

STATE OF IOWA



Office of the Chief Information Officer

**Fiscal Year 2013  
IOWAccess Revolving Fund  
Annual Report**

**January 2014**

**State of Iowa  
Fiscal Year 2013  
IOWAccess Revolving Fund Annual Report**

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This annual report was produced in compliance with Iowa Code section 8B.33 to be submitted to the General Assembly and Legislative Services Agency not later than January 31, 2014. A copy of this publication has been filed in compliance with Iowa Code sections 8B.9.

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**Fiscal Year 2013**  
**IOWAccess Revolving Fund Annual Report**

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## **Acknowledgements**

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

The OCIO would also like to thank Deb Krueger for the verification of the FY 13 data contained in this report. In addition, the OCIO would like to thank Phil Miclot for his help with this report and the financial oversight of the IOWAccess Revolving Fund. Finally, we would like to recognize Wes Hunsberger for his operational and technical support of the IOWAccess Revolving Fund and acknowledge Wes for producing and distributing this publication. Please direct any questions about this *Fiscal Year 2013 IOWAccess Revolving Fund Annual Report* to Wes Hunsberger at [wes.hunsberger@iowa.gov](mailto:wes.hunsberger@iowa.gov) or (515) 281-6993.

## **Foreword**

As discussion of the “digital divide” focuses on citizens’ electronic access to government and many forms of digital data, we believe the IOWAccess Revolving Fund is an important tool to close this divide between citizens and the data they wish to access. The various IOWAccess projects that have been developed through this fund continue to make more data available from state government and are a means to connect more citizens to their government. Since 1998, completed projects totaling \$14.7 million have been financially supported by IOWAccess. In addition, \$4.3 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.

State government is currently working on several information technology initiatives related to consolidation. A great tool for enabling several of the IT consolidation initiatives is the IOWAccess Revolving Fund, one of the funding sources for these important projects. We look forward to continuing the success of these consolidation initiatives through IOWAccess funding.

The IOWAccess Revolving Fund has been and continues to be an important funding source for a variety of e-Government projects, from licensing services 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 December 2013. 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. Thank you for partnering with us to make the State of Iowa a technology leader.

Bob von Wolffradt, Chief Information Officer  
Office of the Chief Information Officer  
1305 East Walnut Street  
Des Moines, IA 50319



## **IOWAccess Revolving Fund**

Fiscal Year 2013 Annual Report

### **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 2013 accomplishments of IOWAccess. In addition, IOWAccess projects in development are reported through December 2013. 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 11 through 15) includes a listing of IOWAccess projects in development by agencies during Fiscal Year 2013. 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. To aid the discussion of IOWAccess projects, financial data has been included through December 2013. The financial section also includes ongoing IOWAccess expenses, the unobligated cash balance for IOWAccess and a listing of projects under review that may receive IOWAccess funding in the immediate future.

### **Iowa Code Section 8B.9 – Reports Required**

Following is the applicable Iowa Code citation for the CIO to produce the report:

4. *An annual report of expenditures from the IOWAccess revolving fund as provided in section 8B.33.*

## **Iowa Code Section 8B.33 – IOWAccess Revolving Fund**

Following is the applicable Iowa Code citation for the IOWAccess Revolving Fund:

1. *An IOWAccess revolving fund is created in the state treasury. The revolving fund shall be administered by the office and shall consist of moneys collected by the office as fees, moneys appropriated by the general assembly, and any other moneys obtained or accepted by the office for deposit in the revolving fund. The proceeds of the revolving fund are appropriated to and shall be used by the office to maintain, develop, operate, and expand IOWAccess consistent with this chapter, and for the support of activities of the technology advisory council pursuant to section 8B.8.*
2. *The office shall submit an annual report not later than January 31 to the members of the general assembly and the legislative services agency of the activities funded by and expenditures made from the revolving fund during the preceding fiscal year. Section 8.33 does not apply to any moneys in the revolving fund, and, notwithstanding section 12C.7, subsection 2, earnings or interest on moneys deposited in the revolving fund shall be credited to the revolving fund.*

## **Funding Guidelines for IOWAccess Projects**

To seek IOWAccess funds the following guidelines apply:

- The request must be made by a State of Iowa, county, or local government agency
- The request must meet the mission of the government
- The proposed project must provide a benefit to the state and provide a service to the citizens of Iowa
- The proposed project must provide electronic access to government information or transactions whether federal, state or local
- The government agency can outsource management of the website to a non-profit organization, but the agency is ultimately responsible for the information contained therein
- The proposed project, once completed, can be shared with and used by other political subdivisions of the state, as appropriate
- The state retains ownership of any final product or is granted a permanent license to the use of the product

The funding for IOWAccess applications improves the availability, quality, use, and sharing of data; provides a unique source of funds for innovative e-Government programs; and is used as an adjunct to federal and state funding to improve the effectiveness of government programs, consistent with the goals of IOWAccess.

IOWAccess projects are recommended by an IT procurement review process supported by Iowa's Chief Information Officer in his role of representing state government information

technology. 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 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 contracts with Iowa Interactive, LLC, a wholly-owned subsidiary of NIC, Inc. to be the network manager.

The original Iowa Interactive agreements expired on September 30, 2005. The State of Iowa competitively bid the contract for IOWAccess development and support services, and Iowa Interactive was awarded the new contract effective April of 2006 for a six-year term, with an option for a one-year extension ending March 31, 2013. A further extension was granted through March 31, 2014. The State of Iowa released an RFP to determine a vendor in support of the network manager role currently held by Iowa Interactive. The procurement process related to this RFP is currently under development.

Iowa Interactive provides enhanced access to Driver License Record Abstracts (DLR) as a service provided by IOWAccess. IOWAccess and Iowa Interactive share the \$3.00 value add service fee that is assessed to users who access electronic DLRs. This transaction revenue funds dozens of static and dynamic web services created for state agencies by Iowa Interactive at no cost to the agencies. Iowa Interactive is not paid with General Fund dollars. Instead, Iowa Interactive receives its revenue from their portion of the DLR transaction fees paid by the users of that service.

## **Selected State Government Projects Using IOWAccess Funding**

### **Administrative Rules System (*FY 13 project*):**

([Administrative Rules Website](#), IT project request # 259)

A citizen facing system for providing public comment, notification, and tracking of administrative rules through the State of Iowa. Today, citizens are required to navigate multiple agency websites across two branches of government to find administrative rules, there is no mechanisms for public comment, and emergency rules aren't immediately available for review. This system is designed to bring a new level of transparency and interaction to the Administrative Rules process at the State of Iowa. This online system will be created as a citizen-facing system to provide searching capabilities, public comment, notification, and tracking of administrative rules through the state with cooperation from the Legislative Services Agency. The system will be written with feedback and meeting the needs of all agencies that want to partner on the project. Currently there is no 'one stop

shop' to find public comment, notification, and tracking of administrative rules; the information is not easily found due to meager searching capabilities. Both citizens and agencies have requested enhancements to this system. A prototype was developed and demonstrated to Iowa Governor's office and the Legislative Services Agency.

**Iowa Interactive Map – Geospatial Governance and Guidelines (FY 13 project):**

([Geospatial Governance and Guidelines](#), IT project request # 244)

Enterprise online map layers from DOT, DNR, HMSE, DHS, DPH, IDR, +, and enterprise management and coordination. Leveraging geocoded datasets already available plus those to come from multiple agencies and jurisdictions, the State of Iowa will present an interactive map to citizens similar to that already available for the State of Alabama. These funds will be used to support development, implementation, hosting, and management of a single geospatial system for the State of Iowa that will drive the interactive map. Large organizations with extensive systems have made significant investments in geospatial technology. Work has been done on the state data portal that can leverage an ArcGIS Online for Organizations (AGO) investment. AGO is a comprehensive web-based solution to present geospatial data for public consumption in a common map store. The State of Iowa lacks central location for the discovery, collaboration and sharing maps with the public as well as other government agencies. The need for spatial information has exploded and an increasingly spatially literate public needs data collected by government agencies in the form of maps and other methods of visualization. It is imperative that the public can easily find maps to increase government transparency and to help the citizens interact with the State of Iowa. Smaller organizations can utilize this geospatial portal solution to satisfy their need for geospatial visualization tools as well and communicate with the public and share up-to-date data to showcase their projects. AGO will enable an increased level of communication between the public and other government agencies.

