

FY22 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.

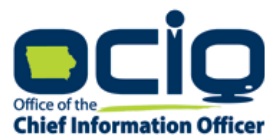
The full report for IOWAccess can be found in Appendix A which contains the details of projects and their expenditures.

IOWAccess Revolving Fund

Annual Report

Fiscal Year 2022

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.

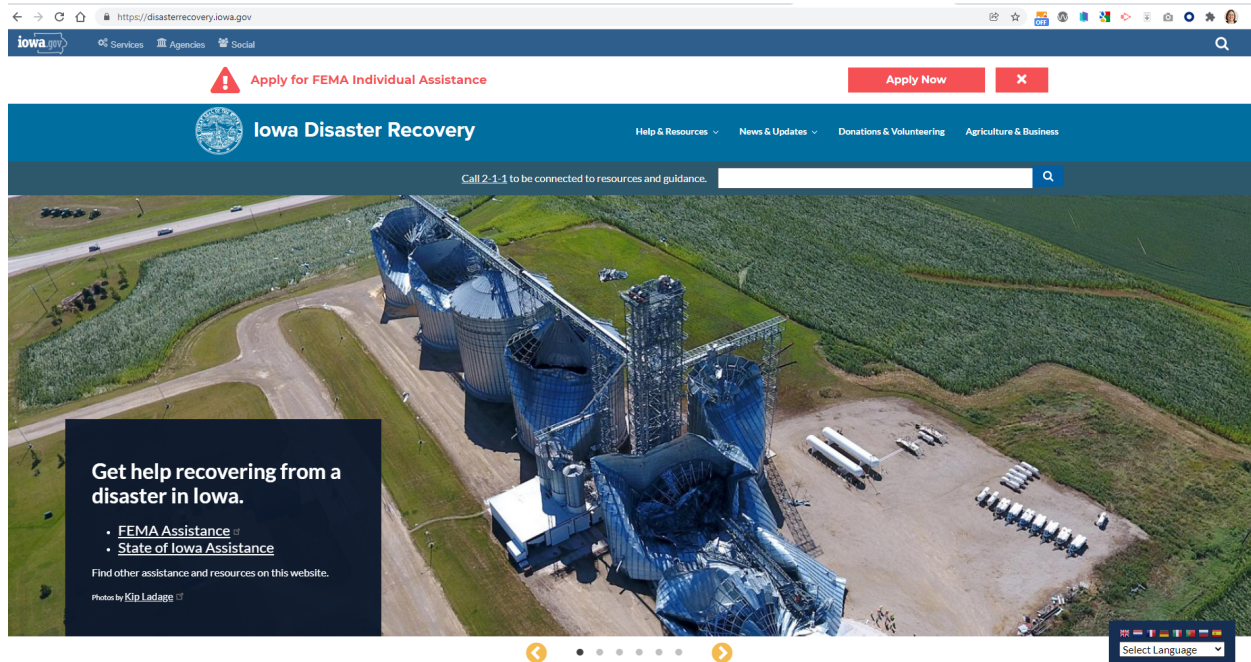
Webspec Design, from Urbandale, Iowa. Webspec Design continues to support agency Drupal websites.. The Citizen Facing Website program established in 2017 continues to allow each

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.

