STATE OF IOWA

Iowa Department of Administrative Services

DAS

Fiscal Year 2007
IOWAccess Revolving Fund
Annual Report

January 31, 2008

State of Iowa
Fiscal Year 2008
IOWAccess Revolving Fund
Annual Report

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The IOWAccess Advisory Council

Richard Neri - Finance Sector Representative - Chair
Barb Corson – DAS Customer Representative – Vice Chair
Dawn Ainger - Citizen Representative
Beth Baldwin - Judicial Branch Representative
Representative Carmine Boal - General Assembly
Sheila Castaneda – Citizen Representative
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Daniel McGinn – Legal Services Sector Representative
Terrence Neuzil – County Government Representative
Teresa Selberg– Real Estate Sector Representative
Herb Strentz – Media Representative
Miriam Ubben - Citizen Representative
Senator Ron Wieck - General Assembly

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Acknowledgements

The IOWAccess Advisory Council expresses its appreciation to the Iowa Department of Administrative Services - Information Technology Enterprise, specifically Diane Van Zante for her support of the Council's activities throughout Fiscal Year 2007 and to Malcolm Huston for his work in assembling, proofing, and editing this report.

Please direct any questions or comments about this *IOWAccess Advisory Council Annual Report* to Malcolm Huston, IOWAccess Manager, at malcolm.huston@iowa.gov or (515) 281-0393.

Foreword

I am pleased to present this Fiscal Year 2007 IOWAccess Revolving Fund Annual Report to the citizens of Iowa, the General Assembly, and the Legislative Services Agency. In celebrating its 10th year, we have learned that e-Government and state web portals are not a "Field of Dreams". Not only must you build them, they must be easy to use and they must provide value to our constituents before they will come.

Mollie Anderson
Director, Iowa Department of Administrative Services

The IOWAccess appropriation and the revenues generated by value-added fees have been used to provide an array of valuable services which are highlighted in this report. The funding for e-Government projects made available through IOWAccess:

- Fosters an entrepreneurial environment that encourages innovative application development and empowers state agencies.

- Improves inter-agency and inter-governmental cooperation.

- Strives to treat e-Government as a business proposition by focusing on practical, value-added projects.

- Maintains an enterprise-wide approach by working to eliminate redundant "silo" efforts.

IOWAccess funding also allows state government to highlight its support for information sharing throughout the state. For example, the **Iowa School Alerts** website allows school administrators to easily send closure information to news media and parents who have subscribed to the service, only receiving alerts they need.

IOWAccess is transforming the relationship between citizens and State government. Citizens are in charge of their relationship with government by increasingly accessing state services and data through IOWAccess applications that are convenient, secure, easy to use, and responsive to their needs.

Finally, I would like to acknowledge the dedication and hard work of the citizen, public employee, and legislative members of the IOWAccess Advisory Council. They have maintained the highest standards in their stewardship of IOWAccess.

Signed,

Mollie Anderson
Director, Department of Administrative Services
Hoover State Office Building – 3rd Floor
Des Moines, IA 50319

Executive Summary

IOWAccess was established as the State of Iowa's web portal ten years ago. Since its inception in 1998, IOWAccess has been connecting Iowans with their government by utilizing the accessibility and technology of the Internet.

According to recent surveys, 82.1% of Iowans have access to the Internet. Research from the National Governor's Association Center for Best Practices indicates that among the public's highest priority for improvements at the State and local levels of government are:

- Improved and more widely accessible governmental services. Most citizens expect more for less in many of their consumer and business purchases - they have similar expectations for government services.

- Government's more efficient use of its resources.

- Providing easier and quicker access to information and more direct contact with officials in all branches of government through e-mail and web sites. There is a growing expectation for more, not less, of this interactive environment.

The funding for IOWAccess applications fosters agency partnerships; 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.

The funding of IOWAccess projects is monitored by an advisory council representing state government and the general public. Project funding and other recommendations from this council are forwarded to the Director of the Department of Administrative Services, for final review and approval. This "advise and consent" process ensures that IOWAccess expenditures are targeted at relevant electronic government services. All projects funded through IOWAccess are: a) consistent with established leadership priorities; b) properly planned; and c) have clearly defined timelines, measurable results, and a return on investment.

