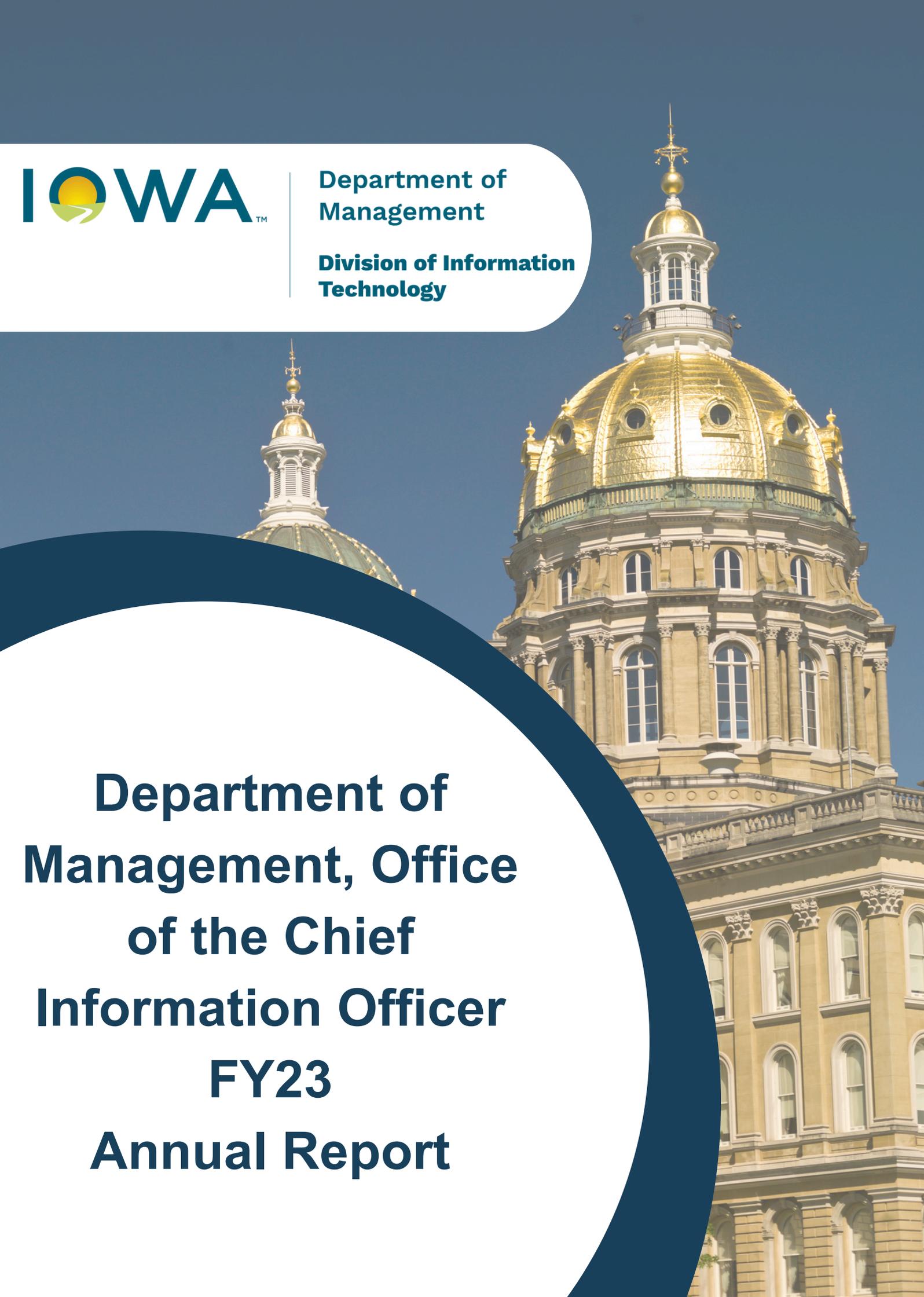




**Department of
Management**

**Division of Information
Technology**

A photograph of the Iowa State Capitol building, featuring a prominent golden dome and classical architectural details. The building is set against a clear blue sky. A large, dark blue, semi-circular graphic element overlaps the bottom and right sides of the image, framing the title text.

**Department of
Management, Office
of the Chief
Information Officer
FY23
Annual Report**

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Executive Summary

Each year the Department of Management's Office of the Chief Information Officer (DOM 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 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 combine these related reports and generate 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 2022 which spans from July 2021 through June 2022.

Fiscal Year 2023 Accomplishments

The Department of Management's Office of the Chief Information Officer (DOM 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 constituent services, and secure storage for critical State data.

FY2023 Highlights

- Invitation to Qualify for broadband grants leading to the establishment of Broadband Intervention Zones
- Data center migration was completed for DOM OCIO-managed assets
- A new mainframe and storage have been implemented at the Lightedge data center.
- Okta for multi-factor authentication has been upgraded to the latest platform, Okta Identity Engine (OIE).
- Endpoint Detection and Response Tool Adoption efforts were undertaken across the executive branch

Background

The Department of Management's Office of the Chief Information Officer (DOM OCIO) was created as an independent agency in 2013 Iowa Acts, Chapter 129 (State Government Operations Act) for the purpose of leading, directing, managing, coordinating, and providing accountability for the information technology (IT) resources of State government. In 2022 Iowa Acts, Chapter 1153 (FY 2023 Standing Appropriations Act), the DOM OCIO was moved within the Department of Management. The Chief Information Officer is appointed by the Director of the Department of Management. The mission of the DOM OCIO is to provide high-quality, customer-focused information technology services and business solutions to state and local governments, as well as k-12 schools and some nonprofits serving government. DOM OCIO emphasizes six key goals designed to transform the State of Iowa's information technology environment into a world-class, state-of-the-art portfolio.

Benefits to State Government

Iowa Code Chapter 8B has the effect of centralizing accountability and oversight for information technology currently managed by state agencies into the Office of the Chief

Information Officer. Among its many powers and duties, the DOM 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.

Department Funding and Appropriations

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

DOM OCIO Internal Service Fund – Fees charged to State agencies for IT Enterprise Operations. Sources of funds include IT service fees for servers, software programming, mainframe usage, and networking. The DOM OCIO maintains 60 days of working capital (approximately \$8.0 million) as part of its carryforward to ensure payroll and vendor payments can be made on time.

IOWAccess Revolving Fund – Moneys in the IOWAccess Revolving Fund established in Iowa Code section 8B.33 come from value-added service fees collected by the State from the sale of driver motor vehicle records abstracts and other value-added online transactions, such as the fee for processing online payments. The first \$750,000 collected from the base fee charged for furnishing a certified abstract of a vehicle operating record is also annually appropriated to the IOWAccess Revolving Fund.

Technology Reinvestment Fund – This fund consists of appropriations made to the fund and transfers of interest, earnings, and money from other funds as provided by law.

FY23 Funding

Topic	Operating Fund	IOWAccess Fund	Broadband Fund	TRF
What Does It Support?	Daily IT Operations	Citizen-facing Programs	Broadband Grants	New systems and services
Where does money come from?	Service Fees Charged To Agencies	Driver Motor Vehicle Abstract Sales		Appropriated by legislature
FY23 Resources	\$54,071,115 in billings for IT services and interest not including Pass-Thru, ARP, CARES, or Workday Funding	\$5,771,842 in fees collected and interest	No grants made in FY23	No appropriation for DOM OCIO
Why is this important?	Funds major IT services including mainframe and datacenter	Supports citizen access to state data and websites	Connects lowans to high-speed Internet in rural communities	Provides new IT services and support to all agencies

DOM OCIO Rates

In FY 23 the DOM OCIO received no appropriation from the general fund. The DOM OCIO is funded primarily by rates charged to agencies and local political subdivisions for use of DOM OCIO services. Rates are used for three main reasons. The first is to meter agency usage of DOM OCIO services. The second is to compare the cost of DOM OCIO services to the marketplace. This allows the DOM OCIO to ensure it offers competitive rates. Lastly, rates allows the DOM OCIO to maximize the allocation of federal funding to shared IT services

Prior to each fiscal year, DOM OCIO conducts an extensive rate setting exercise to make sure its rates are set at "break even" levels. DOM OCIO then submits its rate recommendations and estimated agency budget impacts to the Department of Management for approval.

