IOWAccess Advisory Council
Meeting Minutes of January 11, 2006, 1:00 PM
Hoover Building, Level B, Conference Rooms 2 and 3

F i n a l

Present: Sheila Castaneda, Dick Neri*, Herb Strentz, Barbara Corson, Lawrence Lentz, Mary Maloney, Kelly Hayworth, David Redlawsk, Vicki Lensing

Absent: Tom Gronstal, Quent Boyken, Marsha Ternus, Miriam Ubben, Glen Dickinson, Tina Schmidt, Bob Brunkhorst, Jeff Danielson

  Guests: Dr. Yu-Che Chen, Dr. Kurt Thurmaier, Harry Davis, Denise Sturm, Tim Erickson, Mark Uhrin, John Gillispie, JoAnn Naples, Pat Deluhery, Dave Downing, Carol Wiksell, Angela Chen, Scott Vander Hart, Tom Shepherd, Diane Van Zante (recorder)

  * participated by phone

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

1. Approve Minutes – Sheila Castaneda.
    Kelly Hayworth and Barbara Corson moved approval of the November 9, 2005 meeting minutes. An oral vote was taken and unanimously approved. Kelly Hayworth and Dick Neri moved approval of the September 14, 2005 meeting minutes. An oral vote was taken and unanimously approved.

2. Finance Report – Denise Sturm.
    Denise reviewed the November financial statements for the IOWAccess fund. Many of the issues where projects appeared to go over budget have been resolved (corrected the hours that were charged and/or duplicate entries). Mark Uhrin and John Hove will work together to monitor project budgets more closely and will provide the Council with periodic reports. The fiscal year appropriation for DOT record fees has been received. The line item for the unfilled IOWAccess staff position was reduced by one-half since we are halfway through the fiscal year. About $100,000 in charges was corrected this month. Some were simply charged incorrectly and moved to the correct account. Other times, a charge was posted to the first phase when it should have been posted to the second phase. Communication on IOWAccess charges has improved, making the financials easier to track.

    Unobligated cash at the end of November was $1,071,655. There are about 6 months left in the fiscal year. Any unspent money will carry forward.

3. Update on the Governor's Budget Recommendations – John Gillispie.
    John believes that the Governor's budget does include a request for a million dollars for IOWAccess, but he cannot say for sure since he just received a copy of the budget this morning. The Governor's Office did not support the request for $2 million that the Council had recommended.

A preliminary award for IOWAccess services was given to Iowa Interactive and we are currently in negotiation on the contract terms. The contract must be signed by March 31; John does not anticipate any problem meeting that deadline.

November 2005 CIO Summit – John was very pleased with the turnout; there were about 80 participants. The next summit, set for the April timeframe, will be hosted by Iowa county governments. The first step has been taken, next steps are to determine what issues to focus on and what courses of action to pursue. The participants did receive a brochure about IOWAccess, encouraging them to seek funding through the IOWAccess Advisory Council.

4. Local Government Project Funding Brochure – Tom Shepherd.
   Tom distributed a draft brochure entitled, "e-Government Funding Opportunities for Local Government in Iowa." IOWAccess funding can be used to help local government in Iowa adopt and use Internet technology to establish their presence on the World Wide Web and improve services to Iowa's citizens. The brochure outlines conditions for IOWAccess funding. Questions for the Council to consider:

   - What is the definition of local government?
   - How much do you want to allocate for local government programs?
   - Do you want to utilize the same process for both state and local government funding requests?
   - Should priority be given to projects which are more collaborative in nature or that contain templates that other counties might be able to use?

   Q: Where are the standards and reporting requirements noted?
   A. The Council still needs to develop the reporting requirements.
   Q. Is an official agreement warranted?
   A. A signed agreement between the recipient of funds and DAS is recommended. Conditions for payment should also be outlined.

   Other comments:
   - A project with a local government entity would likely need a grant-type structure.
   - The brochure does not indicate what you actually need to do to get started.
   - If the project is going to encompass more than one county or can be used as a model or can be used in a broader perspective, it would be more appealing for the Council to fund it (or if there was cooperation between several different groups). The brochure should include that information.
   - Are we going to market this?

   The Chair asked ITE to draft documents for Council review at the next meeting.

5. IOWAccess Annual Report to the Legislature – Tom Shepherd.
   Tom passed around the draft IOWAccess Revolving Fund Annual report which is due January 31. Due to a lengthy agenda, this item was tabled.