**State of Iowa Help Desk System (FY 13 and FY 14 project):**

([Iowa Help Desk System](#), IT concept paper # 264 and 265) A single, centralized helpdesk system with an interface for citizen access to request assistance from a variety of state helpdesks for questions about state government applications. Instead of navigating multiple agency websites and online submission systems, this centralized interface will be made available through the State of Iowa home page. Initial phases will serve requests currently answered by the DAS helpdesk for applications including Iowa Courts Online, Nursing Licensing Renewal, Enterprise Authentication and Authorization for citizens, and more. Expected results include:

- Better on-line access for citizens and state employees who are having difficulty with IT applications. Citizens and state employees will be able to send a trouble ticket via the web. Currently, they are not able to do this on-line.
- More automation of processes. On boarding new employees, ordering computers, phones and other services from ITE will be automated.
- Improved reporting processes. Service Level Agreements will be tracked in the software and our response time will be tracked and reported on a dashboard.

Schedules, alerts, and escalation will be incorporated into the ticketing system. Currently, spending time gathering a hodgepodge of data in various spreadsheets and updating this information.

- Reduce internal costs by hosting off-site through a cloud based offering.

## IOWAccess Projects in Development by Agencies (through December 2013)

<b>Project Name</b>	<b>Agency</b>	<b>% Complete</b>	<b>Original Amount Approved</b>	<b>Current Amount Approved</b>	<b>Amount Spent</b>	<b>Obligated Unspent Balance</b>	<b>Estimated Complete Date</b>
AMANDA Healthcare Provider Licensing Database - Execution	Public Health	94%	\$ 567,575	\$ 669,000	\$ 629,364	\$ 39,636	6/30/2014
ARRA Project Phase 2 – Execution	Administrative Services	84%	\$ 497,635	\$ 497,635	\$ 417,372	\$ 80,263	3/31/2014
Iowa Code and Rules Easy Navigation and Search – Execution	Legislative Services Agency	86%	\$ 325,000	\$ 325,000	\$ 278,192	\$ 46,808	6/30/2014
Cyber Security Education and Awareness Training – Design & Implementation	Administrative Services	100%	\$ 84,666	\$ 84,666	\$ 84,666	\$ 0	<b>Complete</b>
Workers' Compensation PERFECT System – Execution	Workforce Development	0%	\$ 25,000	\$ 25,000	\$ 0	\$ 25,000	6/30/2014
AMANDA Phase II – Full Project	Administrative Services	83%	\$ 834,050	\$1,240,501	\$1,033,959	\$ 206,542	6/30/2014
AMANDA Direct Care Workforce Credentialing System	Public Health	37%	\$ 308,367	\$ 308,367	\$ 115,151	\$ 193,216	6/30/2014
Commercial Breeder ePayment – Entire Project	Agriculture	0%	\$ 20,000	\$ 20,000	\$ 0	\$ 20,000	<b>Complete</b> <sup>1</sup>
Terrace Hill One Year Hosting	Terrace Hill	0%	\$ 2,587	\$ 2,587	\$ 0	\$ 2,587	6/30/2014
NAPIS-IAFRS System	Aging	97%	\$ 300,000	\$ 330,000	\$ 320,153	\$ 9,847	6/30/2014
Transparency DATA Share – Planning & Execution	Management	99%	\$ 125,659	\$ 145,659	\$ 145,466	\$ 193	6/30/2014
Crime Victim Assistance Division (CVAD) – Scope Analysis	Attorney General	100%	\$ 30,000	\$ 34,748	\$ 34,748	\$ 0	<b>Complete</b>
Crime Victim Assistance Division	Attorney General	100%	\$ 23,800	\$ 23,800	\$ 23,800	\$ 0	<b>Complete</b>
Iowa Senate Video Streaming – Full Project	Legislative Services Agency	100%	\$ 135,000	\$ 135,000	\$ 135,000	\$ 0	<b>Complete</b>
Iowa Food and Consumer Safety Licensing and Inspections System – Full Project	Inspections & Appeals	0%	\$ 195,185	\$ 195,185	\$ 0	\$ 195,185	6/30/2014
Sex Offender Registry Mobile Application – Testing and Support	Public Safety	100%	\$ 20,000	\$ 20,000	\$ 20,000	\$ 0	<b>Complete</b>
Website Accessibility Training – Full Project	Administrative Services	100%	\$ 32,510	\$ 32,510	\$ 32,510	\$ 0	<b>Complete</b>
Environmental Health Division Online Licensing System	Public Health	73%	\$ 312,444	\$ 312,444	\$ 229,506	\$ 82,938	12/31/2014
AMANDA Licensing System Enhancement – Elevators	Workforce Development	72%	\$ 177,017	\$ 165,062	\$ 118,740	\$ 46,322	12/31/2014
Iowa Electronic Vital Records System	Public Health	65%	\$ 500,000	\$ 500,000	\$ 326,449	\$ 173,551	6/30/2015
LiveHelper Software for Live Chat	State Library	40%	\$ 2,040	\$ 2,040	\$ 816	\$ 1,224	6/30/2015
Governor's STEM Website Redesign	Governor's Office	100%	\$ 35,000	\$ 31,200	\$ 31,200	\$ 0	<b>Complete</b>
Develop Health Screening Modules (Vision/Dental) in the Immunization Registry Information System - IRIS	Public Health	0%	\$ 150,000	\$ 150,000	\$ 0	\$ 150,000	6/30/2015

<sup>1</sup> Project was not initiated. Funds to be returned to IOWAccess Revolving Fund.

**Office of the Chief Information Officer**

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<b>Project Name</b>	<b>Agency</b>	<b>% Complete</b>	<b>Original Amount Approved</b>	<b>Current Amount Approved</b>	<b>Amount Spent</b>	<b>Obligated Unspent Balance</b>	<b>Estimated Complete Date</b>
Iowa Geospatial Governance and Guidelines	Public Defense	0%	\$ 750,000	\$ 750,000	\$ 0	\$ 750,000	6/30/2015
IGOV Admin Rules Website	Administrative Services	8%	\$ 300,000	\$ 300,000	\$ 25,142	\$ 274,858	6/30/2015
Decatur County Website Project	County of Decatur	100%	\$ 2,450	\$ 2,450	\$ 2,450	\$ 0	<b>Complete</b>
Service Desk and Asset Management Software FY 13	Administrative Services	53%	\$ 298,780	\$ 298,780	\$ 157,035	\$ 141,745	6/30/2015
Service Desk and Asset Management Software FY 14	Administrative Services	62%	\$ 484,162	\$ 484,162	\$ 300,633	\$ 183,529	6/30/2015
U.S. Bank Service Fee Processing Charge	Administrative Services	0%	\$ 100,000	\$ 100,000	\$ 0	\$ 100,000	6/30/2015
GIS Assistance in Fulfillment of Agricultural Adjustment (Pursuant to IAC 701.71.3)	Administrative Services	0%	\$ 313,200	\$ 313,200	\$ 0	\$ 313,200	6/30/2015
<b>TOTALS</b>			<b>\$ 6,952,127</b>	<b>\$ 7,498,996</b>	<b>\$ 4,462,352</b>	<b>\$ 3,036,644</b>	