Setting rates involves forecasting costs which are used to create a pricing model for each of the 40 plus services DOM OCIO operates.

Basic equation: $\text{Cost} \div \text{Estimated Usage} = \text{Price per Unit}$

DOM OCIO is regulated by the Federal Government to ensure it does not over recover for the costs of information technology. The federal government requires that the DOM OCIO not collect excess retained earnings in any service area. In addition, federal rules prohibit cross subsidization where revenues from one service line are used to pay for another service line.

Enterprise 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

\$107,533,426 in statewide spend during FY23 in statewide (Executive, Legislative and Judicial) spend during FY23

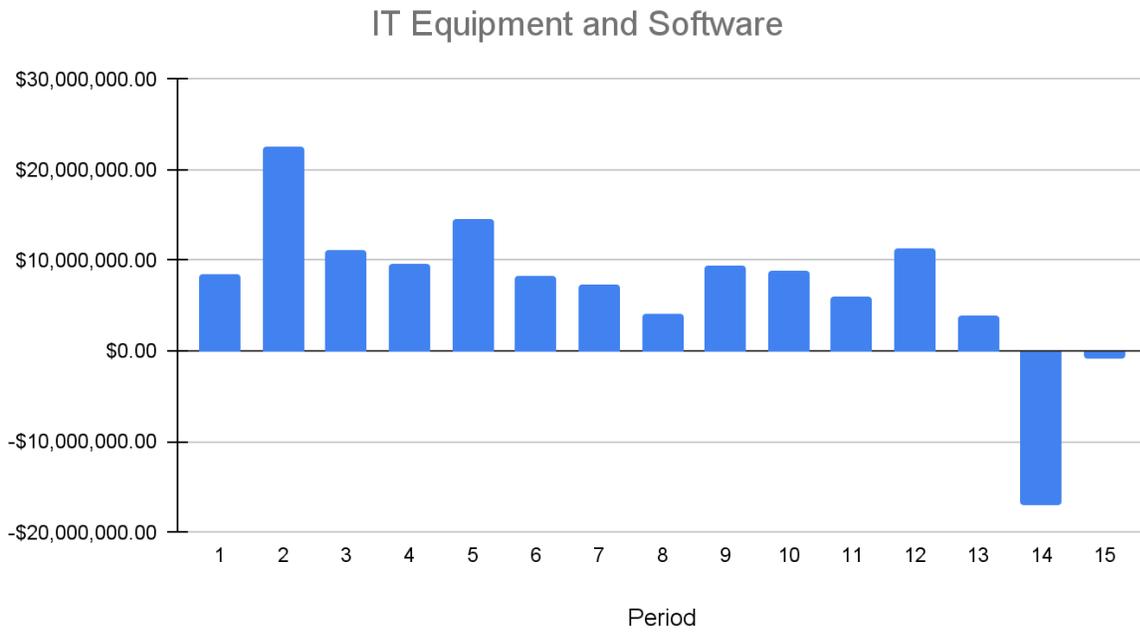


Figure 1: Actual statewide IT equipment and software spend by period

IT Outside Services

\$137,351,666 in statewide spend during FY23

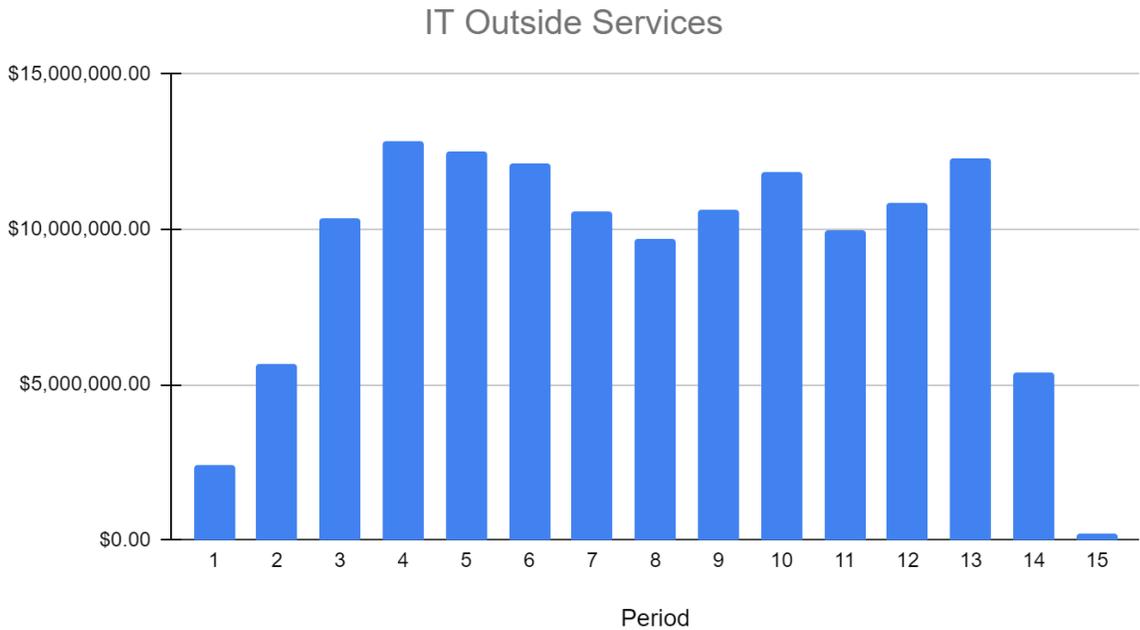


Figure 2: Actual statewide IT outside services spend by period

FY 2023 Completed Projects

In addition to quality and competitive IT services, the DOM OCIO also manages the implementation of IT projects for a number executive branch agencies. The projects range from small out-of-the box projects to bespoke large scale implementations. These are the agency IT projects tracked by DOM OCIO in FY 23.

Status	Agency	Project Name	End Date (Planned)
Complete	ABD	ABD Dynamics 365 Upgrade	7/16/2022
Complete	ABD	ABD Shop Portal 2.0	3/5/2024
Complete	DAS	DAS DX das.iowa.gov	9/26/2023
Complete	DIAL	DIAL DX dentalboard.iowa.gov	9/26/2023
Complete	DIAL	DIAL DX dia.iowa.gov	9/26/2023
Complete	DIAL	DIAL DX eab.iowa.gov	3/31/2023
Complete	DIAL	DIAL DX iphp.iowa.gov	9/26/2023
Complete	DIAL	DIAL DX medicalboard.iowa.gov	1/31/2023
Complete	DIAL	DIAL DX nursing.iowa.gov	1/31/2023
Complete	DIAL	DIAL DX pharmacy.iowa.gov	1/31/2023
Complete	DIAL	DIAL DX plb.iowa.gov	1/31/2023
Complete	DIFS	DIFS DX creditunions.iowa.gov	9/26/2023
Complete	DIFS	DIFS DX idob.state.ia.us	9/26/2023
Complete	DIFS	DIFS DX iid.iowa.gov	9/26/2023
Complete	DIFS	DIFS DX Shiip.iowa.gov	9/26/2023
Complete	DIFS	Laptop Deployment	1/31/2024
Complete	DNR	Contaminated Sites Updates	1/30/2024
Complete	DNR	Contaminated Sites Updates	1/30/2024
Complete	DNR	General Permits - GP 5, 8 & 9 - Maintenance - misc bugs and enhancements	3/8/2024
Complete	DNR	General Permits - GP 5, 8 & 9 Maintenance - misc bugs and enhancements	3/8/2024
Complete	DNR	Stormwater - Maintenance - misc bugs and enhancements	3/1/2024
Complete	DNR	Stormwater - Maintenance - misc bugs and enhancements	3/1/2024
Complete	DOC	7th District camera system refresh - RCF	5/6/2024
Complete	DOE	DOE DX boee.iowa.gov	1/31/2023
Complete	DOE	DOE DX educateiowa.gov	1/31/2023
Complete	DOE	DOE DX iowacollegeaid.gov	1/31/2023
Complete	DOM	24x7 SOC	4/17/2023
Complete	DOM	6200 Park	4/30/2024
Complete	DOM	BEAD Initial Proposal Development	10/6/2023
Complete	DOM	Connected Nation Broadband Assistance	8/1/2023
Complete	DOM	Crowdstrike EDR Local GOVT Implementation	12/31/2023
Complete	DOM	Deferred Compensation	4/5/2024
Complete	DOM	Digital Equity Statewide Survey	9/30/2023
Complete	DOM	DOM VALS LGB Changes	2/16/2024
Complete	DOM	DOM Windows Server 2008 Migration	1/3/2024
Complete	DOM	DOM OCIO DX Open Text Document Search Portal	3/30/2026
Complete	DOM	Schneider Geospatial	9/30/2023

