

# Consolidated Report

2018



Innovative Technology Solutions for Citizen-Centric Government

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## 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

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## 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 2017 through June 2018.

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.

## FY2018 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

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.

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

## 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														
 <p><b>Agency 185 Fund 0689</b> <b>OCIO Internal Services Fund</b> (Revolving)</p>	 <p><b>Agency 185 Fund 0297</b> <b>lowAccess Fund</b> (Revolving)</p>	 <p><b>Agency 185 Fund 001 Approp 0C69</b> <b>Technology Reinvestment Fund</b> (Appropriation Available for 3 Years)</p>												
HISTORY														
<p><b>Est. 2014 - Iowa Code 8B.13</b> “...for activities of the office which are primarily funded from billings to governmental entities for services rendered by the office”</p>	<p><b>Est. 1998 - Iowa Code 8B.33</b> “...a service to the citizens of this state that is the gateway for one-stop electronic access to government information and transactions.”</p>	<p><b>Iowa Code 8.57C(2)</b> “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...”</p>												
QUICK FACTS														
<p><b>FY17 Budgeted Revenues:</b> \$52,296,691 <b>FY18 Budgeted Revenues:</b> \$52,692,007</p> <p><b>Purpose:</b> Enterprise IT operations. Lights on maintenance.</p> <p><b>Source of funds:</b> Information Technology service fees charged to state agencies. OCIO services include servers, software programming, mainframe, and networking.</p>	<p><b>FY17 Budget Revenues:</b> \$3,894,000 <b>FY18 Budgeted Revenues:</b> \$3,894,000</p> <p><b>Purpose:</b> Citizen facing e-government services including Broadband. Funds are <b>available to all government entities.</b></p> <p><b>Source of funds:</b> Value added service fees collected by the State of Iowa from the sale of driver motor vehicle records, professional licenses, etc.</p>	<table border="1"> <thead> <tr> <th></th> <th>Requested</th> <th>Appropriated</th> </tr> </thead> <tbody> <tr> <td><b>FY16:</b></td> <td>\$4,132,949</td> <td>\$0</td> </tr> <tr> <td><b>FY17:</b></td> <td>\$11,000,000</td> <td>\$0</td> </tr> <tr> <td><b>FY18:</b></td> <td>\$2,200,000</td> <td>\$1,000,000</td> </tr> </tbody> </table> <p><b>Purpose:</b> Enterprise technology consolidation and improvement projects designed to make government more effective and efficient.</p> <p><b>Source of funds:</b> Legislative Appropriation</p>		Requested	Appropriated	<b>FY16:</b>	\$4,132,949	\$0	<b>FY17:</b>	\$11,000,000	\$0	<b>FY18:</b>	\$2,200,000	\$1,000,000
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USES OF FUNDS														
<p><b>Ongoing maintenance</b> of established enterprise IT services including:</p> <ul style="list-style-type: none"> <li>Statewide applications</li> <li>Mainframes</li> <li>Networks and servers</li> </ul> <p><b>Working capital</b> 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.</p> <p><b>Agency project support</b> including consolidated services provided to IDR, DNR, DIA, and more.</p>	<p><b>Citizen-facing agency IT projects</b> including:</p> <ul style="list-style-type: none"> <li>Digital citizen outreach</li> <li>Transparency</li> </ul> <p><b>Portal services</b> including:</p> <ul style="list-style-type: none"> <li>Public facing agency website redesign</li> <li>E-government services</li> <li>Maintenance of motor vehicle records system</li> </ul> <p><b>Balance Brought Forward</b> money includes <b>encumbered funds</b> for approved agency IT projects.</p>	<p><b>Innovation Projects</b> requested:</p> <ul style="list-style-type: none"> <li><b>Google Email</b> implementation including the migration of data from 20,167 agency mailboxes and 15,000 additional archived mailboxes.</li> </ul>												

**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 the 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 2018, 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: 2018 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, and Google My Business.

## 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

53 state agencies participate in social media by posting an average of more than 35,000 messages and Tweets per month. Facebook and Twitter are the leading platforms with over 34,000 followers on Twitter for @IowaDOT and over 125,000 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 more than 40 agencies. This service allows an Iowan to manage their subscriptions using a single account. In FY18 subscriptions grew 935,620 people and businesses. Just over 18 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.

