NOTICE OF PUBLIC MEETING
Pursuant to Iowa Code §21.4
DEPARTMENT OF ADMINISTRATIVE SERVICES
IOWACCESS ADVISORY COUNCIL
Wednesday, March 10, 2010 1:00 PM – 4:30 PM
NOTE: To conserve time and expense, many of the Council members will be participating via online conferencing. If you wish to participate online, contact Malcolm Huston, IOWAccess Manager, at 515-281-0393. If you wish to participate in person, this meeting will be coordinated from Hoover Bldg., B Level Conference Room 3.

1.	Introductions, Approve November Minutes *Richard Neri, Chair*	
2.	Iowa Interactive Project Update *Tracy Smith, Iowa Interactive*	
3.	IOWAccess Projects and Projections Spreadsheets/Monthly Report *Malcolm Huston, IOWAccess Manager*	
4.	ITE - Enterprise Licensing System-1-Scope Analysis *Malcolm Huston, IOWAccess Manager*	**35,000**
5.	DOM - American Recovery and Reinvestment Act Change Request *Jon Murphy, Governor's Office*	**$115,000**
6.	ITE- CyberSecurity Education and Awareness Training-2&3-Design & Implementation *Jeff Franklin, Information Technology Enterprise*	**$80,000**
7.	CSAC - College Student Aid Portal Administrative Web Application and Enhancements-1-Scope Analysis *Julie Leeper, College Student Aid Commission*	**$30,000**
8.	ITE Project Updates *Mark Uhrin, Information Technology Enterprise*	
9.	Wrap Up And Adjourn *Richard Neri, Chair*	

D r a f t

Note: To conserve time and expense, Council members were offered the opportunity to participate in the meeting via online conferencing. Those who chose to participate in person did so from the Hoover Building, Level B, Conference Room 2.

Present: Richard Neri*, Barb Corson, Kathleen Richardson, Terrence Neuzil*, Tom Gronstal*, Randy Nyberg*, Terri Selberg*, Kelly Hayworth*, Sheila Castaneda*, Dawn Ainger, Herb Copley*, Dan McGinn*

Absent: Beth Baldwin

Guests: Wayne Middleton, Jodi Evans, Teresa McMahon, Jon Murphy, Kent Hartwig, Darrell Fremont, Rich Johnson, Mark Uhrin, John Gillispie, Malcolm Huston, Jeff Van Engelenhoven, Deb McDaniel, Sue Ging, Deb Krueger, Amelia Adkins, Mary Hadd, Diane Van Zante

               * Online/by phone

Council Chair, Richard Neri, opened the meeting at 1:05 p.m. and noted that a quorum of members was present.

1. Introductions, Approve Minutes, 2010 Meeting Schedule – Richard Neri.
   Members and guests introduced themselves. Terrence Neuzil moved approval of the September 9, 2009 meeting minutes; Sheila Castaneda seconded the motion. An oral vote was taken; the minutes were unanimously approved as written. Calendar year 2010 meeting dates were proposed and generally accepted:

   January 13, 2010
   March 10, 2010
   May 12, 2010
   July 7, 2010
   September 8, 2010
   November 10, 2010

2. Iowa Interactive Project Update – Wayne Middleton, Iowa Interactive.
   In September, transaction volume for the campground reservation application was down a bit compared to last year. This is part of the normal trend for this time of year. Driving record queries were up about 13% compared to the same period last year. Projects that went live in September: Driver's license lookup change request, Iowa Clean Cities Coalition website, and the Insurance Division Office of Consumer Advocacy website. In October, campground reservations were down, likely due to the weather. Driving record queries were up 5% compared to last year. Ninety-five percent of all professional licenses renewed in October

were completed online. Projects that went live in October: Iowa Board of Regents website redesign, Governor's Office website redesign, and the IOWAccess website redesign.