## Ongoing IOWAccess Expenses

Expense Item	Expenditures in Calendar Year 2013
Small Project Reserve <sup>2</sup>	\$ 0
Non-Project Expenditures <sup>3</sup>	\$ 10,400
IOWAccess ITE Support Costs <sup>4</sup>	\$ 0
Applications Development & Infrastructure Support <sup>5</sup>	\$ 335,978
Professional Services for eGovernment Maintenance (Iowa Interactive) <sup>6</sup>	\$ 1,432,113
<b>IOWAccess Total Expended on Special Projects in Calendar Year 2013</b>	<b>\$ 1,778,491</b>

## Unobligated Cash Balance for IOWAccess

Cash Balance January 1, 2014	\$ 4,998,475
Total Contracted Not Expended	\$ 3,036,644
<b>Unobligated Balance</b>	<b>\$ 1,961,831</b>
<b>Pending IOWAccess Projects (pages 14-15)</b>	<b>\$ 1,714,200</b>
<b>Balance Available for Future Projects</b>	<b>\$ 247,631</b>

<sup>2</sup> The Small Project Reserve is intended to provide a source of funds, accessible to the COO of ITE in consultation with the CIO, to be used to fund low cost, short duration projects and support activities. These efforts are intended to have a total implementation cost of \$25,000 or less. This sub-unit also includes indirect costs, such as management time.

<sup>3</sup> Non-Project Expenditures includes expenditures that are not applicable to a project, such as IOWAccess manager travel expenditures.

<sup>4</sup> IOWAccess ITE Support Costs reflects the salary, benefit and overhead costs for the IOWAccess manager.

<sup>5</sup> Applications Development & Infrastructure Support includes projects not sponsored by particular agencies, such as the State Phone Book and School Alerts System, as well as support for IOWAccess.

<sup>6</sup> Professional Services reflects the Iowa Interactive payments for certified abstracts of vehicle operating records electronically sold.

## Pending IOWAccess Projects under Final Review

		<b>Agency</b>	<b>Request</b>
<b>1</b>	<b>Enhanced Data Sets for Iowa Data Portal</b>	<b>State CIO / Management</b>	<b>\$200,000</b>
	The Iowa data portal (data.iowa.gov) has been established as a resource to provide transparency into state government financials and other data repositories. The additional funds will support the deployment of additional machine readable data sets beyond financial data. Many of these data sets are already available from many state agencies, but need to be migrated into the state's data portal.		
<b>2</b>	<b>Hosting alternative services for public-relation information and data</b>	<b>State CIO / Governor's Office</b>	<b>\$51,000</b>
	Reduced agency and DAS-ITE costs for providing hosting services access and redundancies for public data.		
<b>3</b>	<b>Public communications for online citizen services</b>	<b>Management / Governor's Office</b>	<b>\$150,000</b>
	Out reach, training, and service awareness communications engagement for all state services available to the public - focusing on online and telephone versus "in line".		
<b>4</b>	<b>Public access to Grants application and services - hosting</b>	<b>Management</b>	<b>\$150,000</b>
	Provides hosting and management costs to enable enterprise grants management system for all agencies and jurisdictions.		
<b>5</b>	<b>Iowa Photo/Media Gallery</b>	<b>Governor's Office / Administrative Services</b>	<b>\$150,000</b>
	An online system with integration to social media systems including Tumblr, Instagram, and other online services for citizens to upload pictures of events, historic sites, and scenic destinations across the State of Iowa. Following the model established by the State of Michigan ( <a href="http://media.state.mi.us/migallery/">http://media.state.mi.us/migallery/</a> ) this system will enable a new level of interaction between citizens and government and serve as part of economic development and tourism sites already available to the public.		
<b>6</b>	<b>Mobile Development Competition</b>	<b>State CIO / Administrative Services</b>	<b>\$200,000</b>
	Leveraging data already available on the State of Iowa data portal (data.iowa.gov) the IOWAccess fund will sponsor a mobile development challenge with mobile applications to be developed and funded by the State of Iowa. These applications must meet all requirements for IOWAccess funding, but will be developed by leveraging the knowledge and expertise of the State of Iowa's ecosystem of startups, entrepreneurs, universities, and private individuals to enrich the current portfolio of State of Iowa mobile applications. This funding will support competition prizes and the development of standard templates for mobile applications to ensure compliance with State of Iowa standards.		

		<b>Agency</b>	<b>Request</b>
7	<b>Geospatial Parcel Data</b>	<b>State CIO</b>	<b>\$313,200</b>
	Funding for the collection of geospatial data to support Iowa Department of Revenue and County parcel data sets. This data is used for a number of important public-facing activities including property tax assessment.		
8	<b>Broadband Related Planning for Citizen Access</b>	<b>State CIO</b>	<b>\$500,000</b>
	Funding to support the Connect Every Iowa act designed to increase the availability of broadband Internet access for the public. Costs to support the program include data collection and analysis of metrics, geospatial analysis, public outreach, and stakeholder coordination.		
	<b>TOTAL of IOWAccess Projects under Final Review</b>		<b>\$1,714,200</b>

## IOWAccess Value-Added Fees Approved in Fiscal Year 2013

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.

Iowa Code establishes the Technology Advisory Council (TAC). The TAC will advise the Office of the CIO in the development of future IOWAccess value-added service fees. Included in the duties of the TAC is the following:

**8B.8 3.b.** Advise the office regarding rates to be charged for access to and for value-added services performed through IOWAccess.

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 2013 Value-Added Service Fees

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

**Appendix 1. Iowa Interactive Annual Report**

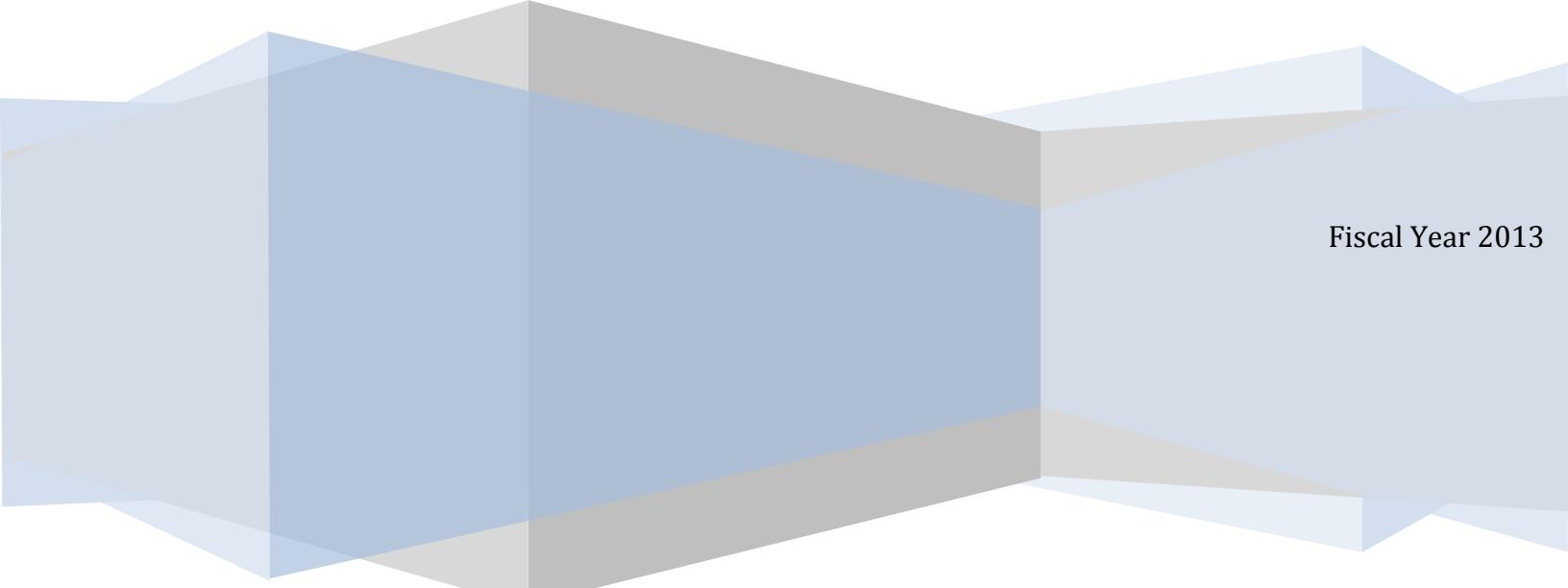




# Iowa Interactive

## Annual Report

July 2012 through June 2013



A large, abstract graphic element occupies the bottom half of the page. It consists of several overlapping, translucent 3D-like shapes in shades of light blue, medium blue, and grey. A vertical rectangular shape in medium blue is positioned in the center-left. The text "Fiscal Year 2013" is placed to the right of this central shape. The overall effect is a modern, minimalist design.

