# Consolidated Report

# 2019

Office of the
**Chief Information Officer**

Innovative Technology Solutions for Citizen-Centric Government

Hoover State Office Building
1305 E. Walnut Street, Level B
Des Moines, Iowa 50319
515.281.5503
CIO@iowa.gov

**Reports Included:**

1. An annual report of the office (section 8B.9).
2. An annual internal service fund expenditure report (section 8B.13, subsection 5).
3. An annual report regarding total spending on technology (section 8B.21, subsection 6).
4. An annual report of expenditures from the IOWAccess revolving fund (section 8B.33).
5. An annual salary report (section 8A.341, subsection 2).
6. An annual report regarding the status of broadband expansion and coordination, the connecting Iowa farms, schools, and communities broadband grant program established under section 8B.11, and the adequacy of the speed set in the definition of targeted service area in section 8B.1

# Table of Contents

**Executive Summary** **3**
FY2019 Highlights 3
**Background** **4**
Benefits to State Government 4
Funding 5
**Enterprise Technology Initiatives** **6**
Increased Citizen Services 6
New State of Iowa Portal 7
New AI Chatbot 7
Ask the State of Iowa Smart Speaker Skill Launched 8
Broadband Coordination 8
Digital Citizen Outreach 9
Enterprise Payment (ePayment) Portal 9
Greater Efficiency 9
Enterprise Content Management (ECM) Pilot 9
Standardization 10
Datacenter Migration 10
Agency Support 10
Transparency 10
Agency Datasets 11
Government Fees 11
Public Comment 11
Administrative Rules 11
Continued Support for Executive Order 87 12
Improved Collaboration 12
Expand Partnerships 12
STEM 13
3rd Annual Cybersecurity Symposium 13
**2019 Accomplishments** **13**
Awards 13
Innovation 14
Operations 14
IT Consolidation 15
Cybersecurity 15
OCIO Average Host Vulnerability Score 17
Percent of State employees receiving security awareness training 18
FY2019 Performance 19
Performance Metrics 19

**IOWAccess Revolving Fund** **20**
FY19 IOWAccess Projects and Activities 20
**Statewide IT Profile** **21**
Statewide Technology Spend 21
IT Equipment & Software 22
IT Outside Services 22
Statewide IT Workforce 23
IT Projects 25
IT Inventory 26
Agency Participation in OCIO Programs 26
**FY20 Vision** **27**
**Accompanying Documents** **28**
**APPENDIX A - IOWAccess Revolving Fund - Annual Report FY2019** **29**
**APPENDIX B - Salary Report** **40**
**APPENDIX C - Statewide Broadband Program - Annual Report FY2019** **41**

## Executive Summary

Each year the Office of the Chief Information Officer (OCIO) is required to produce various Information Technology (IT) reports:

- An annual report of the office (section 8B.9).
- An annual internal service fund expenditure report (section 8B.13, subsection 5).
- An annual report regarding total spending on technology (section 8B.21, subsection 6).
- An annual report of expenditures from the IOWAccess revolving fund (section 8B.33).
- An annual salary report (section 8A.341, subsection 2).
- An annual report regarding the status of broadband expansion and coordination, the connecting Iowa farms, schools, and communities broadband grant program established under section 8B.11, and the adequacy of the speed set in the definition of targeted service area in section 8B.1

We are combining these related reports and generating one comprehensive report for clarity, completeness, and efficiency. This approach to delivering on our reporting requirements has proved useful to the legislature, state agencies, citizens, and other interested parties. Unless otherwise noted, this report addresses activities from July 2018 through June 2019.

Additionally, the Office is required to provide the following:

- Quarterly reports regarding the status of technology upgrades or enhancements for state agencies, submitted to the general assembly and to the chairpersons and ranking members of the senate and house committees on appropriations. The quarterly report shall also include a listing of state agencies coordinating or working with the office and a listing of state agencies not coordinating or working with the office. (2019 HF 759 § 32).

The first of these reports (Due October 2019) is also incorporated into this report.

Government technology must be both effective and efficient while supporting the agencies that ultimately provide services. This means we have standards, we invest carefully, we measure what we do and not just against ourselves, but against the goals and objectives of government. We provide a mix of sourcing solutions that provide the right people, processes, and technology.

## FY2019 Highlights

- Implemented new Desktop Support model with third party provider,
- Provided direct services to agencies,
- Coordinated IT disaster recovery planning,
- Awarded $1.3 million in Empower Rural Iowa Broadband Grants to 7 Iowa broadband providers,
- Supported and participated in major agency transformations including investments, Requests For Proposals (RFP), and much more.
- Released a new Cybersecurity Strategy for the State of Iowa

## Background

**Our Mission**

Provide high quality, customer-focused
IT services and business solutions
To government and to citizens

The Office of the Chief Information Officer (OCIO) was created as an independent agency for the purpose of orchestrating the information technology (IT) resources of state government. The OCIO assigns and directs staff as required to support the IT requirements and initiatives of the Office, and to review and recommend approval of IT staff employment decisions in coordination with the Department of Management. The Chief Information Officer is appointed by the Governor to serve at the pleasure of the Governor and is subject to confirmation by the Senate.

The Office of the Chief Information Officer emphasizes six key goals designed to transform the State of Iowa's information technology environment into a world-class, state-of-the-art portfolio.

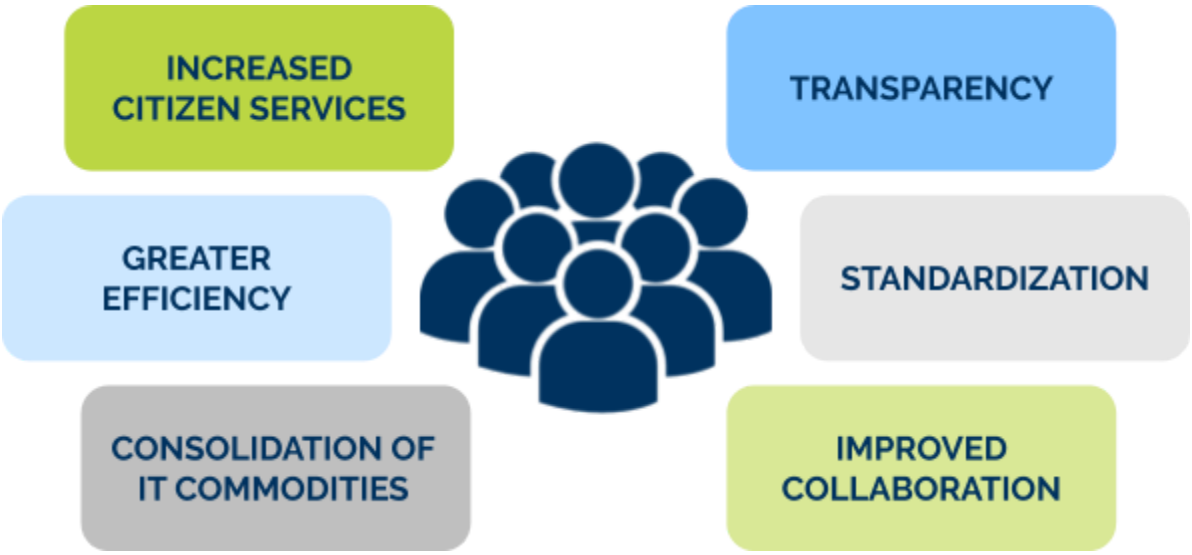



**Figure 1: OCIO Key Goals**

### Benefits to State Government

The OCIO was created for the purpose of
**leading, directing, managing, coordinating, and providing accountability for the IT resources of state government.**
SF 396, Iowa Code Chapter 8B

Iowa Code Chapter 8B has the effect of centralizing accountability and oversight for information technology currently managed by state agencies into the Office of the Chief Information Officer.
Among its many powers and duties, the OCIO has the authority to establish standards for IT used by participating state agencies, direct the work of participating agency IT staff, review and recommend approval of IT staff employment

decisions in coordination with the Department of Management, and enter into contracts for the receipt and provision of IT services.

## Funding

OCIO operations and investments are primarily funded through three sources including the OCIO Internal Services Fund, IOWAccess Fund, and Technology Reinvestment Fund.

| STATE OF IOWA ENTERPRISE IT FUNDING SOURCE OVERVIEW | | |
|---|---|---|
| **Agency 185 Fund 0689**<br>**OCIO Internal Services Fund**<br>(Revolving) | **Agency 185 Fund 0297**<br>**IowAccess Fund**<br>(Revolving) | **Agency 185 Fund 001 Approp 0C69**<br>**Technology Reinvestment Fund**<br>(Appropriation Available for 3 Years) |
| **HISTORY** | | |
| **Est. 2014 - Iowa Code 8B.13**<br>*"...for activities of the office which are primarily funded from billings to governmental entities for services rendered by the office"* | **Est. 1998 - Iowa Code 8B.33**<br>*"...a service to the citizens of this state that is the gateway for one-stop electronic access to government information and transactions."* | **Iowa Code 8.57C(2)**<br>*"Appropriated by the general assembly for the acquisition of computer hardware and software, software development, telecommunications equipment, and maintenance and lease agreements associated with technology components…"* |
| **QUICK FACTS** | | |
| **FY18 Budgeted Revenues:** $52,692,007<br>**FY19 Budgeted Revenues: $**51,439,862<br><br>**Purpose:** Enterprise IT operations. Lights on maintenance.<br><br>**Source of funds:** Information Technology service fees charged to state agencies. OCIO services include servers, software programming, mainframe, and networking. | **FY18 Budgeted Revenues:** $3,894,000<br>**FY19 Budgeted Revenues:** $3,894,000<br><br>**Purpose:** Citizen facing e-government services including Broadband. Funds are **available to all government entities.**<br><br>**Source of funds:** Value added service fees collected by the State of Iowa from the sale of driver motor vehicle records, professional licenses, etc. | **Requested / Appropriated**<br>**FY16:** $4,132,949 / $0<br>**FY17:** $11,000,000 / $0<br>**FY18:** $13,670,000 / $1,000,000<br>**FY19:** $11,795,000 / $1,220,991<br><br>**Purpose:** Enterprise technology consolidation and improvement projects designed to make government more effective and efficient.<br><br>**Source of funds:** Legislative Appropriation |
| **USES OF FUNDS** | | |
| **Ongoing maintenance** of established enterprise IT services including:<br>• Statewide applications<br>• Mainframes<br>• Networks and servers<br><br>**Working capital** The federal government allows OCIO to carry up to 60 days (~$8 million) of working capital to ensure payroll and vendor payments can be made on time.<br><br>**Agency project support** including consolidated services provided to IDR, DNR, DIA, and more. | **Citizen-facing agency IT projects** including:<br>• New state portal<br>• Digital citizen outreach<br>• Transparency<br><br>**Portal services** including:<br>• Public facing agency website redesign<br>• E-government services<br>• Maintenance of motor vehicle records system<br><br>**Balance Brought Forward** money includes **encumbered funds** for approved agency IT projects. | **Innovation Projects** requested:<br><br>• **Statewide Enterprise Content Management** including activities to begin to reduce Iowa paper. Proposed activities will include offerings available to agencies to digitize paper processes.<br>• **Performance Dashboard** including activities associated with next generation systems to manage and report government performance online. |

