OCIO Annual Report

Fiscal Year 2020

Office of the Chief Information Officer

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 for fiscal year 2020 which spans from July 2019 through June 2020.

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.

FY2020 Highlights

- Implemented new Desktop Support model with third party provider
- Provided direct services to agencies
- Coordinated IT disaster recovery planning
- Awarded $5 million in Empower Rural Iowa Broadband Grants to 17 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
- Increased remote access work in response to Covid-19 telework needs
- 2020 Center for Digital Government Digital States Survey Award for Resilience

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. 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.

INCREASED CITIZEN SERVICES

TRANSPARENCY

GREATER EFFICIENCY

STANDARDIZATION

CONSOLIDATION OF IT COMMODITIES

IMPROVED COLLABORATION
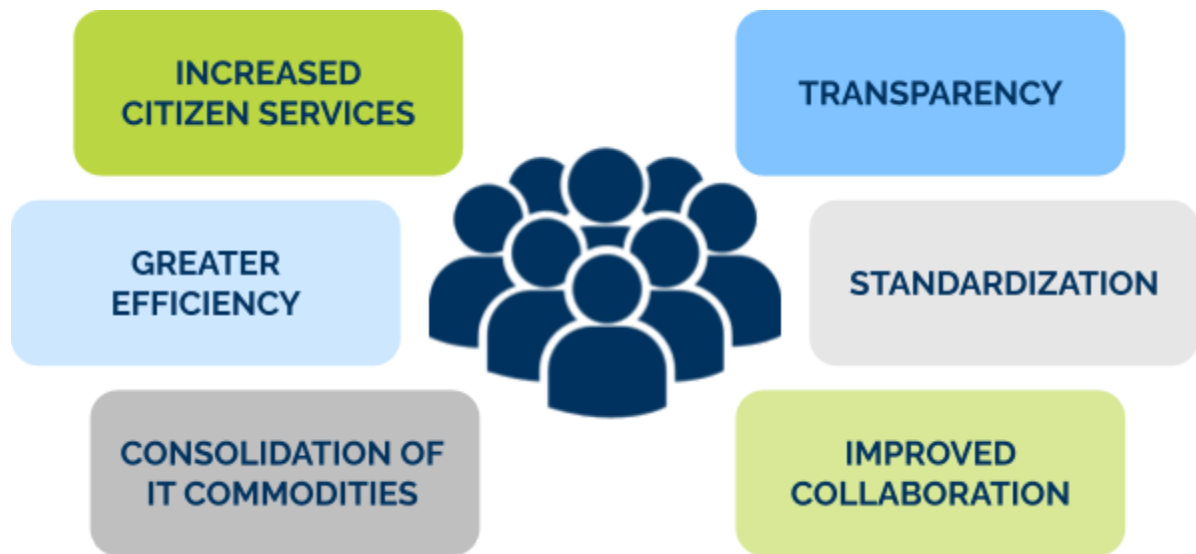
Figure 1: OCIO Key Goals

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.

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

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, 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		
OCIO Office of the **Chief Information Officer** **Agency 185 Fund 0689** **OCIO Internal Services Fund** (Revolving)	**IOWAccess** **Agency 185 Fund 0297** **IowAccess Fund** (Revolving)	**TRF** IOWA **Agency 185 Fund 001 Approp 0C69** **Technology Reinvestment Fund** (Appropriation Available for 3 Years)
HISTORY		
Est. 2014 - Iowa Code 8B.13 *"...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** *"...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)** *"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		
FY19 Budgeted Receipts: $52,425,162 **FY20 Budgeted Receipts:** $52,782,842 **Purpose:** Enterprise IT operations. Lights on maintenance. **Source of funds:** Information Technology service fees charged to state agencies. OCIO services include servers, software programming, mainframe, and networking.	**FY19 Budget Revenues:** $3,894,000 **FY20 Budgeted Revenues:** $3,894,000 **Purpose:** Citizen facing e-government services including Broadband. Funds are **available to all government entities.** **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** **FY18:** $3,000,000 $1,000,000 **FY19:** $3,000,000 $0 **FY20:** $1,220,991 $1,000,000 **Purpose:** Enterprise technology consolidation and improvement projects designed to make government more effective and efficient. **Source of funds:** Legislative Appropriation
USES OF FUNDS		
Ongoing maintenance of established enterprise IT services including: • Statewide applications • Mainframes • Networks and servers **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. **Agency project support** including consolidated services provided to IDR, DNR, DIA, and more.	**Citizen-facing agency IT projects** including: • Digital citizen outreach • Transparency **Portal services** including: • Public facing agency website redesign • E-government services • Maintenance of motor vehicle records system **Balance Brought Forward** money includes **encumbered funds** for approved agency IT projects.	**Innovation Projects** requested: • **Enterprise Content Management** implementation including the development of pilot capabilities for document and content storage for agencies to reduce demands on paper and warehouse storage.