Fiscal Year 2013

## **Executive Summary**

Iowa Interactive is the Network Manager for the State of Iowa. Iowa Interactive manages Iowa.gov and is also responsible for providing development, management, and support for static and dynamic Web sites and dynamic and mobile applications to state agencies. These services are completely self-funded and Iowa Interactive receives no general fund monies. The following information outlines activities undertaken by Iowa Interactive during the 2013 Fiscal Year.

The report focuses on new projects that have gone live, the ongoing support Iowa Interactive provides, the value of services and *minimum* cost avoidance to the state agencies that chose to work with Iowa Interactive, survey results, and any additional marketing and promotional efforts in which Iowa Interactive was involved.

During 2013 Iowa interactive rolled out 14 new projects with eight different agencies. Iowa Interactive also rolled out five new Web sites that were redesigned in the new state standard Content Management System (CMS) Drupal. All five Web sites were built in accordance with the state standard and featured responsive design so they can also be viewed on any mobile device. Two native mobile applications were developed for the Department of Transportation. They were the practice driver quizzes and are featured in the Apple Store, Google Play and the Amazon Marketplace. As of this report there has been over 26,000 downloads of this application and a user rating of 4.7 out of 5.

By reviewing the cost avoidance agency partners realize in working with Iowa Interactive is one of the ways value is measured. Cost avoidance is based on fees that agencies did not incur for services they receive. This is different from savings. Savings is when agencies stop or reduce the amount being paid for a service. One way Iowa Interactive calculates cost avoidance is based on the Department of Administrative Services/Information Technology Enterprise (DAS/ITE) hourly development rate of \$113. Applying this rate to the number of hours gives a minimal cost avoidance rate. It is important to note that the DAS/ITE rate is a blended rate that is below the commercial market rate.

Another factor considered is the costs associated with issuing a Request For Proposal (RFP). Due to the fact that Iowa Interactive has already gone through the competitive bid process to provide eGovernment services, agencies do not have to write, issue, review, score, award, and negotiate a contract from an RFP. In consultation with the Center for Digital Government it is estimated that an RFP costs a state no less than \$250,000 to fully execute. It is difficult to calculate an exact cost associated with each RFP as they vary based on the size and complexity of a project. In some extreme cases, the costs of issuing an RFP can be greater than the actual cost of a project. Knowing this, each agency working with Iowa Interactive realized an additional minimum cost avoidance of \$250,000 for each new project and could realize the same cost avoidance for some enhancement or maintenance projects that might otherwise require an RFP. During 2013 the State of Iowa realized a minimum cost avoidance of \$3,750,000 in what would have been RFP related costs alone for the 14 new projects Iowa Interactive completed.

By leveraging the self-funded model, State of Iowa received a *minimum* value and cost avoidance of \$6,704,616.65 worth of service from Iowa Interactive. The revenues Iowa Interactive received from the State of Iowa totaled \$2,031,667. The difference between the actual revenue received and the minimum value of the service provided and cost avoidance is \$4,672,949.65.

## **Portal Facts**

During Fiscal Year 2013 Iowa Interactive has:

- Invested approximately 18,849.15 hours in development, project management and maintenance activities for the State of Iowa. This equates to a minimum cost avoidance of \$2,129,953.95.
- Provided approximately 2,500 hours of customer support and account management. This equates to a minimum combined cost avoidance of approximately \$282,500.
- Provided a minimum of 4,797.90 hours of portal management. This equates to a minimum cost avoidance of \$542,162.70.
- Launched 14 new projects with partners. This equated to a minimum cost avoidance of \$3,750,000 in RFP related fees.
- Provided service to a minimum of 66 different State of Iowa government agencies and divisions.
- Performed approximately 1,039 Web site maintenance and content management code rolls.
- Developed and deployed 54 enhancements to existing applications.
- Managed approximately 2,048 users within 1,079 active accounts with access to certified Driver License Record Abstracts.
- Managed an additional 671 free access accounts with access to Driver License Record Abstracts.
- Managed approximately 374 accounts used for the Help America Vote Act (HAVA) comprised of users in County Auditors' offices.
- Processed 1,160,768 transactions through the various transaction-based applications.
- Processed 87,237 transactions accessing free Driver License Record service.
- Received an overall Post Project Survey rating of 4.3 on a scale of 1 to 5, five being the highest rating, from agency partners in post project implementation satisfaction survey.
- Received feedback that 18 of 19 partners indicated if they had a need would work with Iowa Interactive again on a future project in the Annual Service Survey.
- Over 26,000 downloads of mobile applications in the Apple Store, Google Play and Amazon App store.

### **Fiscal Year 2013 Transaction Totals**

<b><u>Service</u></b>	<b><u>Volume</u></b>
Department of Transportation Driver License Record Lookup	1,088,168
Iowa Bureau of Professional Licensure Licensing	19,157
Professional Licensing Division Online Renewals	14,464
Professional Licensing Division Letters of Good Standings	680
Plumbers & Mechanical Engineers Licensing	1,267
Electrical Permits and Inspections	16,199
Electrical Licensing	18,967
Online Conference Registration & Payment/Transaction Management	933

## **New Projects Completed July 2012 to June 2013**

The following is a list of new projects Iowa Interactive and its partners completed during the 2013 Fiscal Year. The minimum cost avoidance calculation is based on the Information Technology Enterprise (ITE) development rate of \$113 per hour.

Due to the fact that Iowa Interactive has already gone through the competitive bid process to provide eGovernment services, agencies do not have to write, issue, review, score, and award a contract from a Request For Proposal (RFP). In consultation with the Center for Digital Government it is estimated that an RFP costs a state no less than \$250,000 to fully execute. It is difficult to calculate an exact cost associated with each RFP as they vary based on the size and complexity of a project. In some extreme cases, the costs of issuing an RFP can be greater than the actual cost of a project. Knowing this, each agency working with Iowa Interactive realized an additional minimum cost avoidance of \$250,000 for each new project and could realize the same cost avoidance for some maintenance projects that might otherwise require an RFP. During 2013 the State of Iowa realized a minimum cost avoidance of \$3,500,000 in what would have been RFP related costs alone.

### **Dynamic Free Applications**

#### **Iowa Scenic Byways**

This new Web site is designed to promote the uniqueness of the Iowa Byways system. The dynamic site features an administrative tool that allows each Byway staff to update their content and list of attractions for their respective Byway. The public use can plan their trips and print an itinerary as they pass through any of the Byways.

