IOWAccess Advisory Council
Meeting Minutes of November 7, 2007, 1:00 PM
Hoover Building, Level B, Conference Rooms 2 and 3

D r a f t

Present: Richard Neri, Barbara Corson, Herb Strentz, Sheila Castaneda, Andrew Smith, Dawn Ainger, Beth Baldwin, Terrence Neuzil*, Tom Gronstal, Glen Dickinson, Terri Selberg, Carmine Boal, Miriam Ubben, Dan McGinn

Absent: Lawrence Lentz, Ron Wieck, Jeff Danielson, Kelly Hayworth, Vicki Lensing

Guests: Tracy Smith, John Hove, John Gillispie, Bob Pals, Lana Morrissey, Dawn Connet, Claire Hruby, Gail George, Cindy Garza, Malcolm Huston, Lowell Joslin, Megan Wisecup, Steve Dermand, Kent Hartwig, Sherry Timmins, Kristine Cavell, Jim Nervig, Tom Shepherd, Karey Claghorn, Barbara Chamber, Erin Sprouse, Jim Fox, John Magennis, Angela Chen, JoAnn Naples, Darrell Fremont, Deb McDaniel, Gordon Hendrickson, Michael Tutty, Patrick Palmersheim, Diane Van Zante

* By phone

Council Chair, Dick Neri, opened the meeting and noted that a quorum of members was present.

1. Introductions, Approve Minutes, 2008 Meeting Dates – All council members and guests introduced themselves. Herb Strentz moved approval of the September 12, 2007 meeting minutes; Terri Selberg seconded the motion. An oral vote was taken, unanimously approving the minutes as written.

    Proposed meeting dates for 2008 were presented. All meetings are scheduled for the second Wednesday of odd numbered months, except for the May meeting.

    Dick offered congratulations to John Gillispie who was recently elected President of the National Association of State CIOs (NASCIO). Darrell Fremont announced that 118 school districts have signed up for the Iowa School Alerts notification program.

2. Iowa Interactive Update – Tracy Smith.
    Tracy explained that Iowa Interactive's work can be divided into three main components: revenue applications, dynamic sites, and websites. At present, they are working with Glen Dickinson, Legislative Services Agency, to bring a shopping cart to the State. They are also exploring an online conference registration.

    Iowa Interactive's parent company, NIC, has a database that lists services that other states offer. Iowa Interactive is looking at creating a comprehensive list of services that State of Iowa agencies offer, with the premise being that one doesn't have to possess extensive knowledge of state government in order to be able to take advantage of government services.

3. IOWAccess Financial Update – Lana Morrissey.
   Lana presented IOWAccess Fund financial statements for the period ending 9/30/07. In October, the fund received $750,000 (which is the remainder of the million dollar appropriation), however that is not reflected here. Year-to-date, revenues are $900,000; expenditures total $675,000, resulting in an increase in net assets for the year of $233,000. Current net assets for the fund (net assets from the beginning of the year plus year-to-date assets) are $2.6 million. Unobligated cash stands at $1,158,759.

4. Waste Water Permits – Request for Additional Implementation Funding ($88,000) – John Gillispie.
   This is the last of the projects originally approved under the two phase approach (now we utilize a three phase approach). Since initial discussions took place, substantial changes have been identified which affect the overall complexity of the project. Original estimates included 9 screens and 22 commands. The present plan calls for 54 screens and 68 commands. As a result, there will be a funding shortfall of about $88,000. This would bring total costs for the project to $319,447. A question arose about project scope creep and whether it would be eliminated under the new process. Discussion of that issue is expected to occur later in the meeting. Dawn Ainger moved approval of the additional funding; Tom Gronstal seconded the motion. An oral vote was taken; the motion was unanimously approved.

5. Animal Feeding Operations – Concept Paper – Dawn Connet and Claire Hruby, Department of Natural Resources (DNR).
   At present, DNR is not requesting funds; because they have some funding and can complete the requirements portion internally, they are seeking Council approval to come back and request development funds in February, 2008. The Chair advised that there was nothing preventing DNR from pursuing that course of action, yet cautioned them that funding was not guaranteed. How does one decide whether to seek funding from the legislature or from IOWAccess? DNR chose to pursue IOWAccess funds because of the number of potential users and the distinction drawn between an internal application and a public application. Action on this item was tabled to a future meeting.

