

IOWAccess Project Concept Paper

- 1. Email completed copy to the IOWAccess Manager: malcolm.huston@iowa.gov .
- 2. Send signed hard copy to Malcolm Huston, IOWAccess Manager, DAS-ITE, Hoover B Level, Des Moines, IA, 50319-0150.
- 3. Contact ITE or vendor to prepare for project.

Date June 9, 2008

Project Name DNR Special Events Coordination

Requesting Agency Department of Natural Resources (DNR)

Is this project in support of a program designated as an Iowa Great Place, pursuant to section 303.3c?

Yes – Many of the Iowa Great Places applied and were selected due to their natural resource amenities. This project will support and bring greater attention to the events and activities related to natural resources that are offered to the public in the identified Iowa Great Places.

Project Point(s)-of-Contact (include name and phone number)

Jeff Kopaska, Natural Resource Biologist (515) 432-2823 X109

Project Sponsor (include name and phone number)

Ken Herring, Division Administrator, Conservation and Recreation Division, Department of Natural Resources, 515-281-5529

Business Case Justification

The Iowa Department of Natural Resources is the government agency that leads Iowans in caring for their natural resources. It is responsible for maintaining state parks and forests, protecting the environment, and managing energy, fish, wildlife, and land and water resources in Iowa.

The DNR's mission is to conserve and enhance our natural resources in cooperation with individuals and organizations to improve the quality of life for lowans and ensure a legacy for future generations.

In support of that mission the DNR offers state properties and other state-managed areas for use in terms of "special events". These special events include over 650 fishing tournaments, 300 to 500 ATV, Snow, and Boating activities, multiple Dog Field Trials, Scouting events, fireworks displays, car shows, motorcycle poker runs, pancake feeds, equestrian events and trials, endurance challenges and marathons, "Geocaches" (electronic scavenger hunts using GPS devices), and many more activities.

The current process for booking these events requires promoters, organizers, and the public to plan for their event and to contact the DNR for applications and permits to hold the events a minimum of 30 calendar days before the event. Currently each Conservation and Recreation bureau in the DNR has its own permits and paper forms that must be completed to hold an event on state property. The public may have to make multiple inquiries to obtain the proper paperwork to apply for the permit to hold the event. Often multiple permits must be submitted, as is the case for certain fishing tournaments, where the Fisheries Bureau and Parks Bureau may have to give approval for the event.

Once the appropriate forms are submitted to the department there is much coordination required to ensure that the events are approved, denied or modified by the park or area supervisor, land manager, internal staff supervisors, etc. This process is complicated for a number of reasons including the manual processes. There is a need to consider safety, crowd control and environmental issues, before the DNR approves usage of state land, especially when multiple events may be occurring at the same time.

Coordination of these efforts is imperative so that the events do not interfere with or impede the normal use of the area by the public or cause and extra or unusual hazards to spectators. The DNR is responsible for addressing any objections to events that may be received from other interested parties.

The sponsoring organization needs to indicate whether their patrolling is adequate for safe conduct of the event and in some cases, additional law enforcement assistance is required. The number of vessels or vehicles provided by sponsoring organizations for safety assistance must be known and planned.

Other types of event applications submitted to the DNR capture information about the specific location of the event (lake or specified boat ramp, shelter, picnic area, beach, marina, parking lot, trails, portions of the wildlife area, etc.). The number of participants, the number of spectators and vendor information is also collected. Fishing permits enable the collection of key information necessary to monitor and control biological species of fish. This includes the number of fish caught, whether or not the fish are released, the fish weights and lengths, and the number of people entered for the tournament. Special conditions are also noted by the Fisheries Biologists for internal use by the DNR and, if requested, the applicant must return a report within 30 days after the tournament to the DNR.