Hours invested by Iowa Interactive:

453

Minimum development & project management cost avoidance:

\$51,189.00



The screenshot shows the homepage of the Iowa Scenic Byways website. At the top, there is a navigation bar with the Iowa Byways logo, login/register links, a search bar, and a search button. Below the header, a large image of a landscape featuring a grain silo and a small town is displayed. To the left of the image, a sidebar titled "Choose a Byway" lists six options: DELAWARE CROSSING, DRIFTLESS AREA, GLACIAL TRAIL, GRANT WOOD, HISTORIC HILLS, and IOWA VALLEY. Each option is represented by a small thumbnail image.

### Symposium21 Web Site

This was a new Web site to support this conference from Alcoholic Beverages Division. The conference engages policy makers, industry professionals, local authorities and prevention experts in a discussion about the relevance of progressive control practices for alcohol regulation and distribution in a dynamic marketplace.

Hours invested by Iowa Interactive:

69.50

Minimum development & project management cost avoidance:

\$7,853.50

The screenshot shows the homepage of the Symposium 21 website. At the top, there's a navigation bar with links for HOME, ABOUT, ALCOHOL, EDUCATION, TOBACCO, LINKS, and CONTACT. To the left of the main content area, there's a logo for the State of Iowa Alcoholic Beverages Division featuring three stylized drops in blue, green, and yellow. The main title "Symposium 21" is prominently displayed in a large, bold, white font against a yellow gradient background. Below the title, there's a sub-headline "SYMPORIUM 21:" followed by the text "Marking 80 Years of Alcohol Regulation in Iowa". On the right side of the page, there's a photograph of a modern building with a green roof and white walls, surrounded by trees. A "Google Site Search" bar is located at the top right of the page.

### Iowa Alcoholic Beverages Division CALCohol Serving Size Web Site

This mobile enabled Web site was launched by the Iowa Alcoholic Beverages Division as part of its education outreach. Users can calculate the number of standard drinks per serving by entering different values into the site.

Hours invested by Iowa Interactive:

94

Minimum development & project management cost avoidance:

\$10,622

The screenshot shows a mobile-optimized web application for calculating serving sizes. The interface has a light green background with a yellow gradient on the left side. On the left, there's a graphic of a blue bottle with the word "CALC" and a plus sign. The main form contains fields for "% Alcohol", "use proof", "Serving in Ounces", "use liters", and "Standard Drinks". There are "RESET" and "CALCULATE" buttons at the bottom. The text above the form reads: "Calculate the number of standard drinks per serving by entering percent of alcohol/proof and serving size. Calculate suggested serving size by entering a percent of alcohol/proof."

### Iowa Communications Network

This is a redesigned site completely overhauled to utilize the state standard content management system, Drupal.

Hours invested by Iowa Interactive:

418

Minimum development & project management cost avoidance:

\$47,234



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### Iowa Civil Rights Commission

This is a redesigned Web site for the Civil Rights Commission. This site was moved into Drupal CMS as required by the state Web site standard.

Hours invested by Iowa Interactive:

233.50

Minimum development & project management cost avoidance:

\$26,385.50



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### Public Employers Relations Board

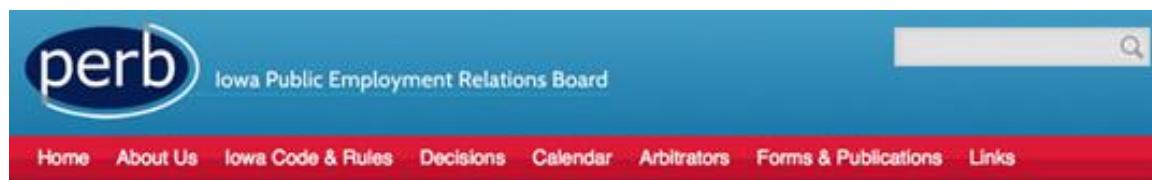
This is a redesigned Web site for the Public Employment Relations Board. The site was moved into Drupal as required by the state Web site standard.

Hours invested by Iowa Interactive:

239.50

Minimum development & project management cost avoidance:

\$27,063.50



### Department on Aging

This is was a new redesigned Web site for the Department on Aging. The site was moved into Drupal as required by the state Web site standard.

Hours invested by Iowa Interactive:

368.75

Minimum development & project management cost avoidance:

\$41,668.75

The screenshot shows the homepage of IowaAging.gov. At the top, there's a navigation bar with links for 'Home', 'Agencies', 'Online Services', 'Search All of Iowa.gov...', 'Home | Contact Us | Translator', and a zoom control for 'Current Size: 100%'. Below the navigation is the IowaAging.gov logo with the tagline 'The Link to Resources for Older Iowans'. A horizontal menu bar contains links for 'Home', 'About', 'Document Center', 'Advocacy', 'Education & Volunteerism', 'Long-Term Care Ombudsman', 'Healthy Lifestyles', and 'Programs'.

### State Public Defender

This is a redesigned Web site for the State Public Defender. The site was moved into Drupal as required by the state Web site standard.

Hours invested by Iowa Interactive:

520.25

Minimum development & project management cost avoidance:

\$58,788.25



OFFICE OF THE  
STATE PUBLIC DEFENDER



Home About Us Clients Contract Attorneys Other Claimants Defense Resources Online Services Contact Us

### Office of the Governor Bullying Prevention Web Site

This is a new Web site for the Governor's Office in support of the Bullying Prevention Summit.

Hours invested by Iowa Interactive:

173.75

Minimum development & project management cost avoidance:

\$19,633.75

The screenshot shows the homepage of 'THE GOVERNOR'S BULLYING PREVENTION SUMMIT'. It features a large red octagonal 'STOP' sign graphic. To its right, the text 'THE GOVERNOR'S BULLYING PREVENTION SUMMIT' is displayed in bold, black, uppercase letters. Below this, a quote reads "'Together let's take a stand!'" in a stylized font. At the bottom of the page is a red horizontal menu bar with links for 'Home', 'About', 'Speakers', 'Agenda', 'Sponsors', 'Video Contest', 'Resource List', and 'Accommodations'.

## **Mobile Applications and Web Sites**

### **State Fair Mobile Web Site**

In partnership with the State Fair Board an enhanced mobile Web site was developed for the Iowa State Fair. This second iteration has enhanced features such as seamless data uploads for more real-time information.

Hours invested by Iowa Interactive:

161.25

Minimum development & project management cost avoidance:

\$18,221.25



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### **Android Driver Practice Quiz**

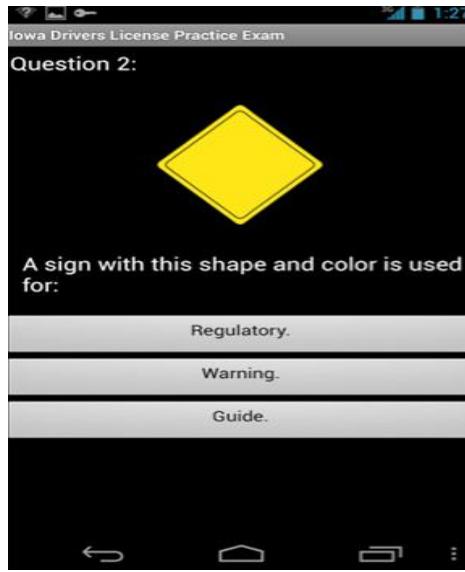
In partnership with the Iowa Department of Transportation II developed the Driver Practice quiz for Android devices. The application allows users to take a simulated test to sharpen their skills before going into the DOT office for the actual test. The application tracks user results and saves them so the user can study the answers that were missed.