6. What is Included in the IOWAccess "Planning Phase" – Mark Uhrin.
Mark created a chart showing the components of ITE's planning phase. The first phase is initiation – a "get to know you" type of phase with the customer, understanding the customer's basic requirements and what the project will accomplish for them. After that, ITE moves to the analysis portion of the planning phase which yields three results: uses cases, a detailed requirements document (specific statement of what the customer wants out of the system), and a high level data model (this identifies the type of fields and tables used and looks at how the data will be organized). Considerations during this phase include testing, security, accessibility, database/data modeling, training, and infrastructure. Once the analysis has been completed, the process moves into the design stage (mockups, a detailed design document /technical roadmap, a first-level test plan, statement of work, and a draft service level agreement). ITE also provides the project plan. That concludes the planning phase.

Mark's explanation helped to clarify things for the Council. Members were working on the assumption that planning was primarily analysis and no more. The Chair asked members to consider the following: What do we want? Do we really want to fund more than the analysis in the first phase? Is analysis sufficient to get an idea of the cost? At the end of the analysis phase, you should be able to come up with a ballpark figure for the rest of the project.

Mark mentioned that there does appear to be a fair amount of change that occurs during the design phase. In terms of the cost, a pre-design estimate would necessitate a broader range than one given at the end of the design phase. Tim Erickson's experience with agencies is that they forget a lot of things; there is a tremendous amount of difference between the analysis and design phases.

Council comments:
- Previously, some estimates were very inaccurate.
- The more money you spend on the planning phase, the less likely you are to stay "stop, let's not spend any more money."
- It is more difficult to turn something down after you spend a lot of money and energy.
- It sounds like we want to draw a line between the analysis and design phases.
- You could add an additional step to the process, including a requirement to come before the Council.
- Maybe we need to see more detail coming to the Council after the analysis.
- Is the current process a one size fits all approach? The process is basically the same for all projects.
- How do we quantify what we want to see?

David Redlawsk moved that the decision point for additional funding be moved from the end of the design phase to the end of the analysis phase, resulting in the design and implementation phases being funded together, and acknowledging that this creates greater uncertainty about the cost. Kelly Hayworth seconded the motion. An oral vote was taken and unanimously approved.

7. E-Government Policy Project Final Report and 28E Project Final Report – Drs. Kurt Thurmaier and Yu-Che Chen, Iowa State University.
   28E Agreements: This project was designed to consolidate boxes of interlocal government agreements into a web accessible database that people can access and benefit from. There have been three phases: transforming the documents into digital versions and putting them online, conducting a survey of local government managers and studying the resulting information, and in-depth field interviews with managers. Part of the project involves creating a website to host all the information, although the site is not live yet. This is the first statewide analysis of interlocal agreements. There will be a link to the Secretary of State's webpage and vice versa. The management reports site will be managed by the ISU Extension Office. The operational online search will be hosted by the Secretary of State's Office.

   One example of a 28E agreement: The Story County Sheriff's Office has an agreement with the City of Colo to provide law enforcement services.

   Outcomes Report of
   28E project(11Jan05)

   Dr. Thurmaier's research also concluded that 28Es are too cumbersome and regulatory. Many entities now favor Memorandums of Understanding (MOUs) instead.

   E-Government Policy Project: Dr. Chen noted that the final report was previously sent to the Council. It compares citizens as a group with businesses as a group and takes a closer look at two main issues: what demand do they have for E-government services and how are those services going to be financed? The report concludes that there is a great deal of potential for E-Government for both citizens and businesses. We know what businesses want and that they are willing to pay a premium for those services. Dr. Thurmaier supports a self financing model for E-Government. Once you develop business services, you can develop citizen services. In terms of marketing, businesses generally respond to government notices; citizens respond better to mass media (TV, the press).

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   he_State_of_Iowa_fi

   Is it government's function to generate revenue by becoming a commercial enterprise? While state government is not a business, it needs to act and think like a business. Why does government think that citizens should pay a premium for government services when you can purchase many goods/services with credit cards at no additional charge? DAS is drafting an E-Commerce report which suggests that until the Treasurer's Office and state agencies are permitted to deduct credit card costs, E-Government will never fully be accepted/take off. Businesses and citizens need incentives to move away from traditional paper methods to online transactions. Council members asked for additional time on the March agenda to

discuss this item in more detail. Drs. Chen and Thurmaier are willing to come to the meeting, if desired.

