IOWAccess Advisory Council

IOWAccess Revolving Fund Project Application

Proposing agencies should complete and submit Parts I, II and III to request Planning approval, then complete and submit Parts IV and V to request Execution approval.

Part I - Project Information

Date:	**08-27-08**
Agency Name:	**Department of Natural Resources**
Project Name:	**State Forestry Nursery Sales (Seedling)**
Agency Manager:	**Roger Jacob, Forestry Supervisor**
Agency Manager Phone Number / E-Mail:	**Rogerjacob@dnr.iowa.gov** **515-233-1161**
Executive Sponsor (Agency Director or Designee):	**Ken Herring, Conservation & Recreation** **Division Administrator**
***Initial* Total for Planning:**	**$50,000**
***Initial* Total for Execution:**	**$100,000**
***Initial* Total for all Phases of Project, if Multi-Phased:**	**$150,000**
Project Timeline: *(estimate start and end dates for project spending)*	**Planning Start Date: January 16, 2009** **Planning End Date: February 28, 2009** **Execution Start Date: March 1, 2009** **Execution End Date: June 22, 2009**
***Revised* Total for Planning and Execution:**	**$150,000**
***Revised* Total for all Phases of Project, if Multi-Phased:**	**$170,000**

Part II - Project Overview

A. Project Summary: Describe the nature and use of the proposed project, including what is to be accomplished, how it will be accomplished, and what the costs and benefits will be.

Response:

The purpose of the project is to re-engineer the current sales system to a web enabled application with a better process for purchasing nursery products from the DNR State Forest Nursery. The plan is to use the requirements gathered in the scope analysis phase and to complete the design and to develop and implement a web enabled system. The web enabled system will result in ease of use by the Iowa Department of Natural Resources and general public allowing online purchasing of products, specifically seedling trees, from the State Forest Nursery.

More than one million trees are sold each year. The new system will eliminate many of the manual processes. The result will streamline processes within the DNR for DNR Accounting and Forestry staff, while providing the best customer service possible utilizing updated technology. The system will ensure that requirements for sales, accounting and auditing are met in an automated fashion that prevents errors and duplication, while allowing the customer to purchase products utilizing a credit or debit card or other payment mechanisms. The benefit to the public in web enabling these sales is enabling the convenience of ordering via the Internet 24 x 7. Enabling the ordering of seedling packages outside of normal business hours has the potential to increase the sales from the Nursery, which would be an additional benefit.

Benefits include:

- *The Forestry Nursery Sales (Seedling) improvements will allow real-time updates to the integrated system resulting in improved services for the customer.*
- *Sales made online will occur according to established business rules.*
- *The new system will allow the public real time access to data to search and review information or change their orders independently of the DNR quickly, accurately and easily.*
- *Searching, sorting and processing will be improved and will result in more efficiency for the customer and DNR.*
- *Data integrity will be greatly improved. The system will have built in edits and standardized drop down lists to prevent data being entered incorrectly, which will improve data integrity and consistency.*
- *Additional required fields will be input on the system so that data will be more accurate and complete.*
- *More accurate data will be available for DNR planning and decision making purposes.*
- *An improved system will reduce staff time spent entering and processing information to correct errors. Personal frustration caused by working with manual processes will be reduced.*
- *Traceability measures will identify who made what changes and reduce finger pointing.*
- *The Forestry Nursery Seedling program will be supportable by the DNR IT department instead of being key person dependent.*
- *Significant reduction rework and problem resolution efforts.*
- *Automatic generation and delivery of reports to stakeholders.*
- *Automatic account and user profile creation.*
- *A new administrative module will allow management of users in the system, tracking of changes to the records, form generation, etc.*

This effort also includes the following:

- ***Adherence to Standards***
  - *The solutions will adhere to established contracts, requirements, policy and standards.*
  - *The completed web application will be developed according to ITB standards to increase IT staff's ability to update and support the application once the consultant leaves.*
  - *Compliance with data standards will result in a system with more integrity.*

- *Reuse of code will be available for sales of other goods or services as the department determines there is a need.*
- *Compliance with the PCI (Payment Card Industry) standards, the Treasurer's requirements for depositing money and our Accounting staff expectations will be assured.*
- *PCI and State Auditor issues will be reduced or eliminated entirely by following standards and procedures established by each entity.*
- *Documentation will provide better ongoing support of the system and will assist in eliminating any State Audit Exceptions.*

- ***Customer Notification***

  The system will eventually allow notification of customers when trees orders are being taken and allow other types of communication and notifications. The notification will be computer generated to reduce manual effort resulting in savings from postage expenses. Forestry will have an individual account number for each customer with a separate order number so customer purchasing information may be retrieved by the customer and DNR.

