

IOWAccess Advisory Council
Meeting Minutes of January 7, 2009, 1:00 PM
Hoover Building, Third Floor, Conference Rooms 329/330

Draft

- Present: Barb Corson, Kathleen Richardson, Sheila Castaneda*, Dawn Ainger, Beth Baldwin, Tom Gronstal, Randy Nyberg, Terri Selberg*, Kelly Hayworth* (at 1:18 p.m.)
- Absent: Dick Neri, Terrence Neuzil, Glen Dickinson, Dan McGinn, Ron Wieck, Jeff Danielson, Carmine Boal, Vicki Lensing
- Guests: Lorinda Inman, Margaret Armagost, Amy Van Maanen, Mark Bowden, Tracy Smith, Wayne Middleton, Deb McDaniel, Mark Uhrin, John Gillispie, Malcolm Huston, Jeff Kopaska, Darrell Fremont, Mary Hadd, Kent Hartwig, JoAnn Naples, Dick Moore, Jim Fox, Gwen Howe, James Bleskacek, Paul Hermsen, Jennifer Hart, Connie Price, Diane Van Zante

* By phone

Council Vice Chair, Barb Corson, opened the meeting at 1:01 p.m. and noted that a quorum of members was present.

1. Introductions, Approve Minutes – Barb Corson, Vice Chair.
All members and guests introduced themselves. Tom Gronstal moved approval of the November 12, 2008 meeting minutes. Dawn Ainger seconded the motion. An oral vote was taken; the minutes were unanimously approved as written.
 2. Iowa Interactive Project Update – Tracy Smith, Iowa Interactive.
Transaction volumes have increased dramatically. November driver's record lookups were 46% above the same period in 2007. December was double that of 2007. A substantial number of professional licenses renew on a biannual basis; this year looks good, however next year should reflect a reduced volume. Four new projects have gone live in the last few months: the Commission on the Status of Women website redesign, Iowa Board of Nursing website redesign, Iowa State Historical Society website redesign, and the Criminal and Juvenile Justice Planning change request.
 3. IOWAccess Projects and Projections Spreadsheets/Monthly Report/Customer Surveys – Malcolm Huston, IOWAccess Manager.
Projects being considered today total \$1.25 million. If the Council approves all of the projects, remaining unobligated funds would be about \$250,000. Due to the current economic outlook, the State could choose to pull back 1.5-3% of the IOWAccess appropriation.
 4. Healthcare Provider Licensing Database – Request for \$669,000 – Jennifer Hart, Dental Board.
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The Iowa Dental Board, the Iowa Board of Medicine, and the Iowa Board of Nursing submitted a collaborative request about a year ago for a healthcare provider licensing database. At that meeting, the Council asked the Boards to come back with more specific details on the project. For the past ten years, each board has used separate client-based, customized databases with different functionality. Support for the databases was terminated by the vendor in July 2006. The Boards seek funding for healthcare licensing software which would offer citizens access to a host of online services: license applications, application tracking, renewal of dental licenses and permits, verifications, e-payment capability, subscription services for employers and healthcare facilities, copies of public disciplinary documents, submission of continuing education records, submission of complaints and investigative information, and submission of quarterly monitoring reports and fees. Such a system would allow the Boards to become more customer-driven and would create an application that could be reused by other agencies for a variety of needs.

Since the request was initially submitted in January of 2008, the Boards issued an RFP, evaluated proposals, and are in the process of negotiating a master agreement through DAS with CSDC systems in Canada. The Council also asked the Boards to consider funding a greater portion of the project themselves. The current proposal calls for the Boards to contribute 2/3 of the overall project costs and request IOWAccess funding for the public interface/enhanced e-services portion only.

Questions/comments:

Q. Does the State own the data and the software?

A. Yes.

Q. Is there an ongoing maintenance cost?

A. Yes, maybe \$30,000-\$40,000. Believe it is based on the number of licenses.

- Have the Boards considered funding this with user fees? There is some concern that the IOWAccess Advisory Council doesn't have \$670,000 to commit to this project.
- This sounds like a lot of money, however is a multiple agency (three) project.
- This could be good if it truly allows other agencies to develop licensing applications for their use.
- I don't know that we really have this kind of money in the budget, I'm in favor of this project, but don't know if we have the money.
- The projections indicate that we do have the money, but the projections are predicated on the fact that nothing else comes forward for the rest of the year.
- It appears that the Council does have the money. The Council should also spend what it has before the legislature makes other plans for it.
- It doesn't appear that any of the Boards have requested funds previously.