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 2020, 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: 2020 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 an enterprise Chatbot.

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. Posts surged to over 86,000 posts in April as the pandemic impacted the need for additional communication. Facebook and Twitter are the leading platforms with over 39,000 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 more than 40 agencies.This service allows an Iowan to manage their subscriptions using a single account. In FY20 subscriptions grew to 1,644,738 people and businesses which represents a 28.94% increase from the prior fiscal year. Almost 32 million messages were sent to 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. In FY20 this work included support for major agency procurements including review of all IT expenditures for compatibility/security, standardization of contracts wherever possible, and other activities to improve/streamline procurement and achieve volume discounts wherever possible.

The OCIO also continues to examine the costs of delivering information technology to agencies and the most appropriate models for such delivery. OCIO uses its rate catalog to compare its costs to similar services from external providers. In some cases—where OCIO rates are higher—OCIO has taken steps to procure higher-value, lower-cost services for the agencies it serves. For example, FY20 was the first full year where agencies that consumed desktop support services from OCIO instead consumed such services from a third party provider. This provider was able to offer desktop support at lower cost than OCIO while providing 24x7 and remote service—capabilities that OCIO was not able to provide itself at the same price point. The Office continues to review all its services for similar opportunities

as part of a comprehensive effort to identify the best value, most efficient IT model for the agencies it serves.

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 FY2020 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.

The Office of the Chief Information Officer reached out to each executive agency, at the request of Governor Reynolds, for assistance in developing a first ever statewide technology plan. Each agency was asked to provide a 5-year strategic plan and technology budget. 48 out of 49 executive branch agencies submitted a strategic plan, and 47 out of 49 submitted a technology budget. Each agency plan was incorporated into a statewide plan to highlight how each agency is working to support the enterprise technology goals of: securing our data, modernizing technology, using data to make better strategic decisions, and most importantly improving the experience of citizens and local government when using state government services. Agencies identified 532 initiatives that support the Reynolds-Gregg administration technology goals. Expenditure for these goals over a 5 year period is estimated at $467,190,964.

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.
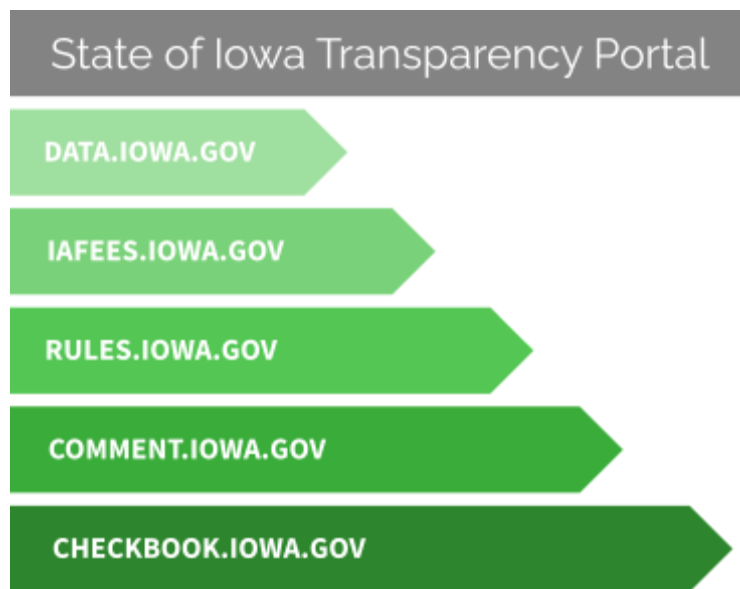
Figure 7: Iowa Transparency portal

