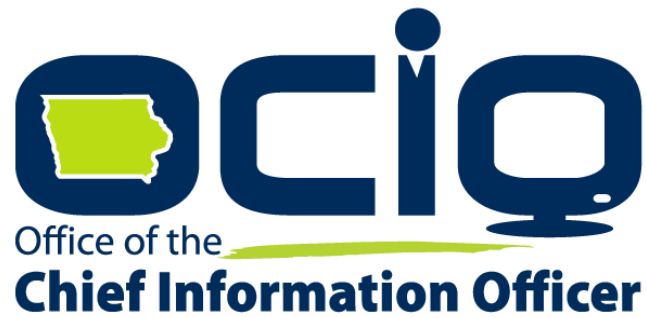


IOWAccess Annual Report

2020



Innovative Technology Solutions for Citizen-Centric Government

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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 2020. And a list of potential projects is also included to give the reader a forecast of future IOWAccess funding.

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

Executive Summary

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

This report highlights the Fiscal Year 2020 accomplishments of IOWAccess, including IOWAccess projects in development. Certain services offered through IOWAccess charge a value-added fee. Contained within this report are a description of the IOWAccess business model and the processes employed by IOWAccess to fund and monitor projects, along with a listing of projects funded during the reporting period.

The financial section of this report (pages 10 through 14) includes a listing of IOWAccess projects in development by agencies during Fiscal Year 2020. 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 transaction fee of \$8.50 established almost 20 years ago was increased in February of 2020 the transaction fee was increased from \$10.30. Webspec Design, from Urbandale, Iowa. Webspec Design continues to support agency Drupal websites.. The Citizen Facing Website program established in 2017 continues to allow each agency the opportunity to receive IOWAccess funding to pay for the support and enhancement of their primary agency website.

Providing IOWAccess funding directly to agencies put them in control of the website work they wanted done. This new process connects the agency directly to Webspec and ensures the agency receives the service they expect. The OCIO contract for website design, development, and support was used by 43 agencies under the “Citizen Facing Website” program. The contracted vendor, Webspec Design, from Urbandale, Iowa supported the development and maintenance of these agency websites. Webspec helped progress our move to Cloud hosting websites with Amazon.

The current \$10.30 transaction fee consists of two components: 1) a statutory fee of \$5.50, and 2) a value-added service fee of \$4.80. The statutory fee is established by Iowa Code section 321A.3(1). Id. (“A fee of five dollars and fifty cents shall be paid for each abstract . . .”). The value-added service fee is authorized by Iowa Code section 321A.3(7), although the \$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

During FY20 5 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 a sampling of the new websites below to learn more about the agency services and their mission.

Senior Health Insurance Information
Program <https://shiip.iowa.gov>

Iowa Department of Public Safety
<https://dps.iowa.gov/>

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

Department of Education - Core
<https://iowacore.gov>

Activities Funded By and Expenditures Made from the IOWAccess Revolving fund in FY20**Funded IOWAccess Projects**

In FY20, 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	1,187,261.00	776,213.93	411,047.07	181,429.96	229,617.11
OCIO Broadband	2016	1,550,000.00	1,072,192.04	477,807.96	324,532.49	153,275.47
OCIO Drupal Website Development and Support 2017	2018	450,000.00	297,260.48	152,739.52	76,815.00	75,924.52
DCA Acquisition and Implementation of MINISIS for DCA Public Facing Collections Management System	2018	386,500.00	46,906.06	339,593.94	171,130.00	168,463.94
ePayment Pilot Implementation	2018	476,000.00	90,988.75	385,011.25	235,032.94	149,978.31
IDHR Iowa Talent Bank	2018	255,600.00	9,665.57	245,934.43	231,978.53	13,955.90
Enterprise Website Accessibility and SEO Initiative	2019	130,000.00	-	130,000.00	47,099.43	82,900.57
Live Chat, Chat Bot for the Enterprise	2019	283,000.00	100,879.99	182,120.01	131,413.04	50,706.97
DCA IowaCulture.gov	2019	16,495.00	1,752.50	14,742.50	8,568.40	6,174.10
Gov Delivery Enterprise Citizen Engagement FY19 & 20	2019	511,244.49	29,842.36	481,402.13	481,402.13	-
IOWAccess Portal Operations	2019	422,189.26	193,743.52	228,445.74	197,177.00	31,268.74
Iowa Dental Board Public Website	2019	16,495.00	8,008.75	8,486.25	5,150.00	3,336.25