Beth Baldwin moved approval of the funding request; Dawn Ainger seconded the motion. Kelly Hayworth joined the meeting by conference call at 1:18 p.m., prior to the call for a vote. An oral vote was taken; the motion passed unanimously.

5. Department of Public Safety (DPS) Breath Alcohol Program Records – Request for Scope Analysis Funding (\$30,000) – James Bleskacek, DPS.
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DPS is responsible for maintaining breathalyzer/assorted equipment records around the state. They would like to create a website to make the information more accessible, especially to attorneys. Approximately 12,000 breath tests are logged each year; the Department receives about six requests for information each week which are subsequently researched manually. DPS may model its website after the Washington State Patrol whose current system makes the information available to anyone who wants it. Breath tests are public information, even before the case goes to court, however the name and driver's license number are not publicly accessible. This project automates information that is already provided to the public.

Questions/comments:

Q. Will this really benefit the average citizen? The main beneficiary seems to be attorneys.

A. It would benefit attorneys more than citizens.

- Access Washington has something similar, however Access Washington is not a NIC state, so we cannot borrow the application.
- DPS does not want to reinvent the wheel. They would like to reuse someone else's application.
- For the number of requests per year, this sounds like a lot of money and is only the first phase.
- Thirty thousand dollars would cover normal deliverables for the scope analysis phase.
- The legal system is bogged down and this would help eliminate some time.

Q. Have you thought of charging for this information?

A. DPS would prefer to charge the people who get picked up for operating while intoxicated.

Tom Gronstal moved approval of scope analysis funding; Dawn Ainger seconded the motion. An oral vote was taken and recorded as follows:

Ayes – Barb Corson, Sheila Castaneda, Dawn Ainger, Tom Gronstal, Kelly Hayworth

Nays – Beth Baldwin, Randy Nyberg, Kathleen Richardson, Terri Selberg

Abstentions – None

The motion carried.

6. Department of Natural Resources (DNR) Training Change Request (\$13,000) – Darrell Fremont, ITE.

The Council previously funded the DNR training project. Generally when a person becomes certified in a certain area, they receive a paper certification. This opens the door to a lot of fraud. Adding safety certifications to the existing ELSI program would permit verification of certification online. The Central Bank of Missouri maintains the ELSI program and has issued a request for funds to initiate the change. Kelly Hayworth moved approval; Terri Selberg seconded the motion. An oral vote was taken; the motion passed unanimously.

7. Iowa Department of Veterans Affairs (IDVA) Dynamic Forms – Request for Planning and Execution Funds (\$89,700) – Kent Hartwig, IDVA.

A year ago, IDVA asked for phase one money to redesign the VA's static website. At that time, there was some discussion of phase two and IDVA's desire to put forms/applications

online for state appropriated benefits. Scope funds were used to determine the preferred process for online forms. Design funding will be used to create the mock ups for the remaining applications. Annually, IDVA anticipates that up to 750 veterans and most counties will utilize the online applications. Veterans Affairs is asking for design phase money, but expects the money to cover a significant portion of execution as well. If they need additional funds, it should be a small amount.

The current project manager, Deb McDaniel, clarified that the original project manager did not create the documents that the Council typically uses. When the project was reassigned to Deb, there were very few dollars left and the project was off track. The business requirements are not yet 100% complete. At present, IDVA is seeking funds to proceed with the design phase, not for both the design and implementation phases.

Dawn Ainger commented that the project seemed to be filled with holes and required more planning. Typically, design is about 40% of the total project cost, which could mean that implementation would run an additional \$110,000-\$120,000.

Kathleen Richardson moved approval; Beth Baldwin seconded the motion. An oral vote was taken and recorded as follows:

Ayes – Barb Corson, Kathleen Richardson, Sheila Castaneda, Beth Baldwin, Tom Gronstal, Terri Selberg, Kelly Hayworth

Nays – Dawn Ainger, Randy Nyberg

Abstentions – None

The motion carried.