Agency Datasets

Both data.iowa.gov and checkbook.iowa.gov allow citizens direct access to data from over 40 agencies. In FY2020, there were 58,633 unique visitors to data.iowa.gov 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. In FY20 **pandemic-recovery.iowa.gov** was added to the open data platform to make available a robust and comprehensive interactive report powered by the data portal that allows you to explore federal awards, receipts, expenditures and payments associated with federal funds considered covered funds under Section 15011 of the Coronavirus Aid, Relief and Economic Security (CARES) Act.

Government Fees

Developed as a result of House File 2274 (2014), 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 FY20 , this site had 3 posts, 13,334 views and 9 comments.

Administrative Rules

Rules.iowa.gov allows members of the public the opportunity to comment on administrative rules in the notice process. During FY 20 543 notices garnered 354 comments by 15,027 unique visitors to the site.

Public Meeting Calendar

https://www.iowa.gov/general/public-meetings Iowans have access to public meeting information with approximately 50 meetings posted to the calendar every month.

Iowa Open Records Request Portal

https://IowaOpenRecords.NextRequest.com is the central location for Iowans to submit a record request or look for information from previously published record requests. In FY20, 10 agencies used the portal to receive and manage 2,921 record requests.

Cybersecurity partnership and best practices

The OCIO partners with stakeholders throughout the state to encourage cybersecurity best practices. The OCIO worked diligently with the Iowa National Guard, Iowa Homeland Security and Emergency Management Department, Iowa Communications Network, and the Department of Public Safety during the 2020 elections along with several cybersecurity incidents, 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.
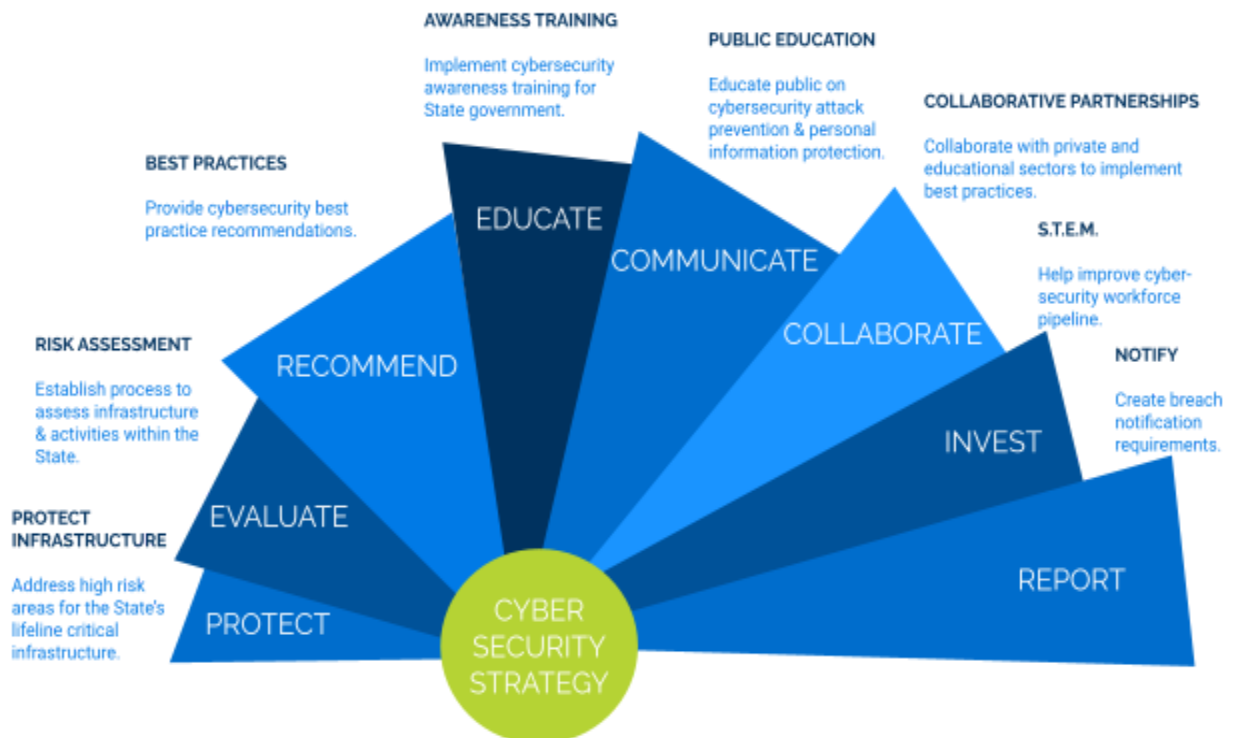

