



Iowa Interactive Bi-Monthly Update

to the

IOWAccess Advisory Council

for the months of

November and December 2009

January and February 2010



NOVEMBER

TRANSACTION VOLUME

<u>Partner</u>	<u>Application</u>	<u>2009 Volume</u>	<u>2008 Volume</u>	<u>Difference</u>
Dept. Natural Resources	Campground Reservations	134	107	25.23%
Dept. Natural Resources	Call Center Reservations	30	26	15.38%
Dept. Natural Resources	Changes and Cancellations	19	13	46.15%
Dept. of Transportation	DLR Lookup	81,012	87,130	-7.02%
Iowa Bureau of Professional Licensure	License Renewal	1096	3017	-63.67%
Professional Licensing Division	Online Renewal	2113	2227	0.00%
Professional Licensing Division	Admin Tool- Letters of Good Standing	48	49	-2.04%
Plumbers & Mechanical Engineers	License Applications	1,120	0	
Electricians	Permits \$50.00 or Less	394	0	
Electricians	Permits Greater Than \$50.00	1,137	0	
Electricians Licensing	Apprentice and Unclassified Licenses	56	0	

DECEMBER

TRANSACTION VOLUME

<u>Partner</u>	<u>Application</u>	<u>2009 Volume</u>	<u>2008 Volume</u>	<u>Difference</u>
Dept. Natural Resources	Campground Reservations	130	142	-8.45%
Dept. Natural Resources	Call Center Reservations	46	31	48.39%
Dept. Natural Resources	Changes and Cancellations	12	28	-57.14%
Dept. of Transportation	DLR Lookup	84,639	99,598	-15.02%
Iowa Bureau of Professional Licensure	License Renewal	1045	2774	-62.33%
Professional Licensing Division	Online Renewal	4418	4471	-1.19%
Professional Licensing Division	Admin Tool- Letters of Good Standing	51	46	10.87%
Plumbers & Mechanical Engineers	License Applications	4,271	0	
Electricians	Permits \$50.00 or Less	347	0	
Electricians	Permits Greater Than \$50.00	805	0	
Electricians Licensing	Apprentice and Unclassified Licenses	82	0	

JANUARY**TRANSACTION VOLUME**

<u>Partner</u>	<u>Application</u>	<u>2010 Volume</u>	<u>2009 Volume</u>	<u>Difference</u>
Dept. Natural Resources	Campground Reservations	457	440	3.86%
Dept. Natural Resources	Call Center Reservations	130	129	0.78%
Dept. Natural Resources	Changes and Cancellations	43	28	53.57%
Dept. of Transportation	DLR Lookup	95,501	113,063	-15.53%
Iowa Bureau of Professional Licensure	License Renewal	596	909	-34.43%
Professional Licensing Division	Online Renewal	184	185	-0.54%
Professional Licensing Division	Admin Tool- Letters of Good Standing	23	40	-42.50%
Plumbers & Mechanical Engineers	License Applications	681		
Electricians	Permits \$50.00 or Less	471		
Electricians	Permits Greater Than \$50.00	543		
Electricians Licensing	Apprentice and Unclassified Licenses	223		

February				
TRANSACTION VOLUME				
<u>Partner</u>	<u>Application</u>	<u>2010 Volume</u>	<u>2009 Volume</u>	<u>Difference</u>
Dept. Natural Resources	Campground Reservations	1,559	1,909	-18.33%
Dept. Natural Resources	Call Center Reservations	132	148	-10.81%
Dept. Natural Resources	Changes and Cancellations	46	63	-26.98%
Dept. of Transportation	DLR Lookup	99,307	108,211	-8.23%
Iowa Bureau of Professional Licensure	License Renewal	3970	2952	34.49%
Professional Licensing Division	Online Renewal	0	0	#DIV/0!
Professional Licensing Division	Admin Tool- Letters of Good Standing	50	49	2.04%
Plumbers & Mechanical Engineers	License Applications	149	1145	-0.87
Electricians	Permits \$50.00 or Less	316		
Electricians	Permits Greater Than \$50.00	504		
Electricians Licensing	Apprentice and Unclassified Licenses	218		

NOVEMBER ADOPTION STATISTICS				
<u>Partner</u>	<u>Application</u>	<u>Online</u>	<u>Paper</u>	<u>Adoption</u>
Iowa Bureau of Professional Licensure	License Renewal	1096	62	94.65%

DECEMBER ADOPTION STATISTICS				
<u>Partner</u>	<u>Application</u>	<u>Online</u>	<u>Paper</u>	<u>Adoption</u>
Iowa Bureau of Professional Licensure	License Renewal	1045	68	93.89%

JANUARY ADOPTION STATISTICS				
<u>Partner</u>	<u>Application</u>	<u>Online</u>	<u>Paper</u>	<u>Adoption</u>
Iowa Bureau of Professional Licensure	License Renewal	596	27	95.67%