Complete	DOM	ServiceNow Onboarding	2/27/2024
Complete	DOM	State of Iowa Backup - RUBRIK	3/29/2024
Complete	DOT	AASHTOWare Construction	1/8/2024
Complete	DOT	Fall 2023 Storage Hardware Replacement / Installation	1/4/2024
Complete	DOT	Insurance and Bond Portal	4/14/2024
Complete	DOT	Remote Avaya Voicemail Server Replacements	2/29/2024
Complete	DOT	Science Logic Implementation	4/1/2024
Complete	DOT	Windows 2012R2 Server Replacements	12/31/2023
Complete	DPS	DPS DX dps.iowa.gov	4/16/2024
Complete	DPS	Fire Marshal Google Drive migration	4/23/2024
Complete	DPS	TraCS (Changes and upgrades)	11/30/2023
Complete	HHS	1095B tax form updates for tax year 2023	5/24/2024
Complete	HHS	CLEAR Replacement	12/31/2023
Complete	HHS	Critical Incidents and Reporting	2/9/2024
Complete	HHS	CSRU N003 Customer web accessibility and HHS update	11/15/2023
Complete	HHS	CSRU N011 IDR CSRU Modernization	12/29/2023
Complete	HHS	Drug Testing Enhancements	10/23/2023
Complete	HHS	ELIAS FFY23	9/29/2023
Complete	HHS	Equifax - Public Assistance Oversight	10/26/2023
Complete	HHS	Google to O365 - Domain Name	9/22/2023
Complete	HHS	HHS DX childadvocacy.iowa.gov	1/31/2023
Complete	HHS	HHS DX earlychildhood.iowa.gov	1/31/2023
Complete	HHS	HHS DX hhs.iowa.gov	1/31/2023
Complete	HHS	HHS DX humanrights.iowa.gov	1/31/2023
Complete	HHS	HHS DX iowaaging.gov	1/31/2023
Complete	HHS	IQ4K user - Multiple Role Assignment	11/7/2023
Complete	HHS	NAC Project	12/29/2023
Complete	HHS	New CCIU Case Reading Tool (ARPA project)	10/13/2023
Complete	HHS	PAO - Child Support - Automate Non-Cooperation Communication Between CSS and Medicaid	3/15/2024
Complete	HHS	Rent Reimbursement Enhancements	4/29/2024
Complete	HHS	Service Area County changes	10/3/2023
Complete	HHS	Therapeutic Foster Care	10/11/2023
Complete	HHS	WISE G360 to OpenText Conversion	1/19/2024
Complete	HHS	WOPR-IDR Interface	4/25/2024
Complete	IDR	IDR BizTalk Conversion	5/2/2024
Complete	IDR	IDR FY21 004 Forms Data Capture Enhancement: Rollout 2	3/28/2024
Complete	IDR	IDR FY22 SAS Servers Upgrade	11/30/2022
Complete	IDR	IDR FY23 02 Forms Data Capture Enhancement: Rollout 3	1/31/2024
Complete	IDR	IDR Modernization Rollout 3	12/15/2023

Complete	IDR	IDR TY22 Annual Changes	2/28/2023
Complete	IDVA	IVH - Impact Medical Wound Cure Products	11/24/2023
Complete	IDVA	IVH - Insight Network Transition	12/29/2023
Complete	IDVA	IVH - SharePoint Migration 2022	1/31/2024
Complete	IDVA	IVH - XM Fax	10/31/2023
Complete	IEDA/IFA	EMS Discovery SOW	4/5/2024
Complete	IUB	EFS Framework Rebuild	12/18/2023
Complete	IVH	IVH - 30 Bed Conversion	5/24/2024
Complete	IVH	IVH - Medicaid Billing RFP	5/24/2024
Complete	IVH	IVH - UKG FY25 Renewal	5/24/2024
Complete	IWD	IWD DX Websites Group 1	9/26/2023
Complete	DOM OCIO	DOM OCIO Data Center Relocation	6/16/2023
Active	DoIT	Manage Gov2Go broken links (67 in March)	TBD
Active	DAS	DAS Alignment Phase 2 Discovery	12/27/2024
Active	DAS	Iowa Advantage Upgrade	9/30/2024
Active	DIAL	Amanda Consolidation & Modernization	7/1/2024
Active	DIAL	DIAL Agency Alignment	12/27/2024
Active	DIAL	DIAL Licensing Consolidation	10/8/2027
Active	DIAL	ITSRM Modernization	6/30/2024
Active	DIAL	PLB Document Migration	TBD
Active	DIFS	DIFS Alignment Phase 2 Discovery	12/27/2024
Active	DIFS	IID Document Migration	TBD
Active	DNR	AFO eMMP Phase 3.0	7/31/2024
Active	DNR	AQB Records and Reporting	6/30/2024
Active	DNR	DNR Air Quality Records and Reporting	6/1/2025
Active	DNR	DNR Alignment Phase 2 Discovery	12/27/2024
Active	DNR	DNR Animal Feed Operations - Phase 3.0	9/1/2024
Active	DNR	DNR FOCD / HSI Rewrite	2/28/2025
Active	DNR	DNR Water Container Rewrite Phase 1	6/30/2025
Active	DNR	FOCD/HSI - Rewrite	2/28/2025
Active	DNR	Iowa Drinking Water Data Portal Phase 1 (Water Container Rewrite)	6/30/2025
Active	DNR	IWIS -Iowa Well Information System	9/30/2024
Active	DNR	NPDS - Maintenance Misc Bugs and add Mapping Feature	11/30/2024
Active	DNR	SRF Business Analysis (analysis only)	6/30/2025
Active	DNR	Stormwater - Maintenance - NOI and NOD Enhancement	10/31/2024
Active	DNR	UST Certification Payments and Modernization	8/31/2024
Active	DOC	ATG ICON Suite Migration	10/25/2024

Active	DOC	Corrections Client Management RFI	TBD
Active	DOC	DOC Alignment Phase 2 Discovery	12/27/2024
Active	DOC	Microsoft Surface device EOL	6/30/2024
Active	DOC	Mount Pleasant Correctional Facility camera system refresh	5/31/2024
Active	DOC	Newton Correctional Facility camera system refresh	6/30/2024
Active	DOC	Windows 10 Retail EOL	1/12/2027
Active	DOE	DOE Alignment Phase 2 Discovery	12/27/2024
Active	DOE	Iowa Education Portal system replacement	12/31/2024
Active	DOE	IT infrastructure modernization	6/30/2024
Active	DOE	Students First Education Savings Accounts Year One IT System Implementation	6/30/2024
Active	DoIT	Chatbot (Genesys)	TBD
Active	DoIT	Digital State Survey	TBD
Active	DoIT	DX User Account Administration	TBD
Active	DoIT	ePayment Product Owner for Agency Support	TBD
Active	DoIT	Google Analytics, Google Tag Manager, Google Search Console, Google Programmable Search, Google My Business	TBD
Active	DoIT	IOWAccess Grant Management	TBD
Active	DoIT	Manage Directory broken links	TBD
Active	DoIT	Manage Webspec Vendor Management	TBD
Active	DoIT	Monsido	TBD
Active	DoIT	NIC Tyler Technologies Vendor Management	TBD
Active	DoIT	Rules.iowa.gov, Comment.iowa.gov, Go.iowa.gov Admin	TBD
Active	DOM	AR8 - Driver License Record Lookup FY24 - 2024	TBD
Active	DOM	Capitol Complex network upgrades	6/30/2025
Active	DOM	Cisco Umbrella	TBD
Active	DOM	Convert Drupal Forms to MPP	TBD
Active	DOM	Crowdstrike EDR for Schools Implementation	2/28/2025
Active	DOM	Cyber Unification ReOrg Phase 1	TBD
Active	DOM	Cyber Unification ReOrg Phase 2	TBD
Active	DOM	Data backup solution	7/1/2024
Active	DOM	Data center chiller replacement	8/1/2024
Active	DOM	Digital Experience	12/31/2025
Active	DOM	DoIT IRS Password Update	12/31/2024
Active	DOM	DOM 24x7 SOC Project	TBD
Active	DOM	DOM Alignment Phase 2 Discovery	12/27/2024
Active	DOM	DOM CentOS 5	TBD

