Office of the Chief Information Officer

Fiscal Year 2014
IOWAccess Revolving Fund
Annual Report

January 2015

State of Iowa

Fiscal Year 2014
IOWAccess Revolving Fund Annual Report

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Fiscal Year 2014
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 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 2014 IOWAccess Revolving Fund Annual Report* to Wes Hunsberger at wes.hunsberger@iowa.gov or (515) 281-6993.

Foreword

The various IOWAccess projects that have been developed through the IOWAccess Revolving Fund continue to make more data available from state government and are a means to connect more citizens to their government. Since 1998, completed projects totaling over $14 million have been financially supported by IOWAccess. In addition, over $4 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 June 2014. 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 2014 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 2014 accomplishments of IOWAccess, including IOWAccess projects in development. Certain services offered through IOWAccess charge a value-added fee. Contained within this report are a description of the IOWAccess business model and the processes employed by IOWAccess to fund and monitor projects, along with a listing of projects funded during the reporting period.

The financial section of this report (pages 9 through 12) includes a listing of IOWAccess projects in development by agencies during Fiscal Year 2014. This table of IOWAccess projects developed by agencies lists both those project under development for this time period, as well as those projects completed since the last legislative report was produced. The financial section also includes ongoing IOWAccess expenses, the unobligated cash balance for IOWAccess and a listing of projects under review that may receive IOWAccess funding in the immediate future.

Iowa Code Section 8B.9 – Reports Required

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

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

Iowa Code Section 8B.33 – IOWAccess Revolving Fund

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

1. An IOWAccess revolving fund is created in the state treasury. The revolving fund shall be administered by the office and shall consist of 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 was completed and selected Iowa Interactive as the service provider. A new contract was signed on June 30, 2014 to run for two years through July 1, 2016.

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.

IOWAccess Projects in Development by Agencies (through June 2014)

Project Name	Agency	% Complete	Original Amount Approved	Current Amount Approved	Amount Spent	Obligated Unspent Balance	Estimated Complete Date
AMANDA Healthcare Provider Licensing Database - Execution	Public Health	100%	$ 567,575	$ 669,000	$ 669,000	$ 0	**Complete**
ARRA Project Phase 2 – Execution	Management	84%	$ 497,635	$ 497,635	$ 419,043	$ 78,592	6/30/2015
Iowa Code and Rules Easy Navigation and Search – Execution	Legislative Services Agency	100%	$ 325,000	$ 325,000	$ 325,000	$ 0	**Complete**
Workers' Compensation PERFECT System – Execution	Workforce Development	0%	$ 25,000	$ 25,000	$ 0	$ 25,000	6/30/2015
AMANDA Phase II – Full Project	Workforce Development, Public Health	92%	$ 834,050	$1,240,501	$1,146,995	$ 93,506	6/30/2015
AMANDA Direct Care Workforce Credentialing System	Public Health	50%	$ 308,367	$ 308,367	$ 152,715	$ 155,652	6/30/2015
Terrace Hill One Year Hosting	Terrace Hill	0%	$ 2,587	$ 2,587	$ 0	$ 2,587	6/30/2015
NAPIS–IAFRS System	Aging	100%	$ 300,000	$ 330,000	$ 330,000	$ 0	**Complete**
Transparency DATA Share – Planning & Execution	Management	89%	$ 125,659	$ 168,483	$ 149,496	$ 18,987	6/30/2015
Iowa Food and Consumer Safety Licensing and Inspections System – Full Project	Inspections & Appeals	100%	$ 195,185	$ 195,185	$ 195,185	$ 0	**Complete**
Environmental Health Division Online Licensing System	Public Health	96%	$ 312,444	$ 312,444	$ 299,611	$ 12,833	6/30/2015
AMANDA Licensing System Enhancement – Elevators	Workforce Development	91%	$ 177,017	$ 165,062	$ 149,873	$ 15,189	6/30/2015
Iowa Electronic Vital Records System	Public Health	100%	$ 500,000	$ 500,000	$ 500,000	$ 0	**Complete**
LiveHelper Software for Live Chat	State Library	40%	$ 2,040	$ 2,040	$ 816	$ 1,224	6/30/2015
Develop Health Screening Modules (Vision/Dental) in the Immunization Registry Information System - IRIS	Public Health	100%	$ 150,000	$ 150,000	$ 150,000	$ 0	**Complete**
Iowa Geospatial Governance and Guidelines	Public Defense	1%	$ 750,000	$ 750,000	$ 11,000	$ 739,000	6/30/2016
IGOV Admin Rules Website	Chief Information Officer	22%	$ 300,000	$ 300,000	$ 65,227	$ 234,773	6/30/2016
Service Desk and Asset Management Software FY 13	Chief Information Officer	88%	$ 298,780	$ 178,437	$ 157,035	$ 21,402	6/30/2016
Service Desk and Asset Management Software FY 14	Chief Information Officer	96%	$ 484,162	$ 604,505	$ 578,693	$ 25,812	6/30/2016
U.S. Bank Service Fee Processing Charge	Enterprise	0%	$ 100,000	$ 100,000	$ 0	$ 100,000	6/30/2016
GIS Assistance in Fulfillment of Agricultural Adjustment (Pursuant to IAC 701 71.3)	Revenue, multiple counties	0%	$ 313,200	$ 313,200	$ 0	$ 313,200	12/31/2016
TOTALS			**$6,568,701**	**$7,137,446**	**$5,299,689**	**$1,837,757**	

Ongoing IOWAccess Expenses

Expense Item	Expenditures in Fiscal Year 2014
Small Project Reserve[1]	$ 0
Non-Project Expenditures[2]	$ 9,000
IOWAccess OCIO Support Costs[3]	$ 0
Applications Development & Infrastructure Support[4]	$ 252,130
Professional Services for eGovernment Maintenance (Iowa Interactive)[5]	$ 1,609,922
IOWAccess Total Expended on Special Projects in Fiscal Year 2014	**$ 1,871,052**