- ***Improved Electronic reporting and tracking****.*
  - *Simplified report generation using SQL Reporting Services will enable end-user ad-hoc reporting.*
  - *Electronic reports will be created to meet the needs of the DNR. In addition, tracking and accountability measures will be improved.*
  - *Data and reports will be accessible and available to Central Office and other personnel working in other areas of the State*

- ***Inventory and Picking List***

  An inventory system and picking list will be available for DNR Forestry. The inventory will be accessed and tracked immediately, and a picking list generated as needed or on-demand, so that DNR staff may package and ship the items sold. A tracking mechanism for delivery of the trees is also anticipated. Printing of inventory and picking lists must be allowed at the State Forestry located in Ames Iowa as that is where the work processes take place.

- ***Improved Record Storage & Archival***

  Data will be automatically archived for historical purposes and easy reference. Currently several versions of the database are kept in separate files on Ames Forest Nursery shared network. Customer data should be considered active for five years starting with the last date an order was placed with the DNR State Nursery. Archived data will be kept for seven years from the date of the archive.

B. Strategic Plan: How does the proposed project fit into the strategic plan of the requesting agency?

Response:

The mission of the DNR is "To conserve and enhance our natural resources in cooperation with individuals and organizations to improve the quality of life in Iowa and ensure a legacy for future generations." Our vision is "Leading Iowans in caring for our natural resources". Planting trees in Iowa, especially those targeted at increasing our wildlife habitat, is directly related to our mission and vision statements. This project aligns with the DNR's Strategic Plan and specifically these goals: Iowa will have a healthy and safe environment; Iowa will have abundant, high-quality opportunities for responsible use and enjoyment of its natural resources; DNR models and promotes sustainable practices. A strategy included in the plan is for DNR to embrace technological efficiencies.

C. Current Technology: Provide a summary of the technology used by the current system. How does the proposed project impact the agency's technological direction? Are programming elements consistent with a Service Oriented Architecture (SOA) approach? Are programming elements consistent with existing enterprise standards?

Response:

The nursery sales database has been in existence for many years and needs to be revamped to use newer technology to allow customer convenience through access via the Internet. Changing the system to a web enabled application will increase the DNR's ability to provide ongoing support for the application. The system has been developed in DBase and is maintained by one person from Iowa State University. She is the only DNR staff person that knows how to maintain the system. This person will be retiring and will no longer be able to support the system. The desire is to have the system maintained by in house programmers or through a support agreement with a vendor.

The intent is to host the application at ITE and utilize their web servers and a SQL database server located at ITE. SQL Reporting Services is the tool currently utilized for report generation at the DNR. The programming elements are consistent with existing enterprise (ITE) standards. All DNR and enterprise standards will be met. In addition the following will occur:

- *Existing technology will be modified and improved to use C#, .Net, and SQL.*
- *There will improved traceability of transactions indicating when the change was made, by whom and for what reason.*
- *If additional electronic storage requirements are needed, arrangements will be worked out with ITE and DNR for proper record retention*
- *Network capacity and security requirements will be determined. The impact to network capacity will be minimal and seasonal. The heaviest transaction period will be from the period of August through May.*

D. Statutory or Other Requirements

Is this project or expenditure necessary for compliance with a Federal law, rule, or order?

☐ YES (If "Yes", cite the specific Federal law, rule or order, with a short explanation of how this project is impacted by it.)

Response:

Is this project or expenditure required by state law, rule or order?

☐ YES (If "YES", cite the specific state law, rule or order, with a short explanation of how this project is impacted by it.)

Response:

Does this project or expenditure meet a health, safety or security requirement?

☐ YES (If "YES", explain.)