This report highlights the Fiscal Year 2007 accomplishments of IOWAccess, including the Internet address for the programs and applications that are electronically delivering services to Iowa citizens. Unlike many of the reports legislators, government leaders, and citizens read, this IOWAccess Revolving Fund Annual Report invites your participation. Visit the websites and try the services of interest. In addition to normal business hours, we're open weekends, holidays, and late at night – whenever it's convenient for you.

Certain services offered through IOWAccess charge a value-added fee. You will find a recap of the value-added fees recommended for approval by the IOWAccess Advisory Council in Fiscal Year 2007 and a breakdown of the costs associated with each fee. You will find a description of the IOWAccess business model and the processes, based on industry best practices, employed by IOWAccess to fund and monitor projects, along with a listing of selected projects funded during Fiscal Year 2007, as well as a table showing all projects funded as of June 30, 2007.

The Financial Section contains an Income Statement and Balance Sheet for Fiscal Year 2007 as well as a financial projection of the Fiscal Year 2008 budget.

Selected State Government Accomplishments Using IOWAccess Funding

School Alerts is a free, easy-to-use program that is simply the result of finding an answer to a common problem: When school needs to be closed, how do we <u>easily</u> notify everyone who needs to know?

When schools need to dismiss classes, close early or start late due to bad weather or other circumstances, how do parents and care-givers find out? If they are listening to the radio or watching TV they can hear or see the list of school notices there, but what about taking the notification process a step further and contact them *directly*?

And what about those school administrators who currently have a long list of numbers to call when school is cancelled? What if they only had to log in and send out one message that will reach all media outlets, parents, daycare providers and other interested individuals who have signed up?

School Alerts provides a solution to both of these problems. School administrators can sign up to post notices about school closings, delays and early dismissals, and media outlets, parents and others can sign up to "watch" certain schools or school districts, and receive instant notifications when those school administrators post a notice.

URL: https://schoolalerts.iowa.gov/

Web Based Property Valuation Submission and Retrieval

The Department of Management established a centralized database and application with Internet accessibility which provides the means for Iowa County Auditors to annually submit valuation data, and the means for anyone to retrieve valuation data, upon which property taxes will be levied in the upcoming fiscal year. This new system replaced an existing system where the Department had to deliver and support custom desktop software on an annual basis.

This centralized architecture eliminates the duplicative reading and writing of the valuation data. Previously the data was entered into the desktop valuation software. Then the data was then modified and saved to a file. That file was then sent to the Department of Management and loaded into a database. The new system allows the County Auditors to directly load valuation data into, and edit the data on, a central database.

This system makes valuation data immediately available on-line, saving significant time and effort for parties looking for such data, and for the county auditors as well. Previously someone wanting early data for a local government would have to contact that county's Auditor. If that local government should happen to span multiple counties, such as is the case for school districts and community colleges, they would have to separately contact the Auditor for each of the counties involved. The new system eliminates that process and allows access to the data quickly and efficiently, with a minimum of effort.

URL: https://www.iowaonline.state.ia.us/dompvs/

Department of Natural Resources DNR Waste Water Permit Information Exchange

The first phase of this project was implemented April 2, 2007. The deliverable from this first phase enables the public via the Internet to search for and view the Final Permit issued for any Iowa site permitted by the National Pollutant Discharge Elimination System (NPDES). This feature will be expanded in the next phase, targeted for implementation in the first half of 2008 and enable registered users to view Draft Permits, Comment on Draft Permits and Save Searches. Registered Applicants will be able to initiate new and renewal application and to complete applications on-line. DNR staff will be able to manage the permitting process more efficiently since the online application process will validate each application form to ensure completeness before acceptance. Applicants will receive immediate online feedback to assure their application forms are completed properly. The online help functions keyed to each field will also benefit the applicants by letting them know what information is expected for each field on the application forms.