FEBRUARY ADOPTION STATISTICS				
<u>Partner</u>	<u>Application</u>	<u>Online</u>	<u>Paper</u>	<u>Adoption</u>
Iowa Bureau of Professional Licensure	License Renewal	3970	389	91.08%



November Existing Project Development Activity				
Partner	Application/Website	Code Rolls	Issues/Bugs	Enhancements
Department of Natural Resources Reservation System	https://eservices.iowa.gov/iowaparks	2	4	27
Department of Commerce - Professional Licensing Division	https://eservices.iowa.gov/licensediniowa/	1	3	6
TOTAL		3	7	33

December Existing Project Development Activity				
Partner	Application/Website	Code Rolls	Issues/Bugs	Enhancements
Iowa Bureau of Professional Licensure	https://eservices.iowa.gov/ibpl/	1	1	3
Criminal & Juvenile Justice Planning - JCSL	https://jcsl.iowa.gov/	1	2	3
Iowa Department of Public Health - Plumbers and Mechanical Sy	https://eservices.iowa.gov/pmsb/	1	2	2
Department of Commerce - Professional Licensing Division	https://eservices.iowa.gov/licensediniowa/	1	2	0
TOTAL		4	7	8

January Existing Project Development Activity				
Partner	Application/Website	Code Rolls	Issues/Bugs	Enhancements
Iowa Bureau of Professional Licensure	https://eservices.iowa.gov/ibpl/	1	1	3
Iowa Department of Public Health - Plumbers and Mechanical Sy	https://eservices.iowa.gov/pmsb/	1	0	6
TOTAL		2	1	9

February Existing Project Development Activity				
Partner	Application/Website	Code Rolls	Issues/Bugs	Enhancements
Iowa Bureau of Professional Licensure	https://eservices.iowa.gov/ibpl/	1	1	0
Iowa State Patrol	http://iowaamberalert.org	1	1	0
Iowa Department of Public Health - Plumbers and Mechanical Sy	https://eservices.iowa.gov/pmsb/	1	0	6
Iowa Department of Natural Resources - Reservation System	https://eservices.iowa.gov/iowaparks/	2	2	4
Iowa Department of Public Safety - Electrical Licensing	https://iowaelectrical.gov/licensing/cgi/dps.cgi?/LicensingApp	3	3	0
Iowa Department of Inspection & Appeals - Boarding Homes	http://boardinghomeregistration.iowa.gov/	1	0	1
GRAND TOTAL		3	2	5

NOVEMBER CONTENT MANAGEMENT ACTIVITY		
Partner	Application/Website	Code Rolls/Maintenance Requests
Community Empowerment	http://www.empowerment.state.ia.us/	6
Iowa Civil Rights Commission	http://www.state.ia.us/government/crc/index.html	8
Iowa Clean Cities Coalition	http://www.iowacleancities.org/	4
IOWAccess	http://iowaccess.iowa.gov/	1
Iowa Persons Directed Care Coalition	http://www.iowapersondirectedcare.org/	1
Iowa Commission on the Status of African Americans	http://www.state.ia.us/government/dhr/saa/index.html	1
Information Security Office	http://secureonline.iowa.gov/newsletters/index.html	1
Iowa Department of Management	http://regassist.iowa.gov	1
Public Employers Relations Board	www.dom.state.ia.us	6
Iowa Agricultural Development Authority	http://iada.iowa.gov/	3
TOTAL		32



December Content Management Activity		
Partner	Application/Website	Code Rolls/Maintenance Requests
Community Empowerment	http://www.empowerment.state.ia.us/	6
Iowa Broadband Deployment Governance Board	http://broadband.iowa.gov/	1
Iowa Civil Rights Commission	http://www.state.ia.us/government/crc/index.html	3
Iowa Clean Cities Coalition	http://www.iowacleancities.org/	2
Office of Energy Independence	http://www.energy.iowa.gov/OEI/index.html	8
Iowa Commission on the Status of African Americans	http://www.state.ia.us/government/dhr/saa/index.html	4
Iowa Department of Management	http://regassist.iowa.gov	15
Governors Office	http://www.governor.iowa.gov/	1
TOTAL		40

January Content Management Activity		
Partner	Application/Website	Code Rolls/Maintenance Requests
Community Empowerment	http://www.empowerment.state.ia.us/	3
Iowa Broadband Deployment Governance Board	http://broadband.iowa.gov/	8
Iowa Civil Rights Commission	http://www.state.ia.us/government/crc/index.html	3
Iowa Clean Cities Coalition	http://www.iowacleancities.org/	6
Early Childhood Iowa	http://www.state.ia.us/earlychildhood/	3
Office of Energy Independence	http://www.energy.iowa.gov/OEI/index.html	9
Administrative Rules	http://www.adminrules.iowa.gov/	1
Iowa Business and Regulatory Assistance Network	http://regassist.iowa.gov/business_resources/enviro_n_assistance/	1
State Records Commission	http://www.iowasrc.org/	2
Iowa Commission on the Status of African Americans	http://www.state.ia.us/government/dhr/saa/index.html	4
Iowa Department of Management	http://regassist.iowa.gov	7
Governors Office	http://www.governor.iowa.gov/	1
TOTAL		48