**Figure 2: State of Iowa Enterprise IT Funding Sources**

## Enterprise Technology Initiatives

The mission of the Office of the Chief Information Officer (OCIO) is to provide high-quality, customer-focused information technology (IT) services and business solutions to government and to citizens. Our enterprise technology initiatives support our key goals including the deployment of more citizen services, improved collaboration, consolidation of IT commodities, increased efficiency, standardization, and transparency.

In 2019, the OCIO worked across a broad range of projects and enterprise initiatives in alignment with these goals. As an IT organization supporting services consumed by every agency of the State of Iowa (State), our key enterprise initiatives are conducted in addition to the day-to-day support activities required to keep government IT services operational and secure. These initiatives maintain alignment with key efficiency goals established by Governor Reynolds and with specific legislative mandates described below.

**Figure 4: 2019 Enterprise Initiatives**

## Increased Citizen Services

Iowans are the driving force behind all of our initiatives as we strive to develop innovative technology solutions for citizen-centric government. Helping citizens connect with state government is one of our key goals. We achieve this mission by helping to increase the availability of broadband access through the Empower Rural Iowa Broadband programs and by providing leadership across the enterprise to help agencies engage citizens through social media, online services, Google My Business, and a new Ask the State of Iowa skill on Google and Amazon smart speakers.

## New State of Iowa Portal

In October 2018, the OCIO with the help of our website development contractor, Webspec Design, released the newly redesigned official State of Iowa web portal, Iowa.gov. The portal's updated design was a direct result of feedback from Iowans asking for an easier way to find information. The new Iowa.gov site includes the ability for the posting of an alert which was important to highlight disaster recovery resources. The site highlights services in the following categories: business, government, health, education, and general resources. The previous site supported the promotion of 29 services or links where the new style has over 80 links!

This year, Iowa.Gov had almost 1 million page views and 431,287 visitors. Visit the State of Iowa portal at www.iowa.gov

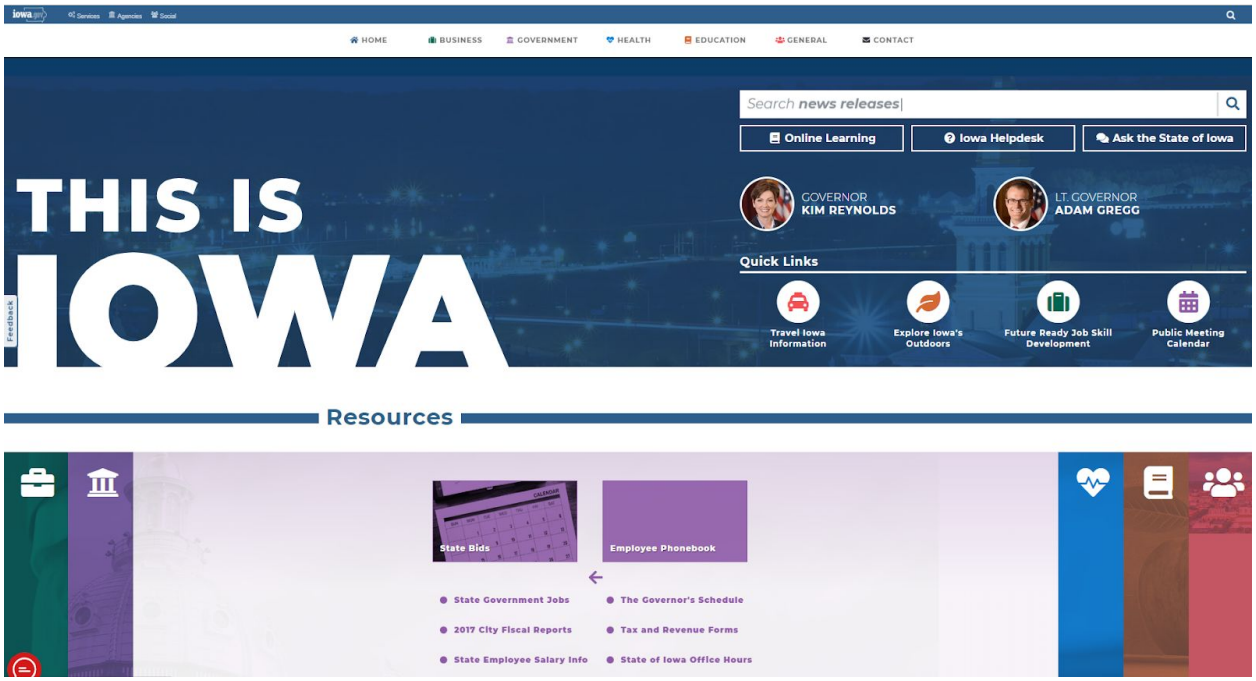



**Figure 5: New State of Iowa portal**

## New AI Chatbot

In December, the aging live chat function on Iowa.gov was replaced with the LogMeIn Artificial Intelligence (AI) based chatbot and live chat platform. This new platform allows Iowans to get answers to over 300 frequently asked questions and to escalate to live chat during business hours with a State Reference Librarian. Over the course of the fiscal year this chatbot feature was added to 11 agency websites. The chatbot was able to successfully answer 5,019 questions from Iowans. We estimate this represents an approximate staff time savings of over 418 hours. Fewer than 1,000 of the chatbot engagements were escalated to live chat.

The Insurance Division implemented the chatbot with an integration into their dataset of insurance agent licenses. This provides a significant improvement in the citizen experience when searching for license information. Chatbot users are guided to enter an agent name or location to get agent information.

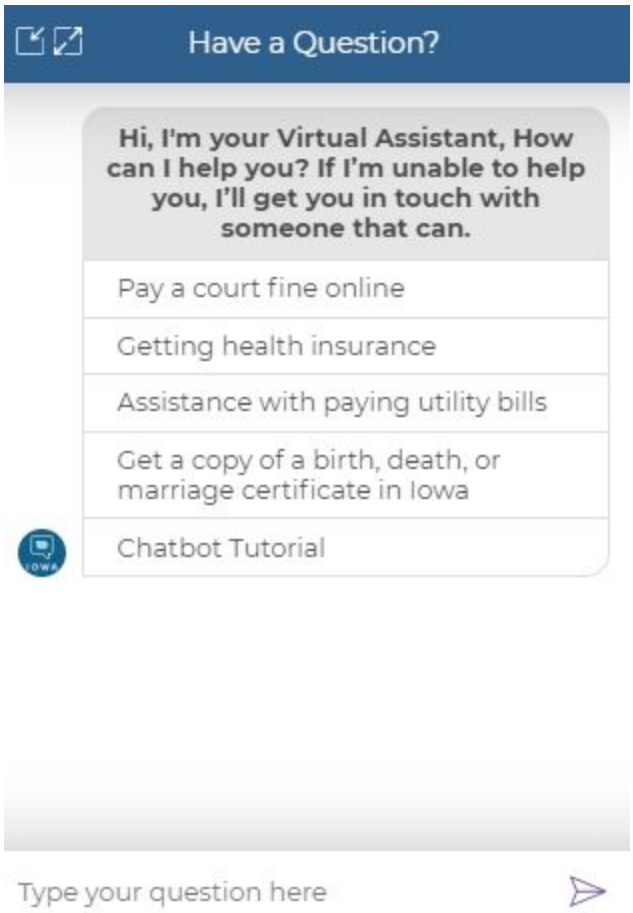



**Figure 6: Chatbot Mobile User Interface**

## Ask the State of Iowa Smart Speaker Skill Launched

Iowa expanded its communication channels and services in April 2019 to include Google Home and Amazon Echo with the smart speaker skill "Ask The State of Iowa". Iowans can now ask their smartphone or Google/Amazon digital assistant questions about state government events and services. Iowans can now "Ask the state of Iowa, how do I get a copy of my birth certificate" and get a quick answer. Iowans are seeking state government services that are compatible with the 21st century, technologically-driven economy. This service furthers our efforts to be more innovative to better serve their needs.

Ask the State of Iowa helps Iowans with smartphones and voice devices find answers to their most common questions of the various state agencies. With the Google devices you can find State government office phone numbers or ask Google to call our office.

## Broadband Coordination

In 2015, the Governor signed into law Iowa's Broadband Bill which defined both the policy and program framework required to catalyze the deployment of new high speed broadband infrastructure across the state. This legislation tasked the OCIO with organizing and developing a singular focused effort at accomplishing this goal.

For more information about the status of broadband efforts in the State of Iowa, refer to Appendix C of this report. Regular updates concerning broadband program activities can also be found at https://ocio.iowa.gov/broadband.

### Digital Citizen Outreach

64 state agencies participate in social media by posting an average of 38,311 messages and Tweets. Facebook and Twitter are the leading platforms with over 38,000 followers on Twitter for @IowaDOT and over 130,000 followers for Iowa Tourism's Facebook Page.