Often proof of liability insurance naming the applicant and the DNR as additional insured is necessary. Event coordination is necessary to limit the DNRs responsibility for injury to persons or damage to property arising out of or incident to the activities that are subject to the application. Issuance of a special event permit does not imply that the permittee has exclusive use of the area unless a facility has been reserved pursuant to DNR rule, so it is important that the application understand exactly what privileges for which they are permitted.

Finally, the DNR sometimes attaches separate written information once the permit has been authorized, such as after hour access to the park. Therefore, the information must be processed timely and responses from the DNR may contain separate attachments or documentation with specific stipulations for usage. For example, applicants must have permits available during the event so they can provide it to any State Park Personnel or Conservation (law enforcement) Officer upon request.

The various Special Event Applications and Permits are covered under different sections of Code, depending on the type of event. Timing and coordination are very important when more than one permit is required and must be approved by more than one DNR Bureau. Delays or inability to plan appropriately due to manual processes negatively impact the public in multiple ways (safety, congestion, limits on regular usage, etc.).

Expected Results in this Project

The expected results of this project include a unified Special Events web application and reporting system for the Conservation and Recreation Division of the DNR. The objective is to coordinate various types of events into one streamlined application, approval and notification process, whereby the Citizen and DNR staff has

immediate access to information about what events have been scheduled, the type of event and any special information regarding multiple events. This online data will facilitate faster decision making by DNR staff, especially those out in the actual parks (field) based on accurate data that is updated in real time. The current system does not allow access to information and is a manual, time intensive process. The expected result is that the streamlining of workflow processes will occur, enabling appropriate levels of approval by DNR central office and/or field staff in an automated fashion. In some cases multiple levels of approval across Bureaus will be necessary and this system will have the capability to automatically notify and prompt for the necessary approvals, without manual intervention.

The vision is that the public will access the DNR web site to find information about natural resources related events on State property for any date, whether they want to plan, attend, or avoid an event, or just use existing facilities. The application will include instructions for all permits and various information regarding requirements for multiple permits. The application will also include other necessary information for the public and organizers.

The DNR will allow submission of the applications for special event permits online utilizing the new system. The application will be automatically routed to the correct approvers. The system will "know" who needs to be informed of the application based on geographic reference information. For example the approval may go to a specific conservation officer based on the county, or a park ranger and/or park manager if it is in a state park. In addition, authorized users, such as park managers, will have the option to select specific days that certain special events will not be allowed at a location, in order to ensure the public has regular access and usage of facilities at the location.

Sometimes the public is unaware that the Coast Guard, Corp of Engineers, or other Federal Government entity is in charge of property and bodies of water in and along the State of Iowa when they are planning an event. The vision is that the new application will advise them of this and of the need for both a State permit and/or Coast Guard, Fish and Wildlife Service, or Corp of Engineers authorization. In addition, the plan is to provide a link from this system to the Federal entity as an additional service to the customer. An exchange of information and data could be possible by linking various systems. For example, automatic links from the new system with the existing DNR Campground Reservation system and other existing DNR systems will be programmed, so that information may be relayed and coordinated between interfacing systems.

Applicants will be required to enter contact information that will be used to provide feedback on their application i.e. they cannot apply for a special event on a particular date. The contact information will also be valuable in case there is a park closing, flooding of trail, etc. that will affect the event and for which the event coordinator will need to be informed.

The public reporting component will be a web interface where interested parties can query the back-end database to determine when and where special events are scheduled. This query ability will include date queries, location queries, and event-type queries. Query information will help the public to be better informed regarding activities that they chose to participate in or those that they choose to avoid at a state managed facility. In addition, prior to completing the application, the sponsoring organization and the public will be able to view the events already planned and approved for a particular state property online through this system so they have an opportunity to select an alternative site. Information will be stored and displayed on the web site as it is approved, which is a benefit to the DNR and in particular the public that either will be planning the special events or trying to avoid them. Access to data will save effort on the part of the public and DNR and will cut down on inquires. It will be especially important to the public as information can be accessed on demand at any time and will not require direct contact with the DNR during regular working hours.