8. Electronic Access to Iowa's Water Pollution Control Permits; Electronic Access To Iowa's Boat, Snowmobile, and All-Terrain Vehicle (ATV) Registration Programs; and a Web-Enabled Performance Management System – JoAnn Naples.
   JoAnn stated that the Department of Natural Resources (DNR) is seeking approval of three concept papers. Representing DNR today are Dave Downing, Carol Wiksell, Angela Chen, and Scott Vander Hart.

   Angela works in the Water Quality Bureau in Pollution Regulation. This is a federally mandated program established to protect and improve water quality. The Bureau is falling behind with permit issuing, which is currently a paper process. At present, individuals seeking information on a particular permit must go to the Wallace Building to gather the information. DNR wants to speed up the permitting process by moving to an online application. They are seeking $15,000 for phase I planning. Earlier in the meeting, the scope of the planning phase was revised. How does that affect the amount of the request? Mark Uhrin advised that DNR might be able to utilize the licensing system developed for the Alcoholic Beverages Division, so the amount of funding is less of a concern. Herb Strentz and Kelly Hayworth moved approval of the request. An oral vote was taken, resulting in unanimous approval.

   Boat/Snowmobile – David Downing. Recreation is one of the fastest growing facets of the DNR. The programs are self-funding and receive no general fund money. The DNR would like dealers and all user groups to have access to the records to determine if individuals are registered and/or if items are stolen. The records would need to be stored electronically in order to allow this type of query. DNR is seeking an unspecified amount. The Polk County Recorder has online boat/snowmobile registration now (system built by Iowa Interactive). Tim Erickson believes that Polk County's system does have applicability for DNR. DNR also wants to promote point of sale capability, but currently has a contract for point of sale with another entity. County recorders are not currently linked to the DNR, they have to call to get information. County recorders are mandated to provide registration, however DNR maintains the database. The first step is to get all the information online so that it can be viewed. No clear dollar amount has been established in order to move this project forward. John asked the Council for authorization to use up to $25,000 from the small project fund to pursue business process re-engineering with the DNR over the next 60 days. David Redlawsk moved approval of the funds. Herb Strentz seconded the motion. An oral vote was taken and unanimously approved.

   Web-Enabled Performance Management System – Scott Vander Hart, Environmental Services. DNR would like to have a web-based system in place that can look at the actual costs of their products, aid in the development of budgets, and help identify improvement opportunities within the agency. At present, the data resides in a number of different places. Some is electronic, some is not. DNR wants to get a better grasp of what it collects and how it is collected. They receive frequent requests for information from the public and have no

way to compile the data. DNR is seeking about $17,000 in assistance to gather the business requirements.

Why is this data needed? It is needed for grants and Accountable Government Act reporting requirements. It would enhance DNR's ability to pull information together. Such a system would have applicability for others as well. It is not clear what the DNR is going to do with this project. In large part, it seems to be an internal management tool. The information would also be available to the public. Kelly Hayworth moved approval; Larry Lentz seconded the motion. While this project has value, there is some concern that it does not fit into the mission of the Council; it is not really E-government. An oral vote was taken. Two opposing votes were cast (Barbara Corson and Sheila Castaneda), while the remaining members voted to approve. The motion passed.

9. ITE Project Updates – Mark Uhrin.
Due to the meeting running longer than expected, Mark gave an abbreviated report. A suggestion was offered to move this item to the top of the agenda at the next meeting.

Schools Out Project – ITE hopes to conduct a pilot test in three schools. The project is still under the $25,000 allotment. We expect to have something ready for pilot by the end of the month.

Concern was expressed about the length of time involved between project approval and completion. The average time is 16 months. When requestors come before the Council, there seems to be a sense of urgency. What is a reasonable timeframe? The targeted small business project has been dragging on since November 2003. The Council's assumption is that an agency is ready to work on a project that they submit for funding. To some extent, ITE works at the pace of the customer. Maybe the Council needs to ask if resources will be available once a project is approved. Is the agency ready and committed to allocating the resources?

10. Iowa Interactive Report – Tim Erickson, Iowa Interactive.
Professional licensing went through its second renewal cycle. During the first year, there was a 20% adoption rate. In the second year, the adoption rate is expected to be at least 40%. Cabin reservations – most of the cabins have already been reserved. The campground reservation system goes live on January 13. A number of counties have expressed interest in the cabin and campground system.
Tim believes it is time to re-do the state website again.

11. Wrap up and Adjourn - Sheila Castaneda.
Tom Shepherd passed around an update on the sex offender registry. John Gillispie mentioned that a mapping tool will be available soon.

The next meeting is scheduled for March 8, 2006.

There being no further business, the meeting adjourned at 3:50 p.m.