Figure 8: Cybersecurity strategy and best practices

Improved Collaboration

The OCIO acknowledges its role as a catalyst for collaboration across industries and sectors leveraging technology and improving 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 FY2020 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

2020 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.

Remote Access Covid Response

- **Expanded scope and capacity of OCIO's remote-access VPN Client.** This allowed thousands of state government user to move home and stay connected and productive.
- **Brought online new, redundant VPN firewalls** in multiple data centers to provide increased capacity and security.
- **Upgraded multi-factor authentication for VPN client users** by leveraging OKTA identity management service in the cloud.
- **Leverage skills from multiple sources** to support the needs of the new VPN client customers who are getting connected for the first time.

ChatBot
- **Expanded use of the Chatbot resulting in an estimated $306,000 staff savings.** The chatbot for Iowa.gov was added to 12 agency websites. The Department of Transportation added the chatbot to their site with an agency specific knowledgebase. The chatbots responded to almost 92,000 questions from Iowans. Awarded State Government Experience Finalist by Government Technology in October of 2019 for the integration of the Chatbot across the enterprise and with https://www.iowa.gov. The award recognizes the omni-channel approach for access to State information with the website, chatbot, and Ask the State of Iowa voice skill.

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

Operations
- **Expanded Agile Delivery Teams.** This year, the OCIO further expanded the implementation of agile methodology across application development efforts. In FY2020 OCIO completed 12 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.

In FY2020, OCIO completed **12 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). The bulk of services to counties and cities comprises cybersecurity services, largely unwritten by federal grant.

  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 2020, 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.

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 & Phishing Tests. 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.

Security Information and Event Management (SIEM). Real-time threat alerts based on log data analysis and event correlation.

Web Application Firewall. Defending web applications from cyber attacks that could attempt to steal data or disrupt services by overwhelming the web application with a flood of traffic.

Endpoint and Network malware detection. Multi-vector threat solution that provides the visibility and analysis needed to detect and protect against the most advanced threats, including zero-days.

DNS Web Filtering. Securing web browsing by blocking domains associated with phishing, malware, botnets, and other high risk categories (cryptomining, newly seen domains, etc.)

Figure 10: Ongoing Iowa Cybersecurity Activities & Services

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.

> Since the implementation of the Vulnerability Management Service, the OCIO has **decreased vulnerability scores by 57%.**

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

What was achieved?

Due to the increased risk of Ransomware and other cybersecurity events, the ISO focused on expanding protection coverage and lowering vulnerabilities for all IT infrastructure. Partnering with State Agencies, the ISD worked to insure that all endpoints (laptops, desktops, servers etc) were installed with Anti-malware and that vulnerability scans were increased to gain visibility and provide critical patching. The results were lower vulnerability scores and lowering of risks to ransomware and other known security risks.

Data source: Enterprise Vulnerability Management System (EVMS), Managed Detection & Response (MDR)

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, **56% of state employees have completed security training**. 100% of OCIO employees have completed security training.