Response:

Is this project or expenditure necessary for compliance with an enterprise technology standard?

☐ YES (If "YES", cite the specific standard.)

Response:

[This section to be scored by application evaluator.]
Requirements/Compliance Evaluation (15 Points Maximum)
If the answer to these criteria is "no," the point value is zero (0). Depending upon how directly a

qualifying project or expenditure may relate to a particular requirement (federal mandate, state mandate, health-safety-security issue, or compliance with an enterprise technology standard), or satisfies more than one requirement (e.g. it is mandated by state and federal law and fulfills a health and safety mandate), 1-15 points awarded.

E. Impact on Iowa's Citizens

1. **Project Participants** - List the project participants (i.e. single agency, multiple agencies, State government enterprise, citizens, associations, or businesses, other levels of government, etc.) and provide commentary concerning the nature of participant involvement. Be sure to specify who and how many **direct** users the system will impact. Also specify whether the system will be of use to other interested parties: who they may be, how many people are estimated, and how they will use the system.

Response:

Parties interested in this project include the following:

The public, farmers, business, and Department of Natural Resources (DNR), DNR Conservation and Recreation staff, Iowa Prison Industries, the Treasurer's Office, the Auditor's Office, Natural Resource Commission (NRC), Iowa State University and the public as our customer.

There are 2,000 to 3,000 direct users of the system that will be impacted.

This project meets Goal 3 of the Governor's Leadership Agenda to Improve the quality of Iowa's air, land and water resources. This also includes the Governor's "Green" initiative in reducing travel and saving resources.

The following Project Stakeholders must be involved:

- *Roger Jacob, Nursery Supervisor and Project Owner for project planning and execution.*
- *Kandy Weigel, Project Manager system matter expert (SME)*
- *Kathy Shelly, ISU Statistics, current IT support for the Seedling program.*
- *DNR Accounting and Budget, supervisor for accounting requirements.*
- *DNR IT Bureau Business Analyst for project planning and execution*
- *Vendor for requirements definition and application development.*
- *ITE Infrastructure Supervisor, hardware/software interoperability and hosting.*
- *ITE Project Manager, for e-payment engine, I3 and Wells Fargo interfaces*
- *DNR Data Base Administrator, ensuring compatibility with DNR data standards/requirements.*

2. Service Improvements - Summarize the extent to which the project or expenditure improves service to Iowa citizens or within State government. Included would be such items as improving the quality of life, reducing the government hassle factor, providing enhanced services, improving work processes, etc.

Response:

Service improvements to the customer will be the primary improvement, reducing the hassle factor, enhancing services and improving process.

Changing the system to a web enabled application will increase the DNR's ability to provide ongoing support for the application. The system has been developed and is maintained by one person from Iowa State University. She is the only DNR staff person who knows how to maintain the system. DNR pays a service to her to make updates and to do fixes. If she is unavailable, then it will be difficult to find someone who understands the

application, the language it's written in, and the business processes it implements, within the DNR or through an outside consultant.

Nursery staff time will be freed from taking orders and entering them and processing the payments, when the customer is allowed to do the ordering online. In addition, workloads will be more evenly balanced through improved inventory tracking and automated picking lists for orders. If necessary, staff time can be re-directed to tasks that would add value to improving and preserving Iowa's natural resources. Automated reports will free up time staff now spend in their compilation. In addition, reports will be available immediately to accounting, treasurer and auditor staff.

An inventory system and picking list will be available for DNR Forestry staff. The inventory will be accessed and tracked immediately, and a picking list generated daily, so that DNR staff may package and ship the items sold. The ability to pick orders more timely will result in quicker delivery of the product to the citizen. A tracking mechanism for delivery of the trees is included.

The DNR home page will be designed to include an online link facilitating the customer access to the sales process, eliminating unnecessary phone calls and allowing them to do business from the DNR home page.

Utilization of the E-payment process and changes in the manual processes will help avoid potential future PCI non-compliance fines and penalties associated with failure to meet PCI standards as determined during the audits. Security of confidential information will be assured through the use of the ITE Authentication and Authorization module.