In addition to connecting with citizens via social media, the OCIO offers Iowans the ability to subscribe to over 400 topics from 49 agencies.This service allows an Iowan to manage their subscriptions using a single account. In FY19 subscriptions grew 36% to 1,275,000 people and businesses. Just over 20 million messages were sent to over these subscribers. Citizens may subscribe to these topics using the subscribe button on https://www.iowa.gov/subscribe-relevant-topics or by following instructions on any of the agency websites using this service.

### Enterprise Payment (ePayment) Portal

During FY19 OCIO piloted a new forms platform, SeamlessDocs, which supports the State Treasurer's ePayment platform with U.S. Bank. Two agencies have been able to leverage the new service to quickly automate the collection of data and online payments for processes that were previously paper-based. It is estimated the State can save at least $1.00 per transaction in reducing processing time for paper checks based on NACHA analysis and PayStream Advisors savings estimate of $16.00 when automating the invoicing/payment process.

## Greater Efficiency

As the enterprise technology leader, the OCIO is focused on using technology to empower an efficient government workforce, equipping civil servants statewide with the tools they need to serve Iowans.

### Enterprise Content Management (ECM) Pilot

Agencies across the state have expressed the need for an enterprise content management (ECM) solution to electronically collect, manage and preserve records. While there are multiple document repository or ECM solutions in use across the state today, we need an efficient enterprise solution designed to meet the needs of agencies. To that end, the Enterprise Content Management Pilot Project will begin in FY20 following the appropriation of Technology Revinestment Funds to the Office of the Chief Information Officer for this purpose. This project will use the OpenText ECM Suite to store and manage documents for early use cases that will help the OCIO explore product functionality and capabilities. This preliminary evaluation will also include gathering information about the costs to support a statewide solution for future budget cycles.

## Standardization

The best solutions are found when we integrate collaboration, enterprise focus and selective consolidation. The OCIO undertook a number of enterprise technology initiatives in FY2019 to improve, enhance, and standardize IT services.

### Datacenter Migration

In 2014, the primary State of Iowa data center experienced an electrical fire that brought down most statewide IT services. There have been additional water events in June 2018 and 2019 that affected statewide IT services. Since that time, the primary data center generator has also reached end of life and the Department of Administrative Services did not receive funding for its replacement. Efforts to begin this work in earnest cannot commence without Technology Reinvestment Funding requested by OCIO for future fiscal years. This initiative includes moving certain services from the state's primary data center to cloud providers as well as moving agency systems from across the state to an alternative datacenter location. This will reduce if not eliminate the state's need to maintain physical data centers and allow state technologists to focus on new initiatives instead of keeping the lights on.

### Agency Support

In 2019, OCIO strengthened its relationships with multiple agency partners including the Board of Education Examiners and State Public Defender.

Technology Account Managers (TAMs) assist agencies with IT planning, budget, coordination, service delivery, and technology oversight tasks allowing agencies to forgo the duplication and expense of hiring a dedicated information technology manager for their agencies.

In FY 19, demand for Technology Account Managers (TAM) remained strong with TAMs **supporting 55 organizations including agencies, boards & commissions.**

### Transparency

The OCIO's transparency initiative supports sharing information with citizens in the spirit of an open and accountable government. This includes the state transparency portal comprised of five websites.

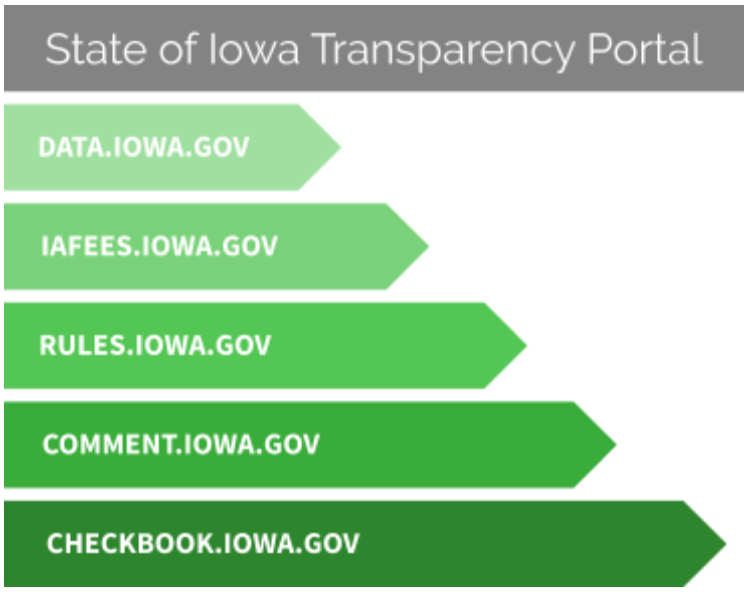



**Figure 7: Iowa Transparency portal**

## Agency Datasets

Both data.iowa.gov and checkbook.iowa.gov allow citizens direct access to data from over 40 agencies. In FY2019, an average of 26,864 people visited data.iowa.gov every month with access to 277 datasets and 196 charts or maps. The most popular data includes licensed insurance companies, Iowa liquor sales, active Iowa business entities, and the State of Iowa salary book.

## Government Fees

Developed as a result of House File 2274, the iafees.iowa.gov website provides citizen's access to information about the fees charged by agencies. This website is the first of it's kind in the nation allowing citizens, students, legislators or interest groups to analyze government fees from a single location.

iafees.iowa.gov is **the first website of it's kind in the nation** allowing anyone to analyze government fees from a single location.

## Public Comment

Comment.iowa.gov is used by agencies to gather feedback from citizens and businesses on proposed plans, provides transparency and encourages engagement. In FY2019, this site had over 766 visitors and feedback was gathered for the OCIO Broadband Program.

## Administrative Rules

Rules.iowa.gov allows members of the public the opportunity to comment on administrative rules in the notice process. During FY2019, 644 notices garnered 206 comments with 46,569 pageviews.

### Continued Support for Executive Order 87

The Executive Order 87 Leadership team, along with the Iowa National Guard, Iowa Homeland Security and Emergency Management Department, Iowa Communications Network, and the Department of Public Safety, worked diligently to prepare recommendations that will have a direct and sustainable impact on protecting lifeline critical infrastructure, reducing risk to government operations, and creating sustainable partnerships in cybersecurity. The OCIO lead the multi-agency effort to deliver Iowa's Cybersecurity Strategy in 2016. In 2019 The Cybersecurity Strategy was updated through a multi-agency and county partnership to reflect a more current approach to the evolving threat landscape. The updated 2019 Cybersecurity Strategy can be found at https://iso.iowa.gov/sites/default/files/documents/2019/08/state_of_iowa_cybersecurity_strategic_plan_2019.pdf

**Figure 8: Executive Order 87 action areas**

## Improved Collaboration

The OCIO acknowledges its role as a catalyst for collaboration across industries and sectors leveraging technology and improve the lives of Iowans. This includes activities such as gathering best-in-class leaders together to improve Iowa's cybersecurity workforce pipeline, building upon existing partnerships with Iowa Regents institutions, and engaging with cities, counties and school districts.

### Expand Partnerships

The OCIO has continued its work to expand its cross-jurisdictional partnership efforts in FY2019 to include new activities with cities, counties, and school districts, especially related to election

security. Additionally, new efforts with Iowa Regents have also commenced to improve our workforce, including high school and college internship opportunities. (see STEM below).

### STEM

The need for additional science, technology, engineering, and math (STEM) workers along with the need for a cybersecurity workforce is well documented. In order to increase the number of workers there needs to be an increase in the number of students focused on cybersecurity. The OCIO along with key partners including ISU, continues to provide cybersecurity internships to support and grow Iowa's cybersecurity workforce. Additional information can be found at iowastem.gov

### 3rd Annual Cybersecurity Symposium

The Governor's Cyber Working group is dedicated to the continual improvement of the cybersecurity posture of the citizens of Iowa and the engines of economic growth and development for the State and the region. The annual symposium focuses on building private/public partnerships and improving Iowa's overall cybersecurity preparedness. Governor Reynolds spoke at this year's symposium.

## 2019 Accomplishments

The Office of the Chief Information Officer (OCIO) team accomplished many major projects within the realm of information technology (IT) innovation, operations and consolidation. These accomplishments include transparency, cloud services, and innovation projects to support greater efficiency, high quality citizen services, and secure storage for critical State data. Additionally, the OCIO successfully completed dozens of IT projects and oversaw new consolidation support and planning activities for Board of Educational Examiners (BOEE) and State Public Defender (SPD).

## Awards

In 2019 two state technology efforts received recognition for outstanding citizen engagement and security.

- **eRepublic State Government Experience Award** is in recognition of the States' efforts to update Google information to ensure office locations, hours and phone numbers in Google are up to date.

- **National Association of Secretary of State IDEAS** (innovation, dedication, excellence and achievement in service in state programing) **Award.** The Secretary of State's project with OCIO to secure the 2018 elections included an outreach effort to all County Auditors to help improve system security and cybersecurity education and awareness for staff. The project: Partnerships Pay Dividends: A Roadmap to Election Cybersecurity resulted in a roadmap that every state in the country can follow.

## Innovation

- **New Brokered Services & Products.** Expanded IT Brokerage portfolio to include additional services including Information Technology Staff Augmentation Services through Computer Aid, Inc., Endpoint Device Managed Services through Insight Public Sector, Mainframe Support Managed Services through Sirius Computer Systems, CSDC Amanda software and support, Oracle hardware, software, and support , Amazon Web Services (AWS) services and support, Technology Strategic Assessment services through Gartner.

## Operations

- **Deployed Additional Technology Account Managers**. TAMs serve as OCIO representatives focused on technology liaison and planning services for agencies, particularly in cases where the agency has opted to receive IT leadership services from OCIO rather than hire its own IT administrator. These Technology Account Managers have been assigned to assist agencies with IT planning, budget, coordination, service delivery, and technology oversight tasks.

- **Expanded Agile Teams.** This year, the OCIO further expanded the implementation of agile methodology in application development projects. In FY2019 OCIO completed 14 projects using the agile methodology, including projects for Iowa Department of Revenue, Iowa Department of Management, and Iowa Alcoholic Beverage Division. Using this new methodology, teams are able to deliver technology-based solutions to executive branch agencies with greater flexibility and speed than the traditional waterfall methodology, working closely with business partners to ensure a shared understanding of the problem they are addressing.

