IOWAccess Advisory Council
Meeting Minutes of July 13, 2005, 1:00 PM
Hoover Building, Level B, Conference Rooms 2 and 3

F i n a l

Present: Sheila Castaneda, Dick Neri, Quent Boyken, Herb Strentz, Barbara Corson, Marsha Ternus, Mary Maloney, Vicki Lensing, Tom Gronstal, Tina Schmidt*, Glen Dickinson

Absent: Kelly Hayworth, David Redlawsk, Miriam Ubben, Bob Brunkhorst, Jeff Danielson

Guests: Denise Sturm, Dale Anthony, Steve Ford, Ann Mowrey, Charlie Smithson, Steve Conlon, Nicole Gehl, Dr. Yu-Che Chen, Tim Erickson, Mark Uhrin, John Gillispie, Lorrie Tritch, Pat Deluhery, Tom Shepherd, Diane Van Zante (recorder)

             * participating in the meeting by phone

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

1. Approve Minutes – Sheila Castaneda.
    Herb Strentz moved approval of the May 11, 2005 meeting minutes. Quent Boyken seconded the motion. An oral vote was taken, unanimously approving the minutes as written.

2. Finance Report – Preliminary FY 2006 Budget – Denise Sturm.
    The FY06 financial forecast budget is a 12 month projection beginning July '05. The first portion summarizes anticipated income. Revenues are projected to be $3.1 million, comprised of interest income, appropriation, and DOT fees. We are projecting a 5% decrease in DOT record sales (at $3 per record).

    Expenditures are projected at $5.3 million, comprised of Technology Governance Board expenses ($250,000 plus $5000 in travel costs), professional services for E-Government maintenance (the contract is currently up for bid, the forecast assumes same amounts as in the past), ITE support costs, and IOWAccess-funded projects. The current budget does not include Iowa Court Information Systems (ICIS) revenues and expenses, as that function is no longer affiliated with IOWAccess. Assuming the Council approves about $1.5 million in new projects this fiscal year, that would leave a cash balance of approximately $142,000.

3. Update on Technology Governance Board (TGB) and IOWAccess RFP – John Gillispie.
    Responses to the IOWAccess Request for Proposal (RFP) have been received and are in the process of being scored. John hopes to receive an indication of recommendation in 5-10 days.

    Technology Governance Board – The Governor's Office has put forth six names from within state government. Four of the six have accepted the nomination. The Board's two public

members have not yet been nominated. We hope to resolve the membership issues before the first meeting, which is slated for August. TGB members will be asked to think about what's good for the enterprise, not for individual departments. They will discuss the use of enterprise portfolio management to prevent the development of new applications that are already in place elsewhere in state government. They will learn the difference between enterprise architecture and service-oriented architecture.

How will the money ($250,000) from the IOWAccess fund be spent?
    1) to pay for a position to assist with administration of the Board
    2) to pay for a position to oversee portfolio management
    3) to pay for a position to manage enterprise architecture or service-oriented architecture

The State has already been able to save about $800,000 in the first year by making collaborative purchases.

4. Update on E-Government Policy Research Project – Dr. Yu-Che Chen, Iowa State University.
Dr. Chen provided an overview of the results from the Iowa citizen survey. The main idea was to gauge citizen demand for Iowa electronic government services. Iowa is ahead of the nation in terms of citizen experience with the Internet: 78% percent in Iowa versus 68% nationwide. Forty-eight percent of Iowans have broadband Internet, 52% have dial-up. There are many opportunities to conduct transactions online, but only about 14-15% of Iowans utilize online transactions (except for income tax filing). Statistics on unmet demand vary and are dependent upon the type of service offered. The number one barrier to conducting transactions online is difficulty in finding information; the number two barrier is security/privacy concerns. A majority of citizens favor charging user fees to finance E-Government projects. Electronic Funds Transfer (EFT) is the most preferred method of payment, but multiple payment methods are welcome and citizens still want the option of paying by paper check. In general, people are willing to pay $2.00-$3.00 in user fees and are willing to pay more for services than businesses are. In summary, citizens are very concerned about security and privacy, they have a strong preference for user fees, and they like payment by credit card. Dr. Chen will forward the draft report and give council members two weeks to provide comment. We anticipate final completion about mid August.

The business survey has been published. Copies will be forwarded to all council members.

A third report will be written, comparing the business and citizen surveys and looking at policies. That report is expected to be completed in September.

Update on the 28E Project - some of it is close to being published, other parts are still in progress.

5. Request for Convenience Fee for Online Licensure of Public Health Officials – Dale Anthony, Department of Public Health.
The Department of Public Health proposes assessing a $3.00 fee for online licensure of public health officials. They want to move some of the licensing functions to an online

application. There is a cost associated with any credit card transaction. Public Health needs help covering the transaction and hosting fees. It is estimated that over 63,000 people would use this system. Quent Boyken moved approval of the $3.00 fee. Vicki Lensing seconded the motion. An oral vote was taken, resulting in unanimous approval. The fee must still go before the Technology Governance Board for approval.

6. Funding Request for Electronic Submittal of Local Budgets – Steve Ford, Department of Management.
   Nine hundred forty seven cities and 365 school sites submit annual budgets, initially reviewed by the county auditor, then forwarded to the Department of Management (DOM). Budgets are all automated now, but we have never developed a method to allow an electronic file to be able to be viewed by two entities. DOM is requesting funding to plan for the implementation of a file transfer capability that will allow cities and schools to submit annual budgets electronically. The enhancements will also add some functionality to the existing process. Mary Maloney moved approval of $12,000 for planning purposes. Quent Boyken seconded the motion. An oral vote was taken, unanimously approving the funding.