3. IOWAccess Projects and Projections Spreadsheets/Monthly Report – Malcolm Huston. The Legislature generally appropriates one million dollars to the IOWAccess fund. Normally, the money is received in installments of $83,000 for each of the first three months of the fiscal year, with the remainder received the fourth month. This year, the fund received $83,000 the first two months and the remaining amount in September. Unobligated funds currently stand at $830,000. More than $900,000 is being requested for projects under consideration today.

4. State Historical Society of Iowa (SHSI) - State Historical Society Museum Content Management System – Request for Full Project Funding ($20,235) – Jodi Evans, SHSI. This item was tabled from the September IOWAccess Advisory Council meeting. The State Historical Society is interested in purchasing a museum specific content management system to make content and images available online. Online content would allow public viewing of the approximately 115,000 items that are not on exhibition, such as fossils, political campaign buttons, fine art, furniture, cars, paintings, clothing, etc. The Society is trying to create a snapshot of life in Iowa at any given time. Sheila Castaneda moved approval of the requested funds. Barb Corson seconded the motion. An oral vote was taken; the motion was approved unanimously.

5. ITE-American Recovery and Reinvestment Act (ARRA) Project – Execution Change Request ($175,000) – Teresa McMahon, Department of Management and Jon Murphy, Governor's Office.
Jon informed the Council that Teresa and he serve as co-leads for the implementation of ARRA (federal stimulus money initiative) for the State of Iowa. Transparency and accountability are major components of the program. A group has been formed to help ensure adherence to the numerous and complex requirements. The ITE team has worked long hours and days to fulfill the reporting requirements. The Council initially approved funding of $125,000 which paid for development of the reporting application, the collaboration application, and the ARRA website (www.iowa.gov/recovery). The website specifies what funds have already been obligated, to whom, and what monies have already been expended. The project is ongoing, so requires additional funds to build on the success that has already been achieved and to make Iowa's application one of the best in the nation.

Discussion:
Q: Is the additional work needed to meet federal requirements or is it something that would be nice to do or makes sense to do?
A: Reporting and the website are required. We must have a reporting application and a website.
Q: From this point forward, is it optional or required?
A: The reporting application that has already been built needs to be modified. We want to move beyond the website to more of a dashboard that allows citizens to drill down to a greater level of detail. The reporting application and website need to be enhanced.

Council member (C): Having received ARRA funds, I am familiar with the reporting requirements. The federal government is concerned about transparency. Some of the IOWAccess funds may have been used to facilitate State reporting to the federal government. It is not the mission of this Council to fund that type of activity. Having spoken to personnel at the Governor's Office and the Ethics and Campaign Disclosure Board Office with regard to the Council's role in reviewing funding requests, both entities indicated that it is within a Council member's right to seek more in-depth information. Two requests for additional information have gone unanswered by ITE. The website wasn't really for the citizens of Iowa, it was a mandate from the federal government.

Presenter (P): The data that was uploaded to the federal site is data that is intended for Iowans and people all over the country. Building the reporting application enabled our data to be uploaded to the federal site. It was to meet a mandate, but also to build the transparency and accountability that is required.

C: It shouldn't be that costly to prepare for the second reporting period.

P: No IOWAccess funds went to the Department of Management. All of it was spent on ITE related activity and ITE did a thorough job of detailing how it was spent.

C: Prior to approval of additional funds, we should know what is being planned.

P: It is difficult to know what the changes will entail. We are building the dashboard as we go. Part of the process is hindered by the urgency of the project.

C: The Council seeks the same transparency that the federal government does. We have no indication how the first $125,000 was spent and have asked for that detail.

P: I know that information is available. There is more of a plan now than there was at the time of the initial request.

C: The Council requires fairly specific plans from all of its grantees and is accustomed to seeing details, but hasn't received that information. This is out of the ordinary, not the way the Council typically conducts business.

Q: What is the going rate per hour for work?

A: $113.00 per hour; that is the cost to provide the service, not the employee's hourly wage.

C: Based on an estimate of 1200-1500 hours of additional work, the math does not work out to $113.00 an hour.