URL: http://programs.iowadnr.gov/wwpie/

IOWAccess Business Model

Ten years ago, the State of Iowa implemented IOWAccess. IOWAccess operates under the authority of the Iowa Department of Administrative Services with oversight from the IOWAccess Advisory Council. IOWAccess was created by an act of the Iowa Legislature in 1997 to assist in providing Iowans electronic access to state, county, local and federal information and services. The IOWAccess Advisory Council consists of nineteen council members, including five persons representing the primary customers of IOWAccess; six persons representing lawful custodians, including one representative each from the legislative branch (not a member of the general assembly), the judicial branch, the executive branch, city government, county government, and the federal government; four members representing a cross section of the citizens of the state; and four members of the general assembly.

The Department of Administrative Services - Information Technology Enterprise contracts with Iowa Interactive, Inc., a wholly-owned subsidiary of NIC, Inc. to be the network manager. NIC, Inc. is a leading e-Government solutions provider with similar agreements with the following 19 states: Alabama, Arkansas, Colorado, Hawaii, Idaho, Indiana, Kansas, Kentucky, Maine, Montana, Nebraska, New Hampshire, Oklahoma, South Carolina, Rhode Island, Tennessee, Utah, Vermont and Virginia.

The final extension to the original Iowa Interactive contract expired 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 2006 for a five-year term, with an option for a one-year extension.

IOWAccess Projects Approved in Fiscal Year 2007

- ✓ $10,500.00 for planning funding for enhancements to the Department of Inspections and Appeals' Food Inspections website

- ✓ $295,000.00 for implementation funding for the Iowa Department of Agriculture and Land Stewardship's FARMS project

- ✓ $15,000.00 increase in funding for the Department of Inspections and Appeal's Targeted Small Business website project

- ✓ $7,000.00 increase in funding for the Department of Inspections and Appeals' Social & Charitable Gambling website project

- ✓ $22,000.00 increase in funding for the Department of Public Safety's Criminal History Checks website

- ✓ $76,000.00 for implementation funding for the Department of Inspections and Appeals' Map Locator and Food & Lodging Licensing website

- ✓ $3,000.00 in funding for ITE hosting services for the Governor's Office Administrative Rules Application website project

- ✓ $150,000 Execution Funding for the Department of Natural Resources Onsite Wastewater Construction Permits project

- ✓ $20,000 Planning Funding for the Department of Natural Resources Environmental Compliance and Enforcement Tracking

- ✓ $20,000 Planning Funding for the Department of Natural Resources DNR Hunter Safety Education Project

- ✓ $47,500 Additional Funding for IOWAccess Manager Salary and Benefits

- ✓ $16,500 Enhancements and Stress Testing Funding for DAS-ITE School's Out Project

- ✓ $20,000 Planning Funding for the Iowa Child Advocacy Board - ICAB Online Project

- ✓ $90,000 Execution Funding for the Iowa Civil Rights Commission - Civil Rights Public Interface

- ✓ $7,140 Hosting Funding for the Iowa Civil Rights Commission - Civil Rights Public Interface

- ✓ $137,900 Additional Execution Funding for the Iowa Department of Natural Resources - Improving Public Access to Iowa's Water Pollution Control Permits Project

- ✓ $49,999 Design/Execution Funding for the Alcoholic Beverages Division - Enhancements to ABD E-Licensing Application Project

- ✓ $20,000 Scope Analysis Funding for Iowa Department of Natural Resources for Hazardous Substance Incident Database Conversion

- ✓ $20,000 Scope Analysis Funding for Iowa Department of Economic Development One-Stop Business Shop Project

- ✓ $50,000 Design Funding for Iowa Department of Natural Resources Safety Education Project

- ✓ $20,000 Scope Analysis Funding for Iowa Department of Natural Resources Boat Dock Registration System

- ✓ $146,000 Implementation Funding for County Real Estate Electronic Government Advisory Committee Real Estate Online Project

- ✓ $10,000 Transition Funding for Iowa Department of Natural Resources Field Office Compliance Database

- ✓ $45,000 for Design Funds Iowa Child Advocacy Board (ICAB) Online

- ✓ $20,000 for Scope Analysis Funding for the Iowa State Association of Counties County MIS (CoMIS) Project

- ✓ $20,000 for Scope Analysis Funding for the Iowa Department of Management Web-Based Property Valuation Submission

- ✓ $100,000 for Design and Implementation Funding for the Iowa Department of Human Services Single Online Application Process

- ✓ $25,000 Additional Funding for the Design Phase of the Department of Natural Resources Compliance Database Project, and

- ✓ $47,000 additional funding for the Iowa Department of Natural Resources Waste Water Permits Information Exchange Project.