Unobligated Cash Balance for IOWAccess

Cash Balance July 1, 2014	$ 4,967,299
Total Contracted Not Expended	$ 1,892,507
Unobligated Balance	**$ 3,074,792**
Pending IOWAccess Projects *(pages 11-12)*	**$ 3,511,000**
Balance Available for Future Projects	**$ -436,208**

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[1] *The Small Project Reserve is intended to provide a source of funds, accessible to 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.*

[2] *Non-Project Expenditures includes expenditures that are not applicable to a project, such as IOWAccess manager travel expenditures.*

[3] *IOWAccess OCIO Support Costs reflects the salary, benefit and overhead costs for the IOWAccess manager.*

[4] *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.*

[5] *Professional Services reflects the Iowa Interactive payments for certified abstracts of vehicle operating records electronically sold.*

Pending IOWAccess Projects under Final Review

		Agency	Request
1	**Licensing Portal – Shared Costs for Enterprise Solution**		
	Moving the licensing application from multiple agencies to an enterprise solution, enabling a standard set of support and public facing access and feature sets.	Public Health, Workforce Development	**$380,000**
2	**Enhanced Data Sets for Next Generation Iowa Transparency / Data Portal**		
	Licenses and development for improved and additional modules enabling more access to the State's data by citizens and businesses.	Enterprise	**$200,000**
3	**Agency Training on 508 Compliance & Drupal**		
	Outreach, training, and awareness communications for agency staff who post and manage web site communications. Complies with federal law.	Enterprise	**$45,000**
4	**Hosting / Services for Public-Relation Information and Data**		
	Hosting services for agency public facing web sites and information pages for accessibility across the state.	Enterprise	**$51,000**
5	**Public Communications for Online Versus In-Line Citizen Services**		
	Consolidating services fees pages and access into one-stop shopping, as well as online self-subscribing citizens for multiple agency web pages across the state Required by House File 2274.	Enterprise	**$150,000**
6	**Public Access & Jurisdictions to Grants Application and Services - Hosting**		
	Provides hosting and management costs to enable enterprise grants management system for all agencies and jurisdictions with phase II providing more direct public access for state provide grants.	Management, Enterprise	**$150,000**
7	**Iowa Photo / Media Gallery, Economic & Tourism**		
	An online system with integration to social media systems and other online services for citizens to view and/or upload pictures, events, historic sites, and scenic destinations across the State of Iowa, etc. In addition, online services for agencies to post media that can be available to citizens in one place.	Natural Resources, Economic Development	**$150,000**

		Agency	Request
8	**Mobile Development**		
	Leveraging data already available on the State of Iowa data portal (data.iowa.gov) and other sites, the IOWAccess fund will sponsor mobile development opportunities for mobile applications to be developed and funded by the State of Iowa by engaging citizens and businesses.	Enterprise	**$200,000**
9	**Next Generation Admin Rules**		
	Facilitate public access to administrative rules, public notices, and availability to submit public comments to proposed rules, and a central location for meeting notices and citizen engagement.	Management, Legislature	**$100,000**
10	**Transparency Site (New / Old)**		
	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 implementation of the system and deployment of additional machine readable data sets beyond financial data.	Management, Governor's Office	**$335,000**
11	**Broadband**		
	Support for enhancing Iowan's access to internet, government services, education, and healthcare.	Citizens	**$1,000,000**
12	**Connect Iowa Mapping Broadband**		
	Funding to support the Connected Iowa program 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, stakeholder coordination, and connected communities programs.	Economic Development	**$750,000**
	TOTAL of IOWAccess Projects under Final Review		**$3,511,000**

IOWAccess Value-Added Fees Approved in Fiscal Year 2014

Following is a description of value-added services contained in Iowa Code:

8B.1 9. *"Value-added services" means services that offer or provide unique, special, or enhanced value, benefits, or features to the customer or user including but not limited to services in which information technology is specially designed, modified, or adapted to meet the special or requested needs of the user or customer; services involving the delivery, provision, or transmission of information or data that require or involve additional processing, formatting, enhancement, compilation, or security; services that provide the customer or user with enhanced accessibility, security, or convenience; research and development services; and services that are provided to support technological or statutory requirements imposed on participating agencies and other governmental entities, businesses, and the public.*

Other Iowa Code citations with emphasis on value-added services associated with IOWAccess:

8B.31 IOWAccess — Office Duties and Responsibilities
> *1. IOWAccess. The office shall establish IOWAccess as a service to the citizens of this state that is the gateway for one-stop electronic access to government information and transactions, whether federal, state, or local. Except as provided in this section, IOWAccess shall be a state-funded service providing access to government information and transactions. The office, in establishing the fees for value-added services, shall consider the reasonable cost of creating and organizing such government information through IOWAccess.*
> *2. Duties. The office shall do all of the following:*
> > *a. Establish rates to be charged for access to and for value-added services performed through IOWAccess.*