## 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.

## Standardization

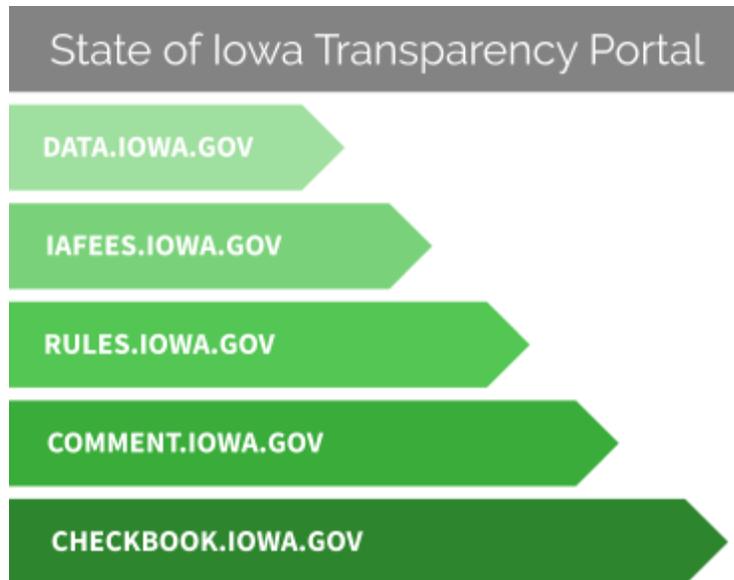
The best solutions are found when we integrate collaboration, enterprise focus and selective consolidation. The OCIO undertook a number of enterprise technology initiatives in FY2018 to improve, enhance, and standardize IT services.

## Agency Support

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.

## 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](http://data.iowa.gov) and [checkbook.iowa.gov](http://checkbook.iowa.gov) allow citizens direct access to data from over 40 agencies. In FY2018, there were 6,644 visitors to [data.iowa.gov](http://data.iowa.gov) representing a 20.38% increase over the prior year. with access to 207 datasets and 329 geospatial datasets. The Office of the Chief Information Officer publishes the Iowa Technology Expenditure Report on this site which contains technology expenditures for the executive branch summarized by Budget Fiscal Year, Month, Agency and Expenditure Category. The data transparency portal also includes local government and school district financial data. The data portal currently has over 155 million rows of data published, and facilitates thousands of downloads per month and even more API calls.

### Government Fees

Developed as a result of House File 2274 (2014), the [iafees.iowa.gov](http://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](http://comment.iowa.gov) is used by agencies to gather feedback from citizens and businesses on proposed plans, provides transparency and encourages engagement. In FY2018, this site had over 9 posts, 4,731 views and 8 comments.

## Administrative Rules

[Rules.iowa.gov](http://rules.iowa.gov) allows members of the public the opportunity to comment on administrative rules in the notice process. During FY 2018, 704 notices garnered 184 comments.

## Public Meeting Calendar

<https://www.iowa.gov/general/public-meetings> In September of 2017 OCIO implemented a new public meeting calendar on Iowa.gov that allowed agencies to easily add public meeting calendar information from their Google calendar to the Iowa.gov calendar or meetings. Iowans now have greater access to public meeting information with approximately 50 meetings posted to the calendar every month.

## Iowa Open Records Request Portal

IowaOpenRecords.NextRequest.com is the central location for Iowans to submit a record request or look for information from previously published record requests.

## 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.



**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 FY2018 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 [lowastem.gov](http://lowastem.gov)