C: Requirements and a test plan are needed to ensure the money is well spent. Without a plan, it is difficult to know how the money will be utilized. The Council needs the same transparency that the State provides to the federal government. There is no indication how the $175,000 will be spent, which is especially important when state agencies are experiencing drastic cuts.

P: We will work with you to supply the information that you seek. A major component of this project is accountability and transparency for Iowans. When the Federal Recovery Act was passed, it was done so with a set of huge expectations.

C: I would be more comfortable approving the requested funds after we see a plan.

C: Why wasn't this group required to bring a plan, similar to all of the other applicants? This seems like an additional amount for an entirely new project.

C: The concern is that we gave the first grant based upon the urgent reporting timeline. That turned out to be a good decision. The Council is concerned that $175,000 is being requested without any indication how it will be spent.

NOTE: Dawn asked to see documentation from the first award ($125,000) to review how that money was utilized.

C: I don't feel that I have enough information to make a decision. It is not clear what the federal government requires.

Malcolm suggested that the sponsors be given an opportunity to provide additional documentation and to present it at the next Council meeting.

P: The project that IOWAccess already approved is very important. The funding made a colossal difference. This project is absolutely essential and unique because of the way it exhibits transparency between the State and the federal government. It lets Iowans see how these dollars are being spent. Please provide more direction on the type of documents you want to see; there was no indication of that requirement prior to this.

P: By creating the application in-house, we have utilized the funds in a much more cost effective manner. There is an amazing group of people here in ITE.

C: Please furnish the plan, the hours, and the design documents, etc.

P: All of that information is available.

C: The Council has never audited projects that are already complete and it is not attempting to do that now. There is no problem with the project itself, it simply lacks detail as to how the funds will be used. Based on that, if the sponsors would reapply and provide more detail, the Council would be happy to entertain the request and give it due diligence.

Kelly Hayworth moved that the request be tabled to the next meeting; Terrence Neuzil seconded the motion. An oral vote was taken. The Council cast a unanimous vote to table action on this matter.

At this time, Dan McGinn joined the meeting. For clarification purposes, it should be noted that Dan did not cast any votes prior to this point in the agenda.

6. Iowa Department of Veterans Affairs (IDVA)-Dynamic Forms – Request for Execution Funding ($96,276) – Kent Hartwig, IDVA.
Approximately one year ago, Iowa Interactive designed a new website for the Department of Veterans Affairs. It is one of the best in the nation. IDVA has applications for many state benefit programs and wants to add interactive, dynamic forms to the site. The estimate for implementation is 852 hours at $113.00/hour.

Benefits:
- Will expedite applications and the entire process
- Veterans are an increasingly technologically savvy population and some prefer completing applications online
- IDVA anticipates up to 750 veterans and counties will utilize the online applications annually
- Counties will be able to apply for benefits while the veteran is in their office
- Searchable database will allow IDVA to have an updated address for veterans and will be able to identify veterans from a certain demographic, allowing IDVA to send them updated benefit information.
- Reduces margin of error for processing application

Dawn asked that the design documents be mailed to her. Statistically speaking (looking at the numbers), Dawn believes this project stands a high chance of success.

Dawn Ainger moved approval of $96,276 for the Department of Veterans Affairs project; Terri Selberg seconded the motion. An oral vote was taken. The motion was unanimously approved.

7. Iowa Department of Veterans Affairs (IDVA)-Dynamic Forms – Request for Hosting Funds ($3,600) – Kent Hartwig, IDVA.
   This is simply a separate request for first year hosting funds for the project discussed in agenda item number six. Dawn Ainger moved approval; Dan McGinn seconded the motion. An oral vote was taken. The motion was unanimously approved.

8. Iowa Child Advocacy Board (ICAB)-ICAB Online – Execution Change Request ($295,900) – Darrell Fremont, Information Technology Enterprise and Dick Moore, ICAB.
   A change request is being submitted because of a change to the business requirements of the application discovered during requirements gathering, resulting in added complexity. The first estimate was to code a web service, but the web service design did not work with the Laserfiche product, so we had to design an interface to make the process completely paperless. One of the goals of this project is to recruit more volunteers to provide a safety net for the child welfare system and to make each volunteer's job easier by providing instant access to the information he/she needs. Another goal is to move ICAB into the current era and reduce reliance on paper based systems. The project should be code complete the second week of December. In January, it will be ready for the customer to test. July 1 is the anticipated go live date.