> In FY2019, OCIO completed **14 projects using the agile methodology.**

- **IT Service Delivery**. All executive branch agencies receive some IT services from the OCIO in addition to a number of counties, cities, and schools. IT services range from software development to desktop support, security training and support of the State's financial system (I/3).

  A full listing of services is available at https://ocio.iowa.gov/direct-services

## IT Consolidation

The best solutions are found when we work together with customers in a collaborative approach that emphasizes enterprise focus and selective consolidation. In 2019, the Board of Educational Examiners and State Public Defender began consolidating IT services through the OCIO. Fully Consolidated Organizations receive all their technology services from OCIO including management and oversight of IT staff. Refer to the Statewide IT Profile Section for more information on the distribution of services delivered to state agencies.

**Figure 9: Fully Consolidated Agencies, Departments, Boards, and Commissions**

**Support for All Agencies of State Government.** Throughout 2019, the OCIO provided value-added IT services to every agency of the State of Iowa including a variety of email, mainframe, software development, server hosting, information security, and database support services.

## Cybersecurity

There are several key projects underway to promote the secure use of technology and increase cybersecurity awareness for employees and citizens of Iowa. We are committed to protecting confidential data by working with our partners to comply with laws and ensure the latest cybersecurity practices are employed to thwart the efforts of cyber criminals.

## ONGOING CYBERSECURITY ACTIVITIES

**Vulnerability Management.** Scans and analyzes state computers and networks for known vulnerabilities. The vulnerability management solution is available to state agencies, schools, and county governments.

**Intrusion Detection.** Monitors and identifies malicious network activity. Appropriate security measures are applied to keep networks secure and protect data when malicious activity is detected.

**Disaster Recovery.** All state agencies provide the ISO a copy of continuity of operations (COOP) or continuity of government (COG) plans. Plans allow for continued government services in support of our citizens when disaster strikes.

**Risk Assessment.** A formal cybersecurity framework for evaluating the level of risk for each agency. Provides education and feedback to agencies so they can secure their information technology systems and protect citizen information.

**Training & Outreach.** The ISO provides agencies with on-premises and online cybersecurity training to cultivate long term security awareness and behavior throughout state government.

**Web Application Scanning.** The ISO performs penetration testing of web applications to find weaknesses in programming code as a preventative measure against cyberattacks.

**Threat Intelligence.** Through vendor and federal government sources, the ISO continually monitors the advanced persistent threat in an effort to thwart cyber criminal activity.

**Figure 10: Ongoing Iowa Cybersecurity Activities & Services**

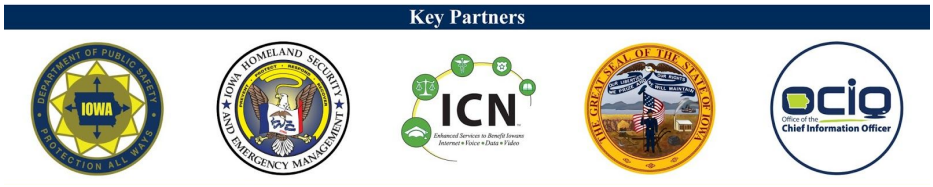
- **Relaunched State cybersecurity website.** Relaunched in October 2018, the refreshed website Includes over 30 key cybersecurity services offered by the OCIO, information for citizens and agencies, security alerts, and current events. The website received national runner up in 2018 from MS-ISAC best of the web contest. https://iso.iowa.gov/

**Figure 11: State of Iowa cybersecurity home page**

- **Continued to strengthen Iowa's Security Operations Center (SOC).** The SOC is a centralized unit dealing with cybersecurity issues for the state of Iowa. The SOC provides the State of Iowa a better way of identifying, protecting, detecting, responding, and recovering from any cybersecurity incidents within the state. In 2019 this meant focusing on reducing response times, enhancing detection of sophisticated attacks and increasing

visibility into malware threats.

- **Delivered State of Iowa's second Cybersecurity Strategy.** In collaboration with several state agencies and county partners the Information Security Division developed Iowa's second holistic cybersecurity strategy. The strategy identified numerous recommendations to increase Iowa's ability to respond to cybersecurity events, and, in fact, proactively mitigate risks for its citizens and government operations.




- **Intentionally integrated science, technology, engineering, and math (STEM) outreach and growth efforts.** Through participation in Iowa's Cyber Alliance, the OCIO and other organizations across the State gave renewed focus to educating, engaging and employing Iowans in cybersecurity. This year, the OCIO sponsored HyperStream and participated in the ISU Cyber Defense competition. HyperStream fosters real-world learning for 5th-12th grade students through hands-on technology projects through school organized clubs, combined with the opportunity to work with technology mentors. Within higher education, the ISO, in partnership with the Iowa National Guard, connected to the ISU cyber exercise environment.

HYPERSTREAM
THE TECH HUB FOR IOWA STUDENTS

## OCIO Average Host Vulnerability Score

This score is indicative of the State's potential vulnerability to known threats, and provides visibility into one facet of the State's security program. The lower the score, the fewer potential vulnerabilities exist.

In 2019, reduced our exposure to known potential threats as the average **vulnerability score decreased by 40%** for both OCIO and the Enterprise.

**Why are we doing this?** We are reducing known vulnerabilities in our systems.

**What was achieved?**

In 2019 we focused on increasing coverage and lowering host scores. We partnered with agencies to zero in on refining endpoints (laptops, desktops, servers etc), implementing timely patch management, and communicating vulnerability risk. The results were dramatically lower vulnerability scores.

**Data source:** Enterprise Vulnerability Management System (EVMS)

**Data reliability:** This score is reflective only of the systems currently being scanned by EVMS. Vulnerabilities cannot be measured for systems without EVMS installed.

## Percent of State employees receiving security awareness training

The OCIO Information Security Office (ISO) provisions and monitors the State's security awareness training program.

**Why are we using this measure?** The State's first line of defense in preventing a cyber-threat is its employees. Cybersecurity is everyone's responsibility and training is a critical part of our State's Cybersecurity program. Annual security training provides all State employees information about cybersecurity and their role in safeguarding data.

Out of all Iowa state employees on record, **65% of state employees have completed security training**. 100% of OCIO employees have completed security training.

**What was achieved?** Out of 15,341 state employees on record, 9,996 (65%) have completed the training. The drop in participation this year can be attributed in part to the training being unavailable for four months while renewals were negotiated. Efforts are ongoing to increase participation; however, improvements require participation and prioritization by all agencies. Securing the Human Training was also offered to cities, counties and school districts in Iowa; however, their participation is not included in this performance metric.

**Data sources:** Securing the Human Training VLE, data.iowa.gov

**Data reliability:** The processes for enrolling employees in training varies by agency. Additionally, participation varies by agency as some agencies may offer training to only a subset of employees or participate in an alternative training.

# FY2019 Performance

## Performance Metrics

The following includes organizational performance for the 2019 fiscal year.

### FY19 PERFORMANCE

**CORE NETWORK UPTIME**

99.97%

Network availability is the bedrock for ensuring reliability of the State's information technology resources, impacting all branches of government.

**CORE WEBSITE UPTIME**

99%

Websites connect constituents to citizen services. Measuring the availability of these websites helps ensure crucial services are readily accessible.

**PROJECTS DELIVERED ON-BUDGET**

75%

This industry standard metric allows us to measure our service delivery against nationally recognized benchmarks; ultimately, ensuring efficient use of State resources.

**PROJECTS DELIVERED ON-TIME**

95%

This year's focus is on establishing a benchmark for on-time delivery. To date, we are exceeding the industry benchmark for on-time delivery.

**ON-TIME PRINT DELIVERY**

99.94%

This measure of customer service allows us to guarantee performance meets or exceeds industry standards.

**STATE EMPLOYEES RECEIVING OCIO SECURITY AWARENESS TRAINING**

65%

The State's first line of defense in preventing a cyber-threat is its employees. Annual security training offers all State employees information about cybersecurity and their role in safeguarding data. NOTE: Some agencies use other training curriculum and are not included here

40% reduction

**AVERAGE OCIO HOST VULNERABILITY SCORE**

The average vulnerability score was 1,457 in FY19 for OCIO hosts. This score is indicative of the State's potential vulnerability to known threats, and provides visibility into one facet of the State's security program. The lower the score, the fewer potential vulnerabilities exist.

8

**NEW IT SERVICES DELIVERED**

These services provide statewide consistency in negotiated terms & conditions, and offer agencies a set of managed services, reducing agency effort in contracting and freeing up time to focus on delivering business solutions.

5

**DISASTER RECOVERY DRILLS**

While we cannot predict when a disaster will occur, we can diligently prepare. These recovery drills help ensure proper protocols are in place and understood, should a disaster occur.

## IOWAccess Revolving Fund

The purpose of the IOWAccess Revolving Fund (IOWAccess) 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 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 $9 million has been awarded towards e-Government projects currently under development.

In FY19, **48 projects received funding from IOWAccess.**

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.

### FY19 IOWAccess Projects and Activities

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

- New State of Iowa Portal and AI based chatbot
- "Ask the State of Iowa" smart speaker skill
- Delivery of 9 agency or program websites by OCIO's website contractor
- Launched a refreshed Iowa.gov portal
- Ongoing management of Driver License Records Abstracts (DLR) service
- Maintenance support for transparency applications referred to in pp. 10-11.
- Citizen Facing Website Program

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

# Statewide IT Profile

Under Iowa Code Chapter 8B, the Office of the Chief Information Officer is charged with a number of responsibilities associated with oversight of information technology within participating agencies of the executive branch.

Accordingly, the Office of the Chief Information Officer provides the following updates for FY19 concerning the statewide IT financial expenditures, statewide IT workforce, the status of major agency IT projects, and update on the condition of the State of Iowa IT inventory, and a disclosure of agency participation in OCIO programs.

