

lowAccess Annual Report

FY2023



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Acknowledgements

The Department of Management 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.

DOM 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 \$12 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 2021. 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 2021. 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 monies collected by the office as fees, monies appropriated by the general assembly, and any other monies 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.

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

13 new websites were launched during the year. All sites have a consistent user experience and single State of Iowa brand.





Creating Opportunities for Safer Communities

IUB Holiday Office Closures

Happy Holidays from the Iowa Utilities Board! The IUB offices will be closed on December 25-26, 2023, and January 1, 2024, to celebrate the holidays.

Published on December 21, 2023



Welcome to the Iowa Utilities Board

The IUB regulates the rates and services of certain utilities and specific utility infrastructure related to pipelines and electric transmission lines.

QUICK LINKS

- [Electronic Filing System](#) [IUB 24/7](#)
- [File a Utility Service Complaint or Inquiry](#) [File a Comment in an Open Docket](#)
- [Electric Service Area Boundary Map](#) [Public Meeting Documents](#)

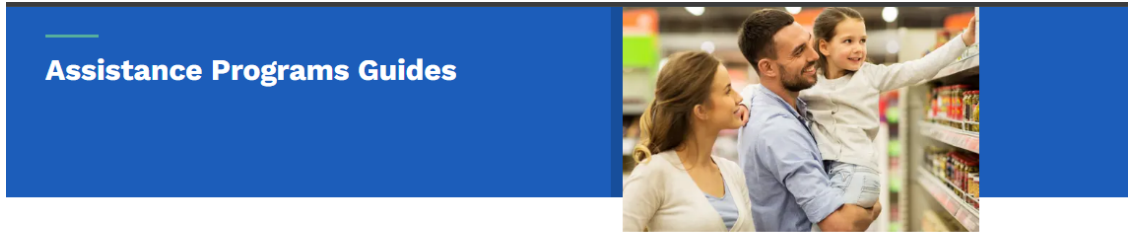
The website redesign effort included archiving old content to make it easier for the public to find current information. Visit the new websites below to learn more about the agency services and their mission.

- State of Iowa Portal - [iowa.gov](https://www.iowa.gov)
- Office of the Governor - [Governor.iowa.gov](https://www.governor.iowa.gov)
- Corrections - [DOC.iowa.gov](https://www.doc.iowa.gov)
- Iowa Department of Veterans Affairs and Veterans Home - [DVA.iowa.gov](https://www.dva.iowa.gov)
- Office of Drug Control Policy - [ODCP.iowa.gov](https://www.odcp.iowa.gov)
- Iowa Utility Board - [IUB.iowa.gov](https://www.iub.iowa.gov)
- Iowa Racing and Gaming Commission - [Irgc.iowa.gov](https://www.irgc.iowa.gov)
- Office of State Medical Examiner - [IOSME.iowa.gov](https://www.iosme.iowa.gov)
- Department for the Blind - [Blind.iowa.gov](https://www.blind.iowa.gov)
- Board of Parole - [BOP.iowa.gov](https://www.bop.iowa.gov)
- Iowa Civil Rights Commission - [ICRC.iowa.gov](https://www.icrc.iowa.gov)
- State Public Defender - [SPD.iowa.gov](https://www.spd.iowa.gov)
- Iowa Public Information Board - [IPIB.iowa.gov](https://www.ipib.iowa.gov)

Iowa.Gov Portal

Iowa.gov experienced 493,000 unique visitors during FY23. With the launch of a refreshed design in January of 2023, visitors could find “How To Guides” with topics including Assistance Programs, Business, Education, Elections & Government, Employment and Unemployment, Family & Health,

Laws and Safety, Personal Records, Recreation, Tax and Finance, and Transportation.



Assistance Programs Guides

Iowa has state programs and services to help residents in need.

[Apply for Childcare](#)

[Apply for Child Support](#)

[Apply for Rent Reimbursement](#)

[Apply for SNAP](#)

[Get Children's Health Insurance - Hawki](#)


[Get Family Investment Program \(FIP\) benefits](#)

How-to Guides
How-to Guides
Assistance Programs Guides
Business Guides
Education Guides
Elections & Government Guides
Employment & Unemployment Guides
Family & Health Guides
Iowa Tax & Finance Guides
Laws & Safety Guides
Personal Records Guides

The red chatbot icon on <https://www.iowa.gov> allows lowans to ask questions.

