



Iowa Department of
Administrative Services

Information Technology Enterprise

Thomas J. Vilsack, Governor
Sally J. Pederson, Lt. Governor

Mollie K. Anderson, Director
John P. Gillispie, Chief Operating Officer

March 28, 2005

Dear Governor Vilsack:

On behalf of the IOWAccess Advisory Committee, I am pleased to submit the Fiscal Year 2004 IOWAccess Report for FY 2004, recapping work to make government more accessible to Iowans via the Internet.

As you know, the goal of this project is to develop a convenient way for citizens to gain one-stop access to electronic information and transactions at the federal, state and local government levels.

Funding support of IOWAccess has recently come from an annual appropriation. During FY 2004, IOWAccess also received revenue from the sale of motor vehicle records. These additional funds allowed the development of more online programs to accommodate food inspections, a web-based reporting system for the IECDB public access improvement project, electronic tax administration and teacher license renewals. In total, more than \$1.6 million was invested in website development and hosting.

We commend the IOWAccess Advisory Committee for the diligent manner in which they have carried out their role in this process. Charged to evaluate the potential return on investment (ROI) of proposed projects, the Committee revised its evaluation criteria this year to prioritize those projects that will have the greatest impact on Iowans.

IOWAccess funds fueled significant progress during FY 2004, and many new projects are already underway for FY 2005. We look forward to continuing to work toward our mutual goal, and thank you for your continued support.

Sincerely,

Mollie K. Anderson, Director



STATE OF IOWA

IOWAccess Annual Report
Fiscal Year 2004

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Background

Since its inception in 1997, the IOWAccess Project has been working to make it easier for Iowans to interact with government by harnessing the accessibility and technology of the Internet.

Fueled with a vision for the future and a federal grant of \$4.2 million, the first steering committee initiated market research to gauge public interest and developed thirteen pilot projects for web-based services. Projects were evaluated according to how well they measured up against predetermined criteria for return on investment, an approach that has since garnered national recognition.

Eight years later, IOWAccess projects are bringing together the courts, city, county, state and federal government to streamline processes and deliver services more effectively to citizens, business and government. Managed by an IOWAccess Advisory Committee, it has been funded in recent years by an annual appropriation. In FY 2004, the addition of revenues generated by the sale of motor vehicle records allowed an expansion of project scope from the display of static web pages to include development of more interactive applications.

The IOWAccess project is managed in the Department of Administrative Services-Information Technology Enterprise, where many projects are developed. A recap of the work currently underway in DAS-ITE is included in this report. The work of Iowa Interactive, Inc., a contractor who assists ITE with application development and marketing IOWAccess, is also summarized.

Budget Status for FY 2004

Fund 0297 IOWAccess Revolving Fund
September 30, 2004

	ORGANIZATION	ANNUAL BUDGET	EXPENDITURES THIS MONTH	EXPENDITURES TO DATE	UNOBLIGATED BALANCE
IOWAccess	IARV	\$1,023,552	\$1,991	\$1,274,404	(\$250,852)
Judicial Access Fees	ICIS	\$100,000	\$0	\$166,700	(\$66,700)
DOT MVR Fees	IMVR	\$2,760,000	\$0	\$991,698	\$1,768,302
<i>Totals</i>		\$3,883,552	\$1,991	\$2,432,802	\$1,450,750
Cash balance		\$1,756,565			