## 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.

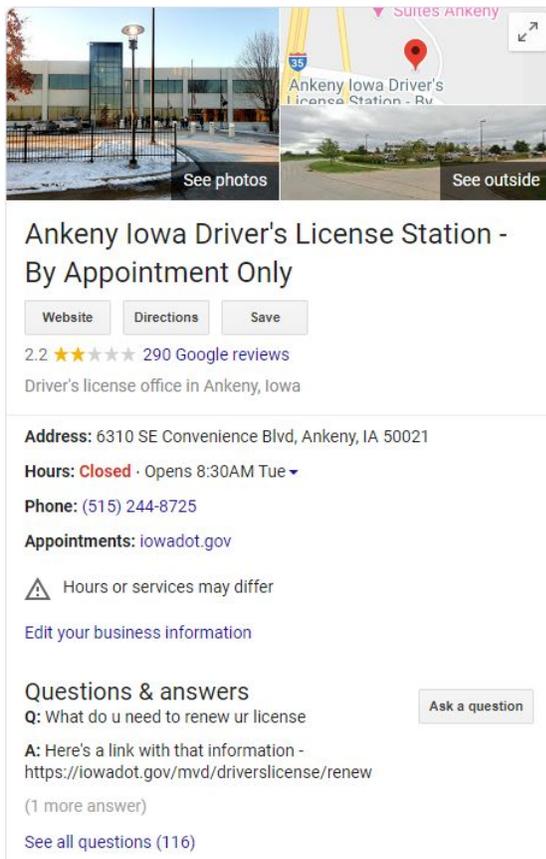
## 2018 Accomplishments

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

## Google My Business

In May of 2018 the Office of the Chief Information Officer (OCIO) claimed 220 state government agency locations (profiles) in Google My Business which meant we could clean up the address, phone number, and office hours posted by Google. In June we increased ownership to 300 locations. The State now has access to the analytic information about how often people search for a specific state office, i.e. Ankeny Driver License Office. In June of 2018 more than 218,000 people searched for a specific office and then more than 40,000 people clicked on the phone number link to call the office and 19,000 people clicked the link for directions. Owning the profiles for the local offices also allows the State to respond to questions submitted through

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## Innovation

- **New Brokered Services & Products.** Expanded IT Brokerage portfolio to include additional services including Google MyBusiness, Archive Social, NextRequest, and Melissa Data.

## 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 Delivery Teams.** This year, the OCIO further expanded the implementation of agile methodology across application development efforts. In FY2018 OCIO completed 9 projects using the agile methodology, including projects for Iowa Department of Revenue, Iowa Department of Management, Department of Human Rights, Department of Agriculture and Land Stewardship, and the Iowa Veterans Home. Using agile methodologies, 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.
- **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 (1/3).

In FY2018, OCIO completed 9 projects using the agile methodology.

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. 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.

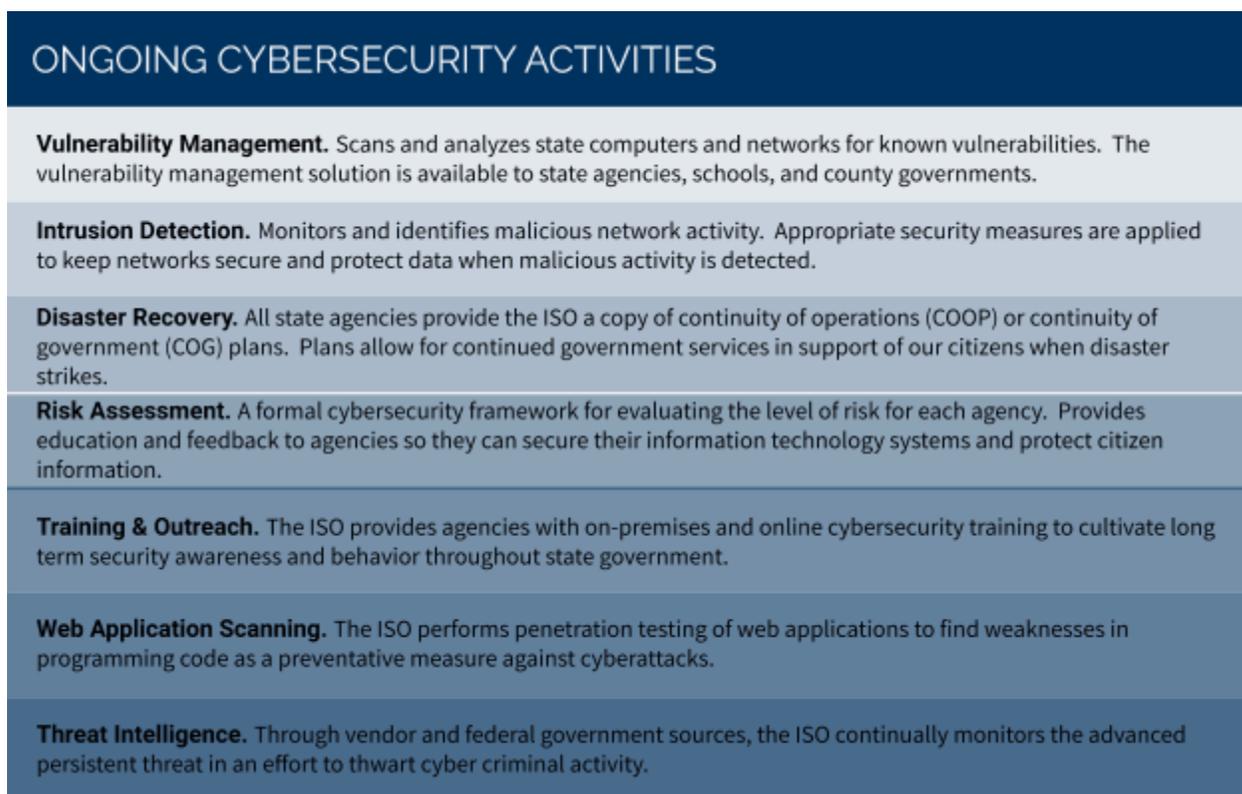


**Figure 9: Fully Consolidated Agencies, Departments, Boards, and Commissions**

**Support for All Agencies of State Government.** Throughout 2018, 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.