Additionally, for FY20, the Office was required to:

> *Beginning October 1, 2019 a quarterly report regarding the status of technology upgrades or enhancements for state agencies, submitted to the general assembly and to the chairpersons and ranking members of the senate and house committees on appropriations. The quarterly report shall also include a listing of state agencies coordinating or working with the office and a listing of state agencies not coordinating or working with the office. (2019 HF 759 § 32).*

This report is designed to also fulfill the first quarterly reporting period (October 2019) as required by 2019 HF 759 § 32.

## Statewide Technology Spend

In accordance with Iowa Code Chapter 8B.21 section 6, the Office of the Chief Information Office creates an annual report regarding total spend on technology. A detailed breakdown of FY19 IT expenditures is included with this document as Appendix F. A summary analysis of that data is as follows:

There are two primary Information Technology classes of data queried from the I/3 financial system: IT outside services and IT equipment.

- **IT equipment and software** procurements provide the necessary equipment and software for workstations, network components, servers, and mainframes.
- **IT outside services** is comprised of IT services provided by vendors to support a variety of state government projects and initiatives.

## IT Equipment & Software

$78.60 Million in statewide spend during FY19

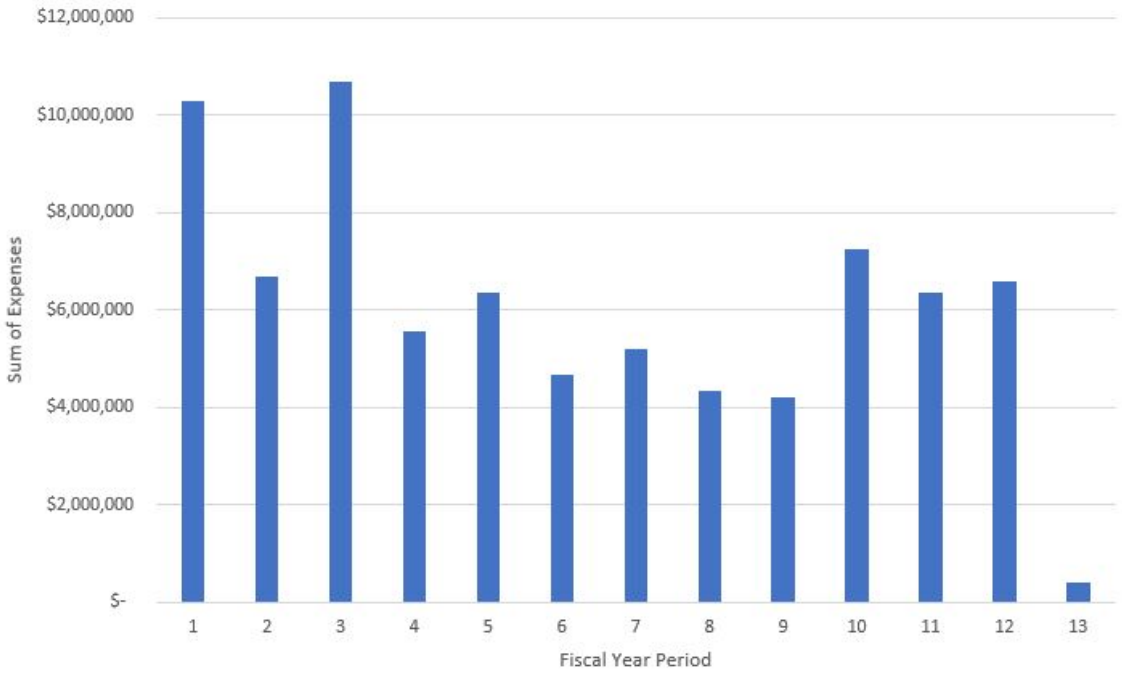



**Figure 12: Actual statewide IT equipment and software spend by fiscal year and period**

## IT Outside Services

$76.48 Million in statewide spend during FY19

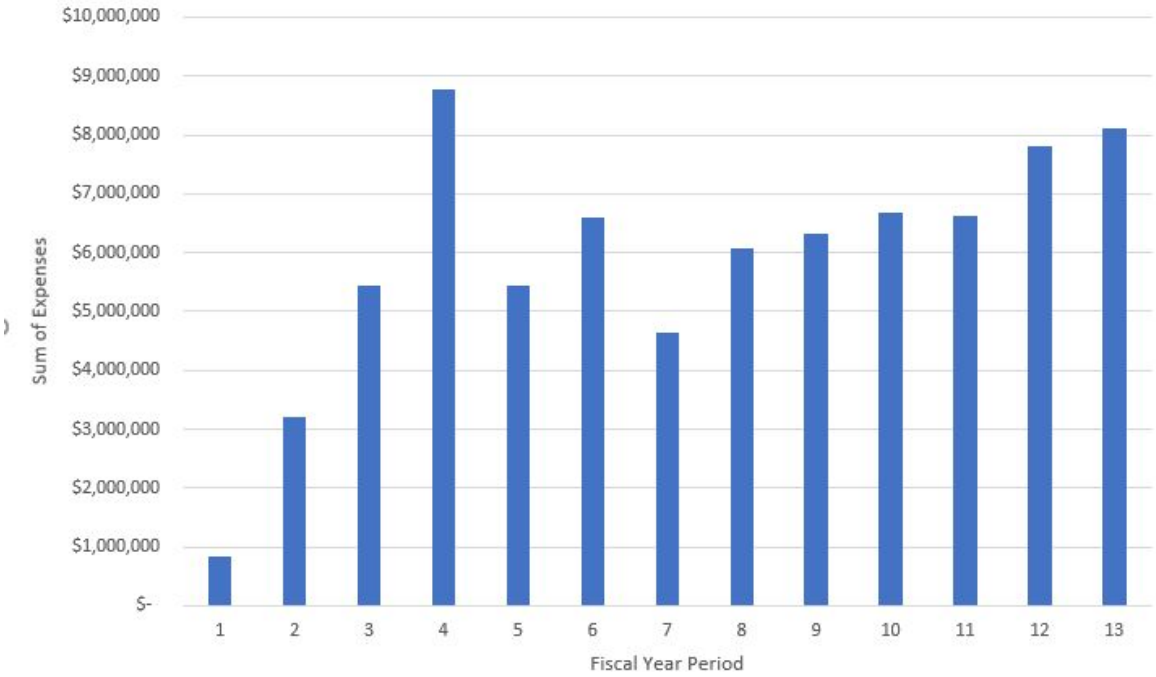



**Figure 13: Actual statewide IT outside services spend by fiscal year and period**

## Statewide IT Workforce

As of FY19, 501 full time positions positions within information technology classifications established by the Department of Administrative Services were reportedly filled by state agencies. Inquiries concerning more detailed analysis of state workforce should be directed to the Department of Administrative Services. A summary of major information technology classifications including total number of positions filled, mean salary, pay grade and pay range are set forth in the table below:

| **Classifications** | **Total Positions Filled** | **Mean Gross Annual** | **Pay Grade** | **Pay Grade Minimum** | **Pay Grade Maximum** |
|---|---|---|---|---|---|
| DATA WAREHOUSE ANALYST | 9 | $103,547.02 | 35 | $70,512.00 | $108,430.40 |
| INFO TECH ADMIN 1 | 2 | $98,259.20 | 34 | $65,145.60 | $100,318.40 |
| INFO TECH ADMIN 2 | 22 | $108,987.27 | 37 | $80,516.80 | $114,524.80 |
| INFO TECH ADMIN 3 | 9 | $127,855.29 | 40 | $92,684.80 | $131,851.20 |
| INFO TECH ADMIN 4 | 2 | $148,512.00 | 43 | $106,641.60 | $151,632.00 |
| INFO TECH ENTERPRISE EXPERT | 6 | $168,105.60 | 45(-09) | $73,944.00 | $171,641.60 |
| INFO TECH SPECIALIST 1 | 1 | $48,048.00 | 23 | $40,227.20 | $59,612.80 |
| INFO TECH SPECIALIST 2 | 42 | $62,312.04 | 26 | $45,385.60 | $68,931.20 |
| INFO TECH SPECIALIST 3 | 71 | $75,189.82 | 29 | $52,041.60 | $79,185.60 |
| INFO TECH SPECIALIST 4 | 142 | $87,686.00 | 32 | $59,072.00 | $91,353.60 |
| INFO TECH SPECIALIST 5 | 158 | $101,579.13 | 35 | $68,432.00 | $105,227.20 |
| INFO TECH SUPPORT WORKER 1 | 1 | $39,228.80 | 14 | $28,142.40 | $40,060.80 |
| INFO TECH SUPPORT WORKER 2 | 17 | $42,603.77 | 17 | $31,865.60 | $46,363.20 |
| INFO TECH SUPPORT WORKER 3 | 9 | $47,065.78 | 19 | $34,736.00 | $50,772.80 |
| INFO TECH SUPPORT WORKER 4 | 7 | $54,481.14 | 21 | $37,980.80 | $55,848.00 |
| JUSTICE SYSTEMS ANALYST | 3 | $76,342.93 | 30 | $55,182.40 | $85,633.60 |
| **Grand Total** | **501** | | | | |

On average, full time employees in information technology classifications filled by state agencies are 50 years old, with 16 years of service reported. The table below shows average age and years of service by the major IT classifications established by the Department of Administrative Services:

| **Classification** | **Average Age** | **Average Years of Service** |
|---|---|---|
| DATA WAREHOUSE ANALYST | 56 | 23 |
| INFO TECH ADMIN 1 | 57 | 35 |
| INFO TECH ADMIN 2 | 50 | 13 |
| INFO TECH ADMIN 3 | 50 | 10 |
| INFO TECH ADMIN 4 | 49 | 12 |
| INFO TECH ENTERPRISE EXPERT | 59 | 18 |
| INFO TECH SPECIALIST 1 | N/A | N/A |
| INFO TECH SPECIALIST 2 | 48 | 18 |
| INFO TECH SPECIALIST 3 | 48 | 15 |
| INFO TECH SPECIALIST 4 | 50 | 15 |
| INFO TECH SPECIALIST 5 | 51 | 17 |
| INFO TECH SUPPORT WORKER 1 | 55 | 20 |
| INFO TECH SUPPORT WORKER 2 | 50 | 13 |
| INFO TECH SUPPORT WORKER 3 | 56 | 20 |
| INFO TECH SUPPORT WORKER 4 | 52 | 18 |
| JUSTICE SYSTEMS ANALYST | 43 | 7 |
| TECHNICAL SERVICE SPEC SENIOR | 51 | 15 |
| TECHNICAL SERVICE SPECIALIST | 41 | 7 |
| **Total Average Age and Years of Service** | **50** | **16** |