6. Field Office Compliance Database – Request for Design and Implementation Funding ($240,000) – Gail George and Cindy Garza, Department of Natural Resources.
   DNR would like to have a one stop data warehouse and interactive map that link environmental permits to individual facility sites. The data currently resides in 10-12 different programs. Having it online would speed things up. They also want the database to include compliance work done by field offices. DNR worked with ITE to complete detailed business requirements, issued an RFP to design and implement the database system, and now has a proposal for $240,000. The proposal is for a new field office compliance database. It would benefit citizens, provide faster access for the Attorney General's office, Revenue, and the Department of Economic Development, and allow DNR and the Environmental Protection Agency to prioritize enforcement and assistance. In prior phases of this project, the Council approved a total of $55,000. Miriam Ubben moved approval of the funding; Dan McGinn seconded the motion. An oral vote was taken; two abstentions were noted (Dawn Ainger and Andrew Smith), remaining council members voted to approve the request.

7. IOWAccess Development and Testing Server – Request for Hosting Funding ($15,202) – Malcolm Huston.
   Each IOWAccess project is typically charged a fee for a testing and development server, however that approach is less practical and more costly. It has been suggested that we get a permanent server for development and testing which would reduce license fees and set-up time. Developers and customers would reserve it, similar to a conference room. This funding request would be for one year of development and testing services. In successive years, Malcolm would seek funding for maintenance costs. The money now allocated for the server would go into development. Sheila Castaneda moved approval; Dawn Ainger seconded the motion. Would this practice create an unfair advantage for folks who don't use ITE? Considering the number of projects and set ups per year, this would save money. An oral vote was taken, resulting as follows: nays – Barb Corson, abstentions – none, ayes – all remaining council members.

8. Web-Based Property Valuation Submission – Request for Hosting Funding ($6,000) – John Gillispie.
   Through an oversight, we did not request hosting dollars for this project. John has been paying for hosting out of the small projects fund. This request seeks approval to fund the hosting and reimburse the small projects fund. Disposition of this request is noted in item number 9 (below).

9. IOWAccess Small Projects Fund Reimbursement and DHS Phonebook – Request for Hosting Funding ($1,500) – Malcolm Huston.
   DAS-ITE is requesting hosting funding in the amount of $1500 to support the state phone and agency online directory for one year. Two months cost has already been paid by the small projects fund. If the Council approves funding, that portion would be returned to the small projects fund. Herb Strentz moved approval of funds for items 8 and 9; Dawn Ainger seconded the motion. An oral vote was taken; the motion was unanimously approved.

10. Boat Dock Registration – Request for Implementation Funding ($75,000) – Lowell Joslin, Department of Natural Resources.
    This initiative allows customers to apply for boat dock permits online. Darrell Fremont and Tony Bibbs have done excellent work on this project. Iowa DNR is ahead of many other states in this regard. ITE will add the e-payment and authentication components. DNR will take over any maintenance of the system. The anticipated "go live" date is February 4, 2008. Beth Baldwin moved approval of the funding; Terri Selberg seconded the motion. An oral vote was taken. With the exception of Herb Strentz who was temporarily absent, there was unanimous approval.

11. Safety Education – Request for Implementation Funding ($110,000) – Megan Wisecup, Department of Natural Resources.
    This project began about a year ago and seeks to create a one stop portal for safety education. Megan presented an overview of the system's different features. DNR hopes to roll out a pilot program in February and then go live next fall. E-payment will be an option. Is the department considering a transaction fee to cover the credit card costs? DNR does not know

yet, although that is possible. Any transaction fee would need to be approved by the IOWAccess Advisory Council and the Technology Governance Board. The framework utilized for this project could be adapted to all of the different types of training that the DNR offers. Beth Baldwin moved approval of the funding; Dawn Ainger seconded the motion. An oral vote was taken; the motion was unanimously approved

12. Turn in Poachers (TIP) – Request for Design Funding ($15,000) – Steve Dermand, Department of Natural Resources.
    The TIP Program allows private citizens to turn in tips on illegal taking of fish or game. Right now, telephone operators receive and record the information and then relay it to an officer. DNR will continue to take calls, but also wants to offer an online reporting tool. By doing so, they hope to generate a higher volume of tips. Barb Corson moved approval; Sheila Castaneda seconded the motion. An oral vote was taken; the motion was unanimously approved.