Fiscal Year 2014 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.
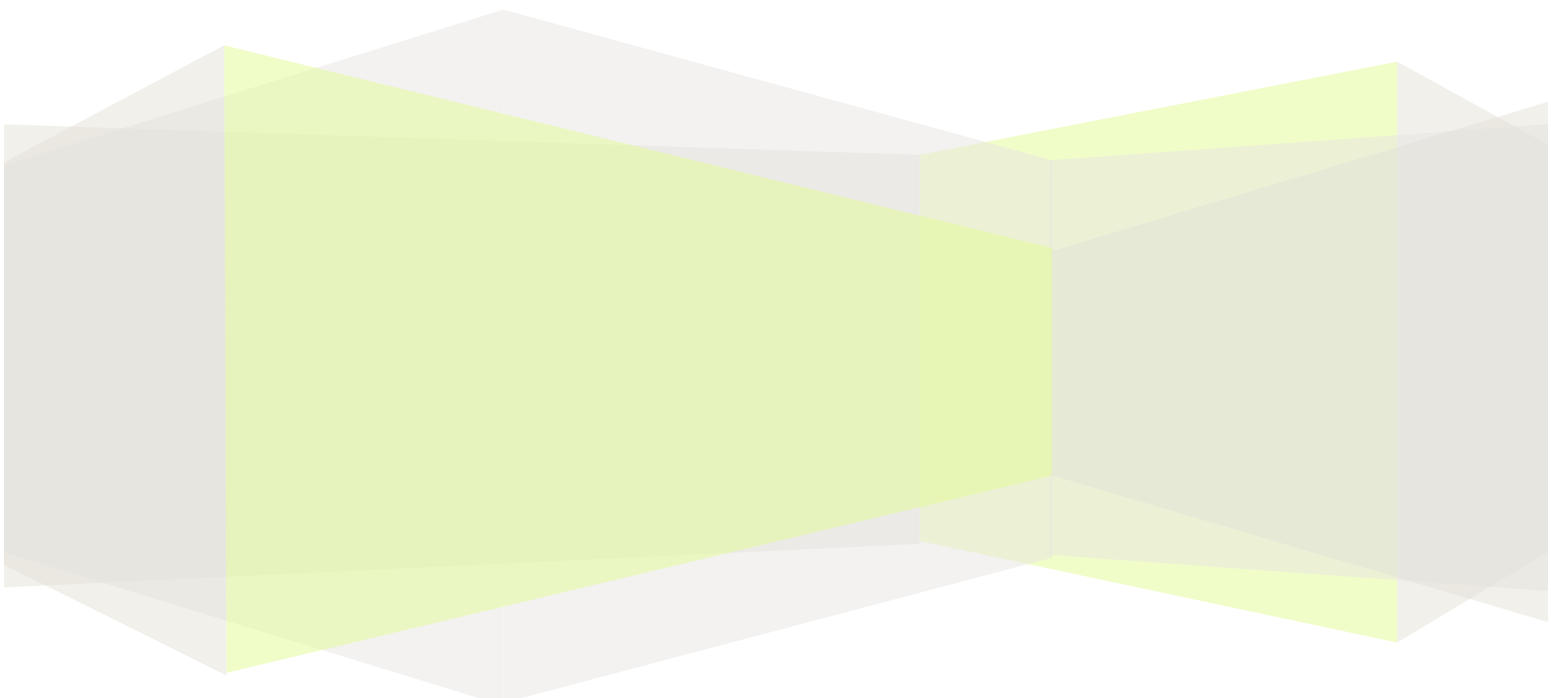
Appendix 1. Iowa Interactive Annual Report

Iowa Interactive
Annual Report
July 2013 through June 2014

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 2014 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 2014 Iowa interactive completed six projects with six different agencies. Iowa Interactive deployed six Web sites that were redesigned in the new state standard Content Management System (CMS) Drupal. All six Web sites were built in accordance with the state standard and featured responsive design so they can also be viewed on any mobile device.

Costs avoided by agency partners that work with Iowa Interactive is one way that value is measured. Cost avoidance is based on expenditures that agencies did not incur for services they received. This is different from savings. Agencies realize cost savings when they 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 2014 the State of Iowa realized a minimum cost avoidance of $1,500,000 in what would have been RFP related costs alone for the six new projects Iowa Interactive completed.

By leveraging the self-funded model, the State of Iowa received a minimum value and cost avoidance of $4,154,596.00 worth of service from Iowa Interactive. The revenues Iowa Interactive received from the State of Iowa totaled $2,003,166.00. The difference between the actual revenue received and the minimum value of the service provided and cost avoidance is $2,151,430.00.

Portal Facts

During Fiscal Year 2014 Iowa Interactive has:

- Invested approximately 17,440 hours in development, project management and maintenance activities for the State of Iowa. This equates to a minimum cost avoidance of $1,970,720.00.

- Provided approximately 2,112 hours of customer support and account management. This equates to a minimum combined cost avoidance of approximately $238,656.

- Provided a minimum of 3,940 hours of portal management. This equates to a minimum cost avoidance of $445,220.00.

- Launched 6 new projects with partners. This equated to a minimum cost avoidance of $1,500,000 in RFP related fees.

- Provided service to a minimum of 22 different State of Iowa government agencies and divisions.

- Performed approximately 144 Web site maintenance and content management code rolls.

- Developed and deployed 20 code rolls that included 227 enhancements to existing applications.

- Developed and deployed 19 code rolls that corrected 82 bugs/issues to existing applications.

- Managed approximately 1,151 users within 868 active accounts with access to certified Driver License Record Abstracts.

- Managed an additional 345 free access accounts and 710 free users with access to Driver License Record Abstracts.

- Managed approximately 3 accounts used for the Help America Vote Act (HAVA) comprised of 354 users in County Auditors' offices.

- Processed 1,176,733 transactions through the various transaction-based applications.

- Processed 1,110,282 transactions accessing free Driver License Record service.

- Over 32,000 downloads of mobile applications in the Apple Store, Google Play and Amazon App store.

Fiscal Year 2014 Transaction Totals

Service	Volume
Department of Transportation Driver License Record Lookup	1,110,282
Iowa Bureau of Professional Licensure Licensing	4,656
Professional Licensing Division Online Renewals	15,128
Professional Licensing Division Letters of Good Standings	789
Plumbers & Mechanical Engineers Licensing	946
Electrical Permits and Inspections	27,305
Electrical Licensing	16,576
Online Conference Registration & Payment/Transaction Management	1,051

New Projects Completed July 2013 to June 2014

The following is a list of new projects Iowa Interactive and its partners completed during the 2014 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 2014 the State of Iowa realized a minimum cost avoidance of $1,500,000 in what would have been RFP related costs alone.