Active	DOM	DOM Digital Transformation Project	6/30/2025
Active	DOM	DOM Security Incident Communication Management	6/28/2024
Active	DOM	DOM Statewide Enterprise ECM	TBD
Active	DOM	DOM Workday Implementation Project	TBD
Active	DOM	EDR implementation	2/28/2025
Active	DOM	Endpoint management system	7/1/2024
Active	DOM	Gartner Future State Operating Model	6/30/2024
Active	DOM	Genesys Chatbot Implementation	TBD
Active	DOM	GovDelivery contract renewal	TBD
Active	DOM	Hardware inventory	7/1/2024
Active	DOM	Homeland Grant Transition of Services with Local Entities	6/30/2024
Active	DOM	ISU GIS Services	12/31/2024
Active	DOM	K-12 Education EDR implementation	2/28/2025
Active	DOM	M365 migration	TBD
Active	DOM	ManageEngine	TBD
Active	DOM	MechNet upgrade	TBD
Active	DOM	Network Services Outsourcing	TBD
Active	DOM	DOM OCIO CentOS 5	6/28/2024
Active	DOM	DOM OCIO Mainframe MFA Implementation 2022	6/28/2024
Active	DOM	Operating System Upgrade	6/30/2025
Active	DOM	OS Upgrades	TBD
Active	DOM	URL Filter	12/31/2024
Active	DOT	Cisco UCS Expansion to Remote Sites	6/1/2024
Active	DOT	Content Management System Replacement	6/1/2026
Active	DOT	CPS Replacement - Workday Portion	6/30/2024
Active	DOT	DACH	11/14/2024
Active	DOT	Digital Image Conversion	6/28/2024
Active	DOT	DOT Alignment Phase 2 Discovery	12/27/2024
Active	DOT	DOT Contracts & Procurement migration to IMPACS	TBD
Active	DOT	DOT Network Closet Physical Security Improvements	6/30/2024
Active	DOT	DOT Network Remote Site Equipment Replacement	6/30/2024
Active	DOT	ERT	7/1/2024
Active	DOT	Exclusive Electronic Exchange	9/30/2024
Active	DOT	FTP Client	6/30/2024
Active	DOT	Laboratory Information Management System Replacement (LIMS)	9/30/2024
Active	DOT	Lane Closure System (LCS)	6/22/2026
Active	DOT	mID	6/30/2024
Active	DOT	Network Core Replacement	6/21/2024
Active	DOT	Origami Risk - Claims Administrative	6/28/2024
Active	DOT	Realignment of the mID IACA Cert	5/1/2025
Active	DOT	Right of Way Inventory Management	11/16/2027

		System (RIMS)	
Active	DOT	Samsara Plow Modems	10/15/2024
Active	DOT	Scanner Software Upgrade	6/28/2024
Active	DOT	State of Iowa Rebranding	6/30/2024
Active	DOT	System Access(SA) / Removal of reliance on IDMS Mainframe Security	6/30/2024
Active	DOT	TFS to Azure Dev Ops	11/30/2024
Active	DOT	Traffic Safety Data Analytics	11/1/2024
Active	DOT	Video Conference Room Upgrades	6/30/2024
Active	DOT	Workday Inventory	6/30/2024
Active	DOT	Workday Learning	9/1/2024
Active	DOT	XSL Transform	6/30/2024
Active	DPD	COOP/COG Infrastructure upgrade	6/1/2024
Active	DPD	DPD Alignment Phase 2 Discovery	12/27/2024
Active	DPD	Windows 11 Upgrade	6/30/2024
Active	DPH	DPH Data System Enhancement	TBD
Active	DPH	DPH IDSS Replacement	12/15/2024
Active	DPS	DPS - Body Worn Cameras/UDE/UEMS	6/30/2024
Active	DPS	DPS - CCH Rewrite	10/11/2024
Active	DPS	DPS - Iowa System Upgrade	12/31/2024
Active	DPS	DPS Agency Alignment Scales	TBD
Active	DPS	DPS Alignment Phase 2 Discovery	12/27/2024
Active	DPS	DPS CAD-RMS and Warrant Tracking & Management	11/30/2026
Active	DPS	DPS Conceal Carry Quiz	TBD
Active	DPS	Network at Weigh Stations	7/31/2024
Active	DPS	Network Upgrade, Wireless Network	8/30/2024
Active	DPS	OS Upgrade	TBD
Active	DPS	DPS - CAD-RMS and Warrant Tracking	TBD
Active	HHS	Add New Rent Reimbursement program to WOPR	12/25/2024
Active	HHS	Architecture & IT Strategy Enablement	6/7/2024
Active	HHS	Bed Occupancy Dashboard Optimization	6/30/2024
Active	HHS	CCA Eligibility ECF	6/14/2024
Active	HHS	CLM Cobblestone Implementation	6/7/2024
Active	HHS	Corp Tech Assessment	11/7/2024
Active	HHS	Credit Balance Tracking	7/29/2024
Active	HHS	CSRU L028 IWD System Modernization	7/23/2024
Active	HHS	CyncHealth SOW 8	6/30/2024
Active	HHS	DARES Reporting Enhancement	5/29/2024
Active	HHS	Electronic Disaster SNAP application	9/19/2025
Active	HHS	ELIAS FFY24	9/30/2024
Active	HHS	FACS Replacement CCWIS Solution	6/12/2025
Active	HHS	Google to O365 - Content Migration	12/18/2025

Active	HHS	HCBS Provider Assessment	7/16/2025
Active	HHS	HHS Agency Alignment	12/27/2024
Active	HHS	HHS Integration - Brand Update	1/3/2025
Active	HHS	HHS IT Governance	7/1/2024
Active	HHS	IDSS 2.0	10/22/2024
Active	HHS	InfoBlox Implementation	7/1/2024
Active	HHS	Iowa Connected - System Enhancements	7/31/2024
Active	HHS	Iowa Medicaid Dashboard - Health Dashboard 2	7/10/2024
Active	HHS	IPN 2.0 RFP	7/9/2025
Active	HHS	IRIS 2.0 Implementation	2/12/2025
Active	HHS	IRIS 2.0 Implementation	2/12/2025
Active	HHS	IRS Federal Audit HHS	TBD
Active	HHS	Licensee Portal Phase 2 (2024)	11/29/2024
Active	HHS	Lucas Building Renovation - IT Initiatives	1/3/2025
Active	HHS	MEME	7/19/2024
Active	HHS	PAO - Child Support - Enhance ICAR to Help Efficiently Accept Additional Medicaid Referrals	7/1/2025
Active	HHS	PAO - Child Support - Make Income and Employment Information Available to Other Programs	7/1/2025
Active	HHS	PAO (SF 494) CCA Provider and Recipient	8/1/2025
Active	HHS	PAO (SF 494) Iowa Workforce Development/UIB	6/3/2024
Active	HHS	PAO (SF 494) Overall - Planning	8/1/2025
Active	HHS	PHE Covid Unwind - UiPath OCR and Bot Technology Implementation	8/16/2024
Active	HHS	PHE Covid Unwind Activities	3/17/2026
Active	HHS	Provider Outcomes Delivery	8/17/2025
Active	HHS	Rent Reimbursement Updates	9/2/2024
Active	HHS	Residential Assessment Update	5/31/2024
Active	HHS	Updates to Refugee Information Management System (RIMS)	7/10/2024
Active	HHS	Video DOT	6/26/2024
Active	HHS	Vital Records Data Modernization - FHIR interface	9/25/2025
Active	HHS	Vital Records Replacement	7/1/2025
Active	HHS	Workday Development - FACS	9/30/2024
Active	HHS	Workday Development - ICAR	11/18/2024
Active	HHS	Workday Development - IoWANS	10/23/2024
Active	HHS	Workday Development - Kindertrack	6/4/2024
Active	HHS	Workday Development - PJCase	5/14/2025
Active	HHS	Workday Integration & GAX-VCC Infrastructure	7/14/2024
Active	HHS	Workday OKTAIAM Review	7/10/2024