What was achieved? Out of 15,525 state employees on record, 8,721 (56%) have completed the training. Securing the Human and ProofPoint training was also offered to cities, counties and school districts in Iowa; however, their participation is not included in this performance metric.

In 2019 and 2020 the ISO issued a RFP for a new Cybersecurity service which would include phishing testing for State Agencies. This RFP process, along with the COVID 19 pandemic, impacted the timeline for agency staff to complete the cybersecurity training.   The ISO is now on track to ensure that all agencies participate in the new cybersecurity training for 2020-2021.

Data sources: Securing the Human VLE, ProofPoint 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.

FY2020 Performance

The following includes organizational performance for the 2020 fiscal year.

FY 2020 Performance Metrics

99.97%

CORE NETWORK UPTIME

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

99.3%

CORE WEBSITE UPTIME

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

100%

PROJECT DELIVERED ON-BUDGET

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

75%

PROJECT DELIVERED ON-TIME

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.

100%

ON-TIME PRINT DELIVERY

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

54%

STATE EMPLOYEES RECEIVING SECURITY AWARENESS TRAINING

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.

11

NEW IT SERVICES DELIVERED

These services provided 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.

2

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 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 FY20, **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.

FY20 IOWAccess Projects and Activities

IOWAccess funding supported the following activities and projects this fiscal year.
- Delivery of 5 agency or program websites by OCIO's website contractor
- Ongoing management of Driver License Records Abstracts (DLR) service
- Expansion of Online Forms with 19 agencies building over 800 forms and DOT launching their Online Forms Portal https://iowadot.seamlessgov.com/
- Expansion of the enterprise chatbot with 18 agencies responding to questions through the artificial intelligence based bot.
- Ongoing support and maintenance for 73 agency and program websites through the Citizen Facing Website Program.

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

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 IT services provided by vendors to support a variety of state government projects and initiatives.

IT Equipment & Software

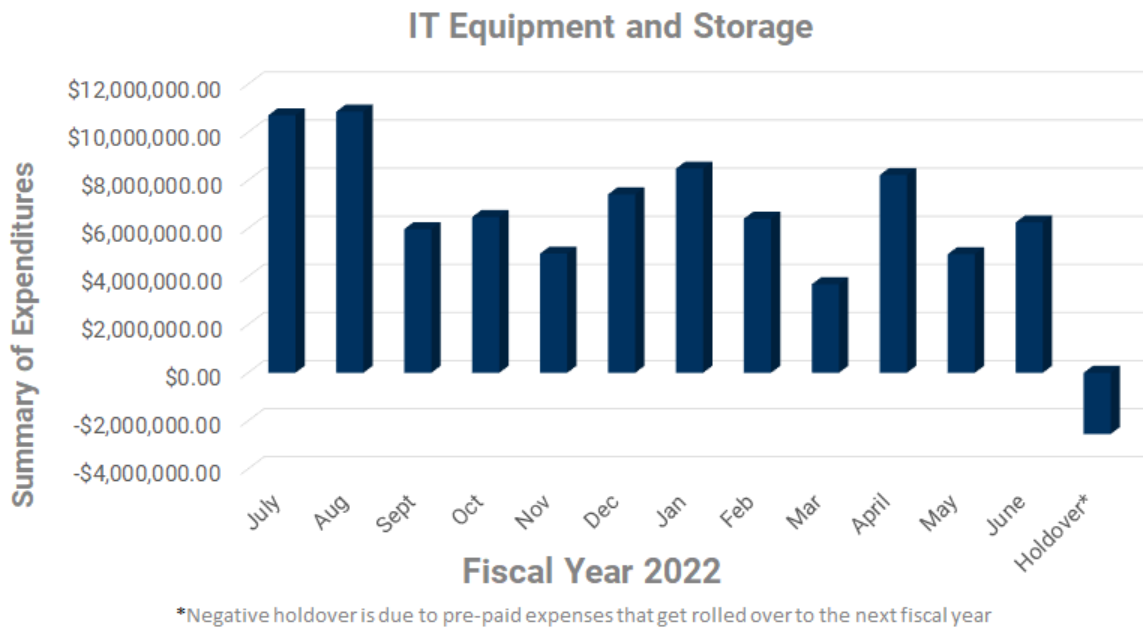$81,843,689 in statewide (Executive, Legislative and Judicial) spend during FY20