Dynamic Free Responsive Deigned Websites

Connect Every Iowan Web Site
This new Web site is designed to promote the information to the public about the Governor's Connect Every Iowan initiative that was launched in September 2013. The committee collects information from citizens and makes recommendations regarding broadband.
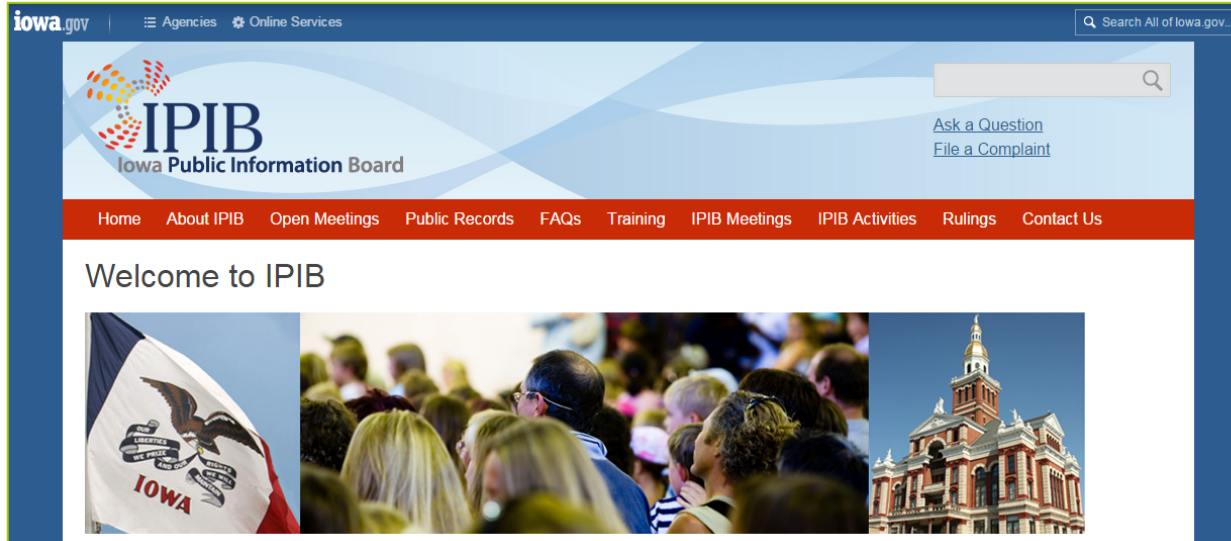
Hours invested by Iowa Interactive: 96.75
Minimum development & project management cost avoidance: $10,932.75
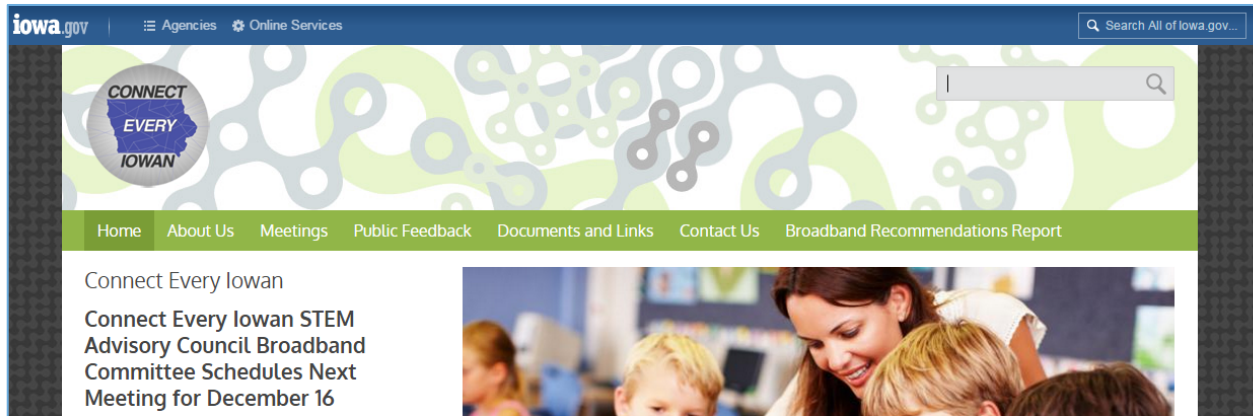
Iowa Public Information Board Web Site Redesign
This is a redesigned Web site for the Iowa Public Information Board. The site was moved into Drupal as required by the state Web site standard.
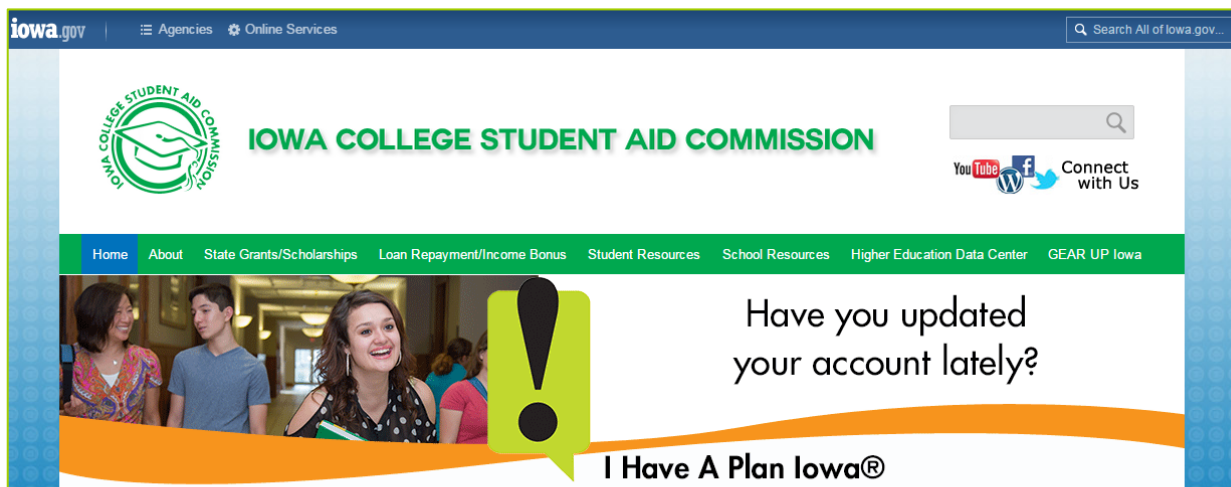
Hours invested by Iowa Interactive: 62
Minimum development & project management cost avoidance: $7,006.00