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

- **Iowa's Security Operations Center (SOC) Grand Opening.** In 2018, the OCIO announced the grand opening of its new 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. The SOC is focused on reducing response times, enhancing detection of sophisticated attacks and increasing visibility into malware threats.



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

#### Key Partners



- 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. 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 2018, reduced our exposure to known potential threats as the average **vulnerability score decreased by 52%** for both OCIO and the Enterprise.

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

### What was achieved?

In 2018 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, **68% of state employees have completed security training.** 100% of OCIO employees have completed security training.

**What was achieved?** Out of 16,089 state employees on record, 10,908 (68%) have completed the training. 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

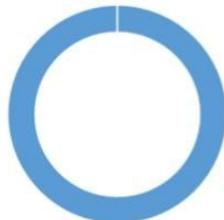
**Data reliability:** The processes for enrolling employees in training varies by agency. Additionally, participation varies by agency as some agencies may offer training to only a subset of employees or participate in an alternative training.

## FY2018 Performance

### Performance Metrics

The following includes organizational performance for the 2018 fiscal year.

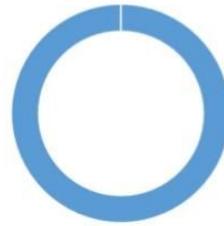
## FY2018 PERFORMANCE



**CORE NETWORK UPTIME**

**99.970%**

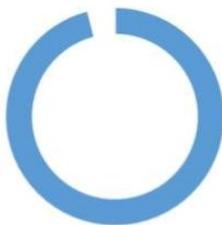
Network availability is the bedrock for ensuring reliability of the State's information technology resources, impacting all branches of government.



**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**

**92%**

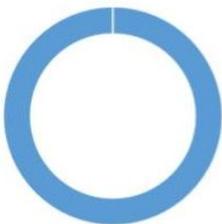
This industry standard metric allows us to measure our service delivery against nationally recognized benchmarks; ultimately, ensuring efficient use of State resources.



**PROJECTS DELIVERED ON-TIME**

**79%**

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**

**99.56%**

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



**STATE EMPLOYEES RECEIVING SECURITY AWARENESS TRAINING**

**70%**

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.

### 52% Reduction

**AVERAGE OCIO HOST VULNERABILITY SCORE**

**4**

**NEW IT SERVICES DELIVERED**

**3**

**DISASTER RECOVERY DRILLS**

The average vulnerability score was 1,944 in FY18 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.

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.

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 the 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 FY18, **69**  
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.

### FY18 IOWAccess Projects and Activities

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

- Delivery of 4 agency or program websites by OCIO's website contractor
- 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 Technology Spend

