



Information  
technology

Iowa 2015

Innovative technology solutions  
for citizen-centric government



Working together to develop  
innovative technology solutions  
for citizen-centric government



Flexible and innovative enterprise technology solutions for state agencies, boards, commissions and local governments.

## WHERE WE ARE HEADED

While focused on delivering demonstrable results from IT investments, we intend to be the most effective and efficient government IT operation in the United States.

## IMAGINE

- a place where all the employees and staff have the same technology and access regardless of agency or location.
- one email, communication, and collaboration system that works well with all, on-site or off-site, that brings the best communication/collaboration features to Iowa.
- a 1-800 number for a single state helpdesk that supports all the top applications, routes calls and provides feedback to all employees.
- a place where IT staff have a defined career path and can work in a variety of disciplines regardless of which agency they are assigned to.
- a framework where investments are tied directly to outcomes and activities that are transparent.
- the savings in dollars, energy, and staff workload with the reduction of network appliances, servers, and closets into two primary data centers.
- a State that embraces standardization and seeks to reduce redundant systems.
- a consortium whose purpose is to review and evaluate every IT project and investment.
- a functioning subcommittee where folks can help design the architecture and standards for the State's IT infrastructure solutions.
- a leadership and training subcommittee that helps define career paths, opportunities, and training solutions for the State's IT workforce.
- an IT transformation that reduces costs per citizen, improves efficiency, and aims to become the most effective State in the nation.
- a State that delivers new citizen interactions, access, and/or applications almost every month.
- a State that develops a staff collaboration program with the IT industry.
- being part of a team that saves millions while improving access, transparency and service.



*Iowa's technology partner in effective citizen and business engagement*

## CONNECTING CITIZENS, SERVICES, AND BUSINESS THROUGH TECHNOLOGY

Government technology needs to be both effective and efficient while supporting the agencies that ultimately provide services. This means that we have standards, we invest carefully, we measure what we do and not just against ourselves, but against the goals and objectives of government. We provide a mix of sourcing solutions that provide the right people, processes, and technology.

## STRATEGIC PERFORMANCE MEASURES

### Measuring IT against the State's goals:

- 200,000 New Jobs for Iowans
- 15% Reduction in the Cost of Government
- 25% Increase in Family Incomes
- Best Schools in the Nation



## COLLABORATION, ENTERPRISE-FOCUS, AND SELECTIVE CONSOLIDATION PROVIDE THE BEST SOLUTIONS TOGETHER.

Getting the right balance requires partnership. To that end, we view all state entities as colleagues and partners, working together to benefit Iowa's citizens. While we value all opportunities, we are also challenged to make the best use of time and resources. Because our primary focus is on results, we strive to be worthy of our customers' trust, adaptive to changing needs, and proactive in increasing measurable outcomes.

## GOVERNANCE

The State of Iowa has implemented a participatory and proactive Information Technology (IT) governance model. Communication, coordination, and collaboration come from multiple sources: the Governor, Agency Directors, the Technology Advisory Council, the Technology Coordinating Committee, technology staff across the State, various government and business entities within State government as well as industry and various constituent groups.

## TECHNOLOGY ADVISORY COUNCIL (TAC)

The Technology Advisory Council (TAC) includes agency and industry leaders appointed by the Governor to advise the Chief Information Officer in developing and adopting information technology standards, technology utility services to be implemented, improvements to information technology service levels and modifications to the business continuity plans for information technology operations.

## TECHNOLOGY COORDINATING COMMITTEE (TCC)

The Technology Coordinating Committee (TCC) provides for open communication and collaboration amongst Information Technology leaders across the State of Iowa. The primary focus is to provide the Chief Information Officer (CIO) with enterprise-perspective recommendations that promote the efficient and effective use of technology across agencies, boards, and commissions. TCC members pro-actively champion technology opportunities and support the implementation of enterprise technology policy and change.