## IT Projects

The Office tracks a number of IT projects being completed by State agencies in conformance with its duties under Iowa Code Chapter 8B. The following projects were tracked by OCIO in 2019, representing the status of technology enhancements and/or upgrades being performed by state agencies:

| Agency | Project Name | Start Date | End Date | Amount spent to date |
|---|---|---|---|---|
| IVH - Veterans Home | IVH Kronos V8.1 Upgrade and Mobile Add On | 7/2/2018 | 6/21/2019 | $11,864.88 |
| IDR - Revenue | IDR Corp Engine Update | 8/8/2018 | 10/15/2018 | $16,782.16 |
| IDR - Revenue | IDR BO Upgrade | 8/14/2018 | 12/31/2018 | $18,498.91 |
| IDR - Revenue | IDR FY18 00099 Annual TY18 Changes | 8/20/2018 | 2/28/2019 | $234,495.70 |
| BOEE - Board of Educational Examiners | BOEE Licensure System | 8/23/2018 | 4/12/2019 | $542,552.97 |
| IDR - Revenue | IDR Monies and Credits | 1/1/2019 | 5/14/2019 | $48,680.87 |
| IDR - Revenue | IDR Vendor Offsets | 1/15/2019 | 6/30/2019 | $32,925.72 |

**IT Projects started during FY19 as reported to the OCIO**

| Agency | Project Name | Start Date | Amount spent to date |
|---|---|---|---|
| IDCU - Division of Credit Unions | IDCU Portal Refresh | 7/23/2018 | $358,181.01 |
| ABD - Alcoholic Beverages Division | ABD I-PLEDGE Tobacco Compliance System Rebuild | 9/14/2018 | $6,663.00 |
| IDR - Revenue | IDR Data Warehouse Appliance | 9/24/2018 | $10,710.48 |
| IDOM - Management | IDOM Local Gov Apps | 10/1/2018 | $444,786.00 |
| DNR - Natural Resources | DNR Iowa EASY Air | 11/1/2018 | $399,000.00 |
| DHR - Human Rights | DHR Talent Bank | 11/5/2018 | $70,000.00 |
| IUB - Utilities Board | IUB Unanet Financials Cloud Upgrade | 12/10/2018 | |
| DNR - Natural Resources | DNR Animal Feed Operations - Phase 2.0 | 12/14/2018 | $151,649.97 |
| IBPE - Board of Pharmacy | IBPE Naloxon Administration Reporting Database | 1/1/2019 | $0.00 |
| IDR - Revenue | IDR OS Update | 1/4/2019 | $36,958.84 |
| IDR - Revenue | IDR FY19 Corp/Franchise TaxCalc Updates | 1/15/2019 | $0.00 |
| DIA - Inspections and | DIA SPD Claims Review System & Online | 1/16/2019 | $170,998.31 |

| | | | |
|---|---|---|---|
| Appeals | Claims Submission | | |
| IUB - Utilities Board | IUB Electronic Filing System (EFS) Cloud Project | 2/8/2019 | |
| IDOE - Education | IDOE Cross-Program Addendum | 3/5/2019 | $16,166.00 |
| IDCU - Division of Credit Unions | IDCU Portal Strategy | 3/25/2019 | $195,844.25 |
| IDOE - Education | IDOE WDQI Student Facing Portal | 5/1/2019 | |
| IDR - Revenue | IDR Non-Tax Debt Reconciliation | 5/20/2019 | $9,938.45 |
| IUB - Utilities Board | IUB Customer Information Portal | 5/21/2019 | |
| ABD - Alcoholic Beverages Division | ABD Vendor Scoring Project | 5/31/2019 | |

## IT Inventory

OCIO has not completed a statewide inventory of information technology hardware and software at the present time. Such an inventory could be completed with additional funding to support such an effort. Accordingly, a full and complete inventory of information technology systems, applications, and services across the executive branch could not be provided for this report.

## Agency Participation in OCIO Programs

Beginning in FY20, HF759 required the OCIO to submit quarterly reports include a listing of state agencies coordinating or working with the office and a listing of state agencies not coordinating or working with the office. In response to this requirement for the first reporting period includes the following information:

For the first quarter of the reporting period (Due October 2019), OCIO offers the table set forth in the URL below that shows charges to each agency in FY19 for IT services provided by OCIO. The table demonstrates that OCIO provides services to all agencies of state government, but in varying amounts depending on the need of each agency. Agencies highlighted in Green are “fully centralized” in that all IT functions are provided to the agency by OCIO. The report can be found at the following URL:

https://ocio.iowa.gov/file/ociofy2019agencyparticipationxlsx

## FY20 Vision

With each passing year, the pace of technological change is accelerating. Over the years, information technology services like e-mail and server hosting have been transformed by the emergence of flexible cloud services that can be consumed as needed. In such environments, coordinating operations and security has become increasingly important and challenging.

Finding a balance between maintaining aging systems and developing new innovation projects is the central challenge for IT departments across the United States. As the OCIO looks forward to FY20, we plan to expand our IT brokerage model to include public and private sector partnerships focused on securing our systems, maintaining critical services, and making state government more efficient, citizen focused, and agile. By engaging partners collaboratively to manage our long term support needs, the OCIO can turn its focus to the innovation challenges of government and to transforming the delivery of next generation services for all agencies of the State of Iowa.

## Accompanying Documents

Appendix A. FY2019 IOWAccess Revolving Fund Annual Report
Appendix B. Salary Report
Appendix C. State of Iowa Broadband Report

## APPENDIX A - IOWAccess Revolving Fund - Annual Report FY2019

# IOWAccess Revolving Fund

## Annual Report

### Fiscal Year 2019

Prepared by

Office of the Chief Information Officer

**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. Finally, we would like to recognize Tom Slaughter for his operational and technical support of the IOWAccess Revolving Fund and acknowledge Tom for producing and distributing this publication. Please direct any questions about this Fiscal Year 2019 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. Since 1998, millions of dollars have been made available to projects supported by IOWAccess. In addition, over $9 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 2019. 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.

Annette Dunn, Chief Information Officer
Office of the Chief Information Officer
1305 East Walnut Street
Des Moines, IA 50319

**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 2019 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 2019. 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 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 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.

The OCIO contract for website design, development, and support was used by 44 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 $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 is authorized by Iowa Code section 321A.3(7), although the $3.00 amount is not mandated by the statute. Id. ("[A]n additional access fee may be charged for each abstract supplied through electronic data transfer."). The current $3.00 amount was established in the OCIO/DOT MOU. See OCIO/DOT MOU, Exhibit A, ("Value-added Service Fees: $3.00 per Record accessed through the DOT Application"). OCIO currently receives this $3.00 value-added service fee in exchange for providing the IT Services related to the DMVR Online System.

## Agency Website Design

In addition to the launch of a new Iowa.gov portal 12 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.

Board of Educational Examiners
https://www.boee.iowa.gov/

Ethics and Campaign Disclosure Board
https://www.iowa.gov/ethics/

Stop HIV
http://stophiviowa.org/

Public Employees Relations Board
https://iowaperb.iowa.gov/

Iowa Disability Network
https://disabilitybenefits.iowa.gov/

Administrative Services Fleet Roadside Assistance
https://das-serma.iowa.gov/

Iowa Utility Board
https://iub.iowa.gov/

Department of Agriculture
http://www.iowaagriculture.gov/

LifelongLinks
(Retired)

Vocational Rehabilitation
https://ivrs.iowa.gov

Board of Medicine
https://medicalboard.iowa.gov/

Human Services
https://dhs.iowa.gov/

## Activities Funded By and Expenditures Made from the IOWAccess Revolving fund in FY19

### Funded IOWAccess Projects

In FY19, the IOWAccess program funded 113 projects for which **$1,477,340.85** was expended and another **$5,027,633.46** remains obligated.

| Active, funded projects in IowaGrants: | Project Start Date | Approved Budget Amount | Actual Prior Year Expenditures | FY19 Available Funds | Actual FY19 Expenditures | Remaining Obligated Funds |
|---|---|---|---|---|---|---|
| OCIO Geospatial Governance and Guidelines | 2013 | 750,000.00 | 595,680.83 | 154,319.17 | 142,575.85 | 11,743.32 |
| IWD Iowa Workers' Compensation Online System | 2016 | 200,000.00 | 43,710.69 | 156,289.31 | - | 156,289.31 |
| OCIO Broadband | 2016 | 1,550,000.00 | 931,508.28 | 618,491.72 | 59,698.44 | 558,793.28 |
| DCA Public-Facing Historic Collections Content Management System | 2016 | 35,000.00 | 31,472.04 | 3,527.96 | - | 3,527.96 |
| ICAB Iowa Child Advocacy Board | 2017 | 150,000.00 | 45,042.77 | 104,957.23 | 104,957.23 | 0.00 |
| OCIO Transparency Operational Initiatives | 2017 | 435,000.00 | 274,713.08 | 160,286.92 | 8,945.18 | 151,341.74 |
| OCIO Iowa.Gov Enhancements | 2017 | 100,000.00 | 31,343.25 | 68,656.75 | 67,244.78 | 1,411.97 |
| OCIO Hosting Operational Initiatives (formerly JB) | 2017 | 885,000.00 | 466,308.31 | 418,691.69 | 27,230.82 | 391,460.87 |
| OCIO School Alerts GovDelivery Service | 2018 | 160,357.68 | 51,994.58 | 108,363.10 | 55,613.25 | 52,749.85 |
| OCIO Drupal Website Development and Support 2017 | 2018 | 450,000.00 | 259,576.25 | 190,423.75 | 33,473.26 | 156,950.49 |
| OCIO Online Directory (PhoneBook) | 2018 | 44,000.00 | 1,115.22 | 42,884.78 | 8,320.79 | 34,563.99 |
| OCIO Dynamic Website Support (7 applications) | 2018 | 25,276.06 | 17,679.94 | 7,596.12 | 3,213.80 | 4,382.32 |
| OCIO Archive Social Licensing | 2018 | 64,683.52 | | 64,683.52 | 24,695.52 | 39,988.00 |
| OCIO Driver License Lookup Support and Enhancements | 2018 | 136,210.00 | 84,471.49 | 51,738.51 | 1,127.10 | 50,611.41 |
| DCA Acquisition and Implementation of MINISIS for DCA Public Facing Collections Management System | 2018 | 386,500.00 | 16,056.24 | 370,443.76 | 7,850.00 | 362,593.76 |
| ABD Website Redesign; https://abd.iowa.gov/ | 2018 | 12,295.00 | 9,295.25 | 2,999.75 | - | 2,999.75 |
| OCIO/Dept of Management/Terrace Hill | 2018 | 36,885.00 | 25,038.75 | 11,846.25 | 9,562.50 | 2,283.75 |

