Welcome to our first issue. And by the way, what is 100% E?
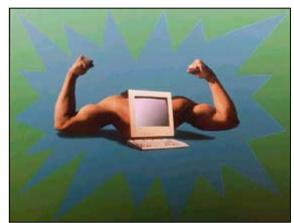
The State of Iowa is embarking on a goal of **transforming many government services** to Web-based, electronic delivery by the year 2003. This effort, conceived and initiated by Gov. Vilsack, is becoming known as "100% E by 2003." That's the reason for this newsletter; to keep our stakeholders—department staffs, directors, IT service providers and Iowa citizens--up to speed as this broad effort unfolds.

"100% E" is also reflected in the "electronic state" in the nameplate at the top of the page. It depicts what Iowa wants to accomplish – to **migrate from paper** and manual delivery systems for government service, **to digital systems** and the high-speed connective infrastructure that supports them. This to save money, increase speed, accuracy and efficiency and ultimately improve service and value that Iowa taxpayers and other customers receive from their state government.

100% E will also put our state's "e-competency" in the **top tier** in the emerging new economy.

So welcome to our first issue. We'll distribute this newsletter at least once a month throughout the next several months. We may publish more frequently depending on the pace of developments and subsequent news. Please feel free to **print this and post it** or pass it along to people who may not have desktop or email access. The more the merrier. We at 100% E look forward to serving you.

Cool apps already online at Banking

When looking for examples of user-friendly, information-rich Web services, check out the Division of Banking's (IDOB) electronic call report service.

A call report is a legally required quarterly filing Iowa banks make with the IDOB. It shows a bank's financial status through a number of specified forms and tables.

Located on the division's home page (www.idob.state.ia.us), users can select an Iowa bank using a variety of search criteria. Once a bank is chosen the user can access a sizable menu of reports and analyses maintained by the state on a given bank, listed by year and quarter.

At this point, one can view and print an array of documents that show the bank's balance sheets, income statements, equity capital, regulatory capital, debt and equity securities sales, deposit volume, loan volume, and many other breakouts.

The result is a comprehensive reporting tool that is quickly accessible to all who want to view up-to-date financial ratios and trend information on Iowa banks.

Banks can also file their call reports with IDOB over the Internet. In fact, nearly 75% of Iowa banks filed their June 30, 2000 call reports over the Web.

"We are pleased with the flexibility of our Web-based digital nervous system," said Vaughn Noring, IDOB Bank Bureau Chief. "Our system has enabled the IDOB to make information more accessible, improve communications and streamline our business process."

"The Division of Banking is showing how commitment to technical innovation is improving service to customers and constituents," said Iowa CIO Richard Varn. "This is the kind of success story we encourage, and I'm sure well see more like it in the months and years to come.

The Nitty Gritty: Process & Roles

Already we are breaking a rule of good newslettering and publishing a longer story. This is necessary, however, because the process is the heart of 100% E. The State's Information Technology Department (ITD) will serve as a **consultative, customer-focused** service provider helping departments identify programs for migration to an e-platform and assisting with full-scale implementation. What follows **(P. 2)** is the basic flow of activity (*for you visual learners, the chart on the last page sums it up as well).*

The Nitty Gritty: Process & Roles
(continued from p. 1)

Overall Project Management

Project assistance will be provided by ITD for each identified project. This will include the services of a designated **ITD project consultant** for each major project and/or subject area. Each project consultant will work closely with the department that is leading the project to:

- define the project
- assist in developing a project plan and database
- identify a technology solution
- monitor progress, and
- identify and troubleshoot issues and barriers as needed

Existing 100% E projects will also be assigned an ITD project consultant to assist in project development and implementation efforts.

A project manager will also be identified by each department to work with the ITD project consultant in implementing the project. As necessary, ITD staff will also work with departments to identify funding sources for the project.

Department Project Identification: Surveys

- **Department on-line survey.** Each department will be asked to fill out an on-line survey to identify potential projects suitable for digital migration. These may be completed by directors, IT managers and/or program managers.

- **State employee on-line survey.** State employees will be asked to share their ideas and thoughts on creating a digital government by completing an on-line survey.

- **Citizen on-line survey.** Recognizing the direct impact 100% E will have on citizens, they will also be asked for input on government services they would like to access electronically.

- **Off-line focus groups and surveys**. Citizens who are not now using information technology will be surveyed to identify their interests in e-government, barriers to their use of such systems, desired alternatives for service delivery and the incentives necessary to get them to take advantage of e-government service opportunities.

Project Management Database

ITD will establish a project management database and will track the departments that have completed the on-line survey to ensure that all departments have had an opportunity to respond. Once the department surveys have been completed, ITD will prepare an analysis and report back to department directors.

Projects will be selected for further development in consultation with Governor's Office staff, the Information Technology Council, and department directors. **All projects will remain in the management database** for further development and implementation. Should ITD not be able to provide a service required by a department, ITD staff will help identify individuals or organizations that can do the work. ITD will also provide procurement assistance when needed.