3. Citizen Impact – Summarize how the project leads to a more informed citizenry, facilitates accountability, and encourages participatory democracy. If this is an extension of another project, what has been the adoption rate of Iowa's citizens or government employees with the preceding project?

Response:

See items described in Part II, A. above. In summary, customer notification will provide the purchases immediate information as to the types and availability of products. An online system will encourage the sales of trees 24 x 7, 365 days a year. The system tracking and payment mechanisms will improve accountability and ensure payments are authorized. Citizens will know immediately if their product is in stock. If not they may choose from other items in inventory without DNR staff intervention.

4. Public Health and/or Safety – Explain requirements or impact on the health and safety of the public.

Response:

Citizens will not have to travel to the Nursery to order or pay for goods. They can process their orders through the safety of their own homes. In addition, elimination of travel requirements helps the citizen reduce fuel utilization, saving the environment and saving them money.

[This section to be scored by application evaluator.]
Impact Evaluation (15 Points Maximum)

- Minimally directly impacts Iowa citizens (0-5 points).
- Moderately directly impacts Iowa citizens (6-10 points). ☐
- Significantly directly impacts Iowa citizens (11-15 points).

[This section to be scored by application evaluator.]
Customer Service Evaluation (10 Points Maximum)

- Minimally improves customer service (0-3 points).
- Moderately improves customer service (4-6 points).
- Significantly improves customer service (7-10 points).

F. Scope

Is this project the first part of a future, larger project?

☐ YES (If "YES", explain.) x NO, it is a stand-alone project

Response:

Is this project a continuation of a previously begun project?
x YES (If "YES", explain.)

Response:

Only from the standpoint that the Scope Analysis has been completed and now it is necessary to move forward with design and implementation of the project.

[This section to be scored by application evaluator.]
Scope Evaluation (10 Points Maximum)

- This is the first year of a multi-year project / expenditure or project / expenditure duration is one year (0-5 points)
- The project / expenditure is of a multi-year nature and each annual component produces a definable and stand-alone outcome, result or product (2-8 points).
- This is beyond the first year of a multi-year project / expenditure (6-10 points)

The last part of this criteria involves rating the extent to which a project or expenditure is at an advanced stage of Execution and termination of the project / expenditure would waste previously invested resources.

G. Source of Funds

On a fiscal year basis, how much of the total project cost ($ amount and %) would be absorbed by your agency from non-Pooled Technology/IOWAccess funds? If desired, provide additional comment / response below.

Response:

Funding will be 100% from the IOWAccess Fund.

[This section to be scored by application evaluator.]
Funds Evaluation (5 Points Maximum)

- 0% (0 points)
- 1%-12% (1 point)
- 13%-25% (2 points)
- 25%-38% (3 points)
- 39%-50% (4 points)
- Over 50% (5 points)

Part III – Planning Proposal

Amount of Planning Funding Requested: $50,000

A. Process Reengineering

Provide a *pre-project or pre-expenditure* (before Execution) description of the impacted system or process. Be sure to include the procedures used to administer the impacted system or process and how citizens interact with the current system.

Response:

See E-2 for a description of current costs incurred. Most of the costs are due to manual processes for internal DNR staff and to the customer when he/she must travel or communicate via the phone.

The current order process is as follows:

1. *The office receives orders in several ways:*
   a) *The majority of orders come in via a phone call to the State Nursery.*
   b) *Customers can place orders at the main or by phone.*
   c) *Orders can be created on the web. These result in an email sent to the DNR containing contact information for the person placing the order, as well as the requested items. These orders turn into an invoice to the customer, which has payment handled by telephone or counter process. However, this process is basically static and does not enable interaction or immediate feedback regarding the processing of the order.*
2. *Order information and payment information (including credit card numbers) were entered into the database application at one time. Credit card numbers will not be allowed in the new system, due to PCI compliance. An interface with Authorize.net that allows one authentication method will be considered pending ITB Security Officer approval.*
3. *A short term fix using a point-of-sale device to process credit card orders as they arrive has been put in place. This lowered the amount of effort needed for PCI compliance by eliminating the electronic storage of sensitive data, removing the office's network from the need to be PCI compliant and verifying transactions at the time the order was placed.*
4. *The Long-term fix involves re-engineering the Nursery sales application so that its payment functions are going directly to Authorize.net. This would enable payment for services without Forestry staff intervention.*
5. *The credit/debit card payment information is handled by Wells Fargo bank via a point of sale device located at the nursery. Credit card numbers are entered into the device and the transaction is submitted across a T-1 phone line and is immediately approved or declined. If any transactions are declined, they are handled by a manual process (usually telephone calls to the customer to verify information necessary for the transaction), then re-submitted to Wells Fargo bank for approval. Usually at the end of every day the batch is settled via the point of sale device across the T-1 line. The successful transactions are used as input to the order database to update the status of the orders in the system.*
6. *Reports and Records: Monthly summary reports are generated on orders. One copy of the report is stored at the State Forest Nursery, another copy is sent to the Cashier's Office in the Wallace Building. Normally the copy is sent to the Cashier's office via personal delivery, but use of Interoffice occurs as well.*