   Barb Corson moved approval; Dawn Ainger seconded the motion. An oral vote was taken. The motion was unanimously approved.

9. Legislative Services Agency (LSA) - Iowa Code and Rules Easy Navigation and Search – Request for Execution Funding ($325,000) – Rich Johnson, LSA and Jeff Van Engelenhoven, LSA.

   Before proceeding with this item, roll call was taken to verify attendance. All previously participating members responded, with the exception of Herb Copley.

   LSA's ultimate goal is to improve citizen access to and understanding of the relationship between the Iowa Code and the Iowa Administrative Rules. Having already completed the scope analysis and planning phases, today's request is for execution funds and will be used to create a uniform index for the Iowa Code and the Iowa Administrative Rules and to develop enhanced electronic indexing capabilities. A unified index will allow a user to query by topic or term and greatly improve the end users search and browse experience.

   Q: What will be created?
   A: A user interface between the Iowa Code and the Iowa Administrative Rules.

Q: How long will it take to implement?
A: The last phase should be complete by February, 2011.
Q: Who is going to do the work?
A: A combination of LSA computer services staff, subject matter experts in the Iowa Code office, and contractors.
Q: Who primarily uses this system?
A: Any citizen could use the system. Executive branch agencies would be one user group.

Project costs include:
- Conversion of existing indexes
- Web application development
- Search integration and content indexing
- Custom document collections APIs
- Web based testing tracking
- Project management
- Documentation

The total cost of this project is $965,000. LSA is requesting only partial project funding of $325,000 from the IOWAccess fund.

Additional discussion:
Council member (C): The Council has expressed frustration in not knowing what projects are coming around the bend. We have talked about ways to mitigate that risk, but not found a solution. At a recent meeting where I was present, there was some discussion of approaching the IOWAccess Advisory Council for funds for an electronic health records project that includes an approximate nine-to-one federal/state match. If the State can't supply the match, the State won't get the federal funds. That is going to be very difficult. The Council may want to consider whether it is prudent to allocate a large amount such as this and risk not having funds available for projects with lucrative matching dollars.
C: Private medical information is not in line with the Council's mission. It is not citizen access to government information.
Q: Did the Council previously fund a search engine?
A: The only search engine funded by the Council was the Google application on the State of Iowa website.
P: If there are any, LSA is interested in knowing.
C: In this economy, it is important to look at projects that have the most merit.
C: The Council is looking at possible prioritization processes.

Roll call was taken to verify attendance. Those responding were Richard Neri, Barb Corson, Kathleen Richardson, Terrence Neuzil, Tom Gronstal, Randy Nyberg, Kelly Hayworth, Sheila Castaneda, Dawn Ainger, Dan McGinn, and Terri Selberg.

Barb Corson moved approval of the funding request; Kelly Hayworth seconded the motion. An oral vote was taken and verified by the meeting recorder, as follows:

Nays – Dawn Ainger

Abstentions – None
Ayes – All others

The motion carried.

Mary Hadd, ITE, reported some late breaking news. The Department of Public Safety held a press conference earlier today to announce the launch of the new sex offender website. Credit was given to IOWAccess for funding the project.

At this time, Kelly Hayworth disconnected from the call.

Council members were granted a short break; the meeting subsequently resumed at 3:58 p.m.