13. Website Redesign – Request for Scope Analysis Funding ($15,000) – Kent Hartwig, Iowa Department of Veterans' Affairs (IDVA).
    Veterans' Affairs is seeking a complete redesign of their website to reflect current technology, create a more professional look, and to add interactivity to benefit forms already available on their website. IDVA also wants to include information on counseling, treatment, and mental health, etc. As part of 2007 legislation, IDVA was charged with developing an outreach program for veterans. Outreach programs for family members also need to be expanded.   Representative Boal is highly supportive of this effort. There is little guidance for military personnel returning from active duty. The scope of this project needs to encompass services at the county/community level. Dawn Ainger moved approval of the request; Sheila Castaneda seconded the motion. Because of the breadth of this redesign, a friendly amendment was offered, increasing the amount of scope analysis funding to "up to $20,000." Dawn and Sheila concurred with the friendly amendment. An oral vote was taken; the motion was unanimously approved.

14. Business License Information Center (BLIC) – Request for Design Funding ($25,000) – Sherry Timmins and Kristine Cavell, Iowa Department of Economic Development (IDED).
    The intention of BLIC is to provide information to businesses and citizens on compliance with business regulations. ITE completed the scope analysis. IDED is ready to design use case scenarios. Herb Strentz moved approval; Dawn Ainger seconded the motion. An oral vote was taken; the motion was unanimously approved.

15. Local Government Budget and Annual Reporting – Request for Scope Analysis Funding ($20,000) – Jim Nervig, Department of Management (DOM).
    DOM wants to establish a centralized database and application with Internet accessibility that allows local government authorities to prepare and certify budgets and submit annual reports. At present, county taxing entities submit their budgets via an Excel file or in paper form. The new system would be web-based and accessible by the public. While the web-based system would only be for county use right now, the clear intent is to expand the program to others. Are there any existing county, city, or school district systems that we may be

duplicating? None that we are aware of. Miriam Ubben moved approval; Tom Gronstal seconded the motion. An oral vote was taken; the motion was unanimously approved.

16. Electronic Records Archive Project –Request for Additional Scope Analysis Funding $50,000) – Gordon Hendrickson, State Archivist.
The primary purpose of having an archive is to give the public access to historical information. But, how do we deal with permanent state government records that exist electronically? Previously, the IOWAccess Advisory Council approved $20,000 for the scope analysis phase of this project. Since that time, we have come to the conclusion that we need to retain an outside consultant who understands the archival world and the electronic world. There seem to be two facets to consider, the technical piece and the identification piece ("what" needs to be saved). The Code of Iowa does create a commission to evaluate what records are being created and which records need to be saved. Note: Barb Corson had to leave the meeting, as of 3:23 p.m. There are several other issues to address. In an electronic record, what needs to be archived, the form or the data? Where are we today? How do we deal with the obsolescence of technology? Some states are a few steps ahead of us, so there are a few models to refer to. The primary issue is in regard to the policies that govern the archival records. This is more of a policy and process problem than a technology problem. Tom Gronstal moved approval; Terri Selberg seconded the motion. An oral vote was taken; the motion was unanimously approved. The State Archivist will write an RFP to seek a consultant.