Eliminating many of the manual processes will result in streamlined processes within the DNR for DNR Accounting, Customer Service and the Division of Conservation and Recreation staff, while providing the best customer service possible utilizing updated technology.

The new system must be online and able to accept applications by July 1, 2009; other components of the system, such as some of the internal communication pieces, can be implemented prior to the project completion date of October 1, 2009. It must include a mechanism for online payments to handle new application fees associated with fishing tournaments. Compliance with the with PCI (Payment Card Industry) standards, the Treasurer's requirements for depositing money and our Accounting staff expectations shall be assured. The coding of the web application should provide the ability to reuse code and charge for other types of fees in the future.

As we transition to a new system, we will also want to ask the applicants if tournaments are "open" or "closed/club only/Invitation only" tournaments, which is an enhancement to the existing processes. Administrative rules will be changed in parallel with system development to streamline processes and requirements.

To summarize, this service to the public will be greatly enhanced and improved through this new web application, enabling 24 x 7 access to information and the ability to interact and submit applications and information and to receive feedback regarding their requests through special editing. Scheduling and approval obstacles will be removed for them. Finally, the overall experience with interacting with the DNR and enjoying lowa's great natural resources will be superior as a result of implementing this new application.

Recipients of this Service

The general public and recreational user, businesses, organizations, contestants, exhibitors, United States Coast Guard, Federal Government, DNR field and central office staff (including land managers, parks managers, biologists, law enforcement, policy staff, etc.), politicians, etc.

Request (include dollar amount and description of what will be purchased - i.e. services, hardware, software)

Project Timeline

Phase	Start Month/Year	End Month/Year	Estimated Amount
Scope Analysis	December 2008	January 2009	\$20,000
Design	February 2009	March 2009	Dependent upon scope analysis
Implementation	April 2009	July-September 2009	Dependent upon Design

Resources Being Contributed (people or funds being contributed to the project by the sponsoring agency- include role/% of time or amount in dollars)

The DNR will contribute staff time to work with the Business Analyst. It will also provide a work space and resources necessary for the Business Analyst to perform his/her duties of the job.

IOWAccess Advisory Council Scoring Factors

Each IOWAccess Advisory Council member assigns a 1 to 10 point value on the following factors to your project proposal. These scores, plus your presentation before the Council and various discussion points, form the basis for the Council's decision on your proposal. Address each factor below:

1. Statutory requirement or other mandate

Is the project required by law or regulation, or is it needed to comply with state IT standards? Does the project fulfill a new mandate or is it required by existing law? Is it required by IT standards or necessary to interface with existing application?

Yes, there are statutory requirements for special events that are covered under different sections of Code. Fishing tournaments are defined, and the rules regarding necessary permits and applications, in the Iowa Administrative Code, Section 571 (Natural Resources Commission), Chapter 88, and special events in state parks are in Chapter 61 of the Iowa Administrative Code. Dog trial permits are explained in the Iowa Code, Chapter 481A, Section 22. Special event permits for all terrain vehicles are regulated by Iowa Code in Chapter 381I, Section 8, and snowmobile special events are similarly recognized in Chapter 321G, Section 16.

2. Other funding source(s)

What other funding sources have been investigated and what were the results? Have they been applied for? What is available? Have transaction or other customer fees been considered? Is there a return to the IOWAccess Revolving Fund through transaction fees? Highest ranking for seeking/receiving outside funding.

The Department of Natural Resources (DNR), Conservation and Recreation Division is funded partially by the sale of hunting and fishing license, and partially by the State's general fund for the maintenance and upkeep of state parks, forests, and preserves. As a blended project, neither funding source is solely responsible for this project, and determining the percent responsibility or benefit to each entity would be guesswork. Thus, DNR decided to examine funding sources external to the division. No other funding sources for governmental IT projects in support of natural resource amenities were readily discovered, thus IOWAccess was determined to be the most favorable funding source. Additionally, this is a collaborative project with significant public benefits, so it seemed to be a natural fit for IOWAccess funding. Internal funding for this project would be difficult, as the natural disasters of 2008 have resulted in reductions in hunting and fishing license sales, general fund dollars to DNR remain flat, and the clean up and repairs from the aforementioned natural disasters have drained both budgets.