IPTV Website Work	2019	16,495.00	-	16,495.00	7,594.65	8,900.35
IDPH IOWAccess Webspec	2019	16,495.00	-	16,495.00	12,747.25	3,747.75
IDA Website: Transition to Drupal 8	2019	16,495.00	-	16,495.00	15,361.80	1,133.20
Iowa Dept of Agriculture and Land Stewardship Website	2019	16,495.00	-	16,495.00	9,400.45	7,094.55
Iowa Board of Medicine www.medicalboard.iowa.gov	2019	16,495.00	-	16,495.00	11,109.05	5,385.95
BOEE Citizen Facing Website FY19	2019	16,495.00	5,950.00	10,545.00	6,977.05	3,567.95
Iowa Public Information Board Citizen Facing Website FY19	2019	16,495.00	5,180.85	11,314.15	6,850.00	4,464.15
DNR assistance with videography, content readability, 508 compliance and search optimization	2019	16,495.00	-	16,495.00	6,972.74	9,522.26
Iowa Veterans Home Citizen Facing Website FY19	2019	16,495.00	2,493.80	14,001.20	9,157.95	4,843.25
ABD Tobacco enforcement system rebuild	2019	32,236.16	-	32,236.16	26,279.00	5,957.16
OCIO Online Directory (PhoneBook) FY20	2020	40,000.00	-	40,000.00	39,399.46	600.54
OCIO State Fair FY20 Digital services promotion	2020	28,000.00	-	28,000.00	20,272.31	7,727.69
OCIO- DNR Open Text Shared Instance Setup	2020	267,000.00	-	267,000.00	25,453.01	241,546.99
OCIO- Drivers License Record System Support FY20	2020	135,000.00	-	135,000.00	40,286.66	94,713.34
OCIO- School Alerts Gov Delivery FY20	2020	103,000.00	-	103,000.00	98,863.85	4,136.15
OCIO- Legacy App Open Up	2020					

Iowa Support		15,000.00	-	15,000.00	1,942.28	13,057.72
OCIO- Hosting Operational Initiatives FY20	2020	267,293.93	-	267,293.93	267,293.92	0.01
OCIO- Master Data Management Plan for CJIS	2020	407,630.00	-	407,630.00	271,786.48	135,843.52
IPERS- Citizen Facing Website	2020	16,495.00	-	16,495.00	-	16,495.00
OCIO- Archive Social Licensing	2020	50,000.00	-	50,000.00	-	50,000.00
Iowa Board of Parole FY20 Website Upgrades	2020	14,095.00	-	14,095.00	-	14,095.00
Iowa Office of Drug Control Policy Website	2020	14,095.00	-	14,095.00	-	14,095.00
Iowa Dept. of Human Rights Citizen Facing Website	2020	14,095.00	-	14,095.00	-	14,095.00
Professional Licensing Bureau Citizen Facing Website	2020	14,095.00	-	14,095.00	-	14,095.00
Iowa Racing&Gaming Commission Primary Website	2020	14,095.00	-	14,095.00	-	14,095.00
Iowa Communications NetworkCitizen Facing Website	2020	14,095.00	-	14,095.00	-	14,095.00
OCIO- Governor and Lt. Governor Drupal Websites	2020	28,190.00	-	28,190.00	-	28,190.00
OCIO/Dept of Management/Terrace Hill	2020	42,285.00	-	42,285.00	-	42,285.00
Iowa Voc Rehab Services Primary Internet Site Redesign	2020	14,095.00	-	14,095.00	-	14,095.00
Iowa Board of Nursing	2020	14,095.00	-	14,095.00	-	14,095.00
Iowa Ethics and Campaign Disclosure Board- Citizen Facing	2020	14,095.00	-	14,095.00	-	14,095.00