10. ITE Project Updates – Mark Uhrin, Information Technology Enterprise.

Agency	Project Short Name	Status
Department of Public Safety	DPS-Criminal History Online-2-Execution	Customer's vendor has additional issues to correct in the data delivery. Once completed, we will complete screens to move application to the new E-Payment provider. This will be the first project to use the new processing service.
Information Technology Enterprise	ITE-School Alerts Notification System-3-Hosting	School Alerts continues to grow and be used on a widespread basis. 233 School Districts enrolled with 20,552 Users. For new school year starting 8/09 we have sent 133 notifications. There were 69,789 mailings generated for the new school year. Added geographical presentation of school alert data. Looking into phone based notifications via another vendor. That could be an added service or a subscription service.
County Real Estate Electronic Government Advisory Commission	LOC-County Real Estate Electronic Government Advisory Committee Web Application-3-Implementation	Application live. Provide support to the customer as requested.
Department of Public Safety	DPS-Iowa Sex Offender Public Registry-3-Implementation	Target move to Production on November 3rd.
Office of the Governor	IGOV-OpenUp.Iowa-3-Execution	Continue to make progress on administration and submission of applications. Targeting code complete for December.
Veterans Affairs	IDVA-Dynamic Forms-2-Planning	Planning completed. Execution request pending
Iowa Child Advocacy Board	ICAB- ICAB Online-3-Execution	Continuing toward an end of Sept code completion.
Department of Human Rights	DHR- Weatherization Assistance Program-1,2,3 -Development	Customer user acceptance testing has been completed. Waiting for customer to return from leave for final signoff and move to Production.

Information Technology Enterprise	DAS-American Recovery and Reinvestment Act(ARRA) Recovery Website–1 & 2-Scope Analysis & Planning	Completed submission of first live reports to Feds. Collaboration application has been presented to customer for testing. Beginning enhancements to simplify reporting processes and reduce submitter errors.
Information Technology Enterprise	DAS–Transparency: Searchable Budget Database-1-Scope Analysis	No progress.
Iowa College Student Aid Commission	CSAC-College Student Aid Portal–3-Execution	Provided initial deliverables in accordance with schedule and functionality. Continuing to work on integration of disparate applications.
Department of Management	DOM-Local Government and Annual Report Database-Expansion to School Districts-1-Scope Analysis	Continuing to work with customer on documenting current processes and reports.

11. DRAFT IOWAccess Advisory Council By-Laws Update – Beth Baldwin, Committee Chair. Members should have received a copy of the most current draft earlier this week. In Beth's absence, Sheila Castaneda provided an update. The committee listened to the recommendations voiced at the last IOWAccess meeting. As a result, language calling for 50% of funds to be used for enterprise projects was deleted and other minor changes were implemented.

    Tom Gronstal moved approval of the by-laws with noted changes; Barb Corson seconded the motion. An oral vote was taken and verified by the meeting recorder, as follows:

    Nays – None
    Abstentions – Dawn Ainger
    Ayes – All others

    The motion carried.

12. Wrap Up And Adjourn – Richard Neri, Chair.
    The next meeting is scheduled for January 13, 2010.

    Council members were asked to comment on the use of online conferencing for today's meeting. Feedback was favorable.

    There being no further business, the meeting adjourned at 4:12 p.m.

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

Partner	Application	2009 Volume	2008 Volume	Difference
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

Partner	Application	2009 Volume	2008 Volume	Difference
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

Partner	Application	2010 Volume	2009 Volume	Difference
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

Partner	Application	2010 Volume	2009 Volume	Difference
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				
Partner	Application	Online	Paper	Adoption
Iowa Bureau of Professional Licensure	License Renewal	1096	62	94.65%

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

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

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

iowa interactive

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	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/environ_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/environ_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 Empowerent	
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	

IOWA INTERACTIVE

ANNUAL REPORT

January 2009 – December 2009

Executive Summary

Iowa Interactive has been providing Web design and/or application development services to the State of Iowa since 1997. Over the years the portal has grown and morphed to a point where it is now seen as a viable resource for Iowa government entities in achieving their eGovernment goals. This report highlights accomplishments during the past calendar year.

The report focuses on the Post Project Survey Results for 2009, new projects that have gone live, and the minimum cost avoidance to agencies who have chosen to work with Iowa Interactive.