Advisory Council Members

Member	Term Expires	Confirmed by Senate/Voting Member
Quent Boyken, Customer Chair Des Moines, Iowa	April 30, 2007	Y/Y
Herb Strentz, Customer Vice Chair Urbandale, Iowa	April 30, 2004 Reappointed for 4 years	Y/Y
David Redlawsk, Public Member Iowa City, Iowa	April 30, 2007	Y/Y
Craig Hiemstra, Public Member Clive, Iowa	April 30, 2004	Y/Y
Jane Ginapp, Federal Government Mason City, Iowa	April 30, 2006	Y/Y
Mary Maloney, Counties Member Des Moines, Iowa	April 30, 2007	Y/Y
Corlis Moody, Executive Branch Member Des Moines, Iowa	December 30, 2003 Resigned	Y/Y
Kelly Hayworth, Cities Member Coralville, Iowa	April 30, 2004 Reappointed for 4 years	Y/Y
Gail Flagel, Customer Montezuma, Iowa	April 30, 2007	Y/Y
Sheila Castaneda, Public Member Dubuque, Iowa	April 30, 2004 Reappointed for 4 years	Y/Y
Richard Neri, Customer Waukee, Iowa	April 30, 2004 Reappointed for 4 years	Y/Y
Miriam Ubben, Public Member Urbandale, Iowa	April 30, 2006	Y/Y
Marsha Ternus, Judicial Branch	N/A	N/Y
Glen Dickinson Legislative Branch, non General Assembly	N/A	N/Y
Senator Bob Brunkhorst Iowa General Assembly	N/A	N/N
Senator Bill Dotzler Iowa General Assembly	N/A	N/N
Representative Ervin Dennis Iowa General Assembly	N/A	N/N
Representative Greg Stevens Iowa General Assembly	N/A	N/N
Vacant, Customer		Y/Y

DAS-Information Technology Enterprise Project Reviews

This section summarizes IOWAccess projects in development in the Department of Administrative Services-Information Technology Enterprise (DAS-ITE). For more information, contact Mark Uhrin, Administrator, at (515) 281-5818. On the list below, project numbering corresponds with the chart that follows on Page 8.

Iowa Ethics and Campaign Finance Disclosure Board (IECDB)

1. *Web Reporting System (WRS) Public Access Improvements* - The law requires state government to make data from political committees available to the public. This system allows citizens to look up the information on the Internet. It saves time and money for citizens who would otherwise travel to the IECDB office and for state government by eliminating the need to produce and mail photocopies. *This first IECDB project was approved in November 2003 completed in May 2004, and can be viewed at <http://iecdb.iowa.gov/reports/>.*
2. *Lobbyist/Client Tracking System* - This project will improve IECDB auditing and crosschecking processes, and will allow lobbyists and lobbyist clients to file required reports electronically. The project would save time, money and resources. It would increase customer self-service and permit the public to view information quicker. *This project was approved in November 2003. DAS-ITE has met with IECDB to identify business requirements and design system flow, and expects to begin coding in FY 2005.*
3. *Miscellaneous Contribution Tracking* - This project will improve IECDB auditing and crosschecking and will allow citizens to file required reports electronically. This project is the second of three to be scheduled. *This project was also approved in November 2003. Work will begin when the Lobbying/Client Tracking system is complete.*

Iowa Department of Commerce, Professional Licensing Division

4. *Professional Licensing System* – A single online portal for professional licensing, “LicensedInIowa.Gov,” will make it more convenient for professionals who are licensed by the state to maintain their licenses. The website can be viewed at <http://www.licensedinIowa.gov>. *This project was approved in June 2004. Site implementation began with real estate and professional engineer licenses. The second wave, which should be ready in early 2005, will allow access for accountants, architects and landscape architects.*

Iowa Department of Education

5. *Web-based Teacher License Renewal* – To maintain their licenses, Iowa teachers must earn multiple course credits for college classes and complete a manual process. To renew a license, the teacher completes and mails a paper form to DoE, along with official transcripts. DoE confirms the receipt of transcripts and renews the license or contacts the teachers to request transcript copies to complete the application. The new web-based system will allow teachers to enter their completed coursework online at the DoE

website. They can obtain status reports on individual license renewal elements including current endorsements, current license issue and expiration dates, and the status of renewal credits entered toward certification. Once coursework requirements are complete, teachers can apply for online license renewal and renewal and pay electronically. Parents and citizens will be able to search for a teacher by name and view licenses, endorsements and assigned grades. *Approved in November 2003, this project is scheduled for coding in FY 2005.*

Iowa Department of Human Services

7. *Child Development Home Registration Renewals* –All three categories of Iowa day care providers will benefit from this new application to place registration renewals and a training registry online. Registered child development homes can renew their licenses online. Both home and day care center providers can use the online training registry. *This project was approved in January 2004 and continues in development.*
8. *Food Stamps Web Intake* – With the old manual food stamp application process, it takes several days to complete the application process. First, applicants had to come to a DHS county office to get the necessary forms. Once forms were filled out, applicants provided detailed eligibility information that DHS used to initiate a database search on multiple mainframe systems. The new web-based system will allow applicants to start the process anywhere they can access a computer. The online application will offer plenty of detailed answers to likely questions about completing the benefits application, and will remind the customer about the documentation to bring to the first DHS interview. *This project was approved in January 2004 and continues in development.*