Provide a *post-project or post-expenditure* (after Execution) description of the impacted system or process. Be sure to include the procedures used to administer the impacted system or process and how citizens will interact with the proposed system. In particular, note if the project or expenditure makes use of information technology in reengineering traditional government processes.

Response:

Described above in Part II, Project Overview, Section A.

[This section to be scored by application evaluator.]
Reengineering Evaluation (10 Points Maximum)

- Minimal use of information technology to reengineer government processes (0-3 points).
- Moderate use of information technology to reengineer government processes (4-6 points).
- Significant use of information technology to reengineer government processes (7-10).

B. Timeline

Provide a projected timeline for the Planning phase of the project. Include such items as **start date, projected end date**, planning, and database Planning. Also include the parties responsible for each item.

1. *IOWAccess Approval November 12, 2008*
2. *TGB RFP Advisory Group Approval, November 26th*
3. *Full TGB Approval on December 11*
4. *RFP Release—December 15, 2008*
5. *Bids Received January 2, 2009*
6. *RFP Award— January 9, 2009*
7. *Vendor Start Date – January 16, 2009*
8. *Design—January 16, 2009*
9. *Coding—March 1, 2009*
10. *Testing—May 18, 2009*
11. *Deployment to production— June 8, 2009*
12. *Database conversion—June 22, 2009*
13. *Usage by the public August 1, 2009.*

The DNR will be responsible for items 1-6. The vendor will be responsible for 7-12.

[This section to be scored by application evaluator.]
Planning Timeline Evaluation (10 Points Maximum)

- The timeline contains several problem areas (0-3 points).
- The timeline seems reasonable with few problem areas (4-6 points).
- The timeline seems reasonable with no problem areas (7-10).

C. Spending plan

Explain how the funds will be allocated.

IOWAccess funds will be utilized to complete the Design and Implementation Phases of this project. Execution will include the development of a database with web portal and migration of data from existing and historic database into the newly created database.

D. Tangible and/or Intangible Benefits

Respond to the following and transfer data to the Planning Financial Benefit Worksheet, # 5 below and the Execution Financial Benefit Worksheet, # IV E3, as necessary:

1. **One Year Pre-Project Cost** - This section should be completed only if state government operations costs are expected to be reduced as a result of project Execution. **Quantify actual state government direct and indirect costs** (personnel, support, equipment, etc.) associated with the activity, system or process prior to project Execution.

Describe One Year Pre-Project Cost:

The current costs are related primarily to staff time not being utilized efficiently. In addition, the DNR incurs postage cost for mailings and printing costs for invoices and telephone expenses.

Quantify One Year Pre-Project Cost:

	State Total
FTE Cost(salary plus benefits):	**$10,000**
Support Cost (i.e. office supplies, telephone, pagers, travel, etc.):	**$10,000**
Other Cost (expense items other than FTEs & support costs, i.e. indirect costs if applicable, etc.):	**$**
Total One Year Pre-Project Cost:	**$20,000**

2. **One Year Post-Project Cost** - This section should be completed only if state government operations costs are expected to be reduced as a result of project Execution. **Quantify actual state government direct and indirect costs** (personnel, support, equipment, etc.) associated with the activity, system or process after project Execution.