| | | | | | | |
|---|---|---|---|---|---|---|
| DOC Dept of Corrections Website | 2018 | 12,295.00 | 4,628.75 | 7,666.25 | 6,252.50 | 1,413.75 |
| PERB Public Employment Relations Board Primary Website | 2018 | 12,295.00 | 6,817.15 | 5,477.85 | - | 5,477.85 |
| PLB Professional Licensing Bureau Website | 2018 | 12,295.00 | 4,603.75 | 7,691.25 | 7,691.25 | - |
| ODCP Office of Drug Control Policy Website | 2018 | 12,295.00 | 4,500.00 | 7,795.00 | 7,710.00 | 85.00 |
| DIA Primary Website Grant Process | 2018 | 12,295.00 | 3,710.00 | 8,585.00 | 2,955.00 | 5,630.00 |
| IDB Iowa Department for the Blind | 2018 | 12,295.00 | 3,605.00 | 8,690.00 | 2,500.00 | 6,190.00 |
| ICA Board Public Facing Website | 2018 | 12,295.00 | 4,919.25 | 7,375.75 | 7,376.25 | (0.50) |
| DHS-Public Facing Website at dhs.iowa.gov | 2018 | 12,295.00 | 12,150.00 | 145.00 | - | 145.00 |
| IBOP Website | 2018 | 12,295.00 | 4,157.50 | 8,137.50 | 2,875.00 | 5,262.50 |
| BoEE Website Project | 2018 | 12,295.00 | 7,586.25 | 4,708.75 | 105.00 | 4,603.75 |
| DCA IowaCulture.gov | 2018 | 12,295.00 | 5,418.75 | 6,876.25 | 6,876.25 | - |
| Civil Rights Specialist | 2018 | 12,295.00 | 4,000.00 | 8,295.00 | 6,140.00 | 2,155.00 |
| Iowa Board of Parole Website | 2018 | 12,295.00 | 815.00 | 11,480.00 | 2,525.00 | 8,955.00 |
| Iowa Department on Aging Primary Website | 2018 | 12,295.00 | 7,465.00 | 4,830.00 | 1,657.20 | 3,172.80 |
| Iowa Board of Nursing/Iowa Center for Nursing Workforce | 2018 | 12,295.00 | | 12,295.00 | 12,165.00 | 130.00 |
| Iowa College Aid and GEAR UP Iowa Website | 2018 | 12,295.00 | | 12,295.00 | 8,441.25 | 3,853.75 |
| Dept of Human Rights https://human.rights.iowa.gov | 2018 | 12,295.00 | 7,717.85 | 4,577.15 | 3,365.00 | 1,212.15 |
| IVRS Primary Internet Site Redesign | 2018 | 12,295.00 | 5,230.00 | 7,065.00 | 1,052.50 | 6,012.50 |
| ICN's Citizen Facing Website Acknowledgement | 2018 | 12,295.00 | 7,014.00 | 5,281.00 | 2,707.50 | 2,573.50 |
| IDOE Public Website | 2018 | 12,295.00 | 7,541.75 | 4,753.25 | 4,753.75 | (0.50) |
| IPERS Primary Website Update | 2018 | 12,295.00 | 4,500.00 | 7,795.00 | 7,795.00 | - |
| IRGC Primary Website | 2018 | 12,295.00 | 4,000.00 | 8,295.00 | 4,310.00 | 3,985.00 |
| IDCU Public Website | 2018 | 12,295.00 | 4,997.85 | 7,297.15 | 2,525.00 | 4,772.15 |
| Department of Commerce web site | 2018 | 12,295.00 | 4,278.75 | 8,016.25 | 2,000.00 | 6,016.25 |
| Governor and Lt. Governor Drupal Websites | 2018 | 24,590.00 | 8,872.55 | 15,717.45 | 8,672.50 | 7,044.95 |
| IPIB Agency Website | 2018 | 12,295.00 | 3,000.00 | 9,295.00 | - | 9,295.00 |
| Volunteer IowAccess Website Grant | 2018 | 12,295.00 | 3,130.00 | 9,165.00 | 3,640.50 | 5,524.50 |
| Iowa Dental Board Public Website | 2018 | 12,295.00 | 5,915.00 | 6,380.00 | 5,467.70 | 912.30 |

| | | | | | | |
|---|---|---|---|---|---|---|
| Iowa Utilities Board, IowAccess Citizen Facing Website | 2018 | 12,295.00 | 12,295.00 | - | - | - |
| IECDB Website Support | 2018 | 12,295.00 | 12,295.00 | - | - | - |
| IVH Website Update | 2018 | 12,295.00 | 2,630.00 | 9,665.00 | 9,632.35 | 32.65 |
| IWD Virtual Presence Alignment Initiative | 2018 | 12,295.00 | | 12,295.00 | - | 12,295.00 |
| Iowa Insurance Division Citizen Facing Website | 2018 | 12,295.00 | 500.00 | 11,795.00 | - | 11,795.00 |
| Iowaccess Citizen Facing Website Program | 2018 | 12,295.00 | 3,000.00 | 9,295.00 | 9,295.00 | - |
| Iowa Office of the State Medical Examiner | 2018 | 12,295.00 | | 12,295.00 | 5,605.00 | 6,690.00 |
| Department of Revenue Website | 2018 | 12,295.00 | 9,795.25 | 2,499.75 | 2,500.00 | (0.25) |
| State Public Defender Public Facing Website | 2018 | 12,295.00 | | 12,295.00 | - | 12,295.00 |
| Iowa Department of Veterans Affairs | 2018 | 12,295.00 | | 12,295.00 | - | 12,295.00 |
| ePayment Pilot Implementation | 2018 | 476,000.00 | 38,174.60 | 437,825.40 | 51,562.31 | 386,263.09 |
| Security & PHP Version Updates to F/S & report system | 2018 | 20,000.00 | 17,225.25 | 2,774.75 | 2,774.75 | - |
| IDHR Iowa Talent Bank | 2018 | 255,600.00 | | 255,600.00 | 9,665.57 | 245,934.43 |
| IPTV Web & App Development | 2018 | 12,295.00 | | 12,295.00 | 6,825.00 | 5,470.00 |
| ISICSB Website | 2018 | 12,295.00 | 3,548.50 | 8,746.50 | 5,805.00 | 2,941.50 |
| Iowa Board of Medicine | 2018 | 12,295.00 | 12,295.00 | - | - | - |
| Auditor of the State | 2018 | 12,295.00 | 1,657.50 | 10,637.50 | 500.00 | 10,137.50 |
| Department of Natural Resources | 2018 | 12,225.00 | | 12,225.00 | - | 12,225.00 |
| Iowa Health Information Network | 2018 | 500,000.00 | - | 500,000.00 | - | 500,000.00 |
| Website Security Offering | 2018 | 15,000.00 | 552.73 | 14,447.27 | 1,254.92 | 13,192.35 |
| Enterprise Website Accessibility and SEO Initiative | 2019 | 130,000.00 | - | 130,000.00 | - | 130,000.00 |
| Live Chat, Chat Bot for the Enterprise | 2019 | 283,000.00 | - | 283,000.00 | 100,117.15 | 182,882.85 |
| Dept of Human Rights https://human.rights.iowa.gov | 2019 | 16,495.00 | - | 16,495.00 | 8,044.25 | 8,450.75 |
| Iowaccess Citizen Facing Website Program | 2019 | 16,495.00 | - | 16,495.00 | 6,671.65 | 9,823.35 |
| OCIO/Dept of Management/Terrace Hill | 2019 | 49,485.00 | - | 49,485.00 | - | 49,485.00 |
| dhs.iowa.gov - Citizen Facing Website | 2019 | 16,495.00 | - | 16,495.00 | - | 16,495.00 |