How To Guides



 Assistance Programs



Business



Education



Elections & Government

OCIO estimates every engagement with the chatbot saves approximately 5 minutes staff time. Approximately 16,000 lowans asked questions of the chatbot. The Phone calls to agencies are likely diverted by the chatbot as lowans get answers to their questions. The chatbot allows for escalation to live chat with a state reference librarian during business hours. Some of the most commonly asked questions this year included:

- How can I visit an offender?
- How do I apply for child support?
- Where can I get my 1099-G?
- How do I get assistance with paying utility bills?

IOWAccess Benefits and Savings

IOWAccess funding has resulted in enterprise savings where the State has purchased enterprise licensing for platforms improving access to information, communicating with lowans, improving accessibility, and transparency.

Communicating to lowans with GovDelivery

41 agencies are now using the GovDelivery platform for mass communication. lowans can elect to subscribe to over 400 topics ranging from the Department of Natural Resources Fishing Report, the Department of Revenue's Income Tax Statistical Reports, Iowa Lottery Winning Numbers, and

most agencies press releases at <https://www.iowa.gov/subscribe>. Iowans are able to manage their subscriptions to these topics in a single location. The average user subscribes to 4 topics.

Improving Websites and Accessibility with Monsido

Monsido is a tool which scans websites for spelling errors, broken links, and accessibility issues. A few of the larger agencies had purchased a tool for these scans but most agencies had no tool. OCIO was able to purchase an enterprise license for all agencies to use at less than 50% of the cost if agencies purchased the tool on their own. Now, Iowans rarely run into broken links on the 95 websites with over 118,000 pages of information.

Online Forms with SeamlessDocs

21 agencies have built over 1,000 online forms. The Iowa Department of Transportation (DOT) is using the SeamlessDocs forms portal to make it easy for Iowans to find and submit forms. <https://iowadot.seamlessdocs.com/sc/> Across the enterprise we anticipate the online forms resulted in a soft savings of staff time avoidance of over 13,000 hours.

Activities Funded By and Expenditures Made from the IOWAccess Revolving fund in FY23

The IOWAccess program funded 125 projects for which \$ 4,695,263.99 was expended and another \$3,927,068.70 remains obligated. This listing of grants includes 48 projects which were closed during FY23.

Active, funded projects in Iowa Grants:	FY Start Date	Approved Budget Amount	Actual Prior Year Expenditure	FY23 Available Funds	Actual FY23 Expenditure	Remaining Obligated Funds
OCIO Migration to NIC	21	360,369.00	236,459.85	123,909.15	107,962.70	15,946.45
Iowa Dept of Public Safety Migration to NIC	21	35,000.00	-	35,000.00	-	35,000.00
Iowa Dept of Education NIC	21	15,166.00	3,349.52	11,816	148.22	11,668.26
Iowa Board of Educational Examiners Migration to NIC	21	35,000.00	-	35,000.00	-	35,000.00
* DIA Payment Portal/NIC	21	80,000.00	62,442.51	17,557	-	17,557.49
* DCA Migration to Salesforce Case Management and NIC	21	115,000.00	9,217.39	105,782.61	105,782.61	-
Iowa Vocation Services Migration to NIC	21	13,850.00	-	13,850.00	13,850.00	-
State Public Defender's Time Tracking App	21	19,500.00	-	19,500.00	-	19,500.00
DHS Migration to NIC	21	98,400.00	-	98,400.00	48,714.89	49,685.11
OCIO Broadband	22	300,000.00	134,627.10	165,372.90	86,802.98	78,569.92
ENTAA Replacement for Citizen Facing Applications	22	500,000.00	244,141.11	<u>255,858.89</u>	27,545.40	228,313.49
Iowa Medical Examiners Office FA and NIC cloud payment solution	22	338,058.00	129,004.00	209,054	50,295.00	158,759.00
OCIO Local Government Domain Registrations	22	60,965.00	6,514.35	54,450.65	13,379.94	41,070.71
OCIO Open Records Support	22	898,271.44	528,492.72	369,778.72	25,132.69	344,646.03
IDPS Web application development projects	22	90,000.00	-	90,000.00	-	90,000.00
OCIO Hosting Operational Initiatives FY23	23	360,000.00	-	360,000.00	356,990.08	3,009.92
OCIO Open Records FY23	23	113,000.00	-	113,000.00	111,630.39	1,369.61