TCC membership includes senior technology representatives from all state agencies, boards, and commissions. The TCC is charged with representing various points of view on a wide variety of IT subjects across the State of Iowa. The TCC uses subcommittees to focus on specific areas.

## WE PROVIDE

- Access & Transparency
- Business Transformation
- Citizen/Business Focus
- Collaboration
- Commodities
- Communications
- Consulting
- Data Centers
- Effective Government Solutions
- Funding
- Hardware
- Industry Partnerships
- Infrastructure
- Mobile Applications
- Project Support
- Performance
- Security
- Software
- Staffing
- Support
- Web and Social Media

## OUR GOALS

- Citizen Services
- Collaboration
- Consolidate IT Commodities
- Efficiency
- Standardization
- Transparency

## OUR MEASUREMENTS

- Build IT Industry Partnerships
- Deliver return on investment from IT
- Double On-line Offerings
- Increase On-line use by 20%
- Reduce State IT Costs by 15%
- Save/Reallocate \$17 million
- Standardize all Commodities

## OUR STATE

Citizens: **3,062,309**

Families: **793,768**

Businesses with employees: **80,971**

Farms: **92,400**

Non-farm employees: **1,477,800**

Counties: **99**

Land area: **55,857.1** square miles

State Budget: **\$5.99** billion

State employees with Regents: **50,169**

School districts: **351**

K-12 public enrollment: **473,493**

Community colleges: **16**

Community college enrollment: **105,975**

Public Universities: **3**

University enrollment: **72,708**

State IT classified positions: **594**

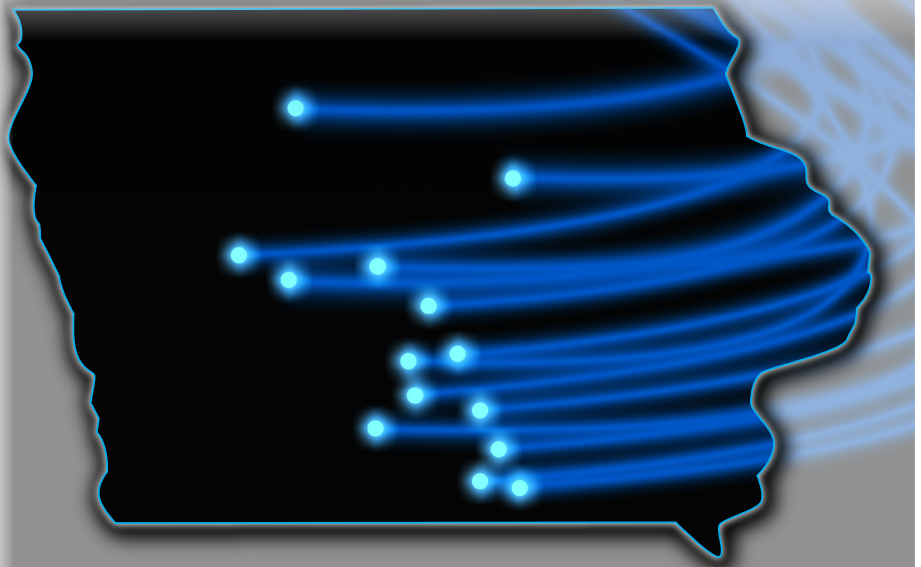
IT Contractors: **118**

Executive Branch estimated annual IT spend w/o Regents: **\$220** million

Data sources:

<http://www.legis.state.ia.us/lsadocs/FCT/2011/2011.pdf>

<http://www.iowadatecenter.org/quickfacts>



In the State of Iowa, we, in the Information Technology government practice, exist to improve government effectiveness by providing agencies, boards, commissions and others better, faster, and/or cheaper technology services to improve access or responsiveness for citizens and businesses.



Office of the Chief Information Officer  
State Capitol  
Des Moines, Iowa  
[cio@iowa.gov](mailto:cio@iowa.gov)