Active	HSEMD	Damage Assessment Solution	TBD
Active	HSEMD	HSEMD Alignment Phase 2 Discovery	12/27/2024
Active	ICRC	ICRC Case Management System Upgrade	TBD
Active	IDOE	IDOE Child and Adult Care Food Program Administrative Reviews	TBD
Active	IDOE	IDOE Community College/CTE Curriculum Database and Program Approval System	9/1/2025
Active	IDOE	IDOE IowaCNP Maintenance Agreement	TBD
Active	IDOE	IDOE Leadership Guidance for Special Education	TBD
Active	IDOE	IDOE State ID Maintenance and Support	TBD
Active	IDR	Alignment - RevLINK Upgrade	6/28/2024
Active	IDR	Alignment - SAS Viya Upgrade	12/31/2024
Active	IDR	Alignment Digital Transformation of Website	9/30/2024
Active	IDR	Business Objects Upgrade	6/28/2024
Active	IDR	FY 24 Withholding Legislative Change	8/31/2024
Active	IDR	FY24 Lottery Print and Loyalty RFP	1/31/2025
Active	IDR	IDR Agency Alignment	12/27/2024
Active	IDR	IDR CACS-G	TBD
Active	IDR	IDR FY21 001 Modernization Program Rollout 4	12/14/2024
Active	IDR	IDR FY23 005 Mailroom Services Transition	6/30/2024
Active	IDR	IDR Modernization R4	1/15/2025
Active	IDR	IRS Federal Audit IDR	TBD
Active	IDVA	IDVA Alignment Phase 2 Discovery	12/27/2024
Active	IDVA	IVH - Arxium 2022	10/31/2024
Active	IDVA	IVH - Bull Analysis	7/21/2025
Active	IDVA	IVH - ICN Circuits for IVH	11/15/2024
Active	IDVA	IVH - Iron Mountain Bulk Scan	3/3/2025
Active	IDVA	IVH - PCC EMR	5/28/2025
Active	IDVA	IVH - Vocera Nurse Call	9/30/2024
Active	IDVA	IVH Electronic Communications Application	6/28/2024
Active	IDVA	IVH Electronic Scheduling Software	7/29/2024
Active	IEDA/IF A	50 State Comparison	TBD
Active	IEDA/IF A	IEDA Alignment Phase 2 Discovery	12/27/2024
Active	ILEA	Arcadis LMS Deployment	6/1/2024
Active	IRGC	IRGC Application Support	TBD
Active	IUB	Agency name change - IUB	TBD
Active	IUB	Application migration to Azure	6/30/2024
Active	IUB	IUB 24/7 Web Application	1/1/2026

Active	IUB	IUB OGC Case Management	8/30/2024
Active	IVH	IVH - Bull GCOS Application Port	8/18/2025
Active	IVH	IVH - Electronic Communications Application	6/28/2024
Active	IVH	IVH - Electronic Scheduling	7/26/2024
Active	IVH	IVH - OS Upgrade	TBD
Active	IVH	IVH EMR	5/28/2025
Active	IWD	Cloud First Initiative	6/30/2025
Active	IWD	IRS Federal Audit IWD	TBD
Active	IWD	IWD Alignment Phase 2 Discovery	12/27/2024
Active	IWD	IWD DX Websites Group 2	8/11/2024
Active	IWD	IWD Office 365 Migration	TBD
Active	IWD	IWD Unemployment Insurance Modernization	10/7/2024
Active	IWD	Unemployment Insurance Benefits System Modernization	10/7/2024
Active	IWD	Unemployment Insurance Tax System (My Iowa UI) Modernization	2/14/2025
Active	IWD	Unemployment Insurance Tax Trust Fund Redesign	8/30/2024
Active	OSME	OSME - State ME Computer/Tablet Distribution and Geospatial Data Visualization	TBD

Agency Participation Report

At the end of each fiscal quarter DOM OCIO submits a report agency IT projects and participates for the previous complete fiscal quarter. At the end of each year a spreadsheet is compiled with all the previous years agency participation. The full report with the DOM OCIO rate schedule can be found at the following link: <https://dom.iowa.gov/media/519>

Major Enterprise Technology Initiatives FY 23

The mission of the Department of Management's Office of the Chief Information Officer (DOM OCIO) is to provide high-quality, customer-focused information technology (IT) services and business solutions to the government and to citizens.

FY23 was a historic year of transformation for the State of Iowa and DOM OCIO in preparation for Agency Alignment. DOM staff started the work to prepare for alignment in spring 2023 with alignment taking effect in July 2023. Agency Alignment reorganized multiple agencies and divisions across the State of Iowa, bringing the number of cabinet agencies down from 37 to 16.

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. Initiatives undertaken in FY2023 include:

- Cloud Services Deployments
- Data Center Migration
- Local Government & Education Services
- Cybersecurity
- Broadband

These initiatives maintain alignment with key efficiency goals established by Governor Reynolds and with specific legislative mandates described below.

Cloud Services Deployments

The Office is actively working with agencies to move systems into the cloud where it makes sense from a financial, operational, and cybersecurity point of view. Every agency makes some use of the cloud today.

All state agency email is now on Google or Microsoft. Website hosting is predominantly on Amazon and Microsoft. Statewide Identity and Authorization System (Okta) provides a single username/password for all State of Iowa websites. There are 12 cloud service providers represented across state government.

Data Center Migration

In FY23, DOM OCIO completed a major modernization and migration of the state's primary data center. Storage, computer, networking, and mainframe were redesigned and refreshed as state services were moved from the capitol campus to a tier 3 data center.

By March 2023, DOM-OCIO completed the migration of DOM-OCIO systems to the new facility. Some production servers will remain, pending upgrades/changes scheduled for 2023/2024. Anticipated full Hoover facility shut down by 2024.

The amount of space required for Iowa's primary data center has decreased by 84%, thanks in part to Iowa's use of cloud services.

Cities and Counties Services

Beginning in FY 23, the DOM OCIO undertook a robust plan to expand IT brokerage and IT services for local governments. Iowa Code 8B allows the DOM OCIO to offer the same quality IT services for state agencies to city and county governments of Iowa. This allows local governments to use already negotiated contracts, which results in taking advantage of economies of scale.

IT Services: DOM OCIO information technology services are available to local governments and education including data center, e-mail, consulting, etc. In addition, DOM OCIO's portfolio of IT contracts provides access to leading marketplace providers at pre-negotiated rates.

Security Services: DOM OCIO cyber security services are available to local governments and education including 24x7 monitoring from DOM OCIO's security operation center and endpoint detection and response services to immediately identify and address suspicious activity.

Cybersecurity and Information Technology Infrastructure

The State of Iowa is maturing the cyber programs from being merely "reactive" into "compliance" and "risk based" activities. This allows Iowa to harden government operations against foreign and domestic cyber threats.

As the initiatives continue to advance we will commoditize cyber operations, improve cyber resiliency, and improve senior leadership transparency related to cyber risk. There are several key projects underway to mature the Cyber programs and balance the risk across the State of Iowa.

Security Operations Center (SOC)

On April 4, 2022 the Security Operations Center expanded hours of operations to provide 24 hours a day, 7 days a week, 365 days around the clock security incident response to appropriately respond to

foreign and domestic cybersecurity threats against the State of Iowa.

Endpoint Detection and Response (EDR) Tool

Modernization efforts began by replacing manual EDR tool to a next generation EDR tool. The next generation EDR provides automated cybersecurity protections for PCs, servers and other devices. Designed to prevent malware, cyberthreats, and cyber criminals seeking to evade protection controls. EDR monitors PCs, servers and other devices basic cyber hygiene to monitor to see if devices are up-to-date with the latest vendor cybersecurity fixes.

Security Awareness Training

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.

The DOM OCIO provides phishing tests for staff. By doing so we are able to prepare staff on how to identify and avoid these attacks using simulated phishing emails. A phishing email is one of the most likely ways that hackers and their malicious software (malware) can sneak into our environment. Many untrained employees will open a phishing email and will click on the embedded links or download the attached malware.