2009 Portal Facts

During the 2009 calendar year Iowa Interactive has:

- Invested approximately 15,225.50 hours in development and project management activities for the State of Iowa. This equates to a minimum cost avoidance to the State of Iowa of $1,772,400.46 in development and project management alone.

- Completed 35 new projects: 28 static sites, four dynamic sites, and three end-to-end applications.

- Performed approximately 946 content management code rolls.

- Deployed 151 enhancements to existing applications.

- Processed approximately 1,383,552 transactions through the various transaction-based applications. This does not include transactions associated with free access to Driver License Record Abstracts.

- Handled approximately 2,972 customer service phone calls. (Note: Data only available from June-December)

- Managed approximately 1,750 users within 831 active accounts with access to Driver License Record Abstracts.

2009 Transaction Totals

Service	2009 Volume
Department of Natural Resources Online Reservations	31,577
Department of Natural Resources Call Center Reservations	4,040
Department of Natural Resources Reservation Changes and Cancellations	3,465
Department of Transportation Online Driver License Records	1,277,285
Iowa Bureau of Professional Licensure Online Renewals	12,718
Professional Licensing Division Online Renewals	11,218
Professional Licensing Division Letters of Good Standing	568
Plumbers & Mechanical Engineers License Applications	26,812
Electricians Permits	14,997
Electricians Online Licensing	872

2009 Post-Project Survey Results

The following survey results are collected from project participants immediately after the launch of a new project. Participants from agencies include the project sponsor, project manager, and subject matter experts. This is a compilation of all results for the calendar year 2009.

Agencies Responding
Department of Administrative Services
Department of Human Rights
Department of Human Rights
Department of Management
Department of Public Health - Environmental Health
Department of Public Safety
Department of Public Safety
Department of Revenue
Governor's office
Governor's Office of Drug Control Policy
Human Rights
Iowa Agricultural Development Authority
Iowa Communications Network
Office of Auditor of State
Office of Energy Independence

Projects
Auditor Of the State Web Site Redesign
Broadband Governance Board 2009 Site Creation
Criminal and Juvenile Justice Planning Detention Center Application
Department of Management 4 web sites redesigns
Electrical Licensing and Administrative Tool Project
Electrical Permits and Inspections Online Request and Administrative Tool
Governor's Website Redesign
Iowa Agriculture Development Authority Website redesign
Iowa Clean Cities Coalition Static Web Site
Iowa Collaboration on Youth Development Website
Iowa Property Assessment Appeals Board Static Website Update
Iowa Statewide Interoperability Communications System Board Website
IOWAccess Advisory Council Website Redesign
Life or Meth Website Redesign
Made in Iowa Web Site Redesign
Office of Drug Control Policy Website Redesign
Plumbing & Mechanical Licensing & Administrative Tool Project

Project Role	
Project Manager	18
Business Manager	0
Technical Contact	1
Director/Executive Sponsor	4
Other	1

Areas of Satisfaction	Satisfaction Rating (1=poor; 5=excellent)					Average Score
	1	2	3	4	5	
Treated respectfully by Iowa Interactive staff				1	23	4.9
Understood the process your project was to go through		1	1	5	17	4.6
As involved in the process as you wanted to be				4	20	4.8
Kept informed of project's progress	1			3	20	4.7
Iowa Interactive met their commitments to the project timelines	1		2	4	17	4.5
Quality of product (application or web site)			2	3	19	4.7
Timely responses of Iowa Interactive staff to requests/ messages				2	22	4.9
Iowa Interactive demonstrated expert knowledge in web design & development				5	19	4.8
TOTAL	2	1	5	27	157	4.7

How did you learn about Iowa Interactive?	
Another government employee	3
Supervisor	5
Past experience	13
Public information officer	0
Iowa Interactive presentation	0
State IT committee	3
Web site	0
Other	0

