F i n a l

Present: Quent Boyken, Herb Strentz, Jane Ginapp, David Redlawsk*, Tina Schmidt*, Tom Gronstal*, Kelly Hayworth*, Richard Neri*, Glen Dickinson*

Absent: Mary Maloney, Sheila Castaneda, Barbara Corson, Marsha Ternus, Miriam Ubben, Bob Brunkhorst, Bill Dotzler

Guests: Larry Grund, Dean Lerner, John Gillispie, Tim Erickson, Kit Krogmeier, Mark Uhrin, Darwin Ten Haken, Tom Shepherd, Lorrie Tritch, Stephen Rodriquez, Charlie Smithson, Mary Anderson, Jim Matre, Larry Murphy, Diane Van Zante

          * participating by phone

Council Chair, Quent Boyken, opened the meeting and noted that a quorum of members was in attendance.

1. Approve Minutes – Quent Boyken.
    Herb Strentz moved approval of the November 10, 2004 meeting minutes. Jane Ginapp seconded the motion. An oral vote was taken, approving the minutes as written.

2. Proposal for the ITE Discretionary Fund – John Gillispie.

    Proposal for ITE
     Discretionary...

    This proposal mirrors the discussion from our last meeting. If a project is less than $25,000 total, including planning, ITE could proceed. If it is more than $25,000, the Chief Operating Officer would confer with the council chair. Projected web hosting fees, if applicable, would not be included in the $25,000 project cost limit. The discretionary fund would initially be populated with $150,000. ITE would provide a monthly update as well as status reports at council meetings. Utilization of discretionary funds is not intended to circumvent the process or the IOWAccess Advisory Council, but rather to provide a mechanism to facilitate smaller projects and maximize efficiency. John Gillispie agreed to provide a more detailed rationale within the next week.

    Kelly Hayworth moved approval of the proposal, Tom Gronstal seconded the motion. An oral vote was taken and unanimously passed.

3. ITE Project updates – Mark Uhrin and Lorrie Tritch.
    Subsequent to the Council's approval of $170,000 for the LYRIS server, the software agreement was negotiated and the hardware installed. The service is ready to utilize. An

announcement will be going out within the week. After the first year, we are looking at making this a marketplace service offering. We are keeping statistics of the usage; it would have to double for us to break even.

Mark highlighted portions of his December monthly project update. We now have a contractor on board for the IEDCB project and it is moving forward. The social gambling project is also moving forward. Online teacher licensing will not meet its production goal of 1/17 as we are waiting on items from the customer. For the food stamps project, we are anticipating a meeting to review change requests to the requirements document.

There have been some scheduling problems with both ISU and the Secretary of State's office on the 28E project. Dr. Thurmaier is very disappointed with the responses from the government entities (cities and counties). ISU is preparing the survey results and expects to present at the Iowa State Association of Counties (ISAC) meeting in the spring. We have asked that a presentation be made to the IOWAccess Advisory Council before the ISAC meeting.

4. Proposal for Handling Post Implementation Support Costs – Mark Uhrin.
   This proposal addresses post implementation bugs or fixes for approved projects and recommends that the Council reserves 20% of the overall value of the project during the first year of operation. Council members asked whether the fixes would be of a critical or non-critical nature. Mark explained that sometimes a project doesn't work as it was intended to or is not fully functional. One view is that a customer should get a working system built according to customer requirements; if it isn't delivered correctly, why should the customer incur additional charges? In some cases, ITE contracts with third parties. In other instances, ITE staff performs the work. ITE works on a time and materials basis, not a fixed cost basis. This charge would cover the cost of ITE staff time. It was suggested that the project proposal include adequate time for testing, possibly a week or two of post implementation support. Would it be appropriate to use the discretionary fund for such things? If the additional work costs more than $25,000, maybe the council needs to revisit the project. The Council reached general consensus on the following: *The project proposal should include two weeks of post-implementation support. After that time, any costs incurred would come from the discretionary fund, not to exceed the $25,000 limit. Expenditures over and above that amount need to be reviewed by the council.* There were no motions to approve the specific proposal that Mark initially brought forward.

5. Food Inspections Online – Request for Additional Funding – Mark Uhrin.
   Prior to the Council instituting a detailed planning phase, the Council approved $125,000 for this project. Due to some unanticipated work on the project, costs are now about $10,000 more than originally thought. To date, about $115,000 has been spent. We will not be able to complete phase 2 (putting the information on the web) within budget. There is no dollar figure on the table; we will complete phase 2 planning and then return with a more detailed report.

6. Web-Based Teacher License Renewal System – Request for Additional Funding – Mark Uhrin.

This project was approved under the less detailed process. The total amount approved was $275,000, a portion of which ($175,000) was allocated to ITE. We have spent $191,000. There is now a full time project manager on board and that was not originally anticipated. The net overrun at this point is $169,000, although Mark is uncomfortable with this figure for several reasons.

Where does this project stand now? Coding has been completed and the first training session conducted, but things are moving at a slow pace, due somewhat to resources at the Department of Education (DE). We would like to have this system in place by September 2005 when license renewals come due. The current database needs to be migrated to the format of the new database. The Department of Education hosts their own database, so we do not have access to it. Mark is seeking approval of additional funds in the amount of $170,000 with the caveat that this may not be the final amount. Kit Krogmeier believes that DE has not yet charged any of the $90,000 they originally indicated they would incur.