Cyber Incident Response Team (CIRT)

In January 2022, The State of Iowa Chief Information Security Officer established a Cyber Incident Response Team (CIRT) to serve the State of Iowa in preparing and responding to cybersecurity threats against State, Local, Tribal, and Territorial (SLTT) governments. The CIRT consists of the following organizations:

- Air National Guard, 168th Cyber Operations Squadron
- Iowa Homeland Security and Emergency Management
- Iowa Department of Public Safety, Division of Criminal Investigation
- Iowa Secretary of State
- Iowa State University Board of Regents
- Department of Management's Office of the Chief Information Officer

Broadband

In the Spring of 2023, the State Broadband Officer (SBO) launched a community driven effort to identify areas of the state lacking broadband. An Invitation to Qualify (ITQ) sought to establish Broadband Intervention Zones (BIZ) that may be eligible to receive funding in connection with future funding opportunities issued by the Office.

Several funding streams, including the American Rescue Plan Act Coronavirus State and Local Fiscal Recovery Fund, America Rescue Plan Act Capital Projects Fund, and the Infrastructure Investments and Jobs Act Division F, Title I ("Broadband Equity, Access, and Deployment Program" or "BEAD") have all been established to support the deployment of broadband to unserved and underserved locations in the United States.

Appendix B contains the full Empower Rural Iowa Broadband Annual Report

Standardization

The best solutions are found when we integrate collaboration, enterprise focus and selective consolidation. The DOM OCIO undertook a number of enterprise technology initiatives in FY2021 to improve, enhance, and standardize IT services.

Agency Support

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

Transparency

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

Agency Datasets

Both data.iowa.gov and checkbook.iowa.gov allow citizens direct access to data from over 40 agencies. The Department of Management's 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.

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 its kind in the nation allowing citizens, students, legislators or interest groups to analyze government fees from a single location.

Administrative Rules

[Rules.iowa.gov](https://rules.iowa.gov) allows members of the public the opportunity to comment on administrative rules in the notice process. During FY 23 401 notices were published for public comment.

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 FY23, 18 agency and agency divisions used the portal to receive and manage 3,597 record requests.

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.

ChatBot

Expanded use of the Chatbot resulted in an estimated savings of over 6,700 staff hours as the chatbot responded to 405,285 questions from the public.

Digital Citizen Outreach

The DOM 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 FY22 there were 1.9 million subscriptions for Iowans and businesses. 33.5 million messages sent to these

subscribers. Constituents may subscribe to these topics using the subscribe link on <https://www.iowa.gov/subscribe> or by following instructions on any of the agency websites using this service.

FY23 PERFORMANCE PLAN RESULTS

The Department of Management Office of the Chief Information Officer has established the following measurable goals to evaluate progress and moreover improve results so we can better serve citizens.

Name of Agency: Department of Management's Office of the Chief Information Officer			
Agency Mission: Provide client-centric information technology and business solutions to government and citizens through guidance, service delivery, and partnerships.			
Core Function: The DOM OCIO supports the core function of enterprise resource management, providing all vital infrastructure needs necessary to administer and support agency operations			
Performance Measure (Outcome)	Target	Actual	Performance Comments & Analysis
Service: Information Security			
Number of vulnerabilities patched or managed	0*	390,589	What Occurred: Continue remediating vulnerabilities to improve the score. This is the first year of this metric and we only got the tool on July 1. We spent FY23 ramping it up and the numbers will be close to the goal for FY24 *For this metric the lower the score the better as it shows hosts are less vulnerable Data Source: Data provided by DOM OCIO Security Operations Center
Percentage of State employees have completed security awareness training.	100%	66% of State Employees 100% DOM OCIO employees received security awareness training	What Occurred: Support and improve the confidentiality, integrity and availability of State of Iowa data. Data Source: Data provided by DOM OCIO Security Operations Center
Percentage of agencies that have completed an annual inventory.	100%	86%	What Occurred: Improve asset inventory management through increased visibility of connected devices. This is the first year of this metric and we only got the tool on July 1. We spent FY23 ramping it up and the numbers will be close to the goal for FY24 Data Source: Data provided by DOM OCIO Security Operations Center

Percentage of state-wide information systems that have an Enterprise Patching Tool installed.	100%	1%	<p>What Occurred: Support and improve the confidentiality, integrity and availability of State of Iowa data. This is the first year of this metric and we first acquired the tool on July 1, 2023. We have since been ramping up the implementation and the numbers will be close to the goal for the FY24 reporting period.</p> <p>Data Source: Data provided by DOM OCIO Security Operations Center</p>
Percentage of state-wide accounts that have multi factor authentication functioning.	100%	74%	<p>What Occurred: Support and improve the confidentiality, integrity and availability of State of Iowa data. This is the first year of this metric and we only got the tool on July 1. We spent FY23 ramping it up and the numbers will be close to the goal for FY24</p> <p>Data Source: Data provided by DOM OCIO Security Operations Center</p>
Percentage of business interfaces protected by the layer 7 firewall.	100%	86%	<p>What Occurred: Support and improve the confidentiality, integrity and availability of State of Iowa data. This is the first year of this metric and we only got the tool on July 1. We spent FY23 ramping it up and the numbers will be close to the goal for FY24</p> <p>Data Source: Data provided by DOM OCIO Security Operations Center</p>
Percentage of state-wide information systems that have the Enterprise Endpoint Protection and Response (EDR) installed.	100%	79%	<p>What Occurred: Support and improve the confidentiality, integrity and availability of State of Iowa data. This is the first year of this metric and we only got the tool on July 1. We spent FY23 ramping it up and the numbers will be close to the goal for FY24.</p> <p>Data Source: Data provided by DOM OCIO Security Operations Center</p>
Service: Infrastructure Services			
Percent uptime for core network	99%	99.9%	<p>What Occurred: Exceeded target performance for this fiscal year.</p> <p>Data Source: Nagios network monitoring tool</p>
Number of disaster recovery drills performed	5	5	<p>What Occurred: Practicing recovery is critical for the readiness of IT systems. This metric showcases the number of exercises to promote disaster and incident preparedness.</p> <p>Data Source: DOM OCIO Information Security Services Bureau</p>
Activity: Business Services			
Number of new IT services delivered	4	4	<p>What Occurred: These services provided statewide consistency in negotiated terms and conditions, and offer agencies a set of managed services, reducing agency effort in contracting and freeing up time to focus on delivering business systems</p>

			Data Source: Business Services Division Administrator
Service: Web Services			
Percent uptime for websites	99%	99.78%	What Occurred: Met target KPI Data Source: Akamai, security tool used to monitor all
Service: Project Management			
Percent of projects within 10% of budget	75%	100%	What Occurred: Exceeded target expectations. The projects included in this measure are managed by DOM OCIO project managers including DOM OCIO projects and agency projects. Data Source: Google Project Site
Percent of projects within 10% of schedule	75%	100%	What Occurred: 10 of 7 projects on time. Data Source: Google Project Site

Accompanying Documents

Appendix A. FY2023 IOWAccess Revolving Fund Annual Report

Appendix B. State of Iowa Broadband Report

APPENDIX A - IOWAccess Revolving Fund - Annual Report FY2023

IOWAccess Revolving Fund

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.