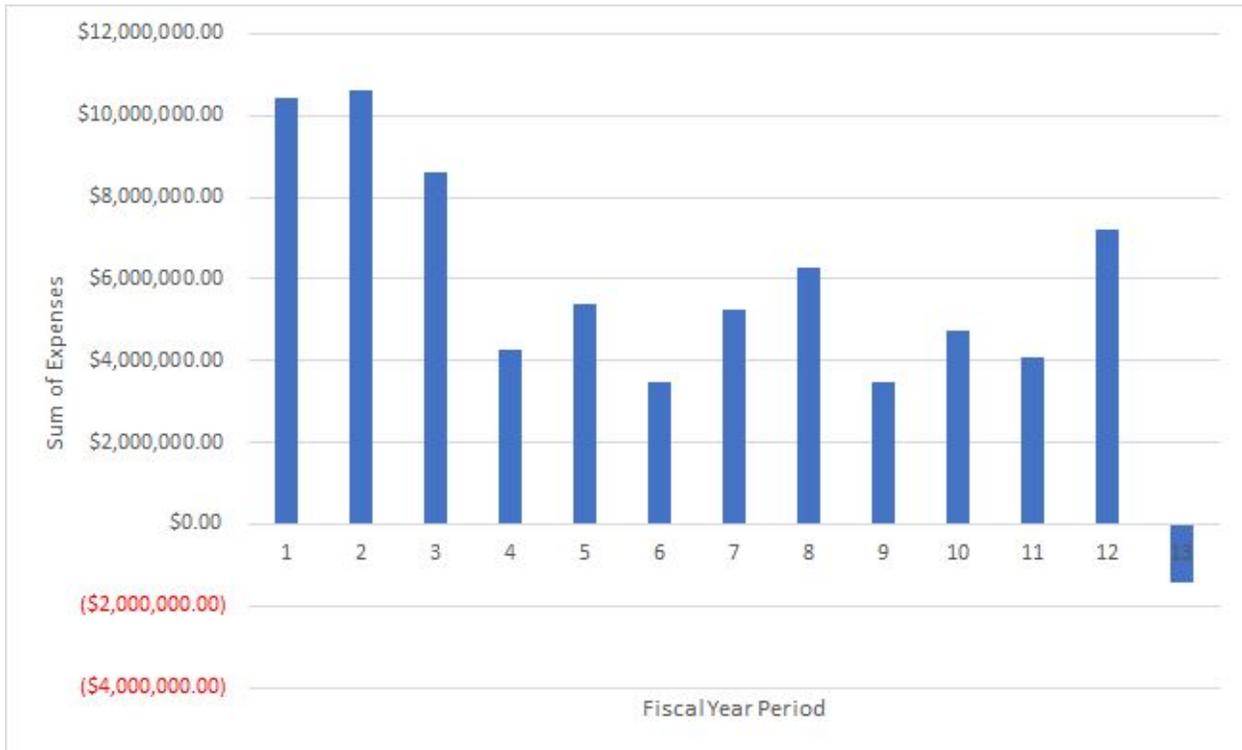
In accordance with Iowa Code Chapter 8B.21 section 6, the Office of the Chief Information Office includes the following information concerning total spend on technology.

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

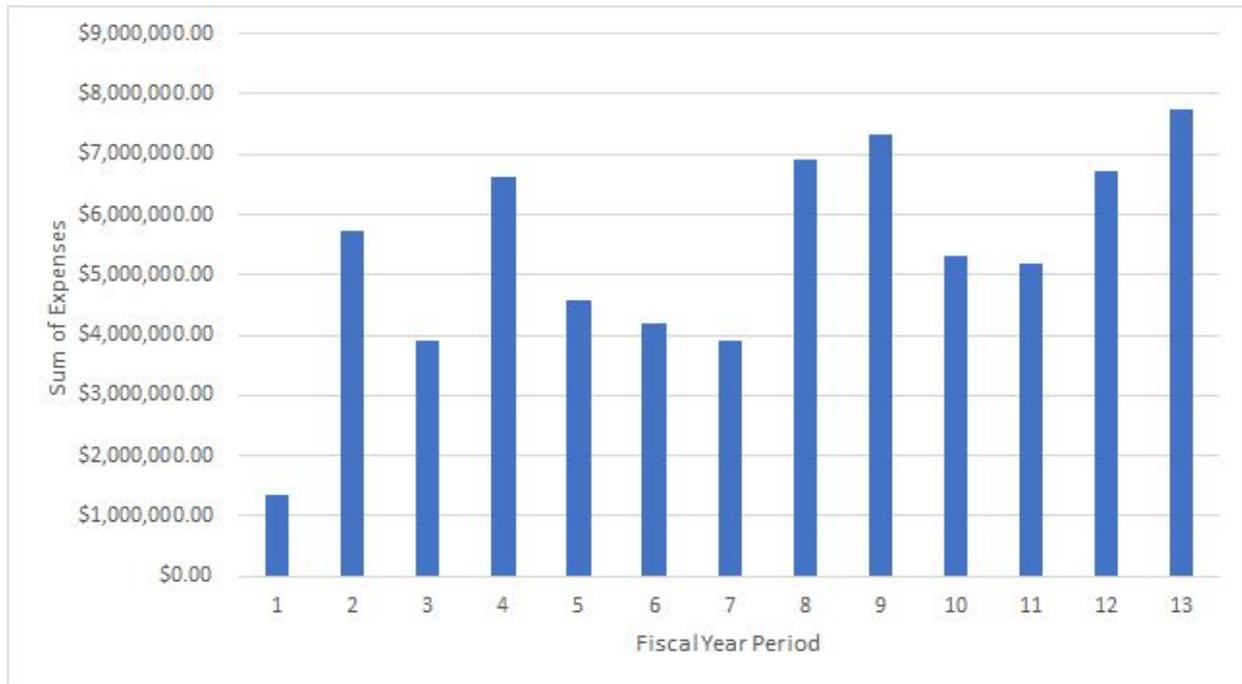
\$72,331,849 Million in statewide spend during FY18