Describe One Year Post-Project Cost:

Customers will have access to inventory and will know exactly when their trees are coming via the system. It will save them money and time in rescheduling planters. Time will be saved for the customer and for the nursery staff because orders won't have to be changed. Reports will be available to the Central Office in Des Moines immediately saving the time it takes to compile the information. On-line orders from customers will receive automatic e-mail notification. This will reduce the amount of time that the nursery staff spend on the phone.

Quantify One Year Post-Project Cost:

	State Total
FTE Cost(salary plus benefits):	**$0**
Support Cost (i.e. office supplies, telephone, pagers, travel, etc.):	**$0**
Other Cost (expense items other than FTEs & support costs, i.e. indirect costs if applicable, etc.):	**$0**
Total One Year Post-Project Cost:	**$0**

3. One Year Citizen Benefit - Quantify the estimated one year value of the project to Iowa citizens. This includes the "hard cost" value of avoiding expenses ("hidden taxes") related to conducting business with State government. These expenses may be of a personal or business nature. They could be related to transportation, the time expended on the manual processing of governmental paperwork such as licenses or applications, taking time off work, mailing, or other similar expenses. As a "rule of thumb," use a value of $10 per hour for citizen time.

It is estimated that at least $30,000 could be saved by citizens. This is estimated based on time needed for citizens to travel to Ames, taking time off work, and expenses related to travel (3,000 customers x 1 hour x $10 per hour= $30,000). Estimated travel distance 10 miles x 1 gallon of gas at $4.00 a gallon = $120,000.

Transaction Savings	
Number of annual online transactions:	
Hours saved/transaction:	**1**
Number of Citizens affected:	**3,000**
Value of Citizen Hour	**$10**
Total Transaction Savings:	**$30,000**
Other Savings (Describe)	**$120,000**
Total One Year Citizen Benefit :	**$150,000**

4. Opportunity Value/Risk or Loss Avoidance - Quantify the estimated one year non-operations benefit to State government. This could include such items as qualifying for additional matching funds, avoiding the loss of matching funds, avoiding program penalties/sanctions or interest charges, avoiding risks to health/security/safety, avoiding the consequences of not complying with State or Federal laws, providing enhanced services, avoiding the consequences of not complying with enterprise technology standards, etc

Response:

If the DNR did not follow PCI requirements for security of credit/debit cards, it could experience fines in the hundreds of thousands.

5. Planning Financial Benefit Worksheet

A. Total One Year Pre-Project cost (Section III D1):	**$20,000**	
B. Total One Year Post-Project cost (Section III D2):	**$0**	
C. State Government Benefit (= A-B):		**$ 20,000**
D. One Year Citizen Benefit (Section III D3):		**$150,000**
E. Opportunity Value or Risk/Loss Avoidance Benefit (Section III D4):		**$100,000**
F. Total Planning Benefit (C+D+E)	**$270,000**	
G. Annual Prorated Cost (From Budget Table, Section IV C):	**$82,000**	
Benefit / Cost Ratio: (F/G) =	**33%**	
Return On Investment (ROI): ((F-G) / Requested Project Funds) * 100	**$188,000**	

6. Benefits Not Readily Quantifiable - List and summarize the overall non-quantifiable benefits (i.e., IT innovation, unique system application, utilization of new technology, hidden taxes, improving the quality of life, reducing the government hassle factor, meeting a strategic goal, etc.).

Response:

[This section to be scored by application evaluator.]
Planning Financial Evaluation (15 Points Maximum)

- The financial analysis contains several questionable entries and provides minimal financial benefit to citizens (0-5 points).
- The financial analysis seems reasonable with few questionable entries and provides a moderate financial benefit to citizens (6-10 points).
- The financial analysis seems reasonable with no problem areas and provides maximum financial benefit to citizens (11-15).

Part IV – Execution Funding

Amount of Execution Funding Requested: $

Amount of Hosting Requested: $7,000

Note: Projects developed by DAS-ITE allow first year of hosting charges

A. Timeline

Provide a projected timeline for the Execution phase of the project. Include such items as **start date,** coding, testing, deployment, conversion, parallel installation, and **projected date of final release**. Also include the parties responsible for each item.