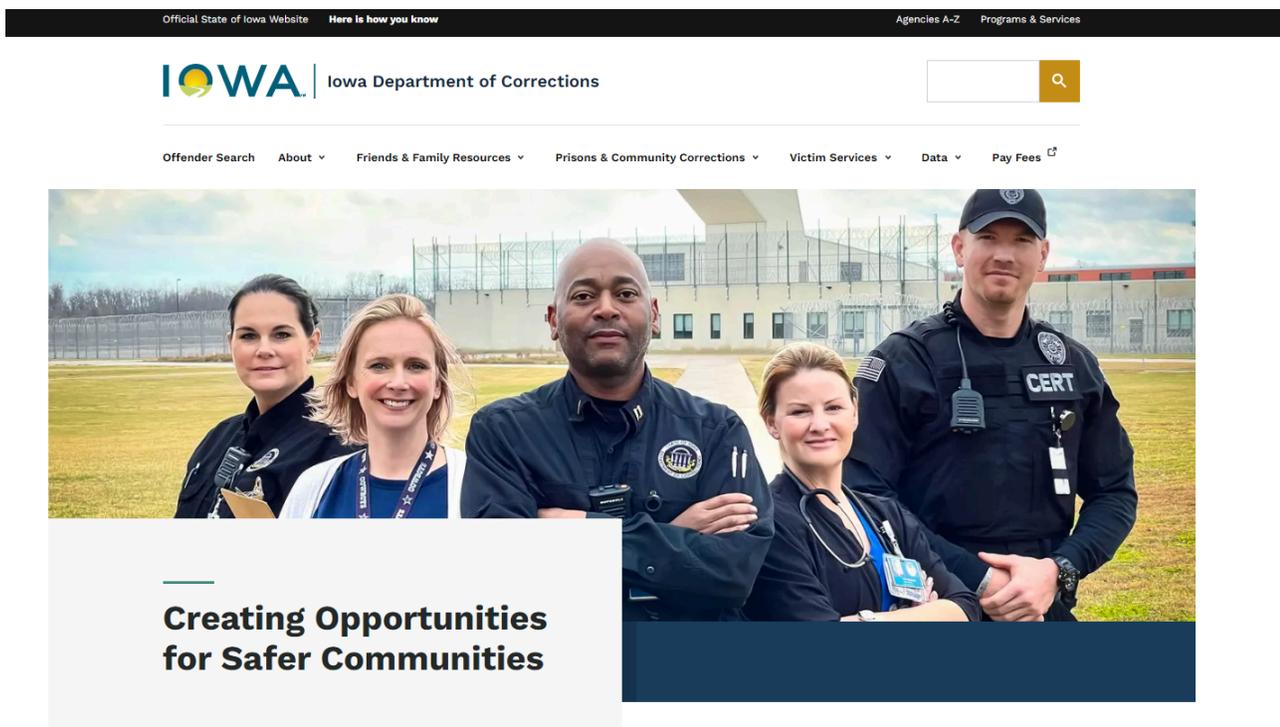
The DOM OCIO developed system for the sale of Driver License Record Abstracts (DLR) funds dozens of static and dynamic web services created for state agencies. Agencies may submit a request and receive an IOWAccess grant for the "Citizen Facing Website Program" for the services to develop, test, host 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 DOM 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."). DOM 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.





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
- Office of the Governor - Governor.iowa.gov
- Corrections - DOC.iowa.gov
- Iowa Department of Veterans Affairs and Veterans Home - DVA.iowa.gov
- Office of Drug Control Policy - ODCP.iowa.gov
- Iowa Utility Board - IUB.iowa.gov
- Iowa Racing and Gaming Commission - Irgc.iowa.gov
- Office of State Medical Examiner - IOSME.iowa.gov
- Department for the Blind - Blind.iowa.gov
- Board of Parole - BOP.iowa.gov
- Iowa Civil Rights Commission - ICRC.iowa.gov
- State Public Defender - SPD.iowa.gov
- Iowa Public Information Board - 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.



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

[Apply for Childcare](#)

[Apply for Child Support](#)

[Apply for Rent Reimbursement](#)

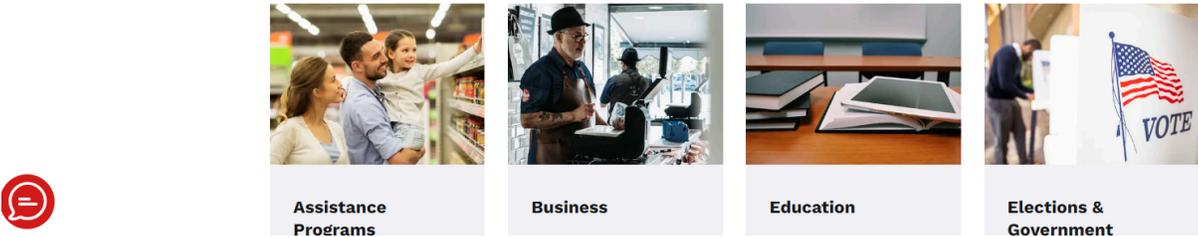
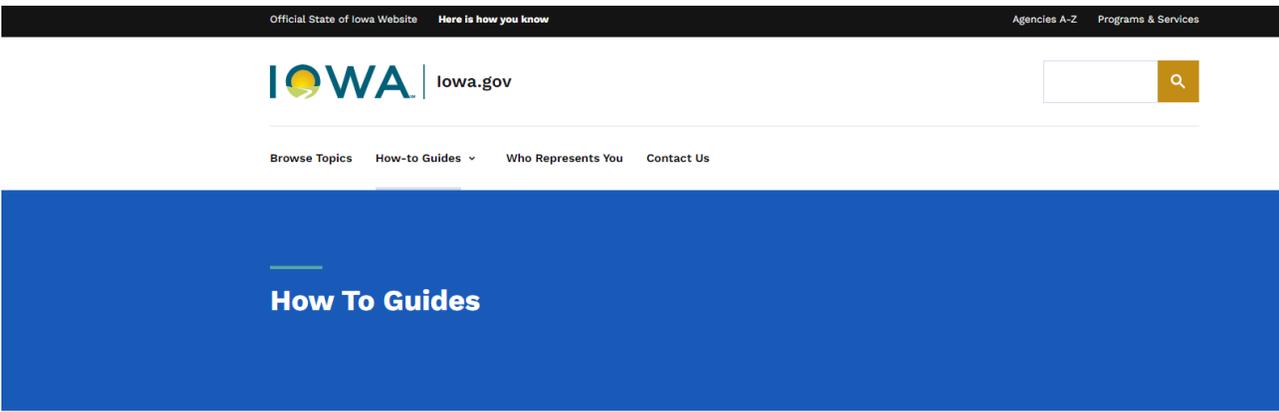
[Apply for SNAP](#)

[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 Iowans to ask questions.



DOM OCIO estimates every engagement with the chatbot saves approximately 5 minutes staff time. Approximately 16,000 Iowans 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>. lowans 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. DOM 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, lowans 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 lowans 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
DOM 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
DOM 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
DOM OCIO Local Government Domain Registrations	22	60,965.00	6,514.35	54,450.65	13,379.94	41,070.71
DOM 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
DOM OCIO Hosting Operational Initiatives FY23	23	360,000.00	-	360,000.00	356,990.08	3,009.92
DOM OCIO Open Records FY23	23	113,000.00	-	113,000.00	111,630.39	1,369.61

DOM OCIO Citizen Engagement Data Sites FY23	23	55,000.00	-	55,000.00	8,583.58	46,416.42
DOM OCIO Seamless Docs FY23	23	329,904.74	-	329,904.74	293,335.59	36,569.15
DOM OCIO State Homepage Support FY23	23	100,000.00	-	100,000.00	86,175.48	13,824.52
DOM OCIO Online Directory Phonebook FY23	23	27,000.00	-	27,000.00	25,031.60	1,968.40
DOM OCIO Archive Social FY23	23	66,000.00	-	66,000.00	61,291.30	4,708.70
DOM OCIO GovDelivery Enterprise Citizen Engagement FY23	23	309,000.00	-	309,000.00	282,123.18	26,876.82
DOM OCIO Live Chat, Chat Bot for the Enterprise FY23	23	60,000.00	-	60,000.00	-	60,000.00
DOM OCIO Support for new Data Center	23	2,592,000.00	-	2,592,000.00	1,247,609.57	1,344,390.43
DOM OCIO Public Data Assessment and Architecture FY23	23	120,000.00	-	120,000.00	95,168.00	24,832.00
DOM OCIO Portal Operations FY23	23	351,000.00	-	351,000.00	289,449.68	61,550.32
DOM OCIO Enterprise Website Accessibility and SEO Initiative FY23	23	60,000.00	-	60,000.00	54,524.23	5,475.77
DOM 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
DOM OCIO GIS FY23	23	303,180.00	-	303,180.00	125,723.93	177,456.07
DOM OCIO Content Management Strategist	23	266,000.00	-	266,000.00	118,166.01	147,833.99
DOM OCIO Public Data Management Strategist	23	160,000.00	-	160,000.00	-	160,000.00
DOM OCIO Transitional Hosting Support	23	161,000.00	-	161,000.00	157,500.00	3,500.00
DOM OCIO DOM Performance Dashboards	23	250,000.00	-	250,000.00	13,636.42	236,363.58

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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
DOM 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	-
Terrace 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 Citizen Facing	23	14,095.00	-	14,095.00	14,095.00	-
* 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

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* 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 Commission Citizen Facing	23	14,095.00	-	14,095.00	7,800.00	6,295.00
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 Governor's Office of Drug Control Policy Citizen Facing	23	14,095.00	-	14,095.00	8,501.50	5,593.50

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Iowa Utilities Board Citizen Facing	23	14,095.00	-	14,095.00	12,500.05	1,594.95
DOM 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
DOM 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	-	-
* DOM OCIO Archive Social	22	50,000.00	49,472.16	527.84	-	-
* DOM 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	-	-

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* 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 DOM 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.