February Content Management Activity		
Partner	Application/Website	Code Rolls/Maintenance Requests
Community Empowerment	http://www.empowerment.state.ia.us/	2
Iowa Broadband Deployment Governance Board	http://broadband.iowa.gov/	1
Iowa Civil Rights Commission	http://www.state.ia.us/government/crc/index.html	9
Iowa Clean Cities Coalition	http://www.iowacleancities.org/	4
IOWAccess	http://www.iowa.gov	2
Iowa Business and Regulatory Assistance Network	http://regassist.iowa.gov/business_resources/enviro_n_assist	1
State Records Commission	http://www.iowasrc.org/	1
Iowa Commission on the Status of African Americans	http://www.state.ia.us/government/dhr/saa/index.html	3
Iowa Department of Management	http://regassist.iowa.gov	9
Governors Office	http://www.governor.iowa.gov/	1
TOTAL		33

DECEMBER					
NEW PROJECTS THAT HAVE GONE LIVE					
Partner	Project	Project Type	URL	Date	Description
Iowa Department of Human Right	Deaf Services Web site Redesign 2009	Static Web site	http://www.deafservices.iowa.gov/	12/8/09	This Web site was redesigned with a fresh look and feel. There Web site now uses video off the homepage to better communicate to their audience.
Iowa Department of Public Health	Early Childhood Iowa - Professional Development Sub Site	Static Web site	http://www.earlychildhoodiowa.org/professionaldevelopment/	12/15/09	The Professional Development sub site was added to the existing Early Childhood Iowa Web site using the same design template. As part of this project, the Early Childhood Iowa Web site was recreated in Dreamweaver so that the partner could better manage their Web site.
Iowa Department of Mangement	Department of Management Map Conversion	Static Web site	www.dom.state.ia.us/	12/14/09	Added a static map to the DOM Web site that has links to contact information to local resources.

February					
NEW PROJECTS THAT HAVE BEEN COMPLETED					
Partner	Project	Project Type	URL	Date	Description
Department of Inspections & Appeals	Boarding Home Registration	Dynamic	http://boardinghomeregistration.iowa.gov	2/1/2010	Allows all Iowa boarding home owners to register with the Department of Inspections & Appeals
Department of Management-Community Empowerment	First Years First Static Website	Static	http://www.firstyearsfirst.org/	2/8/2010	A new static Web site that highlights the First Years First program.
Iowa Board of Medicine	Board of Medicine Static Website Redesign	Static	http://medicalboard.iowa.gov/	2/23/2010	A brand new design with a fresh new look and improved content navigation
Department of Administrative Service	Bid Opportunities Change Request	Dynamic	http://bidopportunities.iowa.gov/	2/26/2010	A series of enhancements were implemented to the existing application.

No projects were completed in November 2009 or January 2010



IOWA INTERACTIVE POST-PROJECT SURVEY RESULTS FOR PROJECTS LAUNCHED SINCE JANUARY 1, 2010

The survey results represented in this report reflects projects that have gone live in 2010. For a compilation of survey results from the previous year please see the attached Iowa Interactive Annual Report.

Agencies Responding	
Department of Management-Community Empowerment	
Department of Inspections & Appeals	
Projects	
First Years First Static Website	
Boarding Home Registration	
Project Role	
Project Manager	1
Business Manager	0
Technical Contact	0
Director/Executive Sponsor	1

Areas of Satisfaction	Satisfaction Rating (1=poor, 5=excellent)					Average Score
	1	2	3	4	5	
Treated respectfully by Iowa Interactive staff					2	4.9
Understood the process your project was to go through				1	1	4.3
As involved in the process as you wanted to be				1	1	4.9
Kept informed of project's progress				1	1	4.5
Iowa Interactive met their commitments to the project timelines				1	1	4.4
Quality of product (application or web site)				1	1	4.7
Timely responses of Iowa Interactive staff to requests/ messages				1	1	4.9
Iowa Interactive demonstrated expert knowledge in web design & development				1	1	4.9
TOTAL	0	0	0	7	9	4.7



How did you learn about Iowa Interactive?	
Another government employee	
Supervisor	
Past experience	2
Public information officer	
Iowa Interactive presentation	
State IT committee	
Web site	
Other	
Would you choose to work with Iowa Interactive again?	
Yes	2
Maybe	
No	