Iowa Department of Inspections and Appeals

9. *Targeted Small Businesses (TSB)* - The current manual TSB system requires applicants to complete multiple forms and supply multiple documents. Forms are then entered into a database for manual evaluation. Multiple mailings and phone contacts are required before approvals are manually added to the TSB website. The new system automates the process, allowing applicants to track their applications, note unmet requirements, or pay application fees online. *This project was approved in November 2003, and will be started when the Social Gambling Online planning step is completed.*
11. *Social Gambling Licensing Online* – Much like the old TSB system, the current manual social gambling licensing system is a cumbersome, multi-step process that requires multiple communications between state agencies and licensee applicants. The new automated system will allow licensees to track paperwork progress, file quarterly reports online and make payments. *Approved in 2003, coding for this project should be completed in FY 2005.*
13. *Food Inspections Online* – The current cumbersome manual system for tracking food inspections offers no centralized access for citizens. The new system will streamline data systems, consolidating information from more than 30 locations to create a central web access point for consumers, restaurant owners and state employees. Consumers will be able to access to information on food inspection, restaurants owners can renew licenses online and state government managers can access current information and process

applications more quickly. *This two-phase project was approved in November 2003. Phase 1 to automate internal components of the inspection process was 60 percent complete at the end of FY 2004. Phases 1 and Phase 2, which provides public web access, will be completed in FY 2005.*

Iowa Department of Administrative Services - Information Technology Enterprise and Iowa State University

15. *28E Agreements Online* -Iowa Code Chapter 28E empowers state and local governments in Iowa to collaborate with other public- or private-sector organizations, providing joint services or facilities or cooperating in other mutually advantageous ways. This project will establish a searchable online database of “28E agreements” in the state, enabling interested parties to learn from the experiences of others or identify potential partners for future initiatives. *This project was approved in April 2004 and continues in development.*
16. *E-government Research Project* – As the mission of IOWAccess demonstrates, state government is actively seeking opportunities to implement e-government applications to assist the citizens. This research project will evaluate current and future demands for such services, and will also test consumers’ price sensitivity and preferred payment mechanisms. DAS will use results to develop workable e-government funding strategies. *This project was approved in June 2004 and continues in development.*

Iowa Department of Public Safety

17. *Criminal History via the Internet* - The Iowa Department of Public Safety Division of Criminal Investigation (DCI) maintains Iowa’s criminal history data repository. State statute allows the public to purchase these records for a fee, but interested parties can obtain information only by coming to DCI Headquarters, U.S. mail or fax. The new system’s online access supports the level of faster information exchange needed in a more security-conscious environment. *This project was approved in June 2004 and continues in development.*

Iowa Department of Revenue

18. *Electronic Tax Administration* This application will expand Department of Revenue (DOR) capabilities to support electronic filing of income tax returns and create an environment to support electronic filing of sales and other excise taxes. The new system supports electronic retrieval and submission of information/payments. *This project was approved in January 2004. DOR is finalizing negotiations with a vendor who will develop and host applications for the business e-file program. DOR has continued work to accommodate online processing of withholding tax via its current system.*