The current method of accepting special event permits is disjunctive, and many staff who receive and process these applications do not have the ability or authority to process payments to the state. Thus, DNR has not implemented comprehensive transaction or other customer fees to date. Implementing an online application and payment system will allow us to commence an organized, trackable payment and fee system. Income generated by this system will not be available until after project completion and deployment, but that income could be used for system maintenance and upgrades once payment collection begins.

3. Improved citizen access to government information

How is citizen access to government enhanced? Greater convenience? Better reliability? Proportion of manual/in person effort being replaced/eliminated? Faster response time? Easier to use? More secure? The greater the degree of citizen access to information, the more points.

Citizens will experience greater convenience through the use of the web application in terms of planning, scheduling and applying for permits to utilize state owned property.

The service to the public will be greatly enhanced and improved through this new web application, enabling 24 x 7access to information and the ability to interact and submit applications and information. They will also receive faster feedback regarding their requests through special editing in the application and faster routing to the appropriate approver. Scheduling and approval obstacles will be removed for them. Finally, the overall experience with interacting with the DNR and enjoying Iowa's great natural resources will be superior as a result of implementing this new application.

The public reporting component will be a web interface where interested parties can query the back-end database to determine when and where special events are scheduled. This query ability will include date queries, location queries, and event-type queries. Query information will help the public to be better informed regarding activities that they chose to participate in or those that they choose to avoid at a state managed facility. In addition, prior to completing the application, the sponsoring organization and the public will be able to view the events already planned and approved for a particular state property online through this system so they have an opportunity to select an alternative site. Information will be stored and displayed on the web site as it is approved, which is a benefit to the DNR and in particular the public that either will be planning the special events or trying to avoid them. Access to data will save effort on the part of the public and DNR and will cut down on inquires. It will be especially important to the public as information can be accessed on demand at any time and will not require direct contact with the DNR during regular working hours.

Eliminating many of the manual processes will result in streamlined processes within the DNR for DNR Accounting, Customer Service and the Division of Conservation and Recreation staff, while providing the best customer service possible utilizing updated technology.

4. Impact on citizens or the business they conduct with the governmental entity

What segment of the citizen population is affected? Is this just a select group or the public as a whole? How does the proposed solution meet an identified need vs. a "nice to have"? Is the primary beneficiary the citizen vs. does this enhance the entity's ability to serve the citizen? Highest ranking for most citizens served.

The public as a whole will be affected. This includes citizens of Iowa, visitors to Iowa, vendors, promoter and sponsors, DNR, law enforcement agencies, federal entities, etc. The solution is a definite need to streamline functions for the public and other stakeholders. It also enhances the DNR's ability to provide various services to the public and secure their safety, while allowing all stakeholders an opportunity to enjoy Iowa's natural resources and recreational opportunities.

Once the appropriate forms are submitted to the department there is much coordination required to ensure that the events are approved, denied or modified by the park or area supervisor, land manager, internal staff supervisors, etc. This process is complicated for a number of reasons including the manual processes. There is a need to consider safety, crowd control and environmental issues, before the DNR approves usage of state land, especially when multiple events may be occurring at the same time. Data regarding the events will be available immediately in one database to assist the DNR in coordinating and approving events.

Coordination of these efforts is imperative so that the events do not interfere with or impede the normal use of the area by the public or cause and extra or unusual hazards to spectators. The DNR is responsible for addressing any objections to events that may be received from other interested parties. Objections may be submitted and processed online, reducing the amount of time it takes for the individual to hear back from the DNR.

