EForms Initiative On Track

The Information Technology Department (ITD) has been working to identify components that can be purchased and utilized by the enterprise to promote common architectures and IT standards across the State of Iowa. Electronic forms and workflow was identified as a critical architecture component needed to work towards Gov. Vilsack's digital government initiatives. These initiatives would foster an environment of paperless government and enhance customer service through IT integration.

JetForm (http://www.jetform.com) was chosen as the product to fill this need by the ITD in January 2001. Since then the ITD has been working on implementing and rolling out JetForm to the enterprise.

The ITD has purchased a development and production server environment that it will maintain for State agency use. The ITD is also training internal programmers and staff to support agency development and eform project needs. The ITD will provide the environment at no charge to the agency and will offer services at a minimum charge. The agencies can also develop forms and workflow internally and host them at the enterprise servers. Agencies will be responsible for purchasing their development seats through the ITD's purchasing contract.

Currently JetForms will be able to be used in the following ways:

1. Internal Forms
Internal forms will be able to be created and have workflow attached to them for forms such as travel payment, timesheet, and other internal forms.

2. External Forms
External forms can be created and placed on the web for customers to fill out and route through your internal processes. External forms will require the JetForm InTempo client to be installed on the employees' computers involved in the workflow. External customers will only need a standard browser to access the forms. For example, the public can use Internet Explorer, Netscape or WebTV.

As JetForm use evolves, the State can examine ways to extend its functionality. Plans are currently being discussed to integrate the solution with current printing processes. JetForm can also support digital signatures making the paperless office a reality.

For More Information Contact Mary Hadd with the ITD at 515-242-5637

I'm **Russ Rozinek**, the Operations Division Administrator in the Information Technology Department. The operations division is responsible for executive branch data center(s) (mainframe), server farm(s) and servers supporting enterprise programs, enterprise e-mail systems (Exchange and Domino/Notes), computer networking, and desktop computing support. We directly provide services to every executive branch agency and many other government entities, and play a part in helping agencies deliver their services to every Iowan.

My answer to the burning question "what's a good thing to do with a bachelor's degree in psychology from Iowa State University?" was to get a job in data processing. I thought that with a few years of working for the State, I'd have the experience necessary to get a really good job. It turned out that I had one. There were great new projects to replace every one that was completed, and I've had the privilege to work with and manage as fine a team of dedicated professional data processing people as you could find anywhere.

When I started working for the Highway Commission, there were 6 terminals in the field offices. I got to participate in the evolution from manual processes in government offices to the point where we take terminals or PCs on every desk or in every office for granted. I've been with ITD/ITS since July 1997. Now we are on the verge of the next plateau of service. Gov. Vilsack's **100% E** initiative creates Iowa's digital government where citizens interact with the state from their homes or offices using **24/7 communication technology**. I'm excited to play a part in building the systems that will support this initiative.

As recently as 1997, the department was primarily focused on mainframe computing. Our challenge is to adapt 21st century technology (Internet, SAN storage, video, client server platforms and tools) to deliver new services with speed and flexibility while maintaining the high reliability, availability, and service that we take for granted in the mainframe environment.

We support the eGovernment Infrastructure. That means we need to design and promote a standard environment for the 100s of new on-line applications so they can be implemented and maintained efficiently. Our target is 100% availability. We can't expect to take these systems out of service on Sunday mornings for maintenance.

ITD is primarily funded by fee for service as our General Fund budget was cut 31% this year. We will continue to implement IT services that are valuable to our customers at the **lowest possible cost.**

Study Finds Consumers Hold Themselves Responsible for Privacy

Consumers rate themselves most responsible for protecting their own personal information, according to a survey by the Privacy Leadership Initiative (PLI).

The study was conducted by Harris Interactive as the second in a series of seven privacy studies commissioned by the PLI.

In the study, a cross-section of 1,001 American adults were interviewed by telephone, and 2,180 American adults were interviewed online from April 19 to May 4.

According to the report, on a scale of 1 to 10 -- one representing "not responsible at all" and 10 representing "completely responsible" -- respondents who use the Internet ranked consumers 7.7 as far as their responsibility rating for protecting their own personal information. Business was close behind at 7.2, and government was third at 6.9.

With respect to confidence in business and government privacy protections, online consumers rated both a 4.9, with 1 representing "not confident at all" and 10 representing "very confident."

Still, just 30 percent of online users said existing privacy laws and business practices provided a reasonable level of privacy protection.