Response: ***See Part III, B.***

[This section to be scored by application evaluator.]
Execution Timeline Evaluation (10 Points Maximum)

- The timeline contains several problem areas (0-3 points).
- The timeline seems reasonable with few problem areas (4-6 points).
- The timeline seems reasonable with no problem areas (7-10).

B. Funding Requirements

On a fiscal year basis, enter the estimated cost by funding source: Be sure to include developmental costs and ongoing costs, such as those for hosting the site, maintenance, upgrades.

	Current FY		Current FY +1		Current FY +2	
	Cost($)	% Total Cost	Cost($)	% Total Cost	Cost($)	% Total Cost
State General Fund	$0	0%	$0	0%	$0	0%
Pooled Tech. Fund /IOWAccess Fund	$150,000	0%	$7,000	0%	$7,000	0%
Federal Funds	$0	0%	$0	0%	$0	0%
Local Gov. Funds	$0	0%	$0	0%	$0	0%
Grant or Private Funds	$0	0%	$0	0%	$0	0%
Other Funds (Specify)	$0	0%	$0	0%	$0	0%
Total Project Cost	$150,000	0%	$7,000	0%	$7,000	0%
Non-Pooled Tech./Non-IOWAccess Total	$0	0%	$0	0%	$0	0%

[This section to be scored by application evaluator.]
Execution Funding Evaluation (10 Points Maximum)

- The funding request contains questionable items (0-3 points).
- The funding request seems reasonable with few questionable items (4-6 points).
- The funding request seems reasonable with no problem areas (7-10).

C. Project Budget Table

It is necessary to estimate and assign a useful life figure to each cost identified in the project budget. Useful life is the amount of time that project-related equipment, products, or services are utilized before they are updated or replaced. In general, the useful life of hardware is three (3) years and the useful life of software is four (4) years. Depending upon the nature of the expense, the useful life for other project costs will vary between one (1) and four (4) years. On an exception basis, the useful life of individual project elements or the project as a whole may exceed four (4) years.

The Total Annual Prorated Cost (State Share) will be calculated based on the following equation:

$$\left[\left(\frac{Budget\ Amount}{Useful\ Life}\right) \times \%\ State\ Share\right] + (Annual\ Ongoing\ Cost \times \%\ State\ Share) = Annual\ Prorated\ Cost$$

Budget Line Items	Budget Amount (1st Year Cost)	Useful Life (Years)	% State Share	Annual Ongoing Cost (After 1st Year)	% State Share	Annual Prorated Cost
Agency Staff	$0		%	$0	%	$0
Software	$100,000	4	%	0	%	$25,000
Hardware	$		%	$	%	$
Training	$		%	$	%	$
Facilities	$		%	$	%	$
Professional Services	$50,000	1	%	$	%	$50,000
ITE Services	$		%	$7,000	%	$ 7,000
Supplies, Maint., etc.	$		%	$	%	$
Other	$		%	$	%	$
Totals	$		%	$7,000	%	$82,000

D. Spending plan

Explain how the funds will be allocated.

The funds will be used to complete the design and execution phases of the project. Execution will include development of database with web portal and migration of data from existing and historic databases into the newly created database.

E. Tangible and/or Intangible Benefits

Respond to the following and transfer data to the Execution Financial Benefit Worksheet, #3 below, as necessary:

1. Opportunity Value/Risk or Loss Avoidance – Quantify the estimated annual non-operations benefit to State government. This could include such items as qualifying for additional matching funds, avoiding the loss of matching funds, avoiding program penalties/sanctions or interest charges, avoiding risks to

health/security/safety, avoiding the consequences of not complying with State or Federal laws, providing enhanced services, avoiding the consequences of not complying with enterprise technology standards, etc.

Response:

As we transition from the old system to the new system there will be a sequence of events that will happen. The public's access to this information will be enhanced and much easier to access saving them time which equals money. Most messages now that may come via the phone or in on hard copies via U.S. Mail will now come electronically. Order information will all be displayed via website pages. The public and DNR staff will all benefit on time savings (indirect), materials, information will be up to date, records will be more accurate and submitted in a timely fashion and retention (external & internal) will be greatly improved. All of the user groups win!

Having timely and complete information will allow for the most productive use of limited resources. The public will have the opportunity to place orders easily and to obtain timely, complete reports on their orders and the status of those orders. In addition, they will have the ability to view prior orders from previous years.