| | | | | | | |
|---|---|---|---|---|---|---|
| PLB IOWAccess Citizen Facing Website Program FY19 | 2019 | 16,495.00 | - | 16,495.00 | 5,478.00 | 11,017.00 |
| Iowa Board of Parole FY19 Website Updates | 2019 | 16,495.00 | - | 16,495.00 | 7,327.10 | 9,167.90 |
| Iowa Corrections Website Updates and Upgrades | 2019 | 16,495.00 | - | 16,495.00 | 6,011.75 | 10,483.25 |
| Dept of Human Rights https://human.rights.iowa.gov | 2019 | 16,495.00 | - | 16,495.00 | - | 16,495.00 |
| Expanding Access to Child Advocacy | 2019 | 16,495.00 | - | 16,495.00 | 8,932.75 | 7,562.25 |
| IRGC Primary Website FY2019 | 2019 | 16,495.00 | - | 16,495.00 | 6,800.00 | 9,695.00 |
| IVRS Primary Internet Site Redesign | 2019 | 16,495.00 | - | 16,495.00 | 7,285.60 | 9,209.40 |
| IDOE Educateiowa.gov and Iowacore.gov Support | 2019 | 16,495.00 | - | 16,495.00 | - | 16,495.00 |
| Utilities Board Iowaccess Citizen Facing Website Program FY19 | 2019 | 16,495.00 | - | 16,495.00 | 6,440.35 | 10,054.65 |
| Department of Commerce, Public site | 2019 | 16,495.00 | - | 16,495.00 | - | 16,495.00 |
| Credit Union Division, Public Website | 2019 | 16,495.00 | - | 16,495.00 | - | 16,495.00 |
| Governor and Lt. Governor Drupal Websites | 2019 | 32,990.00 | - | 32,990.00 | 4,081.45 | 28,908.55 |
| Alcoholic Beverages Division, abd.iowa.gov | 2019 | 16,495.00 | - | 16,495.00 | 2,163.75 | 14,331.25 |
| Civel Rights IOWAccess Grant for the Citizen Facing Website Program 2019 | 2019 | 16,495.00 | - | 16,495.00 | 5,950.00 | 10,545.00 |
| Iowa Department of Inspections and Appeals, https://dia.iowa.gov/ | 2019 | 16,495.00 | - | 16,495.00 | 5,997.25 | 10,497.75 |
| IDR Citizen Facing Website Program | 2019 | 16,495.00 | - | 16,495.00 | 12,245.00 | 4,250.00 |
| Gov Delivery Enterprise Citizen Engagement FY19 & 20 | 2019 | 477,780.00 | - | 477,780.00 | 29,842.36 | 447,937.64 |
| Iowa Board of Nursing | 2019 | 16,495.00 | - | 16,495.00 | - | 16,495.00 |
| Iowa Commission on Volunteer Service | 2019 | 16,495.00 | - | 16,495.00 | - | 16,495.00 |
| IOWAccess Portal Operations | 2019 | 379,972.00 | - | 379,972.00 | 123,668.95 | 256,303.05 |
| Office of Drug Control Policy Website | 2019 | 16,495.00 | - | 16,495.00 | 5,138.85 | 11,356.15 |
| Iowaccess Citizen Facing Website Program FY19 | 2019 | 16,495.00 | - | 16,495.00 | 9,162.95 | 7,332.05 |
| Iowa Dept for the Blind https://blind.iowa.gov | 2019 | 16,495.00 | - | 16,495.00 | - | 16,495.00 |

| | | | | | | |
|---|---|---|---|---|---|---|
| Public Employment Relations Board Primary Website | 2019 | 16,495.00 | - | 16,495.00 | 8,658.10 | 7,836.90 |
| Iowa Dental Board Public Website | 2019 | 16,495.00 | - | 16,495.00 | - | 16,495.00 |
| Iowa Workforce Development, Iowa Disability Benefits Network | 2019 | 16,495.00 | - | 16,495.00 | - | 16,495.00 |
| Iowa Office of the State Medical Examiner https://www.iosme.iowa.gov | 2019 | 16,495.00 | - | 16,495.00 | - | 16,495.00 |
| IPTV Website Work | 2019 | 16,495.00 | - | 16,495.00 | - | 16,495.00 |
| DOM Digital Performance Management, Analytics and Data Sharing | 2019 | 385,000.00 | - | 385,000.00 | 280,867.32 | 104,132.68 |
| Iowa Ethics and Campaign Disclosure Board- Citizen Facing | 2019 | 16,495.00 | - | 16,495.00 | 14,531.00 | 1,964.00 |
| Iowa College Student Aid Commission- Citizen Facing | 2019 | 16,495.00 | - | 16,495.00 | 16,024.20 | 470.80 |
| IDPH IOWAccess Webspec | 2019 | 16,495.00 | - | 16,495.00 | - | 16,495.00 |
| IDA Website: Transition to Drupal 8 | 2019 | 16,495.00 | - | 16,495.00 | - | 16,495.00 |
| Iowa Dept of Agriculture and Land Stewardship Website | 2019 | 16,495.00 | - | 16,495.00 | - | 16,495.00 |
| Iowa Board of Medicine www.medicalboard.iowa.gov | 2019 | 16,495.00 | - | 16,495.00 | - | 16,495.00 |
| Iowa Board of Pharmacy Citizen Facing | 2019 | 16,495.00 | - | 16,495.00 | 850.00 | 15,645.00 |
| IDPH IOWAccess Webspec | 2018 | 12,295.00 | - | 12,295.00 | 12,295.00 | - |
| BOEE Citizen Facing Website FY19 | 2019 | 16,495.00 | - | 16,495.00 | - | 16,495.00 |
| Iowa Public Information Board Citizen Facing Website FY19 | 2019 | 16,495.00 | - | 16,495.00 | - | 16,495.00 |
| DNR assistance with videography, content readability, 508 compliance and search optimization | 2019 | 16,495.00 | - | 16,495.00 | - | 16,495.00 |
| Iowa Veterans Home Citizen Facing Website FY19 | 2019 | 16,495.00 | - | 16,495.00 | 1,268.50 | 15,226.50 |
| ABD Tobacco enforcement system rebuild | 2019 | 21,980.00 | - | 21,980.00 | - | 21,980.00 |
| **Totals** | | **9,644,524.26** | **3,139,549.95** | **6,504,974.31** | **1,477,340.85** | **5,027,633.46** |

**Ongoing IOWAccess Expenses**

| Expense Item | Expenditures in Fiscal Year 2019 |
|---|---|
| Applications Development and Infrastructure Support | 0 |
| Professional Services for eGovernment | 0 |
| **IOWAccess Total Expended on Special Projects in Fiscal Year 2019** | **0** |

**IOWAccess Value-Added Fees Approved in Fiscal Year 2019**

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 2019 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.

# APPENDIX B - Salary Report

## Salary Report, 8A.341.2

On November 1, the OCIO electronically provided a report to each caucus of the general assembly, the legislative services agency, the chief clerk of the House of Representatives, and the Secretary of the Senate in compliance with 8A.341.2. The report included the base salary as computed on July 1 of the fiscal year, and traveling and subsistence expense of the personnel of each of the departments, boards, and commissions of the State of Iowa with the exception of personnel who receive an annual salary of less than one thousand dollars.

## APPENDIX C - Statewide Broadband Program - Annual Report FY2019

# Statewide Broadband Program

# Annual Report

FY2019

*as required by Iowa Code Chapter 8B.9(5)*

Prepared by

Office of the Chief Information Officer

## Background

The Connect Every Acre bill (HF 655) signed into law on June 22, 2015 directed a minimum standard for broadband of 25 Mbps download speed and 3 Mbps upload speeds. The goal of the State Broadband Office (SBO) is to develop, implement and measure programs that drive the creation of this minimum broadband standard across every acre of the state. Requirements associated with the program were revised for FY20 under the Empower Rural Iowa Act (HF772). This report will be revised for FY20 to reflect those changes.

The SBO has been placed under the centralized leadership of the Office of the Chief Information Office (OCIO). OCIO has been tasked with coordinating and unifying Iowa's overall broadband initiatives between state agencies, service providers, business and industry, agriculture, communities and user groups.

In 2018, OCIO received $1.3 million dollars for the purposes of awarding grants to broadband providers that install 25 mbps download and 3 mbps upload ('25/3") or faster service in Targeted Services Areas of the State of Iowa, defined to be any United States Census Block within which no provider facilitated 25/3 or faster service as of July 1, 2015. Pursuant to HF772, the OCIO will be updating its broadband maps with more current data for all subsequent rounds of grant funding. $5 million dollars was appropriated for broadband grants in FY20.

Iowa Code Chapter 8B.9(5) requires OCIO to produce "An annual report regarding the status of broadband expansion and coordination, the connecting Iowa farms, schools, and communities broadband grant program established under section 8B.11, and the adequacy of the speed set in the definition of targeted service area in section 8B.1." This report meets this requirement as established therein.

## Status of Broadband Expansion and Coordination

In compliance with HF655, the SBO completed the following broadband expansion and coordination efforts in 2019:

- **Grant Program - Notice of Funding Availability #001**
    - $1.3 million in funds for the broadband grant program were appropriated to OCIO in FY19.
    - In November 2018, the OCIO adopted administrative rules implementing the broadband grant program (see IAC 129—22).
    - In December 2019, the OCIO issued Notice of Funding Availability #001 for $1.3 million dollars in grant funds (click here for more information on NOFA#001).
    - 17 applications to the program were received, requesting a total of $4,818,892 in state grant funds and representing over $34 million in potential new investment in broadband infrastructure.
    - In April 2019, the OCIO awarded $1.3 million in funds 7 broadband grant applications representing over $13 million in new investment in broadband

infrastructure covering approximately 760 square miles in 12 counties and serving 7,200 homes, schools, and businesses.
  - In 2017, the OCIO issued final agency decisions under IAC 129—20.5(5) concerning the 7 notices of appeal received. Final agency decisions can be viewed at https://ocio.iowa.gov/broadband-appeal-decisions.

- **Broadband Property Tax Exemption Certification Program**
  - As directed by HF655 and Iowa Code 8B.10, the OCIO certifies broadband as eligible for property tax exemptions. These projects were found 1) to be within a targeted service area and 2) to facilitate broadband service at or above twenty-five megabits per second of download speed and three megabits per second of upload speed as required by Iowa Code 427.1(40)(f)(1)(d).
  - The table below provides an overview of certifications processed by OCIO in each of the calendar years within which the program was active.

| Property Tax Exemption Program | 2015 (Calendar) | 2016 (Calendar) | 2017 (Calendar) | 2018 (Calendar) | Total |
|---|---|---|---|---|---|
| Number of Certifications | 14 | 21 | 19 | 11 | 65 |
| Estimated Project Costs | $16,144,697 | $39,071,057 | $59,755,339 | $36,387,393 | $151,358,486 |
| Homes, Schools, and Businesses To Be Served | 4,837 | 8,919 | 12,896 | 6,094 | 32,746 |

## Updates and Changes to the Broadband Program

The Empower Rural Iowa Act (HF772) implemented changes to the Broadband Grant and Mapping Programs coordinated by the Office, beginning in FY20. More information about these changes will be provided in the FY20 Annual Report. For current information on broadband programs and activities, refer to https://ocio.iowa.gov/broadband/