00
ODCP Citizen Facing	22	14,095.00	-	14,095.00	-	14,095.00
Iowa Dept of Corrections Citizen Facing	22	14,095.00	-	14,095.00	-	14,095.00

Iowa College Student Aid Commission Citizen Facing	22	14,095.00	-	14,095.00	-	14,095.00
Iowa Veterans Home	22	14,095.00	-	14,095.00	-	14,095.00
OCIO/Terrace Hill/DOM	22	14,095.00	-	14,095.00	-	14,095.00
Iowa Dept of the Blind Citizen Facing	22	14,095.00	-	14,095.00	-	14,095.00
Iowa State Public Defender Citizen Facing	22	14,095.00	-	14,095.00	-	14,095.00
IDPS Iowa Dept of Public Safety Citizen Facing	22	14,095.00	-	14,095.00	-	14,095.00
Iowa Ethics and Campaign Disclosure Board Citizen Facing	22	14,095.00	-	14,095.00	-	14,095.00
IDA Iowa Dept of Aging Citizen Facing	22	14,095.00	-	14,095.00	-	14,095.00
OCIO Governor, Disaster recovery Citizen Facing	22	14,095.00	-	14,095.00	-	14,095.00
Total Projects - 183		12,282,603.25	1,841,774.48	10,440,828.77	4,803,367.79	5,637,460.98

Ongoing IOWAccess Expenses

The following expenses are required to provide ongoing support for baseline functionality of the overall lowAccess service portfolio. These expenses appear each year with a new grant to support agency websites, website hosting, iowa.gov, chatbot, online forms, constituent communications with GovDelivery, the Driver License Record Lookup system, and transparency sites including <https://rules.iowa.gov>, <https://iafees.iowa.gov>, <https://comment.iowa.gov>, and <https://iowaopenrecords.nextrequest.com>.

Expense Item	Expenditures in Fiscal Year 2021
Agency website development, hosting, chat	1,300,000
Constituent Communication and Open Data	1,200,000
Online forms and IOWAccess driver records lookup system	
Annual Recurring Expenses	2.950,000

IOWAccess Value-Added Fees Approved in Fiscal Year 2021

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 2021 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.