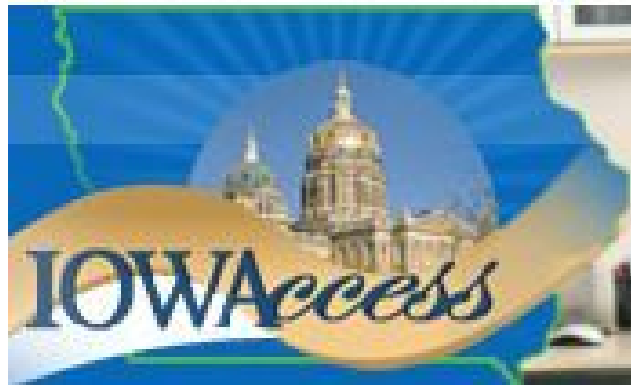


IOWAccess Revolving Fund

Annual Report

Fiscal Year 2017



Prepared by:



Acknowledgements

The Office of the Chief Information Officer (OCIO) 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 Mirela Jursic, Kristen May, and Ermin Kremic for their help with this report and the financial oversight of the IOWAccess Revolving Fund. Finally, we would like to recognize Wes Hunsberger for his operational and technical support of the IOWAccess Revolving Fund and acknowledge Wes for producing and distributing this publication. Please direct any questions about this Fiscal Year 2017 IOWAccess Revolving Fund Annual Report to Tom Slaughter at tom.slaughter@iowa.gov or (515) 725-1045.

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.

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 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 2017. 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.**

Thank you for partnering with us to make the State of Iowa a technology leader.

Jeff Franklin, Interim Director and Chief Information Officer
Office of the Chief Information Officer
1305 East Walnut Street
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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 2017 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 includes a listing of IOWAccess projects in development by agencies during Fiscal Year 2017,. 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.

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 moneys collected by the office as fees, moneys appropriated by the general assembly, and any other moneys 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 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.

OCIO assumed the day-to-day responsibilities of the network manager and used the transaction fees to contract for fixed-price services to create static and dynamic web services for state agencies at no cost to the agencies. This move represents a significant change from the transaction-fee model used under the prior contracts with Iowa Interactive, LLC.. Now, each website delivered to agencies through IOWAccess will be independently bid, tracked, and paid in accordance with the highest standards for transparency and accountability nationwide. OCIO hopes to show increased value, more innovative websites, and faster delivery to state agencies as a result.

The current \$8.50 transaction fee is comprised of two components: 1) a statutory fee of \$5.50, and 2) a value-added service fee of \$3.00. 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 of \$3.00 is authorized by Iowa Code section 8B.31(1), which permits the

OCIO to establish fees for value-added services under the lowAccess Program.

Activities Funded By and Expenditures Made from the IOWAccess Revolving fund in FY18

In FY17, the IOWAccess program funded 4 new projects investing **\$1,056,500**. During the year the total expended within all active grants was **\$2,097,529.14** and **\$2,920,209.50** remains obligated. IOWAccess earned **\$44,619** in interest for FY17.

Project	Start Year	Awarded	Expenses Prior Years	Current Year Resources	Current Year Expenses	Remaining Obligation
OCIO Geospatial Governance and Guidelines	2013	750,000.00	222,017.96	527,982.04	182,679.79	345,302.25
OCIO Administrative Rules System	2013	300,000.00	267,787.38	32,212.62	20,816.49	11,396.13
OCIO Govnt. Fees Transparency Website	2015	129,000.00	95,398.69	33,601.31	21,289.62	12,311.69
OCIO Digital Asset Management	2015	101,000.00	63,793.89	37,206.11	-	37,206.11
OCIO Socrata Government Transparency	2015	444,442.35	284,940.63	159,501.72	158,420.45	1,081.27
OCIO Agency Training 508 Compliance and Drupal	2015	64,600.00	14,572.75	50,027.25	4,907.75	45,119.50
IWD Iowa Workers' Compensation Online System	2016	200,000.00	-	200,000.00	-	200,000.00
OCIO Broadband	2016	1,550,000.00	102,729.10	1,447,270.90	368,764.02	1,078,506.88
OCIO Next Generation Administrative Rules	2016	100,000.00	-	100,000.00	-	100,000.00
OCIO Enterprise	2016	250,000.00	-	250,000.00	124,804.00	125,196.00