The sponsoring organization needs to indicate whether their patrolling is adequate for safe conduct of the event and in some cases, additional law enforcement assistance is required. The number of vessels or vehicles provided by sponsoring organizations for safety assistance must be known and planned. They will be prompted for this information and will not be allowed to proceed without entering the required information. This will improve the DNR's ability to process the special event requests more timely.

5. Enhanced access to government information/ greater interactivity
How does the project enhance citizen one-stop electronic access to government information and transactions or allow for greater interactivity? The most points for "beneficial" use of IT to

revamp business processes. Highest for total replacement. Average if adds new dimension to existing service.

Web applications are attractive because by their nature, they enhance citizen access. This particular application will also pull all the various special event processes into a "one stop" application that allows greater interactivity between the citizen and the DNR.

The current process for booking these events requires promoters, organizers, and the public to plan for their event and to contact the DNR for applications and permits to hold the events a minimum of 30 calendar days before the event. Currently each Conservation and Recreation bureau in the DNR has its own permits and paper forms that must be completed to hold an event on state property. The public may have to make multiple inquiries to obtain the proper paperwork to apply for the permit to hold the event. Often multiple permits must be submitted, as is the case for certain fishing tournaments, where the Fisheries Bureau and Parks Bureau may have to give approval for the event. Additionally, the current system provides no possibility for an individual from the public to determine if or where events are occurring with contacting a specific individual within the DNR. Now, all information will be provided any time of day via the citizen's own personal computer or access to computers with access to the Internet.

Other types of event applications submitted to the DNR capture information about the specific location of the event (lake or specified boat ramp, shelter, picnic area, beach, marina, parking lot, trails, portions of the wildlife area, etc.). The number of participants, the number of spectators and vendor information is also collected. Fishing permits enable the collection of key information necessary to monitor and control biological species of fish. This includes the number

of fish caught, whether or not the fish are released, the fish weights and lengths, and the number of people entered for the tournament. Special conditions are also noted by the Fisheries Biologists for internal use by the DNR and, if requested, the applicant must return a report within 30 days after the tournament to the DNR. These types of conditions can be made known upfront. In addition, the system could be prompted to do automatic reminders to the applicant that the report is pending and not yet received.

This project will be a total replacement of multiple current special event processes for which the DNR has responsibility. No electronic process currently exists and this will bring all together in one application for ease of use by the public, vendors and sponsors. It will enable faster processing of the permits, forms and event applications, because the application will know where to route the information and if multiple parties at the DNR need to be involved. This will result in a substantial improvement in the customer service provided to the public.

For example, sometimes the public is unaware that the Coast Guard, Corp of Engineers, or other Federal Government entity is in charge of property and bodies of water in and along the State of Iowa when they are planning an event. The new application will advise them of this and of the need for both a State permit and/or Coast Guard, Fish and Wildlife Service, or Corp of Engineers authorization. In addition, the plan is to provide a link from this system to the Federal entity as an additional service to the customer. **An exchange of information and data will be possible by linking various systems.** For example, automatic links from the new system with the existing DNR Campground Reservation system and other existing DNR systems will be programmed, **so that information may be relayed and coordinated between interfacing systems.**

6. Collaboration

Does your project provide an opportunity for another governmental entity to share the resources or benefits? Can your project be used by another entity? The most points for projects benefiting multiple governmental entities or encouraging collaboration between entities. (May be demonstrated by letters of commitment from other entities.)

Yes, the Coast Guard, Corp of Engineers, or any other Federal, State or Local Government entity would be able to take advantage of using the code. If they do not want to use the application it will still enable the DNR to communicate with them and for the user to coordinate their special events and ensure they have the proper permitting with the other governmental entity.

7. Chance for success

Describe why the project is well placed for success. Realistic timeline? Previous success rate? Sufficient support staff? Upper level management commitment? More points for projects with low technical and business risk and high chance of success.