2. Benefits Not Readily Quantifiable – List and summarize the overall non-quantifiable benefits (i.e., IT innovation, unique system application, utilization of new technology, hidden taxes, improving the quality of life, reducing the government hassle factor, meeting a strategic goal, etc.).

Response:

This project is going to revolutionize the way the Iowa DNR Forestry information is advertised, presented, organized, delivered, recorded, maintained and kept. Technology of this level is the key to streamlining and impressing the Iowa citizen, with what our department has to offer. Reduce the hassle factor of traveling to the Ames office to order or pay for orders.

This web application will allow the DNR and legislature the ability to easily obtain information needed for required reporting to the legislature, federal government, etc.

3. Execution Financial Benefit Worksheet

A. Total One Year Pre-Project cost (Section III D1):	**$20,000**	
B. Total One Year Post-Project cost (Section III D2):	**$0**	
C. State Government Benefit (= A-B):		**$20,000**
D. One Year Citizen Benefit (Section III D3):		**$150,000**
E. Opportunity Value or Risk/Loss Avoidance Benefit (Section III D4):		**$0**
F. Total Planning Benefit (C+D+E)	**$170,000**	
G. Annual Prorated Cost (From Budget Table, Section IV C):	**$82,000**	
Benefit / Cost Ratio: (F/G) =	**2**	
Return On Investment (ROI): ((F-G) / Requested Project Funds) * 100	**59**	

[This section to be scored by application evaluator.]
Execution Financial Evaluation (15 Points Maximum)

- The financial analysis contains several questionable entries and provides minimal financial benefit to citizens (0-5 points).
- The financial analysis seems reasonable with few questionable entries and provides a moderate financial benefit to citizens (6-10 points). ☐
- The financial analysis seems reasonable with no problem areas and provides maximum financial benefit to citizens (11-15).

Evaluation Summary

[This section to be completed by application evaluator.]

Planning Phase:

Requirements/Compliance Evaluation (15 Points Maximum)	☐
Impact Evaluation (15 Points Maximum)	☐
Customer Service Evaluation (10 Points Maximum)	☐
Scope Evaluation (10 Points Maximum)	☐
Funds Evaluation (5 Points Maximum)	☐
Reengineering Evaluation (10 Points Maximum)	☐
Planning Timeline Evaluation (10 Points Maximum)	☐
Planning Financial Evaluation (15 Points Maximum)	☐
TOTAL PLANNING EVALUATION (90 Points Maximum)	☐

Execution Phase:

Execution Timeline Evaluation (10Points Maximum)	☐
Execution Financial Evaluation (15 Points Maximum)	☐
Execution Funding Evaluation (10 Points Maximum)	☐
TOTAL EXECUTION EVALUATION (35 Points Maximum)	☐

Part V – Auditable Outcome Measures

For each of the following categories, list the auditable metrics for success after Execution and identify how they will be measured.

1. Improved customer service

Response:

Metric: 80% of public respond positively to survey.
How: Collect comments from the public via staff and web-site

2. Citizen impact

Response:

Metric: 20% Increase in usage of online ordering percentage
How: Measure number of orders taken online and in person

3. Cost Savings

Response:

Metric: Maintain budget expenditures savings month by month.
How: Compare average monthly costs to actual costs.

4. Project reengineering

Response:

Metric: New web design improves access and quality of data while shortening the time it takes to place orders.
How: Customer survey responses indicate positive response. Number of data error corrections goes down.

5. Source of funds (Budget %)

Response:

Metric: Program funds continue to be maintained at same level.
How: Use our accounting staff to help measure expenditures.

6. Tangible/Intangible benefits

Response:

Metrics below:
Improved order processing services.
Streamlined data management process.
Reduced number of phone calls to Ames Nursery.
Improved order tracking processes.

Improved account history of orders.
Increase in data based decision making and planning.
Planting may be based on the data coming from the system indicating customer desires for products.
Reduction of in house data entry.
Increase in the timeliness for fulfilling orders.
No doubt we will be able to use the savings to improve delivery to the public and improve on marketing and education for planting and preserving resources.