Iowa College Student Aid Commission Web Site
This is a redesigned Web site for the Iowa College Student Aid Commission. The site was moved into Drupal as required by the state Web site standard.

Hours invested by Iowa Interactive: 318.25
Minimum development & project management cost avoidance: $35,962.25

Iowa Professional Licensing Bureau Web Site
This is a redesigned Web site for the Iowa Professional Licensing Bureau. The site was moved into Drupal as required by the state Web site standard.
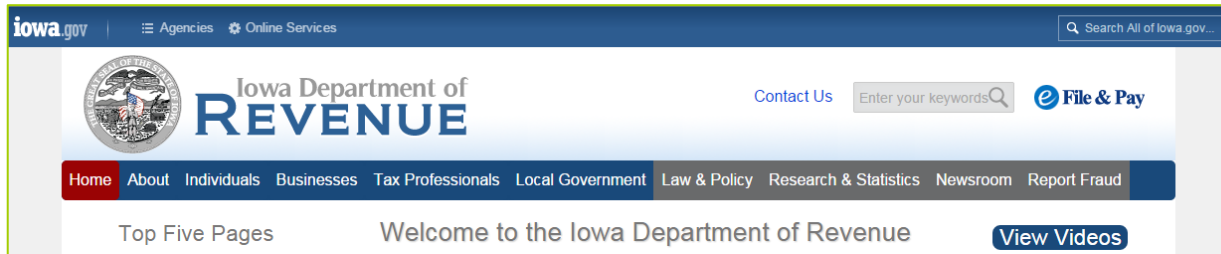
Hours invested by Iowa Interactive: 317.50
Minimum development & project management cost avoidance: $35,877.50

Iowa Department of Revenue Web Site
This is a redesigned Web site for the Iowa Department of Revenue. The site was moved into Drupal as required by the state Web site standard.

Hours invested by Iowa Interactive: 209.50
Minimum development & project management cost avoidance: $23,645.25

Teacher Leadership Symposium Web Site
This is a redesigned Web site for the Teacher Leadership Symposium. The site was moved into Drupal as required by the state Web site standard.

Hours invested by Iowa Interactive: 63
Minimum development & project management cost avoidance: $7,119.00
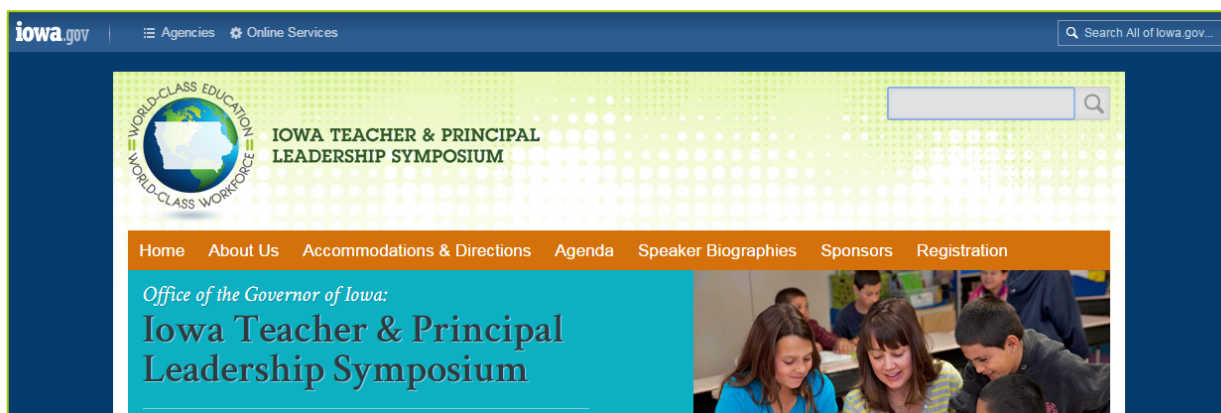
Transaction Applications