The Nitty Gritty: Process & Roles
(continued from p. 2)

Department Project Definition

Follow-up Survey
   Once the initial project review has been completed and priority projects have been identified, departments will be asked to further define the projects, including:
- Consumer wants/needs
- Business process documentation
- Project database details
- Preferred/likely technology solution
- ROI information gathering

   To ensure that all departments understand the information that is being requested, ITD will schedule face-to-face meetings with department directors and their IT managers and program managers.
   This information will again be compiled, analyzed, and reported to the department directors. Opportunities for collaboration and leveraging will be examined. Finally, available resources will be gauged to determine how many priority list items can be completed.

Project Proposal/Referral

   Once projects have been selected, the ITD project consultant will assist the department in finalizing a project implementation plan. This will include a budget work-up for the project and further project details.

Project Implementation

   After the department leading the project has approved the project plan, implementation will begin. Throughout the implementation period, the ITD project consultant will maintain the project database and will prepare appropriate reports and updates to ensure both ITD and the lead department are kept **apprised of progress and alerted to any issues** that arise.

Project Completion

Once the project has been completed, the ITD project consultant will:
- Review project objectives with department representatives
- Identify follow-up activities
- Secure project close-out from department representatives
- Solicit project evaluation and referral from department representatives
- Review sustainability issues

ITC to advise on 100% E

Iowa's 100% E initiative centers on the **business expertise and processes of individual state departments**, their management and staff. The overriding philosophy that guides this comprehensive effort is that each department knows its customers, operating requirements and strategic priorities better than anyone.

Therefore, conversion to e-government is driven by the combined experience and guidance of Iowa's governmental agencies and divisions. The Iowa Information Technology Council is comprised of representative directors and elected officials who reflect this "departmental ownership" of the 100% E process. This council is key in guiding the development and success of 100% E. The members are:

Sharmin Smith - State Librarian and Council Chair; **Diane Kolmer** - Retired US WEST executive and Vice Chair; **David Bolender** - Administrator of IPTV; Chair of the IOWAccess Advisory Council; **Robert Tibor** - State Science & Technology Advisor; **Tommy Thompson** - Executive Director of the ICN; **Cynthia Eisenhauer** - Director of the Department of Management; **Rose Vasquez** - Director of the Department of Human Rights; **Sandy Glenn, Tim Lapointe, Betsy Brandsgard** - Three persons appointed by the Governor who are knowledgeable in information technology matters; **Richard Varn** - State of Iowa CIO; **Larry Murphy** - Representing the judicial branch as an ex-officio member; **Sen. Steve King, Sen. Robert Dvorsky, Rep. Bill Dix** and **Rep. Steve Falck** - four members of the General Assembly as ex-officio members

Meet the ITD E-Team

These Information Technology Department staff will assist state departments in moving to 100% E:

Richard Varn–Director and Iowa CIO
Dan Combs—Office of Digital Government
Ken Adrian—ITD e-commerce
Wes Hunsberger–Enterprise Project Mgr.
Russ Rozinek–Operations Division
Paul Carlson—ITD Administration
Doug Kern—Standards and Policies
Lisa Anderson– Tech. Research & Analysis
Rebecca Walsh—Grant Writing and Research

Linda Plazak–Enterprise Project Mgr.
Clint Clark – Office of Digital Government
Sandy Dell—ITD Administration
Kip Peters—Enterprise Security
Jim Day—ITD Administration
Ron Strother–Customer Liaison Div.
Sharon Sperry–ITD Administration
Bill Haigh–Public Information
Tom Shepherd—ITD Administration

Let us have it

Any **questions** or **story ideas** you have on 100% E are welcome. Send them to info@eiowacom.com. If you have story ideas, we'll give them a serious look. If you have questions, we'll track down the right people and publish answers.

All digital all the time?

Will **all** State programs and services be 100% E by 2003? No. Everyone recognizes some services and programs will always be **performed in person**. State troopers must be "place based" and receive portions of their training face-to-face. Nursing home inspections must still take place in person. Various meetings, events and other instruction and programming will continue to have a retail, "at the counter" requirement.

But many support services and information functions behind those in-person programs can be Web-based, enabling those who provide their services person-to-person to have quicker access to more information to do their job better. 100% E simply means that **all** of the State's programs and services **best suited for electronic delivery** should "go digital" by fiscal year 2004.

Many departments have begun the process. The I00% E process will assist those departments in building on their momentum, filling unmet needs and achieving their goals.

Business Process Overview

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Internal Surveys  →  Research  ←  External Surveys
                                  External Surveys  →  Project Identification
Research  →  Project Identification
Internal Surveys  →  Project Identification
Executive Branch Input  →  Project Identification

Accountable Government  ⋯(performance measures)
                           ROI, pooled technology⋯→  Project Identification

Consumer/Customer Needs/Wants and Business Process/Policy Review  →  Project Definition  ←  Technology Solution

Service Providers, ITD, or Private Provider  —  Project Proposal/Plan  —  Cost Estimate ROI

Prioritization/Commitment

Finalize Project Plan

Project Implementation

Project Completion, Evaluation, and Sustainability Plan
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