IOWAccess Value-added Fees Approved in Fiscal Year 2007

Iowa Code section 8A.201 (6) provides a definition of value-added services[1]. The IOWAccess Advisory Council is authorized to recommend rates to be charged for value-added services performed through IOWAccess. The term "value-added fee" is used by the Information Technology Enterprise to refer to those rates.

Pursuant to code section 8A.204, the Iowa Department of Management was notified that the IOWAccess Advisory Council had recommended, and the Technology Governance Board had approved the charging of value-added fees for the following services:

Online Licensure Various Medical Practitioners The Board of Medicine/Medical Examiners replaced a variety of license-based value-added fees with a set fee of 3% of the license cost and the Council recommended approval of the 3% fee.

Department of Inspections and Appeals' License and Certification issuance for a set fee of 3% of the license cost and the Council recommended approval of the 3% fee.

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[1] Iowa Code section 8A.201(6) - "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.
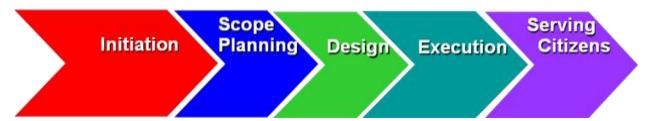
IOWAccess Project Process

The IOWAccess revolving fund was established for the purpose of maintaining, developing, operating, and expanding IOWAccess. Consistent with these duties and requirements, the IOWAccess Advisory Council, with the assistance of the Department of Administrative Services - Information Technology Enterprise has established a process for governmental entities to request funding for the planning and execution of various e-Government projects. The Council has implemented a process, based on information technology project management best practices, to assess the relative merits of the projects submitted and make recommendations for funding projects to the Director of the Department of Administrative Services.

During this year, the Council modified the Project Process to introduce an additional funding decision point. It was felt that the inclusion of an additional decision point would allow project sponsors to more accurately estimate future funding needs and make adjustments at various steps in the process.

Figure 1. FY07 IOWAccess Project Lifecycle

Phase 1 - Initiation – This requires the investment of a small amount of resources, resulting in a reliable estimate of the cost of gathering and documenting detailed requirements. The initiation phase can be completed at no cost to either the IOWAccess revolving fund or the customer (in this case the state agency or branch of government), other than the time needed to complete the deliverables. Consequently, no IOWAccess funding is used for the initiation phase. The deliverables from this phase include a concept paper generally describing the e-Government process or application and a cost estimate for completion of the planning phase.

Phase 2 – Scope Planning - The goal of the Scope Planning phase is to develop accurate cost estimates and well-defined deliverables for the e-Government process or application. The Scope Planning phase documents detailed customer business requirements presented in an array of documentation. Finally, a Return on Investment analysis must be completed using the State of Iowa's award-winning ROI Process. Governmental entities can request funding from IOWAccess for up to 100% of the scope planning phase costs. IOWAccess involvement in the project terminates at conclusion of Scope Planning phase if Design funding is not sought or approved. The agency has access to the deliverables from the Scope Planning process and can proceed using funding sources other than IOWAccess.

Phase 3 – Design - The Design phase requires the preparation of a draft service level agreement between the owner of the application and the service provider in order to provide an accurate estimate of ongoing operational costs. It also provides statements of work and a completion timeline for the application.

Phase 4 - Execution – This phase is the actual implementation and roll-out of the project and includes:
- Application programming and testing.
- Creation of the final Service Level Agreement
- Development of an operational budget including ongoing hosting and maintenance costs.

IOWAccess Phase 4 funding can be used for the application programming, testing, and migration of the completed application to a production environment. Phase 4 funding can also be used to pay the web hosting fees for the application (with the approval of the IOWAccess Advisory Council).