APPENDIX B - Statewide Broadband Program - Annual Report FY2023

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 Department of Management's Office of the Chief Information Office (DOM OCIO). DOM OCIO has been tasked with coordinating and unifying Iowa's overall broadband initiatives between state agencies, service providers, business and industry, agriculture, communities and user groups.

Iowa Code Chapter 8B.9(5) requires DOM 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 the Spring of 2023, the SBO launched a community driven effort to identify areas of the state lacking broadband. An Invitation to Qualify (ITQ) sought to establish Broadband Intervention Zones (BIZ) that may be eligible to receive funding in connection with future funding opportunities issued by the Office. Several funding streams, including the American Rescue Plan Act Coronavirus State and Local Fiscal Recovery Fund, America Rescue Plan Act Capital Projects Fund, and the Infrastructure Investments and Jobs Act Division F, Title I ("Broadband Equity, Access, and Deployment Program" or "BEAD") have all been established to support the deployment of broadband to unserved and underserved locations in the United States.

During the application development phase of the ITQ, the Office hosted 55 community engagement meetings across the state to build awareness of Digital Equity concerns, including access and the affordability of broadband. Communities were also contacted individually by our vendor FG to build awareness of the program and offer technical assistance during the ITQ application phase. Over 300 engagement activities took place within 6-months to promote community driven broadband expansion. Community meetings were scheduled during the evening to avoid an intersection with the typical workday. No resident was required to travel more than an hour to attend a meeting. Residents could request special accommodations through a resource provided by the Iowa Department of Human Rights. All notices of community meetings were advertised at least two weeks prior in the local paper and online. If a resident was not able to attend a meeting, they could still view/listen to the content and submit comments online on DOM's website. 99 applications were received and 96 Broadband Intervention Zones (BIZ) were created as part of this effort.

NOFA #	Applications Awarded	Grant Funds Awarded	Total Project Costs	HSBs in Awarded Project	Average Cost per HSB	Census Blocks	Number of Counties	Square Miles
001	7	\$1,300,000	\$13,000,000	7,279	\$1,785.96	1,872	12	760
002	17	\$5,000,000	\$43,975,676	13,011	\$3,379.88	5,769	33	2,514
003	53	\$33,037,114	\$61,600,518	37,050	\$1,662.63	11,300	74	3,812
004	13	\$4,950,000	\$14,142,857	1,522	\$9,292.28	855	13	251
005	14	\$15,452,302	\$21,374,113	2,827	\$7,560.70	1,400	21	638
006	37*	\$97,493,503.77**	\$203,396,964.18	14,640	\$13,893.24	5,318	48	2,541.28
007	130*	\$195,588,472.75**	\$417,300,516.51	37,237	\$11,206.61	20,526	84	9,212.43
Total	271	\$352,821,392.52	\$774,790,644.69	113,556	\$8,692.39	94,903	N/A	19,728.71

* Represents applications signed

** Represents funds obligated

Updates and Changes to the Broadband Program

On July 1, 2021, DOM OCIO issued Notice of Funding Availability (NOFA) #006 for the Empower Rural Iowa Broadband Grant Program making available up to \$97,500,000.00 for broadband expansion in Iowa. The purpose of this NOFA is to solicit Applications from Communications Service Providers for Broadband Infrastructure Projects that will have the greatest overall effect of reducing or eliminating Unserved or Underserved Areas in the State through the installation of Broadband Infrastructure. Minimum buildout speeds are 100/100 or 100/20 depending on the eligibility determinations within a given project area. This was the culmination of DOM OCIO efforts during the 2021 legislative session that was implemented at the start of FY 2022.

On January 4, 2022, DOM OCIO announced the intent to award \$210,454,219.13 in federal American Rescue Plan “ARP” Coronavirus State and Local Fiscal Recovery Funds “CSLFRF” to 160 applications through NOFA #007. These funds were awarded to communications service providers for broadband infrastructure projects that will have the greatest overall effect of reducing or eliminating unserved or underserved areas in the state. Projects are designed to provide last-mile broadband service to homes, schools, and businesses in unserved and underserved areas that reliably meets or exceeds 100/100 broadband or 100/20 in areas where 100/100 is not practicable. All projects are to be completed by 9/30/2026.

On November 15, 2021, the Infrastructure Investment and Jobs Act was signed into law, providing \$65 billion to help close the digital divide and ensure that all Americans have access to reliable, high speed, and affordable broadband. DOM OCIO has begun undertaking extensive work in Iowa on two major programs under this Act:

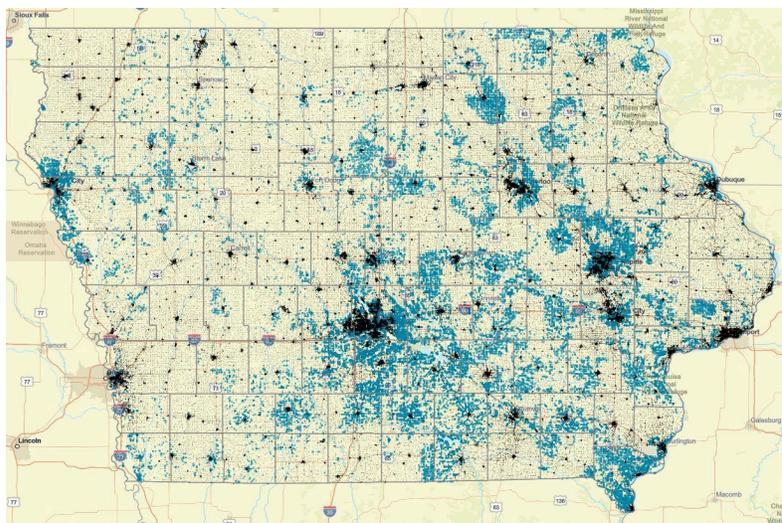
The Broadband Equity, Access, and Deployment Program (BEAD) provides \$42 billion for a federal

grant program administered by the National Telecommunications and Information Administration (NTIA) that aims to increase broadband access and adoption in unserved locations that have no internet access or that only have access under 25/3 Mbps and underserved locations that only have access under 100/20 Mbps across the United States. The program provides funding for the construction, improvement, and expansion of broadband infrastructure, as well as digital inclusion projects (devices, technical assistance, digital literacy). BEAD seeks to provide affordable, reliable, and high-speed broadband to all Americans, particularly those who have been historically underserved or marginalized and aims to improve educational, economic, and healthcare outcomes. BEAD prioritizes unserved

The Digital Equity Act (DE) provides \$2.75 billion to establish three grant programs that promote digital equity and inclusion. They aim to ensure that all people and communities have the skills, technology, and capacity needed to reap the full benefits of our digital economy. The Digital Equity Act is split into three federal programs:

- State Planning Program: A \$60M formula grant program for states, territories, and tribal governments to develop digital equity plans.
- State Capacity Program: A \$1.44 billion formula grant program for states, territories, and tribal governments. It will fund an annual grant program for five years in support of digital equity projects and the implementation of digital equity plans.
- Competitive Program: A \$1.25 billion competitive grant program. It will fund an annual grant program for five years to implement digital equity projects.

Each year the DOM OCIO is required by statute to create a broadband map. The Office utilizes maps and data sources made available by the Federal Communications Commission (FCC) and/or developed or produced by contractors or third parties retained or utilized by the Office. These maps and corresponding data sources represent the status of Broadband in Iowa on the As Of date as reported by communication service providers in Iowa. There is a challenge process in place for the public to challenge the results of the map. Residents challenging the map must have been residents of the State of Iowa, reporting the conditions of service at their place of residence or business. Below is Map Version 4 that was used in FY22. It utilized census blocks as location identification. Following map versions use addresses.



DOM OCIO Broadband Map Version 5

source:DOM OCIO