OCIO Citizen Engagement Data Sites FY23	23	55,000.00	-	55,000.00	8,583.58	46,416.42
OCIO Seamless Docs FY23	23	329,904.74	-	329,904.74	293,335.59	36,569.15
OCIO State Homepage Support FY23	23	100,000.00	-	100,000.00	86,175.48	13,824.52
OCIO Online Directory Phonebook FY23	23	27,000.00	-	27,000.00	25,031.60	1,968.40
OCIO Archive Social FY23	23	66,000.00	-	66,000.00	61,291.30	4,708.70
OCIO GovDelivery Enterprise Citizen Engagement FY23	23	309,000.00	-	309,000.00	282,123.18	26,876.82
OCIO Live Chat, Chat Bot for the Enterprise FY23	23	60,000.00	-	60,000.00	-	60,000.00
OCIO Support for new Data Center	23	2,592,000.00	-	2,592,000.00	1,247,609.57	1,344,390.43
OCIO Public Data Assessment and Architecture FY23	23	120,000.00	-	120,000.00	95,168.00	24,832.00
OCIO Portal Operations FY23	23	351,000.00	-	351,000.00	289,449.68	61,550.32
OCIO Enterprise Website Accessibility and SEO Initiative FY23	23	60,000.00	-	60,000.00	54,524.23	5,475.77
OCIO Drivers License Record System FY23	23	135,000.00	-	135,000.00	21,782.04	113,217.96
Property Assessment Appeal Board PAAB E-file Project	23	30,000.00	-	30,000.00	-	30,000.00
OCIO GIS FY23	23	303,180.00	-	303,180.00	125,723.93	177,456.07
OCIO Content Management Strategist	23	266,000.00	-	266,000.00	118,166.01	147,833.99
OCIO Public Data Management Strategist	23	160,000.00	-	160,000.00	-	160,000.00
OCIO Transitional Hosting Support	23	161,000.00	-	161,000.00	157,500.00	3,500.00

OCIO DOM Performance Dashboards	23	250,000.00	-	250,000.00	13,636.42	236,363.58
DAS Conditional Logic Forms Pilot	23	45,000.00	-	45,000.00	32,320.93	12,679.07
NIC Fees	2021	4,460.40		186,827.19	183,840.00	2,987.19
OCIO Supplemental 2021	2021	56,880.00	48,213.42	8,666.58	2,833.60	5,832.98
Iowa Dept of Education Supplemental	2022	52,034.57	22,297.57	29,737.00	17,848.47	11,888.53
* Iowa Dept of Human Rights Supplemental	23	12,000.00	-	12,000.00	12,000.00	-
Iowa Civil Rights Commission Supplemental	2023	23,786.50	-	23,786.50	18,929.00	4,857.50
Iowa Dept of Public Health Supplemental	2022	30,027.15	25,384.76	4,642.39	-	4,642.39
Iowa Ethics and Campaign Disclosure Board Supplemental	23	16,246.11		16,246.11	11,809.16	4,436.95
* Iowa Dept of Management Supplemental	2023	18,489.49	-	18,489.49	18,489.49	-
Terrrace Hill Supplemental	2023	14,039.79	-	14,039.79	14,039.79	-
Iowa Economic Development Authority Supplemental	2023	16,623.45	-	16,623.45	14,823.39	1,800.06
* Iowa Department of Cultural Affairs Supplemental	2023	65,000.00	-	65,000.00	65,000.00	-
Iowa Dental Board Supplemental	2023	14,064.00	-	14,064.00	13,996.27	67.73
DAS Supplemental	2023	86,255.50	-	86,255.50	23,890.26	62,365.24
Iowa Dept of Human Rights Supplemental	23	13,000.00	-	13,000.00	12,460.94	539.06
Iowa Employment Appeal Board Supplemental	22	9,033.50	8,355.97	677.53	-	677.53
* AEDA Volunteer Iowa Citizen Facing	22	14,095.00	6,318.47	7,776.53	3,932.07	3,844.46
* BOEE Citizen Facing	22	14,095.00	-	14,095.00	6,340.99	7,754.01
* Iowa Board of Parole	23	14,095.00	-	14,095.00	14,095.00	-