*Negative holdover is due to pre-paid expenses that get rolled over to the next fiscal year

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

IT Outside Services

$95,166,575 in statewide spend during FY20

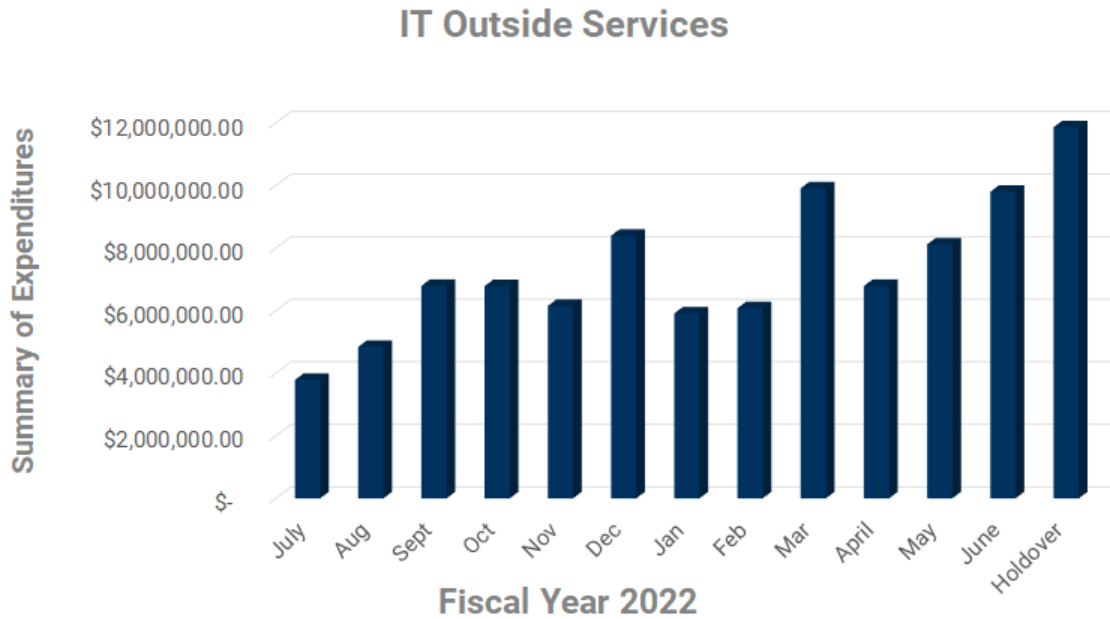**Figure 13: Actual statewide IT outside services spend by period**

FY 2020 Completed Projects

Department	Project Name	Start date	Finish date	Cost
ABD - Alcoholic Beverages Division	ABD BasicGov Licensing	9/15/2016	11/18/2019	$3,633,288.00
ABD - Alcoholic Beverages Division	ABD Vendor Scoring Project	5/31/2019	12/31/2019	$350,000.00
DHR - Human Rights	DHR DPD & CJIS Indigent Def Online Case Info Tracking (IDOCIT) Project	3/1/2018	8/31/2019	$43,749.40
DHR - Human Rights	DHR Talent Bank	11/5/2018	12/31/2019	$298,500.00
DIA - Inspections and Appeals	DIA SPD Claims Review System & Online Claims Submission	1/16/2019	10/25/2019	$200,000.00
DIA - Inspections and Appeals	DIA CAB Modernization	5/18/2020	8/6/2020	$42,755.65
DNR - Natural Resources	DNR Lab Certification	2/13/2018	9/30/2020	$450,000.00
DNR - Natural Resources	DNR Iowa EASY Air	11/1/2018	1/4/2021	$954,000.00
DNR - Natural	DNR SDWIS Prime - ESS	9/2/2015	12/31/2020	$466,877.00