Tom Gronstal moved approval of the additional $170,000; Tina Schmidt seconded the motion. Discussion points brought forth prior to the vote: Would council members have approved the proposal if it was originally submitted with the new total? From his experience, Tim Erickson believes this figure is not out of line with similar projects. It takes a considerable amount of resources. The overall project has been more expensive than we allowed for; ITE has already spent more than what was approved, but it has not been charged to the IOWAccess fund. The Council is concerned that there are continuing costs simply because the customer can't deliver and that is frustrating. Is there some sort of middle ground where the Council could approve part of the money now and then reassess in a couple of months? An oral vote was subsequently taken; one opposing vote was cast by Herb Strentz, the remaining members voted in favor, passing the motion. The Chair asked Mark to share the Council's frustration with the Department of Education.

7. Interactive Phonebook Project – ROI will be presented and funding requested – Darwin Ten Haken/Stephen Rodriquez.
   At the November 10, 2004 meeting, Darwin and Stephen presented the concept of an interactive phone book and the Council approved $5,000 for planning. Since that time, a product has been located that is a good fit. We have price quotes and have done some testing on the product. There would be an Internet version and an Intranet version containing employee contact information as well as topical information. The Internet version would be a subset of the Intranet version and would be more secure. For the most part, the data has already been compiled. Darwin has been very pleased with the software and the company. Costs are $47,000 for software, $10,000 for first year maintenance, and $212/month for hosting, totaling about $60,000. The version currently available to the public is not searchable. How would ongoing costs be handled? One possibility is that they might be paid by the ICN. In the long run, the benefits are substantial, but hard to quantify. Herb Strentz moved approval of $59,768.16, Kelly Hayworth seconded the motion. An oral vote was taken and unanimously approved.

8. Update on IOWAccess Program Manager Position – Mark Uhrin.

Mark reported that the position had been posted with limited results. It was originally classified as an Executive Officer 1 (EO1), however we would like to reclassify it at a higher level. We also plan to add some additional qualifiers. The EO1 posting has been pulled. The council has agreed to fund this position.

9. Iowa Interactive Project Updates and Plans for 2005 – Tim Erickson.
   The Public Employment Relations Board project has been ongoing for three years. It is expected to go live in January. Iowa Interactive will be working with the Department of Education on a complete redesign of their website. Iowa Interactive has also developed a content management system for the Department of Human Services' website and has been working on a cabin reservation system for the Department of Natural Resources.

   To determine a focus for the next year or two and move the State of Iowa forward, John, Mark, and Tim looked at a number of variables - projects in other states, services citizens are asking for, Governor's priorities, etc. This resulted in a "projects by quarter" list. Four innovative projects were identified and the Governor's Office identified a fifth: 1) business locater, 2) administrative rules project, 3) campground reservations, 4) change of address service, and 5) grants management system.

10. Google Update – Tim Erickson.
    Iowa Interactive contacted Google about purchasing their product for the state website. We will be sharing a box with nine other states that use Google through the National Information Consortium contract. There are approx 270,000 web pages available through the Iowa state government site. We expect that we will have the Google search up and running by the next meeting. There is no cost to the state. Iowa Interactive is providing the service as part of their existing contract.

11. Recommendation to Approve Internet Backup Service from Akamai – John Gillispie.
    Lorrie Tritch distributed a concept paper at the meeting. This is an operational expense. ITE is asking the Council to fund the cost of this service this fiscal year. Starting July 1, 2005, this service could be part of the Infrastructure operational costs that IOWAccess reimburses ITE for. Akamai provides a wealth of network capability and servers; they have 14,000 servers in 1100 different locations. Akamai has had no system failure since inception (2000). This product increases web page download. Everyone behind the iowa.gov domain would be able to take advantage of this service. The total request for FY05 is $11,750 (one time set up and monthly service fees). Tina Schmidt moved approval of the funds, Tom Gronstal seconded the motion. An oral vote was taken and unanimously approved.

12. Update on the IOWAccess RFP for Network Services and Software License Agreement – Tom Shepherd.
    The Iowa Interactive contract expires on 9/30/05. We will meet with the Attorney General's office later this month to go over the draft RFP and anticipate having a final version by the end of the month. The RFP should be issued in mid February with responses due in 60 days.

13. The Aging Population and Technology – Tom Shepherd.

Taking note of trends in the aging population, the National Governor's Association has identified several items that should be available through all state websites. In the 2004 Brown University study, Iowa was listed as one of the poorest in web accessibility for disabled persons. At present, we are reviewing all of our standards for persons with disabilities and will begin adopting/implementing and enforcing the World Wide Web Consortium (W3C) standards that are required. In the future when the Council approves projects, it might consider whether the project meets disability standards. Council members inquired if the state receives complaints. There have been no complaints from visually impaired persons, however we do receive complaints about the Babelfish language translator service on our site. It is not flawless. Tim Erickson advised that the 2004 Brown University study may have reviewed the old state website rather than the new one as his staff routinely goes through the pages to check for broken links. They also run the pages through several tools in order to comply with standards as much as possible.

14. Wrap up and Adjourn – Quent Boyken.

Justice Ternus asked Larry Murphy to follow up on an item from the last meeting regarding a drop in ICIS fees. Larry reported that the figures were accurate; the decrease may have been related to a three-day incident where an outside entity was mining data from the ICIS system.

The next council meeting is scheduled for March 9. Due to retirement, that will be Jane Ginapp's last meeting.

There being no further business, the meeting adjourned at 3:05 p.m.