7. Iowa Board of Medical Examiners – Ann Mowrey, IBME – Request for planning funds for the Iowa Credentialing Project.
   When a physician moves to Iowa, he/she needs to become licensed and credentialed in Iowa. This process usually takes months after the initial license is granted. The Board of Medical Examiners wants to be able to share the documentation it gathers with others who need the same information. There are about 10,000 licensed physicians in Iowa. Iowa would be the first state in the nation to have such a system. Today, the Board is seeking $5,000 for planning purposes. Tom Gronstal moved approval. Dick Neri seconded the motion. An oral vote was taken, resulting in unanimous approval.

8. Iowa Ethics and Campaign Disclosure Board (IECDB) – Charlie Smithson, IECDB.
   IECDB tracks campaign contributions made by out-of-state committees and private sector entities. Previously, the Council approved $7,000 for the planning phase of the project. The planning phase has concluded and IEDCB is now submitting an ROI for $104,553.24 for programming personnel. After the project funding has been exhausted, Ethics hopes to receive a general fund appropriation from the Legislature. This ROI application indicates the project will be completed by November, 2005. Quent Boyken made a motion to approve the funding request. Barbara Corson seconded the motion. An oral vote was taken, unanimous approving the request.

   Note: Tom Gronstal had to leave the meeting, however a quorum of members was still present.

   Iowa Ethics and Campaign Disclosure Board – Charlie Smithson, IECDB - Concept paper for personal financial disclosure.
   IECDB is interested in creating an electronic filing system for executive branch personal financial disclosure statements. The current system is completed on paper and must be scanned for viewing on the Board website. This project would allow the forms to be filed electronically. Today's request is for funding for the planning phase, which is estimated to run from $12,000-$24,000. At present, this plan incorporates only personal financial

disclosure statements filed by the Executive Branch, not the Legislative or Judicial Branches. Approximately 550 individuals would benefit from the system. The Council asked that the amount of the request be narrowed down to a more succinct figure, resulting in a recommendation of $15,000. Dick Neri and Quent Boyken moved approval. An oral vote was taken, unanimously approving the funding.

9. Funding Request for Online Licensing and Excise Tax Payment Applications - Department of Commerce, Alcoholic Beverage Division – Nicole Gehl and Karen Frank.
    This project is intended to enable web access to the division's licensing and excise tax application; the system is currently paper based. The application would be available on a 24 x 7 basis and would allow payment by electronic funds transfer. Information would be available to law enforcement as needed. There is also the potential for additional revenue. The total cost to implement is $108,000. Quent Boyken moved approval of the requested funds. Dick Neri seconded the motion. An oral vote was taken, resulting in unanimous approval.

10. Service Fee Request for Criminal History Record Checks - Steve Conlon, Department of Public Safety (DPS).
    Under the Iowa Code, the Department of Public Safety may charge a fee to any non-law enforcement person who requests a criminal history. This fee offsets the cost for 33 employees who are involved in creating the file, processing fingerprints, and processing the requests. There is no general funding for this system, fees pay for the entire program. The fee also pays for postage, supplies, equipment, and $200,000 in annual maintenance charges for the Automated Fingerprint Identification System. Annual revenue from record checks averages about $1.7 million. Other states' Internet fees range from $10 to $25. Right now, current fees are: $10 for walk-in, $13 for mail-in, and $15 for faxed requests. DPS is proposing a $12 Internet fee. Several council members expressed the opinion that Internet fees should be less than walk-in fees in order to motivate people to use the Internet rather than one of the other methods, to make an Internet transaction more attractive. Council members asked why the Internet fee was higher. Mr. Conlon explained that the Internet transaction includes a bank fee, credit card fee, and DAS fee. Mr. Conlon believes that DPS may even need a new position to deal with quality control issues. The Chair commented that increased Internet transactions could ultimately free-up staff time. At present, DPS does not have any historical data on which to base decisions, so is uncertain what the outcome will be. Currently, there are about 2000 walk-in requests per year, however the vast majority come via the mail and fax. Quent Boyken moved that the Council approve an Internet fee of $10 with the suggestion that DPS consider a walk-up fee of $12.00 and revisit the fee structure in one year, if not sooner. Tina Schmidt seconded the motion. An oral vote was taken, resulting in unanimous approval.

11. ITE Project Updates – Mark Uhrin.
    If anyone has questions about the project update report, please contact us. Sheila expressed concern that projects approved 1 ½ years ago still weren't making a lot of progress.

    Discretionary Fund Expenditures – ITE is planning on adopting the National Sex Offender Registry at a cost of $5,000 for implementation.

12. Iowa Interactive Report – Tim Erickson.
   Iowa Interactive staff distributed fortune cookies and cards to market the new Professional Licensing System website (www.licensediniowa.gov). The traditional acceptance rate of a new program is 25%, however with marketing efforts, Iowa Interactive realized a 36% usage rate.

   Iowa Interactive expects to go live with the accident reporting system in the near future.

   The Department of Natural Resources (DNR) has been holding public hearings on campground reservations. So far, there has been mixed reaction. Tremendous progress has been made on this project and the application is ready. It is up to the DNR to determine when to go live, as they still need to write administrative rules for this program.

13. Wrap-Up and Adjourn – Sheila Castaneda.
   The next meeting is September 14.
   Future agenda items:
   - Set dates for 2006 meetings (2nd Wednesday of every other month)
   - 508 compliance (American with Disabilities Act accessibility to websites) – Human Rights to make a presentation
   - Encumbering funds for local government projects

   There being no further business, the meeting adjourned at 3:36 p.m.