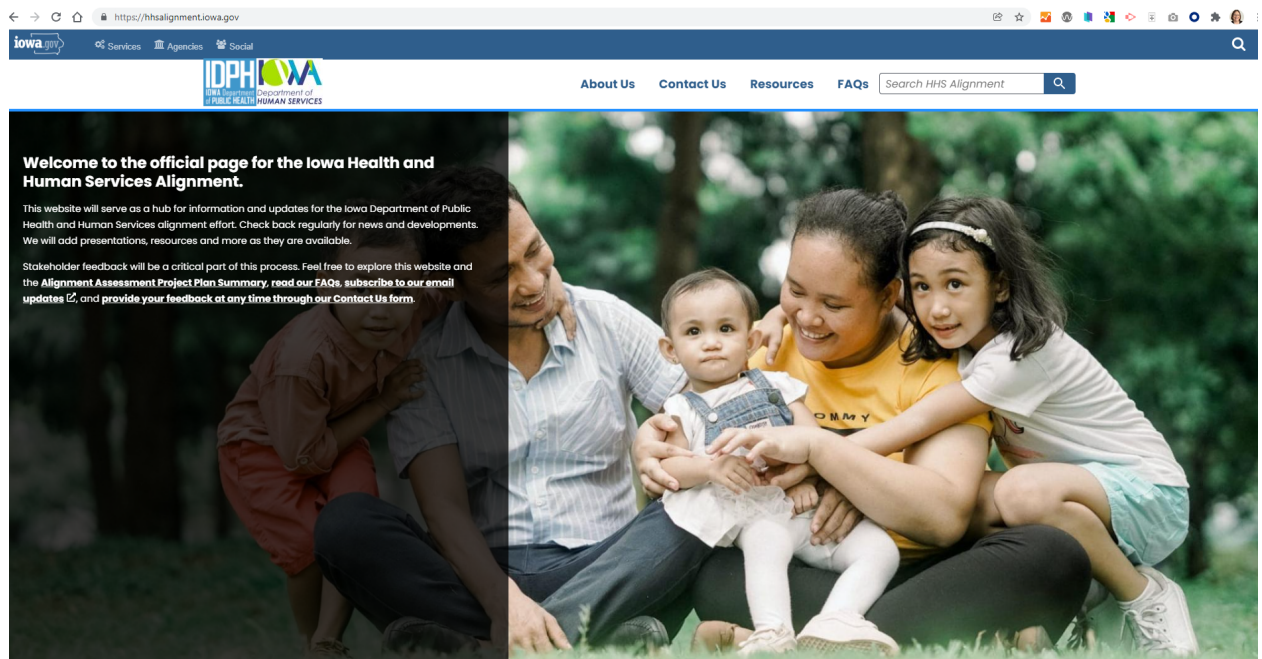
The current \$10.30 transaction fee consists of two components: 1) a statutory fee of \$5.50, and 2) a value-added service fee of \$4.80. The statutory fee is established by Iowa Code section 321A.3(1). Id. (“A fee of five dollars and fifty cents shall be paid for each abstract . . .”). The value-added 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

XX new websites were launched during the year. T



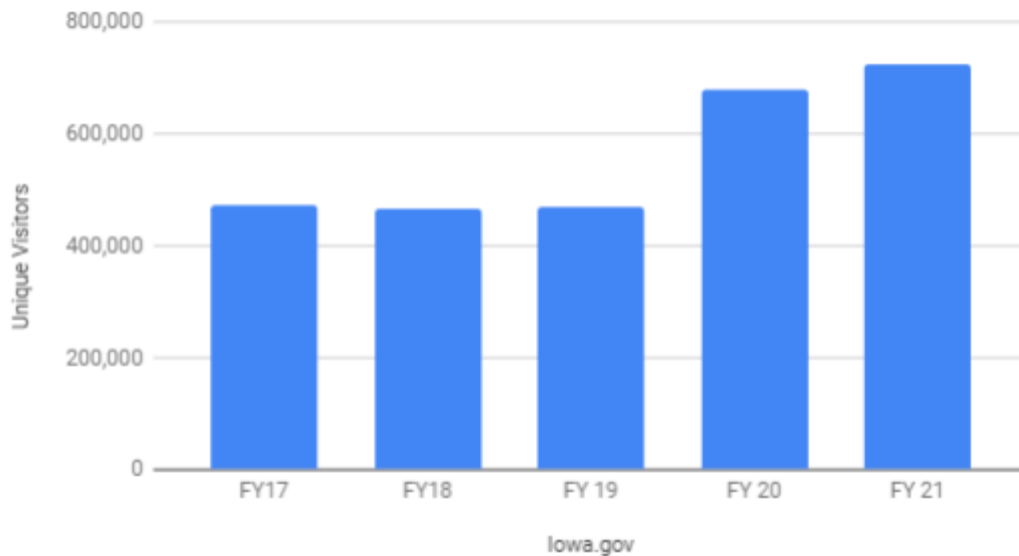
The State also launched [Hhsalignment.iowa.gov](https://hhsalignment.iowa.gov) site which provides a hub for information and updates for the Iowa Department of Public Health and Human Services alignment effort. The site includes presentations and resources for the public to learn about the alignment effort. Stakeholder feedback is welcomed as Iowans 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 FY22

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 |

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|---|----|------------|------------|------------|-----------|------------|
| 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 |

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| 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 |

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|---|----|--------------|------------|--------------|--------------|--------------|
| 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 |

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|--|----|------------|---|------------|------------|------------|
| 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 |

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|--|----|------------|---|------------|------------|------------|
| 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 |

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|---|----|-----------|---|-----------|-----------|-----------|
| 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 |

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| 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 |

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| 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 |

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| 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 |

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| 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.