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

## IT Outside Services

\$69,412,647 Million in statewide spend during FY18



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

## FY 2018 Active Projects

IWD - Iowa Workforce Development	IWD Workers Compensation Modernization e-Filing System	\$1,100,000.00
DCA - Cultural Affairs	DCA Public Facing Collections Mgmt System (MINISIS MINT)	\$386,500.00
DPH - Public Health	DPH AWS Migration	\$253,200.00
IWD - Iowa Workforce Development	IWD Unemployment Insurance Modernization	\$28,000,000.00
DPH - Public Health	DPH ECM and CAREWare Hosting	\$579,760.00
DNR - Natural Resources	DNR Lab Certification	\$450,000.00
DPH - Public Health	DPH Medical Cannabidiol IT System	\$200,000.00
DNR - Natural Resources	DNR PERMIT	546,062.00

## FY 2018 Completed Projects

Agency	Project Name	Start Date	End Date	Budget
IDOE - Education	IDOE TIER Data Retrieval	7/3/2017	2/28/2018	\$20,742.12
DIA - Inspections and Appeals	DIA SPD Online Submissions Misc Claim Forms and Special Contracts	7/10/2017	12/29/2017	\$66,463.63

OCIO - Office of the CIO	OCIO Amazon AWS Technology Leadership Group	7/14/2017	12/29/2017	\$7,824.00
IDR - Revenue	IDR Add New Collections Clients Technology Solution	8/11/2017	2/15/2018	\$86,052.85
OCIO - Office of the CIO	OCIO SalesForce to TAMS	8/14/2017	4/2/2018	\$102,216.09
IDR - Revenue	IDR Analytics Update	9/1/2017	9/28/2018	\$33,572.50
IDR - Revenue	IDR GIS Web Service	10/10/2017	6/30/2018	\$41,451.67
OCIO - Office of the CIO	OCIO IVH IT Healthcare Assessment	11/27/2017	4/27/2018	\$12,641.39
ABD - Alcoholic Beverages Division	ABD WSI Data Migration	1/22/2018	12/31/2018	\$90,621.76
IDR - Revenue	IDR Field Collaboration	2/5/2018	5/21/2019	\$207,322.60
OCIO - Office of the CIO	OCIO SeamlessGov Forms	2/13/2018	2/10/2019	\$27,274.40
IDR - Revenue	IDR ServiceNow 2017 Updates FY17	2/16/2018	6/29/2018	\$48,445.16
DHR - Human Rights	DHR DPD & CJIS Indigent Def Online Case Info Tracking (IDOCIT) Project	3/1/2018	8/31/2019	\$43,749.40
OCIO - Office of the CIO	OCIO Iowa.gov Portal Redesign	3/1/2018	10/15/2018	\$86,400.00
IDR - Revenue	IDR Water Service Excise Tax	3/6/2018	3/15/2019	\$188,674.88
OCIO - Office of the CIO	OCIO Ask Iowa Skill for Google Home / Amazon Echo	4/27/2018	4/27/2019	\$63,000.00
IDR - Revenue	IDR AOTC	5/21/2018	9/15/2019	\$1,053,627.84

Accompanying Documents

- Appendix A. [FY2018 IOWAccess Revolving Fund Annual Report](#)
- Appendix B. [Salary Report](#)
- Appendix C. [State of Iowa Broadband Report](#)

## **APPENDIX A - IOWAccess Revolving Fund - Annual Report FY2018**

# **IOWAccess Revolving Fund**

## Annual Report

Fiscal Year 2018

Prepared by



**Acknowledgements**

The Office would like to express our appreciation to the agencies and organizations involved with IOWAccess projects, as well as the staff from Iowa Interactive for their efforts in assembling and editing the data required to compile this report.

The OCIO would like to thank Ermin Kremic for his help with this report and the financial oversight of the IOWAccess Revolving Fund.

**Forward**

The various IOWAccess projects that have been developed through the IOWAccess Revolving Fund continue to make more data available from state government and are a means to connect more citizens to their government. Since 1998, millions of dollars have been made available to projects supported by IOWAccess. In addition, over \$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 2018. And a list of potential projects is also included to give the reader a forecast of future IOWAccess funding.

**IOWAccess funding is integral to the implementation of innovative technology solutions in our citizen-centric government.**

## **Executive Summary**

The Office of the Chief Information Officer is required to report on the activities funded and the expenditures made from the IOWAccess Revolving Fund. IOWAccess was created in 1998 and remains an important funding source for e-Government initiatives within the State of Iowa. This program continues to provide funds in support of initiatives to connect Iowans with their government by utilizing the accessibility and technology of the Internet.