Director Leopold, the Division Administrator for Conservation and Recreation and associated Bureau Chiefs are committed to this project. It is so important that a committee of eight DNR staff from different program areas has been formed to ensure requirements are defined and it is properly implemented. Each of these individuals have expertise in a particular area pertaining to various types of events and they have knowledge of special requirements for state property and for working with the Coast Guard, Corp of Engineers, etc. Contractors will be utilized to

complete this project. DNR has a proven track record with managing IT projects involving consulting firms on time and within budget, so the likelihood of success is great.

8. Estimated financial cost/benefit

Provide a rough calculation of costs vs. benefits. The higher the ratio of estimated benefit to the estimated cost, the more points.

The current suite of special event permit application procedures cost approximately $\frac{1}{2}$ FTE for each of the Fisheries, Parks, and Law Enforcement Bureaus of the DNR, or around \$78,000. Additional costs include postage, forms, and other office supplies, for an annual cost of \$84,000. Efficiency improvements in the process resulting from project implementation should result in a 90% improvement in time utilization on these applications, elimination of postage costs, and an 80% reduction in supplies, for a total annual cost post-implementation cost of around \$8,800. A conservative estimate of this project only benefiting direct participants (\sim 45,000 citizens), and their benefit only amounting to one hour of their time, plus cost savings on forms and postage, yields a citizen benefit of \$451,500. Add to that a risk/loss avoidance value of \$75,000 for dealing with health, safety, or legal issues, and the total planning benefit is slightly over \$600,000, with a project cost of only \$20,000, yielding a cost/benefit ratio of 30. The estimated return on investment would be around 3000%.

9. Transparency

How does the project enhance open and transparent government for citizens? More points for project with high usability in allowing citizens to quickly reach information or services.

The current process for booking these events requires promoters, organizers, and the public to plan for their event and to contact the DNR for applications and permits to hold the events a minimum of 30 calendar days before the event. Currently each Conservation and Recreation bureau in the DNR has its own permits and paper forms that must be completed to hold an event on state property. The public may have to make multiple inquiries to obtain the proper paperwork to apply for the permit to hold the event. Often multiple permits must be submitted, as is the case for certain fishing tournaments, where the Fisheries Bureau and Parks Bureau may have to give approval for the event. The citizen will be advised when more information is needed, thus enhancing their experience with the agency. The timeframe for submission of information may be shortened depending on the ability to process forms, data etc. more quickly.

Once the appropriate forms are submitted to the department there is much coordination required to ensure that the events are approved, denied or modified by the park or area supervisor, land manager, internal staff supervisors, etc. This process is complicated for a number of reasons including the manual processes. There is a need to consider safety, crowd control and environmental issues, before the DNR approves usage of state land, especially when multiple events may be occurring at the same time. The data will be more readily available and this process will be more transparent to the citizen—it will just happen.

Coordination of these efforts is imperative so that the events do not interfere with or impede the normal use of the area by the public or cause and extra or unusual hazards to spectators. The DNR is responsible for addressing any objections to events that may be received from other interested parties. **These will all be handled immediately via electronic means.**

The sponsoring organization needs to indicate whether their patrolling is adequate for safe conduct of the event and in some cases, additional law enforcement assistance is required. The number of vessels or vehicles provided by sponsoring organizations for safety assistance must be known and planned. The organization will be automatically prompted to provide this type of information via the new system.

Often proof of liability insurance naming the applicant and the DNR as additional insured is necessary. Event coordination is necessary to limit the DNRs responsibility for injury to persons or damage to property arising out of or incident to the activities that are subject to the application. Issuance of a special event permit does not imply that the permittee has exclusive use of the area unless a facility has been reserved pursuant to DNR rule, so it is important that the application understand exactly what privileges for which they are permitted. **This type of information will be provided and requested more quickly due to automation.**

Finally, the DNR sometimes attaches separate written information once the permit has been authorized, such as after hour access to the park. Therefore, the information must be processed timely and responses from the DNR may contain separate attachments or documentation with specific stipulations for usage. For example, applicants must have permits available during the event so they can provide it to any State Park Personnel or Conservation (law enforcement) Officer upon request. There is a possibility this will be automated in a manner that the consumer may print the permit online.