8. Iowa Child Advocacy Board (ICAB) Online – Request for \$250,000 – Dick Moore, ICAB. Darrell Fremont is the project manager for ICAB. This project seeks to develop an online application to recruit volunteers and store and index case documents. The scope of the project is very large and incorporates 23 different offices. Additional execution funds in the amount of \$250,000 are needed. That would bring total execution funds to \$495,000. ICAB's goal is to support the volunteers that are working with children who are under the court's jurisdiction, to facilitate information exchange, and to allow real time access and updating. Beth Baldwin moved approval; Randy Nyberg seconded the motion. An oral vote was taken; the motion passed unanimously.
 9. Department of Human Rights (DHR) Weatherization Assistance Program – Request for \$40,500 (includes \$6,500 hosting fees) – Jim Newton, DHR. Jim Fox is the project manager for the Weatherization Assistance Program. The mission of the program is to reduce energy costs for low income families, particularly for the elderly, people with disabilities, and children, by improving the energy efficiency of their homes. DHR receives about 80,000 applications for assistance a year. Human Rights is funding two-thirds of this project and asking the Council for \$34,000 plus \$6,500 first year hosting fees. This software development project will streamline the process used by DHR and increase the productivity of local organizations that provide weatherization assistance.
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This project makes use of an iterative methodology:

- Work is done in small increments (2 week time periods)
- Minimal planning rather than long term planning
- Documentation is produced as required by stakeholders during each iteration
- Each iteration includes planning, requirements, analysis, design, coding, unit testing and customer acceptance testing
- Function is delivered and demonstrated every two weeks

Benefits of an Iterative Methodology:

- Potential reduction in timeline and costs
- Minimizes overall risk
- Defects, bugs, misunderstood requirements are found at the end of each iteration not at the end of the project
- Demonstration of functionality at the end of each iteration

Drawbacks:

- Do not have traditional phases with funding for each phase

Questions/comments:

Q. Will we have documentation for ongoing maintenance and support?

A. Yes, near the end of the project.

Q. Does Human Rights feel comfortable with the software as it is being developed?

A. Yes, ITE has been very responsive.

Q. When was the original system developed?

A. It was implemented in 1999, but probably developed in the two years preceding that.

Q. Are we just copying an old system and putting it online?

A. The business processes are fairly simple; the real value add is getting confidential data out of e-mail. We are changing the technical architecture of the system, changing the way the technology works.

Q. Who are the users of the system?

A. The primary users are the 18 nonprofit agencies throughout the state and DHR. Citizens that do apply for weatherization assistance have to bring all of their data into the office and the people in the office key the information into the system.

- We need to insure that we have sufficient documentation about how the system was defined and developed.
- The processes we use within the Council serve as guidelines, not mandates.
- We are using documentation in the existing system as the basis for the new system.
- This program would speed up the process that helps people get their homes weatherized.
- This is really important and would streamline the organization, but I'm not sure that is the Council's mission. Our charge is to make electronic records available to the citizens of Iowa. This project seems to be contained within the agency.
- The 18 private nonprofits are the public interface.

Sheila Castaneda dropped off of the call at 2:56 p.m.

Beth Baldwin moved approval; Kathleen Richardson seconded the motion. An oral vote was taken and recorded as follows:

Ayes – Beth Baldwin, Kathleen Richardson, Barb Corson, Terri Selberg, Kelly Hayworth
Nays – Dawn Ainger, Randy Nyberg, Tom Gronstal, Sheila Castaneda (Sheila rejoined the call at 2:57 p.m., in time to cast a vote)
Abstentions – None

The motion carried.

Beth Baldwin departed the meeting at 2:58 p.m. This left eight voting members in attendance, which is still sufficient for a quorum.

10. Department of Natural Resources (DNR) Special Events – Request for Planning and Execution Funds (\$157,500) - Jeff Kopaska, DNR.

DNR offers state properties and other state managed areas for use for special events, about 2000 events annually. The current process is paper based and outdated. Each bureau has its own forms, so there is no comprehensive tracking or good way to notify the public of the event. DNR would like to have one portal for all event applications, a streamlined application/approval/notification process, with public events notification online. The scope analysis phase should be complete by the end of January. February and March have been set aside for planning with a start date of April 1 for the execution phase. Completion is anticipated in the July to September 2009 timeframe. The application would use the e-payment engine and would include an events search function for things occurring within a range of dates. Recipients of this new service would be the general public and recreational users (at least 15.2 million users per year), businesses, organizations, spectators, etc. DNR will contribute staff time to work with the contractor.

Through an oversight, the business requirements and screen mockups were not forwarded to Dawn Ainger, but that information is available. DNR feels that the requirements documents are very complete.

