

Project Tracking No.: 10254

IOWAccess Advisory Council**Return on Investment (ROI) Program Funding Application**

This template was built using the ITE ROI Submission Intranet application.
FINAL AUDIT REQUIRED: The Enterprise Quality Assurance Office of the Information Technology Enterprise is required to perform post implementation outcome audits for all Pooled Technology funded projects and may perform audits on other projects.

This is an IOWAccess Revolving Fund Request.

Amount of funding requested: **Currently:\$167,000 (Execution)**
 \$ 52,000 (Replacement)
 \$115,000 (Enhancement)
 Anticipated total:\$243,280
 (Scope (\$20K)+Design(\$67K)+Exec (\$167K)

Section I: Proposal

Date:	8/28/2008
Agency Name:	Governors Office
Project Name:	OpenUpIowa
Agency Manager:	Bo Berntsen
Agency Manager Phone Number / E-Mail:	281.0215 / Bo.berntsen@iowa.gov
Executive Sponsor (Agency Director or Designee):	Patrick Dillon
IOWAccess Project Process Phase:	<input type="checkbox"/> Scope Analysis <input type="checkbox"/> Design <input checked="" type="checkbox"/> Implementation

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.

To create website that will:

Increase Openness in State Government

- Make information about state boards and commissions more readily available to General Public. i.e. - membership information, annual budgets, compensation, meetings, contact information, number of meetings, appointment requirements, length of terms, commission functions, etc.

Educate Iowans about boards and commissions

- Make information about state boards and commissions more readily available to General Public. i.e. - membership information, annual budgets, compensation, meetings, contact information, number of meetings, appointment requirements, length of terms, commission functions, etc.

Simplify the board and commission application process

- Offer easy-to-use tools to determine which boards/commissions they are interested in, when openings occur, whether they would qualify for a position, and how to apply.
- Provide an electronic submission option for board/commission applications. Directly upload this information into an applicant database.

Improve the board and commission appointment process

- Streamline data entry processes for several agencies (Governor's office, legislature, Redbook) by sharing board member information.
- Streamline the process of responding to applicants, appointees, and inquiries.
- Convert current Access database into web-based database.
- Give Board administrators the ability to upload information to the website/database and search applicants for the board/commission they staff.

This funding request will provide the Execution funding for everything above except the compensation data from I3 and Payroll which will be added later as Part 2. The execution will be accomplished in two parts:

- Part 1a. : Replace the current site with improved public information and access capabilities
- Part 1b. : Improve the appointment process and simplify the application process

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

OpenUpIowa will enhance openness in state government in regards to board and commission activities and the appointment process by offering more information in one place. It will enhance efficiency in the appointment process both for the Governor's Office and the Legislature. A simplified application process and easy access to information will also increase and diversify the applicant pool for board and commission service.

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?

A "bare bones" boards and commissions website with limit information has been set-up as a bridge for this project which will create the new site. The site currently pulls limited information from an ACCESS database maintained by IGOV. The improved website will replicate this information and collect additional information from board administrators and the legislature. The site will also improve the ease of use in searching for boards, members, positions, etc. The development will be done by ITE in accordance with a SOA approach and will follow ITE standards.

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.)

Explanation:

NO

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.)

Explanation:

This is an initiative of Governor Culver.

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

- YES (If "YES", explain.)

Explanation:

NO

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

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

Explanation:

NO

[This section to be scored by application evaluator.]

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.

- All citizens of Iowa will use the website to access general, financial and application information for all the states boards and commissions.
- Applicants will have the option to submit and electronic application form.
- Over 80 board administrators will use the website to receive and distribute information about the board/commission they staff. They will update annual budgets and have the option to upload documents. They will also have the ability to search the list of individuals who have applied to serve on the board/commission they staff.

- The Governors’ office will use the website to improve the appointment process.
- The legislature will pull appointment information into their database. This will include answers to a questionnaire used by the Senate during the confirmation process.

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.

- Improve citizen access to financial information and activities of state boards and commissions.
- Provide lowans with one simple tool to identify, understand, and apply for current and future board openings.
- Increase efficiency in data collection and communication with applicants and appointees.
- Streamline information sharing between the Governor’s office, the Legislature, and agencies.

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?

- Easily accessible information will educate lowans and increase civic participation.
- A simplified application process will increase citizen participation.
- Shining light on financial activities will facilitate accountability.
- Elimination of duplicate processes will improve the gubernatorial appointment and senate confirmation process.
- Web-based database will simplify sharing opportunities between agencies.

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

None

[This section to be scored by application evaluator.]

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.]

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. Process Reengineering

Provide a pre-project or pre-expenditure (before implementation) 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:

Current website offers a drop down list of boards and commissions. Using the drop down list, citizens can search individual boards one at a time for information about members – their position, term, and county of residence – and a word document with information about the board including it's function, how often it meets, location, contact information, etc. Citizens can download and print a PDF of the application form.

Provide a post-project or post-expenditure (after implementation) 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:

The new website will provide a simpler, more effective search system. Citizens will have the ability to search and view board profiles, member profiles, view vacancies, learn if they are eligible for a position, apply online, and update their own profile. The Governor's office and the legislature will eliminate duplication in data entry, and streamline data maintenance and constituent response. The Governor's office will increase efficiency in data collection from board administrators and the legislature.

[This section to be scored by application evaluator.]

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).



G. Timeline

Provide a projected timeline for this project. Include such items as **start date**, planning, database design, coding, implementation, testing, conversion, parallel installation, and date of final release. Also include the parties responsible for each item.