Hours invested by Iowa Interactive:

94.75

Minimum development & project management cost avoidance:

\$10,706.75



### Multi-Lingual Android Driver Practice Quiz

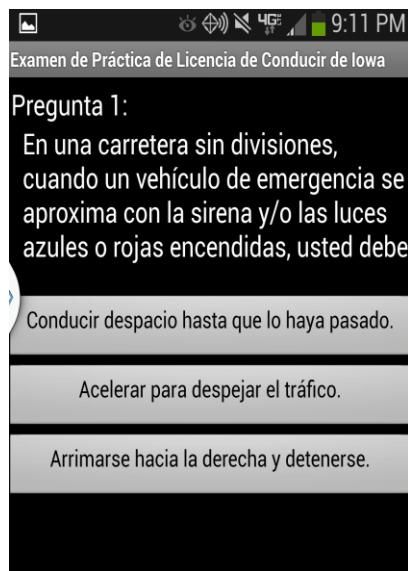
In partnership with the Iowa Department of Transportation II developed the Android version of the Driver Practice quiz. Later this year a new version of the quiz was released. This version allows users to select either English or Spanish and take a simulated test to sharpen their skills before going into the DOT office for the actual test. The application tracks user results and saves them so the user can study the answers that were missed.

Hours invested by Iowa Interactive:

58.75

Minimum development & project management cost avoidance:

\$6,638.75



## Transaction Applications

### Environmental Health Licensing-Lead Division

This is a new licensing system for the Lead Division of the Department of Public Health, Environmental Health Division. The initial launch was the administrative tool that incorporates all the office workflows which allows the Lead Division to manage every aspect of their program. The public side will be a full feature renewal system that not only allows for licensees to renew their current licenses, but also the ability to apply for a new license and pay online.

Hours invested by Iowa Interactive:

8,721.25

Minimum development & project management cost avoidance:

\$985,501.25

### Symposium21 Conference Registration\*

In conjunction with the Symposium21 Web site, the Alcoholic Beverages Division leveraged Iowa Interactive Conference Registration service for the registration, payment, and administration of the Symposium21 Conference.

Hours invested by Iowa Interactive:

69.50

Minimum development & project management cost avoidance:

\$7,853.50



### Governors Office Bullying Prevention Conference Registration\*

In conjunction with the Bullying Prevention Web site, the Governor's Office leveraged Iowa Interactive Conference Registration service for the registration, payment, and administration of the Bullying Prevention Summit.

Hours invested by Iowa Interactive:	173.75
Minimum development & project management cost avoidance:	\$19,633.75



## iowa.gov EVENT REGISTRATION

\*Work for the design of the Web site and set up of the conference registration instance for this entity was combined since one aspect was dependent on the other in the deliverables for the event.

## **Web Site and Application Development and Maintenance**

Iowa Interactive develops and maintains a number of Web sites and applications on a daily basis. During Fiscal Year 2013 Iowa Interactive worked on a total of 66 various projects, investing a total of 18,851.50 hours. The minimum cost avoidance fee is based on ITE's development rate of \$113 per hour. This rate is lower than the commercial market rate and therefore could be higher if rates reflected what a private sector service provider would likely charge. This amount is also the minimum value of the service to the State of Iowa.

There were no general fund dollars used to cover the costs of these services. Instead, they were all self-funded. Iowa Interactive's projects have been categorized into three types:

1. **Static Web Site Design and Maintenance**

The Static Web Site Design and Maintenance category consists of Web sites that have no application behind them. They do not process any transactions or exchange of information. These are sites that merely provide information. Agencies who received service for static design and maintenance paid nothing to Iowa Interactive for these services. Due to the State requirement of moving Web sites into a CMS, there are fewer of these maintenance projects and no new static projects.

2. **Free Dynamic Application Design and Maintenance**

The Free Dynamic Application Design and Maintenance category consists of Web sites and applications that are dynamic, which means there is a database or an application that displays information. In some cases these applications process an exchange of information such as a form, pulling mapping features, a content management system that displays site content, etc. Agencies who received service for free dynamic design and maintenance paid nothing to Iowa Interactive for these services.

3. **Transaction Application Design and Maintenance**

The Transaction Application Design and Maintenance category consists of applications that are dynamic. There is a database or an application that displays information. These applications process some type of transaction where a payment is involved. Each of these services has a Web interface that the public uses and an administrative tool that is used by the office staff to manage the daily operations of that particular service. Iowa Interactive receives or will receive a transaction fee for each of these services. In some cases the fee comes from the licensing fee users pay. In other cases there is a Value Add Fee on top of the statutory fee that users pay. These projects are noted with a \$ symbol.

<b><u>Service Type</u></b>	<b><u>Total Hours</u></b>	<b><u>Total Minimum Cost Avoidance</u></b>
Static Web site Design and Maintenance	823.9	\$93,100.70
Free Dynamic Application Design and Maintenance	6,597	\$745,461.00
Transaction Application Design and Maintenance	11,428.25	\$1,291,392.25
<b>GRAND TOTAL</b>	<b>18,849.15</b>	<b>\$2,129,953.95</b>

The chart on the following page shows the projects and maintenance in which Iowa Interactive was involved during the 2013 Fiscal Year. The information is organized by the top level agency. Some agencies have multiple projects. Hours and minimum cost avoidance are shown. The Agency Subtotal columns show the total hours and minimum cost avoidance for each of the top level agencies.