Other findings include that 82 percent of online respondents have seen privacy policies on Web sites, up from 73 percent in the last study. Of those 82 percent, 67 percent have read those policies, down from 78 percent in the last study. In addition, 25 percent of online users claimed to have seen a privacy seal on a Web site -- slightly up from 22 percent in the last study.

Only 10 percent of the online consumers surveyed said they had used privacy protection software, compared with 15 percent in the first study.

The seven key metrics of this study were the same as those used for the first study, which was released in April. The PLI will continue to use those metrics to measure the effectiveness of its efforts.

These metrics include overall acceptance of technology by consumers; trust level between consumers and businesses; familiarity and confidence levels for both well-known and lesser-known companies; key drivers and the importance of privacy concerns; use of tools, technology and privacy seals; value of personalization to consumers; and confidence levels of online versus offline.

An executive summary of the study can be found online at www.understandingprivacy.org/content/library/research.cfm. ●

The Department of Revenue and Finance (DRF) surprised and delighted the ITD Operations division on July 10 by presenting a certificate (and food!) for the good customer service DRF has received.

Enterprise Security Website Now Available

The Enterprise Security Office has implemented a new web site that allows all state government employees to be kept up to date on the latest security issues. It is in a very user-friendly format, and the Enterprise Security Office recommends that all employees review the site periodically to keep informed on the latest techniques of keeping our sites secure.

A neat link at the Website allows users to configure PDAs so that they may review mobile content.

Enterprise Security: Mobile Edition
The website team is proud to announce **Enterprise Security Mobile**, a handheld companion for PDAs such as the Handspring Visor and Compaq iPAQ. If your PDA is in the shop and you would like to view the site sans iPAQ, no problem! Just visit the Virtual iPAQ Pocket PC: Windows IE5/Netscape6 | Mac IE 5. If you use another browser, please try Enterprise Security Mobile/PC.

About AvantGo
AvantGo is a free program for the PC that caches your favorite website into "channels" and saves them onto your PDA for later viewing. Upon synchronization, a PC equipped with AvantGo software will grab the latest news from CNN or the New York Times or especially our own Enterprise Security Mobile webpage and throw 'em on your handheld to be read at your convenience.

What Can I Expect From Enterprise Security Mobile?
ES Mobile is a short and sweet companion site to its bigger brother, Enterprise Security. On ES Mobile, you will find the latest news in the areas of computer security, Microsoft bulletins, virus alerts, and ITD news. The content is intended to be an executive summary of the fast-paced world of IT and not a substitution to the plethora of documents available at the comprehensive Enterprise Security website. ES Mobile will typically be updated several times in a given week.

Sounds Great, Sign me Up!
To view Enterprise Security Mobile and other great channels on your PDA through AvantGo, just follow these simple steps:

0. (Familiarize yourself with your PDA & become comfortable with syncing files with your desktop PC.)

1. Download the software and create an account at AvantGo.com
   The AvantGo website will guide you through the installation process and user registration.

2. Add the Enterprise Security Mobile channel.
   Mr. iPAQ will do this one for you. Just click 'Save Channel' at the bottom of the pop-up page.

3. Once the channel is added, synchronize your PDA.
   Syncing will save Enterprise Security Mobile onto to your PDA.

4. Open up the AvantGo application on your PDA and click "Enterprise Security Mobile."

In summation --
http://www.itd.state.ia.us/security/pda.html--- new location where users will go to configure their PDAs to receive mobile content. Question should be directed to the ITD Help Desk at 515.281.5703

http://www.itd.state.ia.us/security/ --- recently launched parent site, Enterprise Security

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

Richard J. Varn, Director - richard.varn@itd.state.ia.us - 515.281.8699
Policy and Planning – Debbie O'Leary, Administrator - debbie.oleary@itd.state.ia.us - 515.725.0353
Operations – Russ Rozinek, Administrator - russ.rozinek@itd.state.ia.us - 515.281.4836
Customer Liaison – Sharon Sperry, Administrator - sharon.sperry@itd.state.ia.us - 515.281.4568
Administration - Sandy Dell, Administrator - sandy.dell@itd.state.ia.us - 515.281.5140
Digital Government - Dan Combs, Administrator - dan.combs@itd.state.ia.us - 515.725.0293

Questions and comments regarding Managing IT's content should be addressed to: Bill Haigh, Email: Bill.Haigh@itd.state.ia.us, Public Information Officer, ITD ::: Hoover Building - Level B, Des Moines IA, 50319 ::: Telephone: 515.281.8487, Fax: 515.281.6137