Environmental Health Licensing - Lead Division
This is a licensing system for the Lead Division of the Department of Public Health, Environmental Health Division. The application has an administrative tool that incorporates all the office workflows which allows the Lead Division to manage every aspect of their program. The public side features a full 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.
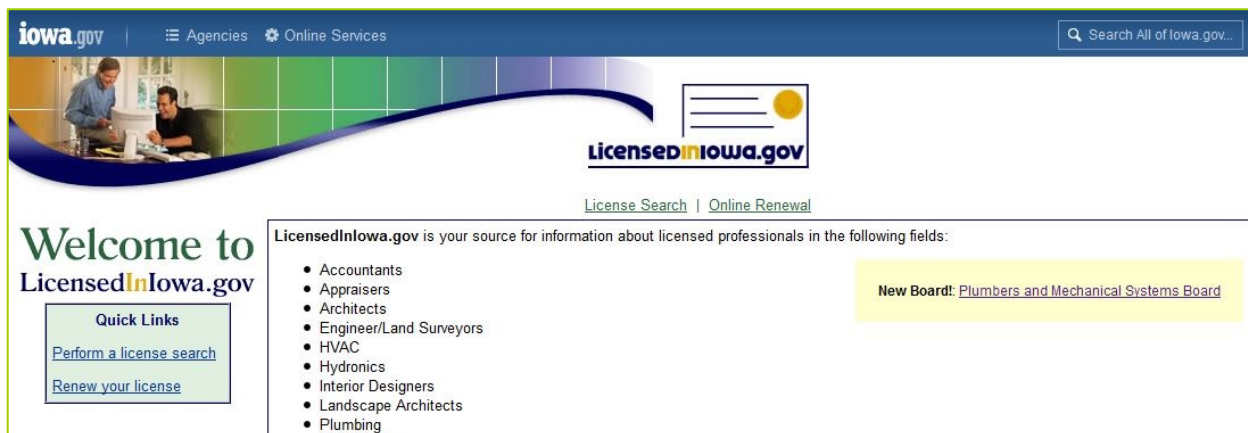
Hours invested by Iowa Interactive: 613.50
Minimum development & project management cost avoidance: $69,325.50
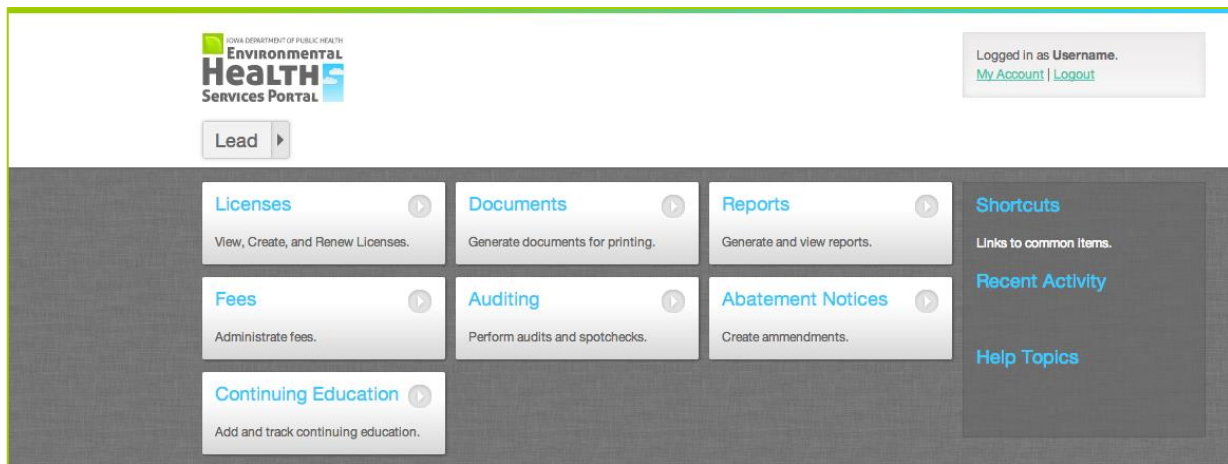
Department of Commerce - Professional Licensing Bureau
This is the licensing application for the Iowa Professional Licensing Bureau. The application has an administrative tool that incorporates all the office workflows which allows the Bureau to manage every aspect of their program. The public side features a full renewal system and the ability to pay for the license online.

Hours invested by Iowa Interactive: 808.50
Minimum development & project management cost avoidance: $91,360.50

Department of Public Health - Plumber and Mechanical System Board

This is licensing application for the Plumbing and Mechanical Systems Board of the Department of Public Health. The application has an administrative tool that incorporates all the office workflows which allows the Board to manage every aspect of their program. The public side features a full renewal system and the ability to pay for the license online.

Hours invested by Iowa Interactive: 2,003.50
Minimum development & project management cost avoidance: $226,395.50

Department of Public Safety – Permits and Inspections

This is a permitting and inspections application for the State Fire Marshal Division Electrical Bureau of the Department of Public Safety. The application has an administrative tool that incorporates all the office workflows which allows the Bureau to manage every aspect of their program. The public side features a full renewal system and the ability to pay for the license online.

Hours invested by Iowa Interactive: 30
Minimum development & project management cost avoidance: $3,390.00

Department of Public Safety – Electrical Licensing
This is a licensing application for the Iowa Electrical Examining Board of the Department of Public Safety. The application has an administrative tool that incorporates all the office workflows which allows the Board to manage every aspect of their program. The public side features a full renewal system and the ability to pay for the license online.
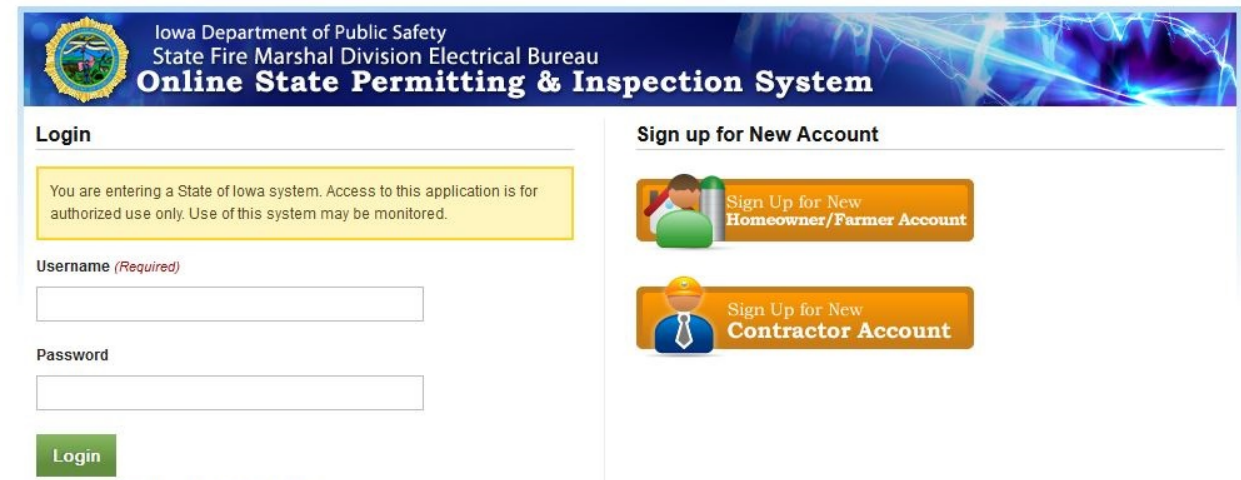
Hours invested by Iowa Interactive: 107.50
Minimum development & project management cost avoidance: $12,147.50