Resources				
Department	**Project Name**	**Start date**	**Finish date**	**Cost**
IDOE - Education	IDOE Curriculum Web System	2/7/2019	6/7/2020	$10,031.36
IDR - Revenue	IDR AOTC	5/21/2018	9/15/2019	$1,053,627.84
IDR - Revenue	IDR Data Warehouse Appliance	9/24/2018	10/31/2019	$27,597.68
IDR - Revenue	IDR Domain Change	12/18/2015	12/31/2019	$219,304.71
IDR - Revenue	IDR FY19 Corp/Franchise TaxCalc Updates	1/15/2019	12/31/2019	$124,720.00
IDR - Revenue	IDR Safeguard Review	12/1/2016	1/1/2020	$51,403.60
IDR - Revenue	IDR FY20 00006 Phone Tree / IVR Restructure	11/11/2019	1/17/2020	$17,745.80
IDR - Revenue	IDR OS Update	1/4/2019	1/31/2020	$64,794.00
IDR - Revenue	IDR SAS Replacement Dashboard	10/18/2018	2/4/2020	$0.00
IDR - Revenue	IDR FY19 00052 Annual TY19 Changes	9/1/2019	2/15/2020	$653,400.59
IDR - Revenue	IDR Non-Tax Debt Reconciliation	5/20/2019	3/31/2020	$230,269.40
IDR - Revenue	IDR CACTAS	11/26/2013	6/30/2020	$18,050,988.00
IDR - Revenue	IDR FY20 00030 Update Fuel Tax Rates and Make Changes to Paper Forms	5/18/2020	7/31/2020	$142,755.65
IDR - Revenue	IDR Collections System Database Upgrade FY20 5	8/1/2019	9/30/2020	$119,980.60
IDR - Revenue	IDR FY20 00024 Annual TY 2020 Changes	9/1/2020	2/26/2021	$446,621.38
IDR - Revenue	IDR FY20 00054 CCU Court Debt Collection	9/15/2020	4/30/2021	$140,692.26
IUB - Utilities Board	IUB Electronic Filing System (EFS) Cloud Project	2/8/2019	11/1/2019	$267,064.00
IVH - Veterans Home	IVH Kronos to HRIS Integration	3/27/2017	1/1/2020	$1,467.00
OCIO - Office of the CIO	OCIO AMANDA Assessment	5/1/2017	1/1/2020	$31,296.00
SPD - State Public Defender	SPD Modernization 2019	6/3/2019	1/31/2020	$30,067.50
Total				$28,122,997.42

Accompanying Documents

APPENDIX A - IOWAccess Revolving Fund - Annual Report FY2020

IOWAccess Revolving Fund

Annual Report

Fiscal Year 2020

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 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 $4.80 amount is not mandated by the statute. Id. ("[A]n additional access fee may be charged for each abstract supplied through electronic data transfer."). OCIO currently receives this $4.80 value-added service fee in exchange for providing the IT Services related to the DMVR Online System.

Agency Website Design

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

Active, funded projects in IowaGrants:	Project Start Date	Approved Budget Amount	Actual Prior Year Expenditures	FY19 Available Funds	Actual FY19 Expenditures	Remaining Obligated Funds
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

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- School Alerts Gov Delivery FY20	2020	103,000.00	-	103,000.00	98,863.85	4,136.15
OCIO- Legacy App Open Up Iowa Support	2020	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

Active, funded projects in IowaGrants:	Project Start Date	Approved Budget Amount	Actual Prior Year Expenditures	FY19 Available Funds	Actual FY19 Expenditures	Remaining Obligated Funds
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 Iowaculture.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

Active, funded projects in IowaGrants:	Project Start Date	Approved Budget Amount	Actual Prior Year Expenditures	FY19 Available Funds	Actual FY19 Expenditures	Remaining Obligated Funds
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 and Appeals Citizen Facing	2020	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
Active, funded projects in	**Project**	**Approved**	**Actual Prior**	**FY19**	**Actual FY19**	**Remaining**