This report highlights the Fiscal Year 2018 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 2018. 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.

In September of 2017 OCIO announced the transition of agency website support from OCIO to Webspec Design, from Urbandale, Iowa. Webspec Design was awarded the contract to support agency Drupal websites as a result of RFP #12785012. In October of 2017 the Citizen Facing Website program was announced and implemented to allow each agency the opportunity to receive IOWAccess funding to pay for the support and enhancement of their primary agency

website. Providing IOWAccess funding directly to agencies put them in control of the website work they wanted done. This new process connects the agency directly to Webspec and ensures the agency receives the service they expect. The OCIO contract for website design, development, and support was used by 49 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 consists 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.

Iowa Department of Revenue - Tax Refunds  
<https://refunds.tax.iowa.gov/>

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

Iowa Department of Commerce  
<https://commerce.iowa.gov/>

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

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

#### Funded IOWAccess Projects

In FY18, the IOWAccess program funded 69 projects for which **\$2,152,185.04** was expended and another **\$3,138,883.37** 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	404,697.80	345,302.20	190,983.03	154,319.17
OCIO Agency Training 508 Compliance and Drupal	2015	94,463.20	19,480.25	74,982.95	55,382.95	19,600.00
IWD Iowa Workers' Compensation Online System	2016	200,000.00	-	200,000.00	43,710.69	156,289.31
OCIO Broadband	2016	1,550,000.00	471,492.70	1,078,507.30	460,015.58	618,491.72
OCIO Next Generation Administrative Rules	2016	100,000.00	-	100,000.00	-	100,000.00
OCIO Enterprise ePayment Portal	2016	250,000.00	124,804.00	125,196.00	-	125,196.00
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	-	150,000.00	45,042.77	104,957.23
OCIO Transparency Operational Initiatives	2017	396,000.00	-	396,000.00	274,713.08	121,286.92
OCIO Iowa.Gov Enhancements	2017	100,000.00	-	100,000.00	31,343.25	68,656.75
OCIO Hosting Operational Initiatives (formerly JB)	2017	410,000.00	135,355.00	274,645.00	330,953.31	(56,308.31)
OCIO GovDelivery Enterprise Citizens Engagement	2018	149,600.00	-	149,600.00	269.68	149,330.32
OCIO School Alerts GovDelivery Service	2018	60,500.00	-	60,500.00	51,994.58	8,505.42

OCIO Drupal Website Development and Support 2017	2018	450,000.00		450,000.00	259,576.25	190,423.75
OCIO Online Directory (PhoneBook)	2018	22,000.00		22,000.00	1,115.22	20,884.78
OCIO Dynamic Website Support (7 applications)	2018	22,000.00		22,000.00	17,679.94	4,320.06
OCIO Archive Social Licensing	2018	22,427.00		22,427.00	-	22,427.00
OCIO Driver License Lookup Support and Enhancements	2018	128,790.00		128,790.00	84,471.49	44,318.51
DCA Acquisition and Implementation of MINISIS for DCA Public Facing Collections Management System	2018	386,500.00		386,500.00	16,056.24	370,443.76
ABD Website Redesign; <a href="https://abd.iowa.gov/">https://abd.iowa.gov/</a>	2018	12,295.00		12,295.00	9,295.25	2,999.75
OCIO/Dept of Management/Terrace Hill	2018	36,885.00		36,885.00	25,038.75	11,846.25
DOC Dept of Corrections Website	2018	12,295.00		12,295.00	4,628.75	7,666.25
PERB Public Employment Relations Board Primary Website	2018	12,295.00		12,295.00	6,817.15	5,477.85
PLB Professional Licensing Bureau Website	2018	12,295.00		12,295.00	4,603.75	7,691.25
ODCP Office of Drug Control Policy Website	2018	12,295.00		12,295.00	4,500.00	7,795.00
DIA Primary Website Grant Process	2018	12,295.00		12,295.00	3,710.00	8,585.00
IDB Iowa Department for the Blind	2018	12,295.00		12,295.00	3,605.00	8,690.00
ICA Board Public Facing Website	2018	12,295.00		12,295.00	4,919.25	7,375.75
DHS-Public Facing Website	2018					