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: 35.75
Minimum development & project management cost avoidance: $4,039.75
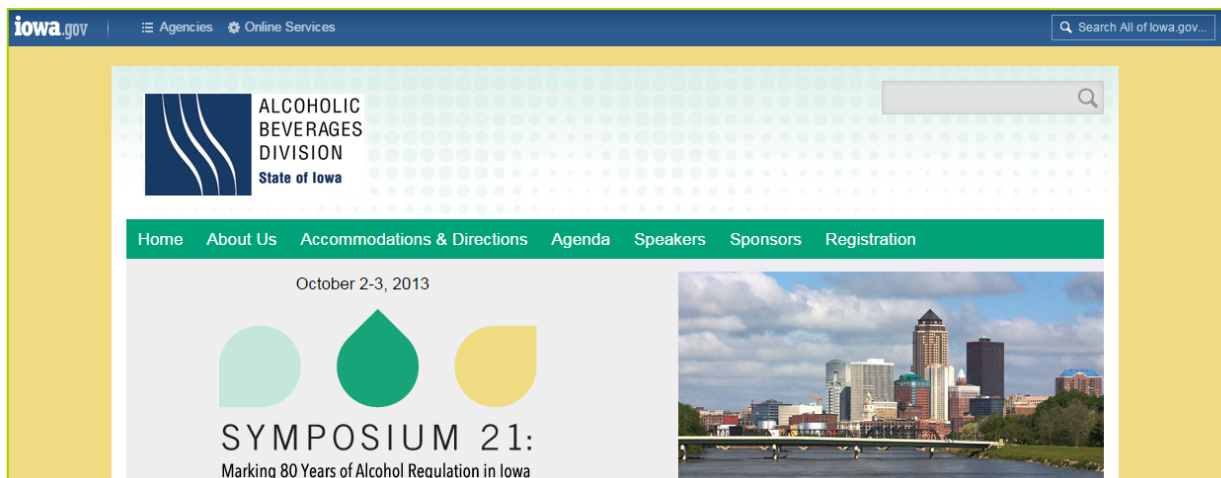
Governors Office Bullying Prevention Conference Registration*
In conjunction with the Bullying Prevention Web site, the Governor's Office leveraged Iowa Interactive Conference Registration service for the registration, payment, and administration of the Bullying Prevention Summit.

Hours invested by Iowa Interactive: 104.30
Minimum development & project management cost avoidance: $11,785.90

*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 2014 Iowa Interactive worked on a total of 22 various projects, investing a total of 17,438.35 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 Maintenance

   The Static Web Site Maintenance category consists of Web sites that have do not have a content management tool or a software application behind them. These are legacy sites that agencies use to provide information. Iowa Interactive provides content updates and simple maintenance request at no charge to the agency. All new sites were built in the Drupal Content Management System so this category will decrease in size.

2. Free Dynamic Application Design and Maintenance

   The Free Dynamic Application Design and Maintenance category consists of Web applications that are dynamic, which means there is a database and software application that retrieves and displays stored 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 web applications that are dynamic. There is a database or an application that displays information. These applications process payment transactions. 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.

Service Type	Total Hours	Total Minimum Cost Avoidance
Static Web Site Maintenance	252.5	$28,532.50
Free Dynamic Application Design and Maintenance	12,642.85	$1,428,642.05
Transaction Application Design and Maintenance	4,543	$513,359.00
GRAND TOTAL	**17,438.35**	**$1,970,533.55**

The chart on the following page shows the projects and maintenance in which Iowa Interactive was involved during the 2014 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.