Questions/comments:

Q. Why is DNR seeking funding for the second and third phases at the same time?

- a. In order to have the project completed by July 1, we did not believe there was any other option. The project must still be approved by both the TGB and DNR legal staff.
 - The Council has a meeting in early March, so could approve the phases separately. Approving the planning phase now would still allow the execution phase to be approved at the March meeting in time to meet the April execution startup
 - At the last meeting, we approved scope analysis. The minutes indicate that the Council approved funding and “DNR was asked to come back with competitive bids.”
 - DNR’s consultant has built the application in such a way that other agencies with similar needs can be easily accommodated.

Q. Why are we building this from scratch when there are lots of special events packages out there? They could be significantly less expensive.

A. DNR was not aware of any special events packages. DNR offered a suggestion that the Council could move to approve contingent upon receipt and approval of the requirements/design documents.

Q. What about approving just the planning and not the execution?

A. DNR wrote the RFP to do both phases.

- The council's recommendation could be accepted or rejected by the DAS director.

Tom Gronstal moved approval contingent upon submission and review of documents completed during the scope analysis phase. There was no second to the motion.

Q. Could this be added to the campground reservation system and be another opportunity for Iowa Interactive to receive a portion of the fee to cover their expenses?

- There is no requirement for any entity to work with Iowa Interactive. This definitely could be a self-funded item.

A. Tapping into the campground reservation system would be difficult for the parks people.

Randy Nyberg moved approval of planning funds in the amount of \$47,250 with the caveat that DNR return with the additional documents and information from Iowa Interactive. He was asked to be more specific about the information that was being requested.

In the past, agencies have been given an opportunity to utilize Iowa Interactive, but have not been forced to do so. DNR is using Iowa Interactive for the campground system, but has chosen not to use Iowa Interactive for the special events application.

- DNR should submit the requirements and design documents, but be free to use the vendor of choice.
- That would require the Council to commit money when none needs to be spent.
- The point is that DNR has already decided not to use Iowa Interactive.
- The Council has a responsibility to make sure that the project benefits the citizens of Iowa and that the money is spent wisely. Beyond that, the agency should be held accountable for the execution of the money.
- The intent was to ensure that all viable options were pursued.

Randy Nyberg moved approval of planning funds in the amount of \$47,250; Barb Corson seconded the motion. An oral vote was taken and recorded as follows:

Ayes – Barb Corson, Kathleen Richardson, Tom Gronstal, Randy Nyberg, Terri Selberg, Kelly Hayworth

Nays – Sheila Castaneda, Dawn Ainger

Abstentions – None

The motion to approve planning phase money was approved.

11. Policy Discussions: Closing Projects – Malcolm Huston, IOWAccess Manager.

One approach would be to address this in the administrative rules. The administrative rule process is fairly time consuming, so an alternative might be the development of by-laws. This item will be discussed in greater detail at the next meeting.

As a means of decision making and to promote consistency, the Council has been considering ranking the individual proposals. One method utilizes an online survey which could potentially be completed before, during, or after the project presentation. Council members want to be sure that any method includes the opportunity to pose questions.

The current process is no longer effective. Reviewing projects every two months does not allow a big picture view. The Council must become more deliberate about the process and frequency with which it awards funds. Some states require agency sponsors to utilize the existing contracted vendor.

Dawn Ainger and Kelly Hayworth disconnected from the call/meeting at 3:54 p.m.

Based on current trends, the Council may have spent the remaining funds for this fiscal year. The uncertainty lies in when the money will actually be spent. Maybe agencies should look long term and offer a list of projects that they anticipate in the next year. One possibility would be to review projects in the June/July timeframe when agencies already know what money they are getting.

There is so much scope creep. Reviewing projects once or twice a year would force people to be more sure of what they want. This is an item for discussion at the next meeting. We should not overlook the agreement with Iowa Interactive and what resources they can offer. Another consideration is whether the customer should make all the decisions. In the State of Maine, agencies are required to come to the portal first. If they don't want to work through the portal, the Council can choose whether to fund them or not.

Agenda Items for the Next Meeting: discussion of the portal and the grant process (how it should be changed and how often the Council should meet).

12. ITE Project Updates – Mark Uhrin, ITE.

The school alerts program continues to be a great success. In December alone, 158,000 e-mail alerts were generated to subscribers. Two television stations are now linking to us directly and no longer accepting phone calls. The criminal history and sex offender projects are experiencing extended delays due to the vendor that supplies the data.

13. Wrap Up and Adjourn – Barb Corson, Vice Chair.

The Council would like John Gillispie to frame the discussion on Iowa Interactive. What does the Council need to consider before it debates the issue?

There being no further business, the meeting adjourned at 4:07 p.m.