<u>Top Level Agency</u>	<u>Web Site Design, Application Development and Maintenance</u>	<u>Hours</u>	<u>Minimum Cost Avoidance</u>	<u>Agency Subtotal of Hours</u>	<u>Agency Subtotal Minimum Cost Avoidance</u>
Department of Transportation	Iowa Scenic Byways	453	\$51,189.00	1471	\$166,223.00
	iOS Driver Practice Exam	25	\$2,825.00		
	iOS Spanish Driver Practice Exam	10	\$1,130.00		
	Android Spanish Driver Practice Exam	58.75	\$6,638.75		
	Android Driver Practice Exam	94.75	\$10,706.75		
	Drivers License Look-Up \$	829.5	\$93,733.50		
Department of Public Health	Plumbers and Mechanical Systems Board Licensing \$	151.5	\$17,119.50	8917	\$1,007,621.00
	Bureau of Professional Licensure \$	44.25	\$5,000.25		
	*Environmental Health Portal-Lead \$	8721.25	\$985,501.25		
Terrace Hill	Terrace Hill	14.25	\$1,610.25	14.25	\$1,610.25
Department of Public Safety	AMBER Alert	45	\$5,085.00	1398.50	\$158,030.50
	Accident Reports	7.5	\$847.50		
	Breath Alcohol	146.75	\$16,582.75		
	Permits and Inspections \$	355	\$40,115.00		
	Electrical Licensing \$	844.25	\$95,400.25		
Public Defender	Public Defender	520.25	\$58,788.25	520.25	\$58,788.25
State Fair Board	State Fair Mobile Web Site	161.25	\$18,221.25	161.25	\$18,221.25
Office of the Governor	Drug Control Policy	0.75	\$84.75	743.9	\$84,060.70
	Alternative Fuels Mobile Web Site Locator	4.75	\$536.75		
	Governor and Lt. Governor Web Sites	199.5	\$22,543.50		
	Iowa Teacher and Leadership Symposium Site & Conference Registration \$	42.25	\$4,774.25		
	iowa.gov	273.75	\$30,933.75		
	Linda Fandel Web Site	2	\$226.00		
	Governor's Office Bullying Prevention Site & Conference Registration \$	173.75	\$19,633.75		
	STEM Site	47.15	\$5,327.95		
Department of Human Services	Dynamic Web Site	2	\$226.00	2	\$226.00
Department of Human Rights	Criminal and Juvenile Justice Planning-JCSL	59	\$6,667.00	261	\$29,493.00
	Criminal and Juvenile Justice Planning-Screening Application	30.5	\$3,446.50		
	Criminal and Juvenile Justice Planning -Detention Center	50.75	\$5,734.75		
	Family Development and Self Sufficiency (FaDSS)	112.75	\$12,740.75		
	Human Rights Web Site	8	\$904.00		
Department on Aging	Department on Aging Web Site	368.75	\$41,668.75	368.75	\$41,668.75
Department of Commerce	Alcoholic Beverages Division Serving Size	94	\$10,622.00	858.5	\$97,010.50
	Professional Licensing Division Licensing Application \$	675	\$76,275.00		
	Symposium 21 Web Site and Conference Registration \$	69.5	\$7,853.50		
	Professional Licensing Bureau Web Site Redesign	20	\$2,260.00		
Iowa Civil Rights Commission	Civil Rights Web Site	233.5	\$26,385.50	233.5	\$26,385.50
Department of Administrative Services	Bid Opportunities Application	55.5	\$6,271.50	217.5	\$24,577.50
	Information Security Office	48.75	\$5,508.75		
	Administrative Rules Terminal	90.25	\$10,198.25		
	Public Meeting Calendar	23	\$2,599.00		
	Department of Management Main Web Site	94.75	\$10,706.75		
Department of Management	Early Childhood	166.5	\$18,814.50	268.25	\$30,312.25
	Office of LEAN Enterprise	7	\$791.00		
	Iowa Person Directed Care Coalition	4.25	\$480.25		
Department of Inspections and Appeals	Boarding Home Registration	9.25	\$1,045.25	15.5	\$1,751.50
	DIA Portal Redesign	1.5	\$169.50		
	Food Establishment Licensing	0.5	\$56.50		
	Iowa Great Places	33	\$3,729.00		
	Iowa Records Management	2.75	\$310.75		
Cultural Affairs	Iowa State Historical Society	183.25	\$20,707.25	667.25	\$75,399.25
	Cultural Affairs Web Site	155.75	\$17,599.75		
	Iowa Arts Council	109.25	\$12,345.25		
	Iowa History Web Site	183.25	\$20,707.25		
	ICN Web Site Redesign	418	\$47,234.00	418	\$47,234.00
Department of Revenue	Web Site Redesign	678	\$76,614.00	678	\$76,614.00
College Student Aid Commission	Web Site Redesign	120	\$13,560.00	120	\$13,560.00
Public Information Board	PIO Board Web Site Design	174.75	\$19,746.75	174.75	\$19,746.75
Office of CIO	Drupal Hosting Infrastructure \$	436.5	\$49,324.50	583	\$65,879.00
	Office of the CIO Web Site	66.75	\$7,542.75		
	**Enterprise Licensing Framework \$	79.75	\$9,011.75		
Iowa Agricultural Development Authority	ADA Web Site	39.25	\$4,435.25	39.25	\$4,435.25
Clean Cities Coalition	ICC Web Site	9	\$1,017.00	9	\$1,017.00
Department of Education	Web Site Redesign	460.25	\$52,008.25	460.25	\$52,008.25
Department of Public Defense	BeReady Iowa	9	\$1,017.00	9	\$1,017.00
Public Employment Relations Board	PERB Web Site Redesign	239.5	\$27,063.50	239.5	\$27,063.50
	<b>Total</b>	<b>18,849.15</b>	<b>\$2,129,953.95</b>		

## **Iowa Interactive Survey Results**

Providing high quality customer service to partners is critical to Iowa Interactive. Ensuring that agency partners are satisfied not only when a project goes live, but also throughout the lifetime of application or site is very important. To assess how Iowa Interactive does at providing service two surveys are taken. The Post Project Survey looks at the process of a project and is completed by the agency project managers and sponsors after a project is completed. The Annual Service Survey looks at post project services such as enhancements, maintenance, and support of all projects in production within the Iowa Interactive portfolio. The following are highlights from those surveys. The complete results can be requested through [helpcenter@iowai.org](mailto:helpcenter@iowai.org).

### **Iowa Interactive Annual Service Survey Results**

- A total of nineteen responses were collected.
- 94% of the respondents stated they would work with Iowa Interactive again.
- 52% of the respondents felt they consistently received follow up communication within one business day. Another 36% felt they did most of the time.
- 42% of the respondents felt their issues were consistently addressed either with an answer or a plan in a timely manner. Another 31% felt their issues were addressed with either an answer or a plan in a timely manner most of the time.
- When asked about the overall satisfaction of the service received from Iowa Interactive 67% stated that service either exceeded their expectations or they were very satisfied with the service.

### **Fiscal Year 2013 Post Project Survey Results**

The Post Project Survey asks for ratings ranging from 1 to 5, with 5 being the highest rating possible.

- A total of nineteen responses were collected.
- An overall 4.3 out of a possible 5 on the aggregated survey responses was received.
- 90% of the respondents rated Iowa Interactive with a 5 when asked if they felt they were treated respectfully by Iowa Interactive staff.
- The following are the overall average score on a scale of 1 to 5, with 5 being the highest rating possible per question:
  - 4.2 Understood the process your project was to go through
  - 4.3 As involved in the process as you wanted to be
  - 4.2 Kept informed of the projects process
  - 3.8 Iowa Interactive met their commitments to the project timelines
  - 4.3 Quality of the product (application or Web site)
  - 4.3 Timely responses of Iowa Interactive staff to request/messages
  - 4.3 Iowa Interactive demonstrated expert knowledge in web design and development
- 73% of the respondents stated they would work with Iowa Interactive again.

## **Marketing**

Iowa Interactive assists partners in marketing the services that are developed. One of Iowa Interactive's services is assisting agencies in the distribution of press releases through various channels. The following is a sample of the press releases that were issued publicizing services that were developed in partnership with Iowa Interactive:

# **Iowa Interactive partners with Governor Branstad, Lt. Gov. Reynolds and the Iowa State Fair to launch the 2012 Iowa State Fair mobile site**

(DES MOINES) - "Nothing Compares" to the 2012 Iowa State Fair and Iowans know it. Gov. Terry Branstad and Lt. Gov. Kim Reynolds today announced the availability of the 2012 mobile site developed in partnership with the Iowa State Fair and Iowa Interactive. The mobile site will enhance Iowa State Fair attendees' experience by providing information on the Iowa State Fair's daily schedule, entertainment, food vendors, fairground map, attractions and other general information.

The mobile Iowa State Fair site can be accessed at <http://mobile.iowastatefair.org/> and is available through mobile devices including iPhone, BlackBerry, Android, iPad and other tablet devices. Attendees may also access the site from home with an internet browser by using the same URL.

"The Iowa State Fair is one of the largest events in Iowa and, now with the mobile site, Iowans have the opportunity to access State Fair information at their fingertips. The Iowa State Fair mobile site will help fair-goers experience all that the fair has to offer," said Branstad.

The site was developed by Iowa Interactive, using its signature self-funded model, saving tax payers the cost of developing the service. Iowa Interactive maintains Iowa.gov and also built the Governor's, Lt. Governor's and the governor's special assistant for education, Linda Fandel's website. This is the second year for the State Fair mobile site.

"As Governor Branstad's representative on the Iowa State Fair Board of Directors, I am proud to once again provide fair-goers with the most current information about the State Fair events through current technology. The mobile site is a great enhancement to the Iowa State Fair atmosphere and community," said Reynolds.

###

### About Iowa Interactive

Iowa Interactive built and manages the official web site for the state of Iowa ([Iowa.gov](http://Iowa.gov)) and partners with state and local entities to bring new government services online. Iowa Interactive is a service of IOWAccess and is managed by the Department of Administrative Services and the eGovernment firm NIC (NASDAQ: EGOV - News).

### About NIC

NIC Inc. (NASDAQ: EGOV) is the nation's leading provider of official government portals, online services, and secure payment processing solutions. The company's innovative eGovernment services help reduce costs and increase efficiencies for government agencies, citizens, and businesses across the country. NIC provides eGovernment solutions for more than 3,100 federal, state, and local agencies that serve 97 million people in the United States. Additional information is available at <http://www.nicusa.com>.