Top Level Agency	Web Site Design, Application Development and Maintenance	Hours	Minimum Cost Avoidance	Agency Subtotal of Hours	Agency Subtotal Minimum Cost Avoidance
Department of Transportation	Iowa Scenic Byways	13.00	$1,469.00	955.75	$107,999.75
	iOS Driver Practice Exam	7.25	$819.25		
	Driver License Look-Up $	935.50	$105,711.50		
Department of Public Health	Plumbers and Mechanical Systems Board Licensing $	2,003.50	$226,395.50	2,661.50	$300,749.50
	Bureau of Professional Licensure $	44.50	$5,028.50		
	Environmental Health Portal – Lead $	613.50	$69,325.50		
Terrace Hill	Terrace Hill	34.50	$3,898.50	34.50	$3,898.50
Department of Public Safety	AMBER Alert	36.25	$4,096.25	314.25	$35,510.25
	Accident Reports	50.75	$5,734.75		
	Breath Alcohol	54.00	$6,102.00		
	Permits and Inspections $	30.00	$3,390.00		
	Alcoholic Beverages Division – Event Registration Conference	35.75	$4,039.75		
	Electrical Licensing $	107.50	$12,147.50		
Public Defender	Public Defender	8.75	$988.75	8.75	$988.75
Office of the Governor	Governor's Web Site	0.50	$56.50	536.80	$60,658.40
	STEM – Web Site Redesign	72.00	$8,136.00		
	Iowa.gov Brandstad Administration	136.25	$15,396.25		
	Lt. Governor Web Site	3.50	$395.50		
	Governor's Office and Department of Education – Bullying Prevention	104.30	$11,785.90		
	Branstad Web Site	123.50	$13,955.50		
	Connect Every Iowan	96.75	$10,932.75		
Department of Human Rights	Department of Human Rights	0.50	$56.50	25.75	$2,909.75
	Iowa Commission on the Status of Women	10.00	$1,130.00		
	Criminal and Juvenile Justice Planning – JCSL	1.00	$113.00		
	Family Development and Self Sufficiency (FADSS)	14.25	$1,610.25		
Department on Aging	Department on Aging	11.75	$1,327.75	11.75	$1,327.75
Department of Commerce	Professional Licensing Bureau Web Site Redesign	317.50	$35,877.50	1,134.00	$128,142.00
	Iowa Utilities Board	8.00	$904.00		
	Professional Licensing Application $	808.50	$91,360.50		
Iowa Civil Rights Commission	Iowa Civil Rights Commission	0.50	$56.50	0.50	$56.50
Department of Administrative Services	Bid Opportunities Appli	75.55	$8,537.15	197.55	$22,323.15
	DAS/ITE Service Now	14.75	$1,666.75		
	Administrative Rules Terminal	100.00	$11,300.00		
	Public Meeting Calendar	7.25	$819.25		
Department of Management	Department of Management	123.50	$13,955.50	252.50	$28,532.50
	Early Childhood Iowa	117.00	$13,221.00		
	Office of LEAN Enterprise	6.75	$762.75		
	GEMS	5.25	$593.25		
Department of Inspections and Appeals	Food and Lodging Licensing	3.50	$395.50	3.50	$395.50
Department of Cultural Affairs	Cultural Affairs Web Site	11.25	$1,271.25	14.25	$1,610.25
	Iowa Great Places	1.00	$113.00		
	Iowa History Website	2.00	$226.00		
Department of Revenue	Iowa Department of Revenue Web Site Redesign	209.25	$23,645.25	209.25	$23,645.25
College of Student Aid Commission	College Student Aid Web Site Redesign	318.25	$35,962.25	318.25	$35,962.25
Public Information Board	Public Information Board Web Site	62.00	$7,006.00	62.00	$7,006.00
Office of the CIO	Drupal Hosting Infrastructure	1,076.50	$121,644.50	10,368.75	$1,171,668.75
	Drupal – Standard Templates	566.75	$64,042.75		
	Enterprise Licensing	8,725.50	$985,981.50		
Iowa Agricultural Development	IADA Web Site	10.00	$1,130.00	10.00	$1,130.00

Authority					
Iowa Clean Cities Coalition	Office of Energy Independence	2.00	$226.00	2.00	$226.00
Department of Education	Department of Education	200.75	$22,684.75	287.00	$32,431.00
	Department of Education – Linda Fandel Site	23.25	$2,627.25		
	Iowa Teacher and Leadership Symposium	63.00	$7,119.00		
Public Employment Relations Board	Public Employment Relations Board	29.75	$3,361.75	29.75	$3,361.75
	Totals	**17,438.35**	**$1,970,533.55**	**17,438.35**	**$1,970,533.55**

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. However, during this fiscal year Iowa interactive was involved in the Network Manager rebid and was instructed not contact state agency during that time because of procurement regulations. As a result, there is no survey information to share this year.

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:

For immediate release – June 2, 2014
Contact: Jimmy Centers 515-281-5211

Iowa Teacher & Principal Leadership Symposium Website Launched, Registration Open to Public

DES MOINES, Iowa--(BUSINESS WIRE)--

Gov. Terry Branstad and Lt. Gov. Kim Reynolds launched EducationLeadership.Iowa.gov https://educationleadership.iowa.gov, a website for the second Iowa Teacher and Principal Leadership Symposium, which will be held on Monday, Aug. 4, 2014, at the FFA Enrichment Center at Des Moines Area Community College in Ankeny. Featured speakers include Vivien Stewart from the Asia Society, Ee-Ling Low from the National Institute of Education in Singapore, and Barnett Berry from the Center for Teaching Quality. Also featured are Iowa's first 39 school districts to launch teacher leadership systems in 2014-15 as part of Iowa's landmark 2013 education reform package, two Iowa school districts – Central Decatur and Saydel – that started teacher leadership systems in 2013-14 with the help of a federal grant, and a student panel on the difference great teaching makes.

The event is open to the public, with the goal of attracting a broad cross section of Iowans, including educators, parents, school board members, business leaders and legislators. The website includes the agenda, speaker biographies, sponsors and information on how to register.

REGISTER NOW FOR THE IOWA TEACHER AND LEADERSHIP SYMPOSIUM

https://educationleadership.iowa.gov/registration

The purpose of the symposium is to continue the public conversation about the critical role teacher and principal leadership will play as Iowans work to give students a world-class education.

"Iowa has many exceptional teachers, and the 2013 transformational education reform elevates the profession to a higher level by recognizing how teacher leadership can improve instruction to raise student achievement," said Branstad. "We look forward to learning from those who have started to experience the teacher leadership and compensation system as well as experts from outside Iowa who are steeped in this work."
"We want to ensure the Teacher Leadership and Compensation System is as successful as possible, and the symposium is one way to continue the dialogue and make certain our children are prepared to be competitive in a global, knowledge-based economy," added Reynolds.

Click here https://events.egov.com/eventreg/IA/event.htm?name=test3 to register for the

symposium. Registration for the day is $30, with room for about 465 attendees.

About Iowa Interactive

Iowa 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 (EGOV).

About NIC

Founded in 1992, NIC (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 make government more accessible to everyone through technology. The family of NIC companies provides eGovernment solutions for more than 3,500 federal, state, and local agencies in the United States. Forbes has named NIC as one of the "100 Best Small Companies in America" five times, most recently ranked at No.11 (2013), and the company has been included three times on the Barron's 400 Index. Additional information is available at **http://www.egov.com**.