IowaGrants:	Start Date	Budget Amount	Year Expenditures	Available Funds	Expenditures	Obligated Funds
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 2020
Applications Development and Infrastructure Support	1,288,979.65
Professional Services for eGovernment	5,105,177.50
IOWAccess Revolving Fund	2,702,198.00
IOWAccess Total Expended on Special Projects in Fiscal Year 2020	**3,691,959.15**

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 have been 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 expenses 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 FY2020

Statewide Broadband Program

Annual Report

FY2020

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

Prepared by

Background

The Empower Rural Iowa Act (HF 772) signed into law on May 20, 2019 directs a minimum standard for broadband service at or above the download and upload speeds identified by the Federal Communications Commission pursuant to section 706 of the federal Telecommunications Act of 1996, as amended . As part of the process for determining Targeted Service Areas (TSA), the Empower Rural Iowa Act directs the State Broadband Office (SBO) to conduct an open application review process that includes an opportunity for the public to submit factual information as part of the Broadband Availability Map validation process. SBO staff will review and score applications with the greatest weight going toward a project area's relative need for broadband service in rural area(s), the applicant's total proposed budget and demonstrated ability to secure partner funding sources, and the relative upload and download speeds proposed for the project. The goal of the SBO is to develop, implement and measure programs that drive the creation of this minimum broadband standard across every acre of the state.

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 2019, OCIO received $5 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 June 30, 2018. Pursuant to HF772, the OCIO updates the broadband availability map with the most current data for each round of grant funding.

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 Iowa Code Chapter 8B, the SBO completed the following broadband expansion and coordination efforts in 2019:
- **Grant Program - Notice of Funding Availability #002**
  - $5 million in funds for the broadband grant program were appropriated to OCIO in FY20.
  - On July 24, 2019, the OCIO adopted administrative rules implementing the broadband grant program (see IAC 129—22).

o   On September 20, 2019, the OCIO issued Notice of Funding Availability #002 for $5 million dollars in grant funds (click here for more information on NOFA#002).

o   20 applications to the program were received, requesting a total of $6,470,751.69 in state grant funds and representing over $45 million in potential new investment in broadband infrastructure.

o   On November 27, 2019, the OCIO awarded $5 million in funds 17 broadband grant applications representing over $43 million in new investment in broadband infrastructure covering approximately 2,514 square miles in 33 counties and serving 13,011 homes, schools, and businesses.

o   On November 28, 2019, the OCIO issued final agency decisions under IAC 129—20.5(5) concerning the 4 notices of appeal received. Final agency decisions can be viewed here.

- **Grant Program - Notice of Funding Availability #001**
    o $1.3 million in funds for the broadband grant program were appropriated to OCIO in FY19.
    o   In November 2018, the OCIO adopted administrative rules implementing the broadband grant program (see IAC 129—22).
    o   In December 2018, the OCIO issued Notice of Funding Availability #001 for $1.3 million dollars in grant funds (click here for more information on NOFA#001).
    o   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.
    o   In April 2019, the OCIO awarded $1.3 million in funds to 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.
    o   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**
    o   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).
    o   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	2016 (Calendar)	2017 (Calendar)	2018 (Calendar)	2019 (Calendar)	2020 (Calendar)	Total
Number of Certifications	21	19	11	9	3	63
Estimated Project Costs	$39,071,057	$59,755,339	$36,387,393	$19,686,522	$18,558,996	$173,459307
Homes, Schools, and Businesses To Be Served	8,919	12,896	6,094	4,065	1,286	33,260

Updates and Changes to the Broadband Program

The 2020 legislative session expanded the definition of "Targeted Service Area" to include any geographic area as determined by OCIO through the rulemaking process that is materially underserved by broadband service such that the download and upload speeds identified by the FCC are not available. OCIO may also determine whether an area is underserved and if broadband service is meaningfully available.

The legislation, SF2400, also increased the matching public funds available from 15% to 35% of the total project cost for projects resulting in the installation of broadband infrastructure facilitating a minimum download speed of 100 megabits per second and a minimum upload speed of 20 megabits per second in a Targeted Service Area.