Citizen Facing						
* IVRS Iowa Vocational Rehab Services Citizen Facing	23	14,095.00	-	14,095.00	14,095.00	-
Iowa Ethics and Campaign Disclosure Board Citizen Facing	23	14,095.00	-	14,095.00	11,450.50	2,644.50
* Iowa Dept of Human Rights Citizen Facing	23	14,095.00	-	14,095.00	14,095.00	-
Iowa Dept of Revenue Citizen Facing	23	14,095.00	-	14,095.00	13,528.15	566.85
Iowa Racing and Gaming Commission Citizen Facing	23	14,095.00	-	14,095.00	7,855.20	6,239.80
Iowa Professional Licensing Bureau Citizen Facing	23	14,095.00	-	14,095.00	8,835.17	5,259.83
ICN Iowa Communications Network Citizen Facing	23	14,095.00	-	14,095.00	12,299.12	1,795.88
Iowa College Aid Citizen Facing	23	14,095.00	-	14,095.00	8,805.10	5,289.90
DAS Dept of Admin Services Citizen Facing	23	14,095.00	-	14,095.00	11,290.25	2,804.75
* IPERS Citizen Facing	23	14,095.00	-	14,095.00	14,095.00	-
IID Iowa Insurance Division Citizen Facing	23	14,095.00	-	14,095.00	-	14,095.00
* Iowa Dept of Cultural Affairs Citizen Facing	23	14,095.00	-	14,095.00	14,095.00	-
Iowa Child Advocacy Board Citizen Facing	23	14,095.00	-	14,095.00	7,962.15	6,132.85
Iowa Dept of Education Citizen Facing	23	14,095.00	-	14,095.00	12,548.22	1,546.78
PERB Iowa public Employment Relations Board Citizen Facing	23	14,095.00	-	14,095.00	8,877.97	5,217.03
* Iowa Economic Development Authority Citizen Facing	23	14,095.00	-	14,095.00	14,095.00	-
Iowa Veterans Home Citizen Facing	23	14,095.00	-	14,095.00	13,155.55	939.45
ABD Alcoholic Beverage Division Citizen Facing	23	14,095.00	-	14,095.00	8,326.70	5,768.30
ICRC Iowa Civil Rights	23	14,095.00	-	14,095.00	7,800.00	6,295.00

Commission Citizen Facing						
Iowa State Public Defender Citizen Facing	23	14,095.00	-	14,095.00	7,800.00	6,295.00
Iowa Dept of Blind Citizen Facing	23	14,095.00	-	14,095.00	7,278.80	6,816.20
Iowa Dept of Aging Citizen Facing	23	14,095.00	-	14,095.00	-	14,095.00
Iowa Governors Office of Drug Control Policy Citizen Facing	23	14,095.00	-	14,095.00	8,501.50	5,593.50
Iowa Utilities Board Citizen Facing	23	14,095.00	-	14,095.00	12,500.05	1,594.95
OCIO Governor, Disaster recovery Citizen Facing	23	14,095.00	-	14,095.00	5,048.85	9,046.15
Iowa Dept of Inspections and Appeals Citizen Facing	23	14,095.00	-	14,095.00	9,490.50	4,604.50
Iowa Credit Union Division Citizen Facing	23	14,095.00	-	14,095.00	12,085.52	2,009.48
Iowa Dept of Commerce Citizen Facing	23	14,095.00	-	14,095.00	7,837.95	6,257.05
* Iowa Board of Nursing Citizen Facing	23	14,095.00	-	14,095.00	14,095.00	-
Iowa Dept of Public Safety Citizen Facing	23	14,095.00	-	14,095.00	-	14,095.00
Iowa Employment Appeal Board Citizen Facing	23	14,095.00	-	14,095.00	8,714.25	5,380.75
Iowa Public Information Board Citizen Facing	23	14,095.00	-	14,095.00	8,049.55	6,045.45
Iowa Dept of Human Services Citizen Facing	23	14,095.00	-	14,095.00	6,500.00	7,595.00
* Iowa Dept of Public Health Citizen Facing	23	14,095.00	-	14,095.00	14,095.00	-
Iowa Board of Pharmacy Citizen Facing	23	14,095.00		14,095.00	3,283.13	10,811.87
OCIO/Dept of Management/Terrace Hill	23	42,285.00		42,285.00	42,265.39	19.61
DOC Dept of Corrections Citizen Facing	23	14,095.00		14,095.00	8,128.90	5,966.10
Iowa Dental Board Citizen Facing	23	14,095.00		14,095.00	7,300.65	6,794.35