DAS-ITE Project Recap

No	Department	Project Name	Approved	Amount Spent	Remaining Balance
1	Iowa Campaign Ethics and Disclosure Board	Web Reporting System Public Access Improvements	\$ 20,000.00	\$ 20,000.00	\$ -
2	Iowa Campaign Ethics and Disclosure Board	Lobbyist/Client Tracking System	\$ 18,500.00	\$ 317.28	\$ 18,182.72
3	Iowa Campaign Ethics and Disclosure Board	Miscellaneous Contribution Tracking	\$ 7,000.00	\$ -	\$ 7,000.00
4	Iowa Department of Commerce	Commerce Professional Licensing Systems	\$ 4,398.68	\$ 4,398.68	\$ -
5	Iowa Department of Education	Web Based Teacher License Renewal	\$275,059.00	\$ 78,081.09	\$ 196,977.91
6	Iowa Department of Education	Web Based Teacher License Renewal hosting fees	\$ 12,000.00	\$ -	\$ 12,000.00
7	Iowa Department of Human Services	Child Development Home Registration Renewals	\$199,124.00	\$ 5,139.86	\$ 193,984.14
8	Iowa Department of Human Services	Food Stamps Web Intake	\$100,000.00	\$ -	\$ 100,000.00
9	Iowa Department of Inspections & Appeals	Targeted Small Business (TSB) On Line	\$ 45,000.00	\$ -	\$ 45,000.00
10.	Iowa Department of Inspections & Appeals	TSB On Line hosting fees	\$ 12,000.00	\$ -	\$ 12,000.00
11	Iowa Department of Inspections & Appeals	Social Gambling On-Line	\$ 55,000.00	\$ -	\$ 55,000.00
12.	Iowa Department of Inspections & Appeals	Social Gambling On-Line hosting fees	\$ 12,000.00	\$ -	\$ 12,000.00
13	Iowa Department of Inspections & Appeals	Food Inspections On-line	\$125,000.00	\$ 67,114.64	\$ 57,885.36
14.	Iowa Department of Inspections & Appeals	Food Inspections On-line hosting fees	\$ 12,000.00	\$ -	\$ 12,000.00
15	Iowa State University and DAS-ITE	28E Agreements Online	\$130,660.00	\$ -	\$ 130,660.00
16	Iowa State University and DAS-ITE	Iowa E-Government Policy Research	\$114,068.00	\$ -	\$ 114,068.00
17	Iowa Department of Public Safety	Computerized Criminal History	\$ 47,375.00	\$ -	\$ 47,375.00
18	Iowa Department of Revenue	Electronic Tax Administration	\$414,000.00	\$ 231,440.25	\$ 182,559.75
	Totals		\$1,603,184.68	\$ 406,491.80	\$ 1,196,692.88

Iowa Interactive, Inc. Projects

This section summarizes IOWAccess projects completed or in development at Iowa Interactive, Inc., a contractor that assists DAS-ITE with web page and application development. For more information, contact Tim Erickson, Director, at (515) 323-3468, extension 12.

CUSTOMER STATE AGENCY	DESCRIPTION
Department of Human Rights Criminal and Juvenile Justice Planning Asian and Pacific Islanders African Americans Persons with Disabilities	Website development and diversity search program
Grant Enterprise Management System (GEMS)	Website development and search engine to search old GEMS database
Iowa Board of Regents	Website development
Iowa Communications Network (ICN)	Website development
Iowa Department of Administrative Services	Website development and application for requesting ITE assistance Electronic auction and collection mechanism for federal surplus property program
Iowa Department of Commerce, Professional License Division Credit Union Division	Website development
Iowa Department of Economic Development	Develop website for Iowa Sister States Project
Iowa Department of Homeland Security	Website development
Iowa Department of Human Services	Website development and development of a tool that would allow approved staff to update web pages without extensive technical expertise
Iowa Department of Inspections and Appeals	Website development and professional license databases and online licensing program and list of targeted small business
Iowa Department of Natural Resources	E-mail forms for animal tracking
Iowa Department of Transportation	Online bulletin board posting motor vehicle trends and roads safety information for a multistate work group Electronic transfer of drivers license records to approved parties
Iowa Legislative Branch	An electronic process for maintaining administrative rules
Iowa Office of Drug Control Policy	Website development
Iowa Office of the Attorney General	<i>AG Tuff Customer</i> provides a quiz and key for teachers on business practices.
Iowa Public Employee Relations Board (PERB)	Website development
Iowa Public Employees Retirement System	Retirement Calculator provides information to state employees regarding their retirement benefits.

CUSTOMER STATE AGENCY	DESCRIPTION
Office of Governor Tom Vilsack	User-friendly database for current information on appointments to the State's boards and commissions
State Historical Society of Iowa	Online catalog provides ability to search and communicate with the Society.
State of Iowa Home Page	Redesign and rewrite the State's home page and all secondary pages including an accurate translation tool; Central repository for state agencies to post public meetings; helpdesk staffing for state website