As mentioned previously, the application will direct or "lead" the person through the process so that he/she knows the proper forms to complete online, the data to provide will be known and edited as it is entered. The citizen will know upfront and immediately the availability of state resources for their event. It will also inform the consumer/recreationalist when other entities must approve special events. The system will "know" who needs to be informed of the application based on geographic reference information. For example the approval may go to a specific conservation officer based on the county, or a park ranger and/or park manager if it is in a state park.

In addition, authorized users, such as park managers, will have the option to select specific days that certain special events will NOT be allowed at a location, in order to ensure the public has regular access and usage of facilities at the location (transparent to users).

Applicants will be required to enter contact information that will be used to provide feedback on their application i.e. they cannot apply for a special event on a particular date. The contact information will also be valuable in case there is a park closing, flooding of trail, etc. that will affect the event and for which the event coordinator will need to be informed.

All of this will all be transparent to the citizen, vendor or sponsor, with the exception of the improved service component. In addition, the time it takes to get the information about availability and the DNR or other governmental entity the information they need, will be shortened dramatically due to the elimination of postal and manual processing requirements.

10. Efficiency

Why is this project the "best" solution for the need? Are there alternatives and if so, why are they inadequate? More points for project that replaces outdated/legacy system or localized information access.

Automation via the Internet is definitely the best solution. The information will be available 24 x 7 to anyone accessing the internet, whether they reside in Iowa or will be utilizing Iowa's state property. It will boost the economy in that vendors and sponsors will have information about events and will come to Iowa or participate in an event. They will likely have to stay in one of Iowa's motels, purchase food from local restaurants and shop at local markets and malls. There is no legacy system to replace in terms of an automated system; however, the old manual paper processes will be completely eliminated and replaced. Once again, the information will be localized and more available than ever before in one automated system, with access at any time.

Acknowledgement of Conditions for Approval of IOWAccess Project

Project Approval Conditions

IOWAccess Revolving Fund project approvals are based upon the application materials submitted to the IOWAccess Advisory Council and approved by the Director of DAS. Recipients of IOWAccess projects are subject to the following conditions.

- The Iowa Accountable Government Act, Iowa Code Chapter 8E
- Information technology standards and practices that that are applicable to "participating agencies", the Office of the Governor, and elective constitutional or statutory officers pursuant to Iowa Code Section 8A.206.
- Iowa Administrative Code Section 11-25(8A) Information Technology Operational Standards.
- Policies and procedures of the IOWAccess Advisory Council and DAS as outlined in this acknowledgement or published on their websites.

IOWAccess Project Policy Guides

The acceptance of an IOWAccess Project is based on the following:

- Sponsoring agency is responsible for the efficient and effective administration of IOWAccess Projects through the application of sound management practices.
- The IOWAccess Project Process is guidance only and describes a customary sequence used in software development. As such, sponsoring agencies are not required to conform to the IOWAccess Project Process.
- Sponsoring agency assumes responsibility for using IOWAccess funds in a manner consistent with program objectives and the terms and conditions of the IOWAccess Project.
- Sponsoring agency will commit appropriate resources in a timely manner to the project to prevent undue delay in project completion.
- Sponsoring agency will be responsible for compliance with audit requirements.
- Approval of one phase of an IOWAccess project does not mean that other phases will be approved. Each phase is subject to separate approval.

Guidelines for Costs

Allowable costs

To be allowable under IOWAccess Projects, costs must meet the following general criteria:

- Be necessary and reasonable for proper and efficient performance of IOWAccess Projects.
- Be authorized or not prohibited under State or local laws or regulations.