Iowa Dept. of Cultural Affairs lowaculture.gov	2020	14,095.00	-	14,095.00	-	14,095.00
Iowa Insurance Division Citizen Facing Website, Hosting IID website	2020	16,495.00	-	16,495.00	-	16,495.00
Iowa Dept of Justice Citizen Facing	2020	16,495.00	-	16,495.00	-	16,495.00
Dept of Admin Services Citizen Facing	2020	14,095.00	-	14,095.00	3,413.60	10,681.40
Iowa Dept of the Blind Citizen Facing	2020	14,095.00	-	14,095.00	-	14,095.00
Iowa Dept of Corrections Citizen Facing	2020	14,095.00	-	14,095.00	5,236.75	8,858.25
Iowa Board of Educational Examiners Citizen Facing	2020	14,095.00	-	14,095.00	1,950.00	12,145.00
Iowa Board of Pharmacy Citizen Facing	2020	14,095.00	-	14,095.00	-	14,095.00
Iowa Child Advocacy Board Citizen Facing	2020	14,095.00	-	14,095.00	3,337.15	10,757.85
Iowa Civil Rights Commission Citizen Facing	2020	14,095.00	-	14,095.00	1,950.00	12,145.00
Iowa College Student Aid Commission- Citizen Facing	2020	14,095.00	-	14,095.00	8,216.65	5,878.35
Iowa Commission on Volunteer Service Citizen Facing	2020	14,095.00	-	14,095.00	-	14,095.00
Dept of Commerce Citizen Facing	2020	14,095.00	-	14,095.00	-	14,095.00
Iowa Credit Union Division Citizen Facing	2020	14,095.00	-	14,095.00	-	14,095.00
Iowa Dept of Education Citizen Facing	2020	14,095.00	-	14,095.00	-	14,095.00
Iowa Dept of Human Services Citizen Facing	2020	14,095.00	-	14,095.00	-	14,095.00
Iowa Dept of Inspections	2020					

and Appeals Citizen Facing		14,095.00	-	14,095.00	-	14,095.00
Iowa Utilities Board Citizen Facing	2020	14,095.00	-	14,095.00	-	14,095.00
Iowa Dept of Public Health Medical Examiners Citizen Facing	2020	14,095.00	-	14,095.00	-	14,095.00
Iowa Dept of Revenue Citizen Facing	2020	14,095.00	-	14,095.00	10,441.55	3,653.45
Iowa Veterans Home Citizen Facing	2020	14,095.00	-	14,095.00	-	14,095.00
Iowa Dept of Public Safety- Citizen Facing	2020	16,495.00	-	16,495.00	9,060.35	7,434.65
OCIO- State Homepage Support www.iowa.gov	2020	100,000.00	-	100,000.00	28,275.40	71,724.60
OCIO- Support for New Data Center	2020	500,000.00	-	500,000.00	111,583.94	388,416.06
OCIO- Iowa Open Records Portal	2020	100,000.00	-	100,000.00	-	100,000.00
State Public Defender Citizen Facing	2020	14,095.00	-	14,095.00	-	14,095.00
Dept of Admin Services Citizen Facing	2020	14,095.00	-	14,095.00	-	14,095.00
Iowa Dept of Justice Citizen Facing	2020	14,095.00	-	14,095.00	-	14,095.00
Iowa Dental Board Public Website	2020	14,095.00	-	14,095.00	3,250.00	10,845.00
Iowa Insurance Division Citizen Facing Website	2020	14,095.00	-	14,095.00	-	14,095.00
Iowa Public Information Board Citizen Facing Website	2020	14,095.00	-	14,095.00	1,950.00	12,145.00
Public Employment Relations Board	2020	14,095.00	-	14,095.00	6,761.30	7,333.70
OCIO Citizen Feedback Application Support	2021	75,000.00	-	75,000.00	75,000.00	-

OCIO Chatbot for the Governor's Office	2021	300,000.00	-	300,000.00	-	300,000.00
Totals Projects:	77	8,883,179.84	2,641,078.60	4,812,326.24	3,239,903.52	3,002,197.72

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
IOWAccess Total Expended on Special Projects in Fiscal Year 2018	156,336.31

IOWAccess Value-Added Fees Approved in Fiscal Year 2020

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 2020 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.