ePayment Portal						
OCIO Hosting/services for public relations information and data	2016	173,000.00	94,787.46	78,212.54	77,559.37	653.17
OCIO Driver License Monitoring Rewrite	2016	522,885.21	69,112.70	453,772.51	438,588.09	15,184.42
OCIO Drupal Website Maintenance and Development	2016	538,267.00	22,714.08	515,552.92	492,109.93	23,442.99
OCIO Application Transition Services	2016	54,508.01	2,609.29	51,898.72	51,762.59	136.13
DCA Public-Facing Historic Collections Content Management System	2016	35,000.00		35,000.00	31,472.04	3,527.96
ICAB Iowa Child Advocacy Board	2017	150,000.00	-	150,000.00	-	150,000.00
OCIO Transparency Operational Initiatives	2017	396,500.00	-	396,500.00	-	396,500.00
OCIO Iowa Gov. Enhancements	2017	100,000.00	-	100,000.00	-	100,000.00
OCIO Hosting Operational Initiatives (formerly JB)	2017	410,000.00	-	410,000.00	135,355.00	274,645.00
In August 2017, IDPH returned reimbursement they received 5/16/2016.					(11,000.00)	

Total -		6,269,202.57	1,240,463.93	5,028,738.64	2,097,529.14	2,920,209.50
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IOWAccess Value-Added Fees Approved in Fiscal Year 2017

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 2017 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.



IOWAccess Fiscal Year 2017 Accomplishments

OCIO performed portal management during FY2017. During this period OCIO delivered the following services:

- 1) Development of agency Drupal websites
- 2) Management of the Driver License Records Abstracts service
- 3) Maintenance support for the following applications:
 - State of Iowa Directory (phonebook)
 - IAfees.iowa.gov
 - OpenUp Iowa
 - DPS Accident Reports
 - DPS Amber Alerts
 - DPS Breath Alcohol
 - DPS Missing Persons
 - DIA Boarding Home Registration
 - Criminal and Juvenile Justice - JCSL
 - Comment.iowa.gov

Driver License Abstracts

Driver License abstracts are provided at no charge to 1,037 government, non-profit, or Help America Vote Act (HAVA) users. Records are sold to individuals and companies with an acceptable use. The largest purchasers of driver records are insurance companies or information and analytics companies. In FY2017 1,005,397 records were purchased by 969 fee paying users.

New Websites Launched

10 agency or program 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 Corrections
<https://doc.iowa.gov/>

Iowa Division of Credit Unions
<https://creditunions.iowa.gov/>

Imp3 - Iowa Monitoring Program for
Pharmacy Professionals
<https://imp3.iowa.gov/>

State Interoperable Communications System
Board
<https://isicsb.iowa.gov/>

Child Advocacy Board
<https://childadvocacy.iowa.gov/>

Employer's Disability Resource Network
<https://edrn.iowa.gov/>

Lt. Governor
<https://ltgovernor.iowa.gov/>

Governor
<https://governor.iowa.gov/>

Iowa Dental Board
<https://dentalboard.iowa.gov/>

Information Security Division
<https://iso.iowa.gov>

Citizen Engagement

- Enterprise communication platform, GovDelivery Communications Cloud, supporting 710,000 subscribers (Iowans and businesses) for over 400 topics.
- Maintenance of State Directory including the listing of over 225 online services.
- School Alerts supported 72 school districts and 52,184 subscribers.

Transparency

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

- Maintenance support for 6 applications
- Iowa Open Data Portal <https://data.iowa.gov> and <https://checkbook.iowa.gov>
- Maintenance of transparency sites: <https://rules.iowa.gov> and <https://iafees.iowa.gov>
- Archival of all agency social media posts (Averaging 18,275 posts per month).