Table 1. Current IOWAccess Projects through June 30, 2007

Project Short Name	Current Amount Approved	Amount Spent *	Remaining Balance
DIA - Social Gambling Online - 2 - Execution	87,000	86,876	124
DHS - Food Stamps Web Intake - 2 - Execution	100,000	54,617	45,383
ITE - Full-time position to support IOWAccess	97,500	97,382	118
DPS - Criminal History Online - 2 - Execution	69,375	32,837	36,538
ITE - Enterprise Lyris List Manager - 2 - Execution	150,040	133,295	16,745
ITE - Small Project Reserve	175,000	79,187	95,813
JB - Attorney Licensing - 2 - Execution	234,830	228,200	6,630
DPH - BoME Physician Credentialing Data Migration - 2 - Execution	5,000	0	5,000
Comm - ABD Order Entry & Liquor Inventory - 1 - Planning	90,000	806	89,194
Comm - ABD Licensing & Regulatory Documents Online - 1 - Planning	45,000	806	44,194
DIA - Targeted Small Business Online - 3 - Hosting	12,000	0	12,000
DIA - Social Gambling Online - 3 - Hosting	12,000	0	12,000
LOC - County Real Estate Electronic Government Advisory Committee Web Application	25,000	25,000	0
ITE - Schools Out Notification System - 2 - Implementation	57,659	57,659	0
DNR - Electronic Access to Iowa's Water Pollution Control Permits - 2 - Implementation	197,900	94,339	103,561
DNR - Electronic Access to Iowa's Water Pollution Control Permits - 3 - Hosting and Authentication/Authorization	6,000	0	6,000
LOC - City of Dubuque existing Incident Tracking System improvements - 3 - Execution	15,000	4,410	10,590
DIA – Food Inspections Website Enhancements - 1 – Planning	10,500	10,499	1
DALS – FARMS Project - 2 - Implementation	295,000	308,739	0
DIA - Map Locator & Food/Lodging Licensing - 3 - Hosting	76,000	76,000	0
IGOV - Admin Rules - 3 - Hosting	3,000	0	3,000
DNR - Onsite Wastewater Construction Permits - 2 - Execution	197,000	0	197,000
DNR - Environmental compliance and Enforcement Tracking - 1 - Planning	55,000	54,829	171
DNR - Hunter Safety Education - 1 - Planning	70,000	25,950	44,050
ITE - Schools Out Notification System - 3 - Hosting	8,900	0	8,900
ICAB - Child Advocacy Online - 1 - Planning	20,000	14,678	5,322

Project Short Name	Current Amount Approved	Amount Spent *	Remaining Balance
ICRC - Civil Rights Public Interface - 2 - Execution	90,000	9,358	80,642
ICRC - Civil Rights Public Interface - 3 - Hosting	7,140	0	7,140
ABD - E-Licensing Application Enhancements - 2 - Execution	49,999	49,999	0
DNR -Hazardous Substance Incident Database Conversion – 1 - Scope Analysis	20,000	3,341	16,659
IDED - One-Stop Business Shop Project – 1 - Scope Analysis	20,000	6,366	13,634
DNR - Boat Dock Registration System – 1 - Scope Analysis	20,000	11,188	8,812
LOC - County Real Estate Electronic Government Advisory Committee Web Application - 2 - Implementation	146,000	35,396	110,604
ICAB - Iowa Child Advocacy Board (ICAB) Online	45,000	0	45,000
LOC - County MIS (CoMIS) Project	20,000	0	20,000
DOM - Web-Based Property Valuation Submission	20,000	3,743	16,257
DHS - DHS Single Online Application Process	100,000	0	100,000
Total	2,652,843	1,505,500	1,147,343

* monthly totals rolled into Amount Spent

Note: Thirty-seven projects have been closed. The amount spent was $2,712,277

Remaining unobligated cash 1,240,115

IOWAccess Revolving Fund Statement of Changes in Net Assets (Income Statement) - June 30, 2007