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**For immediate release – Tuesday, September 25, 2012**  
**Contact Deb Bassett – 515.281.7407**

## **Alcoholic Beverages Commission announce upcoming Symposium 21 conference**

The Iowa Alcoholic Beverages Commission (Commission) today announced that it will be hosting *Symposium 21: From Production to Consumption* this fall to engage alcohol policy makers, industry professionals, local authorities and prevention experts in a discussion on the role of the three-tier regulatory framework in the alcohol marketplace.

The symposium will be held on November 13 and 14, at the Convention Center in Sioux City, and will feature a number of expert speakers from across Iowa and the nation. Panels will present on topics covering the history, current state and future of alcohol regulation.

“With the three tier system and individual state control under scrutiny around the nation, we want to have an open, informative and frank discussion about the benefits of the Iowa model for alcohol distribution, regulation and revenue generation,” said Commission Chairperson Jim Clayton.

Symposium 21 will provide an opportunity for a concentrated, in depth analysis of the alcohol control state model and idea sharing to improve compliance with alcohol laws. Participants will also engage in the conversation to enact policies that protect public health and safety.

“While most Americans are familiar with our nation’s infamous ‘dry’ period, few fully recognize the importance of the regulatory framework that followed the repeal of national Prohibition,” said Iowa Alcoholic Beverages Division (ABD) Administrator Stephen Larson. “Today, the three-tier distribution system still plays a pivotal role in curbing abuses prevalent in the pre-Prohibition era.”

Registration for Symposium 21 is now open. Visit [Symposium21.com](http://Symposium21.com) or [IowaABD.com](http://IowaABD.com) for more information. Registration fee is only \$30 and participants are eligible to earn 6.0 hours CEUs, alcohol and drug specific.

The Commission and ABD partnered with Iowa Interactive for [Symposium21.com](http://Symposium21.com) and online registration.

### About Iowa ABD

The Iowa Alcoholic Beverages Division serve Iowans through the responsible regulation and profitable distribution of alcohol while providing opportunities for industry development and promoting health through education.

### About Iowa Interactive

Iowa Interactive built and manages the official web site for the state of Iowa ([Iowa.gov](http://Iowa.gov)) and partners with state government entities to bring new government services online. Iowa Interactive is a service of IOWAccess and is managed by the Department of Administrative Services and the eGovernment firm NIC (NASDAQ: EGOV - News).

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## **OFFICE OF THE GOVERNOR**

**Governor Terry E. Branstad ★ Lt. Governor Kim Reynolds**

FOR IMMEDIATE RELEASE: Monday, August 6, 2012

CONTACT: Governor's Office 515-725-3523

### **Branstad, Reynolds announce upcoming Governor's Bullying Prevention Summit**

(DES MOINES) – Gov. Terry Branstad and Lt. Gov. Kim Reynolds at their weekly news conference today announced that they will host the Governor's Bullying Prevention Summit this fall, and encouraged all Iowans to engage on the important issue of bullying prevention.

The summit will be held on Nov. 27, at Hy-Vee Hall in Des Moines, and will feature a number of speakers from Iowa communities who will present their strategies at the summit. Also featured will be state and national experts about how to combat bullying, both offline and online.

Dr. Paul Gausman, superintendent of Sioux City Schools, joined Branstad and Reynolds at the news conference. He will talk about community involvement and efforts his community has taken to combat bullying.

The luncheon speaker will be Rosalind Wiseman, whose book became the basis of the movie, "Mean Girls."

Registration will begin in September, and further details will be announced as that date gets closer.

"We believe we can, and we must, do more to stand up against bullying in Iowa," said Branstad. "Iowans have a well-deserved reputation for neighborliness. Let's leverage that tradition to put an end to bullying because all children deserve to feel safe at school."

In the most recent Iowa Youth Survey of students in grades six, eight and 11, half of those surveyed reported being bullied in some way, and most youngsters witness the bullying of their peers sooner or later.

"Some people may ask, 'Why is so much attention being paid to the issue of bullying now?'" said Reynolds. "Awareness is growing that what used to be excused as 'kids being kids' is more harmful than previously realized. Additionally, with the added threats from cyber-bullying, we can no longer discount bullying as a normal phase of childhood, or hope someone else will deal with the problem."

The summit will be paid for with funding from the Iowa Department of Education, registration fees (\$30 for adults older than age 22 and \$20 for students) and generous support from the private

sector.

For more information go to: <https://preventbullying.iowa.gov>.

About Iowa InteractiveIowa Interactive built and manages the official Web site for the state of Iowa (Iowa.gov) and partners with state and local entities to bring new government services online. Iowa Interactive is a service of IOWAccess and is managed by the Department of Administrative Services and the eGovernment firm NIC (NASDAQ: EGOV – News).

# # #

## NEWS RELEASE

For Immediate Release

CONTACT:

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515-323-3468  
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Follow NIC     

### Iowa DOT releases Android version of its driver's license practice test

DES MOINES, Iowa – Oct. 12, 2012 – [Iowa Interactive](#) and the [Iowa Department of Transportation](#) announce the release of the [Android version of the popular "IA Driver Test" app](#), a practice test for the real exam that applicants must take to receive a driver's license.

Like [the iPad app](#), the Android version was created to assist Iowans to be safe drivers and provide the foundation necessary for applicants to successfully complete the knowledge test.

The app generates 25 questions, randomly chosen from a pool of among 69 included in the real knowledge test given at any Iowa driver's license station. Users can repeat the test as often as they like. With each new test a different set of 25 questions is generated. The app also tracks a user's high scores.

The app is not just for teens, it is great for experienced drivers as well. Take the quiz just for fun, as a family, with friends, or as a refresher to see if you are as smart as a 14 year old – the youngest age in which someone in Iowa can get an instruction permit to drive.

Mark Lowe, director of the [Iowa DOT's Motor Vehicle Division](#), said, "It might not be as easy as you think. Iowa's traffic laws are always changing and it's likely there will be a question or two that stump even the most seasoned driver."

Lowe encourages people to use the app as a practice aide after studying the [Iowa Driver's Manual](#). Parents are urged to talk to their young drivers about their test results to foster discussion about safe driving rules and behaviors.

The free app is now available to download to your Android phone or tablet through the [Google Play Store](#) (search for "IA Driver Test"). It is also available for iPads through the iTunes Store (search for "IA Driver Test for iPad"). Do not be fooled by imitation apps developed by others that may be unreliable. Each of the apps will appear with an [Iowa DOT](#) icon.

The creation of the Android app was a collaboration of the [Iowa DOT](#) and [Iowa Interactive](#), a subsidiary of [NIC](#). Iowa Interactive also created the [IA Driver Test for iPad](#). Each of these efforts was built at no cost to the taxpayers by leveraging Iowa Interactive's [self-funded model](#).

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*Iowa Interactive built and manages the official web site for the state of Iowa (<http://www.iowa.gov>) and partners with state and local entities to bring new government services online. Iowa Interactive is a service of IOWAccess and is managed by the Department of Administrative Services and the eGovernment firm [NIC](#) (NASDAQ: EGOV).*

#### About NIC

*NIC (NASDAQ: EGOV) is the nation's leading provider of [official government websites](#), [online services](#), and [secure payment processing solutions](#). The company's innovative [eGovernment services](#) help reduce costs and increase efficiencies for government agencies, citizens, and businesses across the country. The family of NIC companies provides [eGovernment solutions](#) for more than 3,500 federal, state, and local agencies in the United States. Additional information is available at <http://www.egov.com>.*

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After mobile applications are launched in the respective stores, Iowa Interactive reviews the reports that are available and shares them with our partners. Below are reports for the Drive Practice Quiz offered by the Iowa Department of Transportation.