✓ Not be included as a cost or used to meet cost sharing or matching requirements of any other State or Federal Project in either the current or a prior period, except as specifically provided by State law or regulation.

Reasonable costs

A cost is reasonable if, in its nature and amount, it does not exceed that which would be incurred by a prudent person under the circumstances prevailing at the time the decision was made to incur the cost. In determining the reasonableness of a cost, consideration shall be given to:

- Whether the cost is of a type generally recognized as ordinary and necessary for the operation of the sponsoring agency or performance under the IOWAccess Project.
- Market prices for comparable goods or services.

Composition of Cost

Typical costs chargeable to IOWAccess Projects are:

- Cost of materials acquired, consumed, or expended specifically for the purpose of those Projects.
- Equipment and other capital expenditures detailed in the application and previously approved as part of the Project.

Amounts not recoverable as costs under one State or Federal Project may not be shifted to another State or Federal Project, unless specifically authorized by State or Federal legislation or regulation.

Availability of Funds

DAS Finance processes the disbursement of all funds for IOWAccess Projects. Qualifying expenditures for goods and services obtained from other than DAS-ITE or Iowa Interactive, LLC, must be paid by the sponsor and submitted to DAS for reimbursement. In order to facilitate the timely processing of IOWAccess Project reimbursements, entities must use the following process:

- The request must be submitted by the sponsor in writing or through e-mail to the IOWAccess Manager.
- The request must include the following information:
 - ✓ Identification of the IOWAccess Project for which reimbursement is being sought,
 - ✓ The amount of reimbursement requested,
 - ✓ Period of time covered by request,
 - ✓ A comprehensive description of the items covered by the request, and
 - ✓ Copies of any supportive documentation (e.g. vendor invoices, documentation for completed work).
- The IOWAccess Manager will review the supporting financial information and evaluate it against the originally approved project.

- When satisfied that the request meets the stated requirements, the IOWAccess Manager will recommend the request for approval for payment and submit it to DAS Finance for processing.
- In no case will the total reimbursement for each phase exceed the approved amount of the Project phase.

The sponsor seeking reimbursement of expenses is responsible for retaining all necessary documentation pertaining to the relevance and results of the work performed and will provide such documentation upon request. DAS Finance will refer the Auditor of State to the sponsor should there be any questions about the expenditures associated with the Project.

Sponsor Monthly Status Reports

No later than the 21st day of each month the sponsoring agency shall submit a status report to the IOWAccess Manager if work is being performed by a developer *other than DAS-ITE or Iowa Interactive, LLC*. This status report should include:

- A short narrative of the accomplishments for the month.
- Descriptions of any changes in tasks, resources, or issues materially affecting the project plan and, if necessary, a schedule with new target dates provided.

Changes to a Project

All changes to the Project, or the proposal that resulted in the Project, must be reviewed by the IOWAccess Advisory Council. The Sponsor must be prepared to appear before the IOWAccess Advisory Council to answer questions and provide any clarifications necessary prior to any action by the Council regarding a change to the Project. Reasons for requesting a change to the amount of the Project include, but are not limited to:

- Changes in the scope or objectives of the Project.
- Changes in the amount of project funding.
- Carryover of approved funding for a period of more than one year from the date of approval of the original funding.

All changes to an Project recommended by the IOWAccess Advisory Council must be subsequently approved by the Director of DAS.

Project Disputes

Iowa Code 679A.19 DISPUTES BETWEEN GOVERNMENTAL AGENCIES.

"Any litigation between administrative departments, commissions or boards of the state government is prohibited. All disputes between said governmental agencies shall be submitted to a board of arbitration of three members to be composed of two members to be appointed by the departments involved in the dispute and a third member to be appointed by the governor. The decision of the board shall be final."

Sponsor Acceptance

Signing below will signify that sponsor acknowledges and agrees to the IOWAccess project approval conditions as defined in this document.

Sponsor Signature	IOWAccess Manager Signature	
Date	Date	