17. Online Payment and Database Centralization – Request for Scope Analysis Funding ($20,000) – Karey Claghorn, Barbara Chamber, Erin Sprouse, Agriculture and Land Stewardship (IDALS).
IDALS processes approximately 50,000 fees annually, collecting over $8 million. They want to streamline their processes by offering online license renewal, accepting credit card payments, and making information available to the general public. The current process has been in effect for more than 30 years. Each check costs IDALS $7.50 in handling fees. Online payment and processing would save tax dollars, increase efficiency, improve customer service, and reduce mailing costs and staff time. Question: could IDALS take advantage of another licensing project that has already been developed? Once the business requirements are understood, ITE does hope to leverage one of the existing systems. Herb Strentz moved approval; Tom Gronstal seconded the motion. An oral vote was taken; the motion was unanimously approved.

In light of the number of projects that have been approved for funding, the Council may need to limit the amount of money that it is spending and start prioritizing projects. In the future, Malcolm Huston will try to analyze the long term cost. We must start taking advantage of things that have already been developed. To grow the IOWAccess fund, you have to consider how that fund gets replenished; do the projects create resources to spend elsewhere? Thus far, that has not been happening. One option might be to ask those projects that sell licenses to give us a few cents per license. We also need to be cognizant of who owns the code. We want to own the code so that we have resale rights and can generate revenue for IOWAccess.

18. Success Rates and How to Do Better – Discussion and Presentation by Dawn Ainger, IOWAccess Advisory Council member.
Some negative comments about the IOWAccess program have surfaced. The major complaint seems to be that there is no ITE accountability (delays in getting started, complaints about budget and quality). Sometimes, customers don't realize how complex their projects are. ITE continues to make improvements, but wants to do better. DAS/ITE is not a state-appropriated agency. ITE also wants to build on its existing (and future) infrastructure.

Two things are needed to have IOWAccess be a success in building e-government access for the citizens of Iowa:
1) The council needs vendor accountability, whether that is ITE, agency IT staff, or an outside entity.
2) We need to build a strong basement to Iowa's information house.

We need a strong information infrastructure, comprised of:
• Enterprise standards/adherence (that reduces maintenance costs, allows for greater re-use)
• Control through our documents supporting the process and review of those documents

Note: Terri Selberg had to leave the meeting, as of 4:06 p.m. Herb Strentz had to leave the meeting, as of 4:09 p.m.

Solution for Vendor Accountability to the Council: When funding is requested,
1) The agency shows completed documentation to interested IOWAccess council members
2) Council approves funding
3) Agency negotiates with ITE on reasonable start date
   a) ITE gets first crack at being the preferred vendor (which also builds the strong Iowa information infrastructure),
   b) Holds the vendor and agency accountable for schedule
   c) Documentation will hold the vendor and agency accountable for quality and budget

Dawn's recommendation to DAS (Mollie Anderson and John Gillispie) was to hold a two day ITE boot camp, sponsored by the IOWAccess Advisory Council. This would result in improved requirements analysis and process refinement and allow new projects to start with a common process. We also need definite deliverables and benchmarks to help us judge costs. Part of the boot camp would include training for ITE staff. This is a great educational opportunity for customers. What if we feel that ITE isn't being responsive to our needs; where do we go? Does that type of thing go back to the IOWAccess Advisory Council? Who is held accountable? Everybody needs to know what the resources are, both on the customer and the ITE side; things need to be defined up front. There needs to be accountability on both sides. Miriam Ubben made a motion to authorize the boot camp; Dan McGinn seconded the motion. Dawn has offered to facilitate the boot camp, free of charge. As an IOWAccess Advisory Council activity, it will be an open session. An oral vote was taken; the motion was unanimously approved.

19. Policy Discussion – Guidelines for Expanding Existing Projects – Malcolm Huston.

Discussion tabled.

20. ITE Project Updates – Bob Pals, Information Technology Enterprise.
    In Mark Uhrin's absence, Bob gave a brief update. The soil conservation application is now
    in production. There are no IOWAccess projects that have notable concerns.

21. Wrap Up and Adjourn – Dick Neri.
    The next meeting is January 9, 2008. Gauging by the length of today's meeting, council
    members may want to set aside more time on their calendars. ITE will also look for a larger
    meeting room to accommodate council members and guests.

    There being no further business, the meeting adjourned at 4:39 p.m.