* BOEE Citizen Facing	23	14,095.00		14,095.00	14,095.00	-
* Iowa Child Advocacy Board Drupal Supplemental	22	10,000.00	6,874.49	3,125.51	-	-
* OCIO Archive Social	22	50,000.00	49,472.16	527.84	-	-
* OCIO Local Government Technology Initiative	22	250,000.00	-	250,000.00	-	-
* IPERS suPERB	22	515,000.00	92,000.00	423,000.00	-	-
* DCA Citizen Facing	22	14,095.00	9,002.38	5,092.62	-	-
* Iowa Vocational Rehabilitation Services Citizen Facing	22	14,095.00	11,251.91	2,843.09	-	-
* DIA Citizen Facing	22	14,095.00	7,458.99	6,636.01	-	-
* Public Employment Relations Board PERB Citizen Facing	22	14,095.00	6,500.00	7,595.00	-	-
* Iowa Dental Board Citizen Facing	22	14,095.00	8,297.81	5,797.19	-	-
* Iowa Board of Nursing Citizen Facing	22	14,095.00	3,673.46	10,421.54	-	-
* Iowa Communications Network Citizen Facing	22	14,095.00	6,271.30	7,823.70	-	-
* Iowa Office of the State Medical Examiner IDPH Citizen Facing	22	14,095.00	7,892.39	6,202.61	-	-
* Iowa Racing and Gaming Commission Citizen Facing	22	14,095.00	7,858.19	6,236.81	-	-
* Iowa Board of Medicine Citizen Facing	22	14,095.00	3,303.88	10,791.12	-	-
* Iowa Board of Parole Citizen Facing	22	14,095.00	5,265.73	8,829.27	-	-
* Iowa Civil Rights Commission Citizen Facing	22	14,095.00	11,648.70	2,446.30	-	-
* Iowa Credit Union Division Citizen Facing	22	14,095.00	12,089.54	2,005.46	-	-
* DAS Citizen Facing	22	14,095.00	8,967.21	5,127.79	-	-
* Iowa Dept of Commerce Citizen Facing	22	14,095.00	7,800.00	6,295.00	-	-
* Iowa Dept of Revenue Citizen Facing	22	14,095.00	11,721.49	2,373.51	-	-

* Iowa Dept of Human Rights Citizen Facing	22	14,095.00	8,375.72	5,719.28	-	-
* Iowa Public Information Board Citizen Facing Website	22	14,095.00	7,800.00	6,295.00	-	-
* Iowa Professional Licensing Bureau Citizen Facing	22	14,095.00	11,197.91	2,897.09	-	-
* Iowa Utilities Board Citizen Facing	22	14,095.00	8,033.82	6,061.18	-	-
* ODCP Citizen Facing	22	14,095.00	11,771.81	2,323.19	-	-
* Iowa Dept of Corrections Citizen Facing	22	14,095.00	5,200.00	8,895.00	-	-
* Iowa Veterans Home	22	14,095.00	7,860.34	6,234.66	-	-
* Iowa Dept of the Blind Citizen Facing	22	14,095.00	4,722.40	9,372.60	-	-
* Iowa State Public Defender Citizen Facing	22	14,095.00	7,800.00	6,295.00	-	-
* IDPS Iowa Dept of Public Safety Citizen Facing	22	14,095.00	10,364.46	3,730.54	-	-
* IDA Iowa Dept of Aging Citizen Facing	22	14,095.00	8,663.10	5,431.90	-	-
* Crime Victim Assistance Division Citizen Facing	22	14,095.00	5,850.00	8,245.00	-	-
Total 125 Projects		11,124,444.64	1,839,807.93	9,467,003.50	4,695,263.99	3,927,068.70
* Closed Project						

Ongoing IOWAccess Expenses

The following expenses are required to provide ongoing support for baseline functionality of the overall lowAccess service portfolio. These expenses appear each year with a new grant to support agency websites, website hosting, iowa.gov, chatbot, online forms, constituent communications with GovDelivery, the Driver License Record Lookup system, and transparency sites including <https://rules.iowa.gov>, <https://iafees.iowa.gov>, <https://comment.iowa.gov>, and <https://iowaopenrecords.nextrequest.com>.

Expense Item	Expenditures in Fiscal Year 2021
Agency website development, hosting, chat	1,300,000
Constituent Communication and Open Data	1,200,000
Online forms and IOWAccess driver records lookup system	
Annual Recurring Expenses	2,950,000

IOWAccess Value-Added Fees Approved in Fiscal Year 2021

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 2021 Value-Added Service Fees

Pursuant to code section 8B.31, the OCIO has not received any requests to approve any new value-added service fees. No requests were received since the publication of the last IOWAccess Revolving Fund report.