	Budget FY 2007	Actuals FY 2007
Resources:		
Interest Income	21,200	107,824
Appropriation	1,000,000	1,000,000
Fees-DMVR	2,081,547	2,288,562
Total Revenues	3,102,747	3,396,386
Expenditures:		
Technology Governance Board (TGB)		
Personal Services / benefits & EA Research	250,000	64,246
Travel	2,592	0
Travel, IAAC	1,200	1,387
Professional Services for eGovernment Maintenance	1,006,081	1,202,339
ITE Support Costs		
Internet Connections/Communication Costs	27,264	27,248
Support- Infrastructure / Applications	565,320	565,869
Support- DMVR / Applications	159,816	159,816
Data processing - sw & hw / license fees & maintenance	10,000	0
Other Expenses	1,950	0
IAAC Projects: Application Development & Support		
Remaining balance on projects approved prior to 7/1/2005	1,858,154	1,801,914
New project costs	1,600,000	260,936
Total Expenditures:	5,482,377	4,083,754
Increase (decrease) in Net Assets		(687,368)
Net Assets, beginning of Year		2,508,900
Net Assets, end of Year		1,821,532

IOWAccess Revolving Fund Statement of Net Assets (Balance Sheet) - June 30, 2007

ASSETS:	AMOUNTS
Cash	2,617,905
Accrued Appropriation	0
Accrued Receivables	28,106
	2,646,011
LIABILITIES:	
Accrued Payables	258,553
NET ASSETS:	2,387,459

Fiscal Year 2008 IOWAccess Budget Projection

	Annual Budget
Revenues:	
Transfers, DOT	1,000,000
Interest Income	100,000
IMVR Receipts	2,448,000
Total Revenues	3,548,000

	Total Budget
Expenditures:	
Travel, In-State	3,792
Communications	27,264
Transfers, Intra-State	362,000
Reimbursements Other State Agencies	1,000
Reimbursements, ITE	1,658,800
Services, Outside, IT	1,183,200
Equipment & SW, IT	10,000
Other Expenses and Obligations	1,950
Total Expenditures	3,548,000

Appendix 1. Duties and Responsibilities of the IOWAccess Advisory Council

Pursuant to Iowa Code section 8A.221, the IOWAccess Advisory Council is charged with the duty to:

1. Recommend to the Technology Governance Board rates to be charged for access to and for value-added services performed through IOWAccess.

2. Recommend to the director the priority of projects associated with IOWAccess.

3. Recommend to the director expected outcomes and effects of the use of IOWAccess and determine the manner in which such outcomes are to be measured and evaluated.

4. Review and recommend to the director the IOWAccess total budget request and ensure that such request reflects the priorities and goals of IOWAccess as established by the advisory council.

5. Review and recommend to the director all rules to be adopted by the department that are related to IOWAccess.

6. Advocate for access to government information and services through IOWAccess and for data privacy protection, information ethics, accuracy, and security in IOWAccess programs and services.

7. Receive status and operations reports associated with IOWAccess.

8. Other duties as assigned by the director.

The IOWAccess Advisory Council shall also:

- Advise the director with respect to the operation of IOWAccess and encourage and implement access to government and its public records by the citizens of this state.

- Serve as a link between the users of public records, the lawful custodians of such public records, and the citizens of this state who are the owners of such public records.

- Ensure that IOWAccess gives priority to serving the needs of the citizens of this state.

Appendix 2. Legislative Language Mandating This Report

Iowa Code Section 8A.224 - IOWAccess revolving fund

An IOWAccess revolving fund is created in the state treasury. The revolving fund shall be administered by the department and shall consist of moneys collected by the department as fees, moneys appropriated by the general assembly, and any other moneys obtained or accepted by the department for deposit in the revolving fund. The proceeds of the revolving fund are appropriated to and shall be used by the department to maintain, develop, operate, and expand IOWAccess consistent with this subchapter. The department 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."

Appendix 3. Calendar Year 2008 IOWAccess Advisory Council Meeting Dates

1:00 – 4:30 p.m.

January 9, 2008

Hoover Bldg, A Level, Conference Room 5

March 12, 2008

Hoover Bldg, A Level, Conference Room 6

May 7, 2008

Hoover Bldg, A Level, Conference Rooms 7 & 8

July 9, 2008

Hoover Bldg, A Level, Conference Room 5

September 10, 2008

Hoover Bldg, A Level, Conference Room 5

November 12, 2008

Hoover Bldg, A Level, Conference Room 5