at dhs.iowa.gov		12,295.00		12,295.00	12,150.00	145.00
IBOP Website	2018	12,295.00		12,295.00	4,157.50	8,137.50
BoEE Website Project	2018	12,295.00		12,295.00	7,586.25	4,708.75
DCA IowaCulture.gov	2018	12,295.00		12,295.00	5,418.75	6,876.25
Civil Rights Specialist	2018	12,295.00		12,295.00	4,000.00	8,295.00
Iowa Board of Parole Website	2018	12,295.00		12,295.00	815.00	11,480.00
Iowa Department on Aging Primary Website	2018	12,295.00		12,295.00	7,465.00	4,830.00
Iowa Board of Nursing/Iowa Center for Nursing Workforce	2018	12,295.00		12,295.00	-	12,295.00
Iowa College Aid and GEAR UP Iowa Website	2018	12,295.00		12,295.00	-	12,295.00
Dept of Human Rights <a href="https://human.rights.iowa.gov">https://human.rights.iowa.gov</a>	2018	12,295.00		12,295.00	7,717.85	4,577.15
IVRS Primary Internet Site Redesign	2018	12,295.00		12,295.00	5,230.00	7,065.00
ICN's Citizen Facing Website Acknowledgement	2018	12,295.00		12,295.00	7,014.00	5,281.00
IDOE Public Website	2018	12,295.00		12,295.00	7,541.75	4,753.25
IPERS Primary Website Update	2018	12,295.00		12,295.00	4,500.00	7,795.00
IRGC Primary Website	2018	12,295.00		12,295.00	4,000.00	8,295.00
IDCU Public Website	2018	12,295.00		12,295.00	4,997.85	7,297.15
Department of Commerce web site	2018	12,295.00		12,295.00	4,278.75	8,016.25

Governor and Lt. Governor Drupal Websites	2018	24,590.00		24,590.00	8,872.55	15,717.45
IPIB Agency Website	2018	12,295.00		12,295.00	3,000.00	9,295.00
Volunteer lowAccess Website Grant	2018	12,295.00		12,295.00	3,130.00	9,165.00
Iowa Dental Board Public Website	2018	12,295.00		12,295.00	5,915.00	6,380.00
Iowa Utilities Board, lowAccess Citizen Facing Website	2018	12,295.00		12,295.00	12,295.00	-
IECDB Website Support	2018	12,295.00		12,295.00	12,295.00	-
IVH Website Update	2018	12,295.00		12,295.00	2,630.00	9,665.00
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		12,295.00	500.00	11,795.00
lowaccess Citizen Facing Website Program	2018	12,295.00		12,295.00	3,000.00	9,295.00
Iowa Office of the State Medical Examiner	2018	12,295.00		12,295.00	-	12,295.00
Department of Revenue Website	2018	12,295.00		12,295.00	9,795.25	2,499.75
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	76,000.00		76,000.00	38,174.60	37,825.40
Security & PHP Version Updates to F/S & report system	2018	20,000.00		20,000.00	17,225.25	2,774.75
Iowa Talent Bank	2018	-		-	-	-

IPTV Web & App Development	2018	12,295.00		12,295.00	-	12,295.00
ISICSB Website	2018	12,295.00		12,295.00	3,548.50	8,746.50
Iowa Board of Medicine	2018	12,295.00		12,295.00	12,295.00	-
Auditor of the State	2018	12,295.00		12,295.00	1,657.50	10,637.50
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		15,000.00	552.73	14,447.27
<b>Totals</b>			<b>1,187,301.79</b>	<b>5,291,068.41</b>	<b>2,152,185.04</b>	<b>3,138,883.37</b>

## Ongoing IOWAccess Expenses

The following non-project based expenses are required to provide ongoing support for baseline functionality of the overall IOWAccess service portfolio. They are not attributable to individual projects, but reflect in some cases shared elements that are used by many agencies.

Expense Item	Expenditures in Fiscal Year 2019
Applications Development and Infrastructure Support	0
Professional Services for eGovernment	0
IOWAccess Revolving Fund	156,336.31
<b>IOWAccess Total Expended on Special Projects in Fiscal Year 2018</b>	<b>156,336.31</b>

## IOWAccess Value-Added Fees Approved in Fiscal Year 2018

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 2018 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 FY2018**

# **Statewide Broadband Program Annual Report FY2018**

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

Prepared by



## 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.

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 2018:

- **Broadband Grant Program**
  - Broadband grants were not funded in FY18.
- **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.

<b>Property Tax Exemption Program</b>	<b>2015 (Calendar)</b>	<b>2016 (Calendar)</b>	<b>2017 (Calendar)</b>	<b>Total</b>
Number of Certifications	14	21	19	54
Estimated	\$16,144,697	\$39,071,057	\$59,755,339	\$114,971,093

Project Costs				
Homes, Schools, and Businesses To Be Served	4,837	8,919	12,896	26,652