Phase	Start	Finish	Resp.
Initiation	Sept 07	Jan 08	ITE, Gov Office, Project Team
Design	Jan 08	Sept 08	ITE, Gov Office, Project Team
Implementation	Sept 08	Mar 09	ITE, Gov Office, Project Team
Part 1a. Replace	Sept 08	Dec 08	ITE, Gov Office, Project Team
Part 1b. Enhance	Nov 08	Mar 09	ITE, Gov Office, Project Team

[This section to be scored by application evaluator.]

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).



H. 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.

	FY08		FY09		FY10	
	Cost(\$)	% Total Cost	Cost(\$)	% Total Cost	Cost(\$)	% Total Cost
State General Fund	\$0	0%	\$0	0%	\$0	0%
Pooled Tech. Fund /IOWAccess Fund	\$167,000	100%	\$0	0%	\$0	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	\$167,000	100%	\$0	0%	\$0	0%
Non-Pooled Tech. Total	\$0	0%	\$0	0%	\$0	0%

[This section to be scored by application evaluator.]

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).



I. Scope

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

- YES (If "YES", explain.) NO see below.

Explanation:

Is this project a continuation of a previously begun project?

- YES (If "YES", explain.)

Explanation:

This is the OpenUplowa project execution phase which is continuing from the previously funded initiation and planning phases.

Project execution is being done in three parts as follows:

- 1a. Replace current site
- 1b. Enhance the current site

2. Add the financial interface to I3 and Payroll
This funding request is for execution of Parts 1a. and 1b.

[This section to be scored by application evaluator.]

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 implementation and termination of the project / expenditure would waste previously invested resources.

J. 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 and/or IOWAccess funds? If desired, provide additional comment / response below.

Response:

Although 100% of the funds will come from IOWAccess, the Governors Office, Commission Members, the Legislative and Board Accounting will contribute many hours to the project.

[This section to be scored by application evaluator.]

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)



Section II: Financial Analysis

A. 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. Additionally, the ROI calculation must include all new annual ongoing costs that are project related.

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

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

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						
Software						
Hardware						
Training						
Facilities						
Professional Services						
ITE Services	\$167,000	5	100	TBD		\$167,000
Supplies, Maint, etc.						
Other						
Totals	\$167,000	5	100	TBD		\$167,000

B. Spending plan

Explain how the funds will be allocated.

The funds will be allocated to ITE project management, architect and developer resources needed to complete the design.

C. Tangible and/or Intangible Benefits

Respond to the following and transfer data to the ROI Financial Worksheet as necessary:

1. Annual Pre-Project Cost - This section should be completed only if state government operations costs are expected to be reduced as a result of project implementation.

Quantify actual state government direct and indirect costs (personnel, support, equipment, etc.) associated with the activity, system or process prior to project implementation.

Describe Annual Pre-Project Cost:

Currently the over 150 Iowa Boards and Commissions have no easy way to keep people informed about their activities and finances. The Governors office process for soliciting, processing and appointing board and commission members is largely manual. The annual pre-project cost is ***probably not knowable or quantifiable***.

Quantify Annual Pre-Project Cost:

Providing more information to our citizens about the State board and commissions and improving the applications process for citizens and the Governors office is priceless but ***probably not quantifiable***.

	State Total
FTE Cost(salary plus benefits):	\$0.00
Support Cost (i.e. office supplies, telephone, pagers, travel, etc.):	\$0.00
Other Cost (expense items other than FTEs & support costs, i.e. indirect costs if applicable, etc.):	\$0.00
Total Annual Pre-Project Cost:	\$0.00

2. Annual Post-Project Cost - This section should be completed only if state government operations costs are expected to be reduced as a result of project implementation.

Quantify actual state government direct and indirect costs (personnel, support, equipment, etc.) associated with the activity, system or process after project implementation.

Unquantifiable savings are expected for the governors' office when the largely manual process of board and commission applications is replaced by a automated web based system.

Describe Annual Post-Project Cost:

Not applicable.

Quantify Annual Post-Project Cost:

Not applicable.

	State Total
FTE Cost(salary plus benefits):	\$0.00
Support Cost (i.e. office supplies, telephone, pagers, travel, etc.):	\$0.00
Other Cost (expense items other than FTEs & support costs, i.e. indirect costs if applicable, etc.):	\$0.00
Total Annual Post-Project Cost:	\$0.00

3. Citizen Benefit - Quantify the estimated annual 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.

Describe savings justification:

This is not quantifiable.

Transaction Savings	
Number of annual online transactions:	
Hours saved/transaction:	
Number of Citizens affected:	
Value of Citizen Hour	
Total Transaction Savings:	
Other Savings (Describe)	
Total Savings:	

4. 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

ROI Financial Worksheet	
A. Total Annual Pre-Project cost (State Share from Section II C1):	0
B. Total Annual Post-Project cost (State Share from Section II C2):	0
State Government Benefit (= A-B):	0
Annual Benefit Summary:	0
State Government Benefit:	
Citizen Benefit:	
Opportunity Value or Risk/Loss Avoidance Benefit:	
C. Total Annual Project Benefit:	
D. Annual Prorated Cost (From Budget Table):	156,280
Benefit / Cost Ratio: (C/D) =	
Return On Investment (ROI): ((C-D) / Requested Project Funds) * 100 =	

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:

These benefits are listed in Sections A, B, C and in the Concept Paper but are not quantifiable.

5. 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:

These benefits are listed in Sections A, B, C and in the Concept Paper.

**[This section to be scored by application evaluator.]
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).



Appendix A. Auditable Outcome Measures -- Not Applicable because the benefits are not readily quantifiable or measurable.

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

- 1. Improved customer service**
- 2. Citizen impact**
- 3. Cost Savings**
- 4. Project reengineering**
- 5. Source of funds (Budget %)**
- 6. Tangible/Intangible benefits**