Would you choose to work with Iowa Interactive again?	
Yes	21
Maybe	2
No	1

Please explain your choice to or not to work with Iowa Interactive again.
Chris Brommel has done a great job, but we are 4 months into the program and 6 months from original start date with much to be done on the program before it is complete. The working relationship with II is much better with Chris and there is graet value in the progress we have made since his start date.
Rick was a great person to work with. He was in constant contact and provided the updated information. If there was ever a concern, the agency was contact and helped.
Very easy to work with, and it's great to create a useful product free of charge!
Considering plans to expand to other licensing programs within the EH Division.
Iowa Interactive was able to create a functional licensure program for our board under a very tight and very limited time schedule. Communication remained open at all times and the overall experience has been great.
If I had the choice...No. However, since the cost of work is included in our IT utility fees, it's the choice we make given limited funds. Unfortunately we sacrificed timeliness for no cost.
Absolutely, they were so helpful during our website re-design and the final outcome was exactly what we had envisioned.
Very professional and expedited our requests with excellent results.
Very easy to work with, very organized, and great communication.
There could be opportunities to further develop webtools for the website. II could be a good partner.

Additional Comments
We are very happy with our website and have already received favorable comments about the design and content. Rick was alwyas helpful when we had questions!
Despite my technical ignorance, I was always treated respectfully by Iowa Interactive, and I learned a lot. I worked with Scott, Chris and Polly on this project. They are excellent.
Thank you for providing such a valuable resource to our agency!
The benifit with II is the ability to create a program that fits our needs. The disadvantage is we are a long way from seeing the final product. This survey was completed before the code changes in question went to production.
I will be contacting Iowa Interactive soon for another project.
Rick and his colleagues have been very responsive to our needs, concerns, and feedback and should be commended on their ability to adjust to changing demands with the development of a brand new program. Same can be said for Tracy and Wayne, this has been a solid working relationship and we look forward to the continued success of the project.
There is no doubt the licensure process would not have advanced as quickly and smoothly as it has without our Iowa Interactive Project Manager Rick Rosno and the excellent development team behind the scenes.
Iowa Interactive has to figure out a way to deliver its products in a timely manner. To take 13 months to redesign the DOM site and its subsidiary sites was way out of line. All of the content was either the same or already created. It's a static site so it didn't require extraordinary programming. Feedback on the DOM end was always timely so it had nothing to do with the customer dragging their feet. The people at IA Interactive are friendly and professional but in the end that doesn't matter when delivery time is way too long.
We actually started this redesign project with Iowa Interactive over 2 years ago. It seemed people would change, etc. & nothing ever happened. When Janet showed up & took over, it was a short period of time to completion. I commend her interest in the project Jeff Ward Executive Director Iowa Ag Development Authority
Janet & Polly were so helpful through the whole process. They made all requested changes down to the formatting, and kept us informed on the progress. We are so pleased with the final website and very excited for our customers to be able to more easily navigate through our programs and applications. Thank you so much for your help!
Great Job!!! I am very pleased. I sincerely appreciate the extra effort to get this done so quickly.
Great teamwork and methodology.
The original project manager from Iowa Interactive was very ineffective. The change to a new project manager made this project successful.
Well done. I appreciated project staff's patience since we moved more slowly than anticipated.
While Kathleen was working on the project, I would not have responded in the same way. It was terrible working with her. However, once Rick took over, it was fantastic. He and Polly both are wonderful to work with, helpful, knowledgable, creative and willing to do whatever we ask of them. It was a pleasure working with them!
Thanks for the effort. We really appreciate Molly and Janet's efforts.

Projects Completed between January and December 2009

The following is a list of new projects Iowa Interactive completed and which went live during the 2009 calendar year. The Minimum Cost Avoidance calculation is based on the Information Technology Enterprise rate of $116.41 per hour. This rate is less than the typical market rate, so the cost avoidance would be even greater if using the market rate. The hours that are reported are only development and project management hours. Hours associated with customer support, management, and system administration are not captured.

New Static Web Sites

Iowa Youth Congress

The Iowa Division of Latino Affairs worked in collaboration with the Status of African Americans, the Commission on the Status of Asian and Pacific Islanders Heritage, Sisters on Target and Diversity Focus to create the Iowa Youth Congress Web site. The purpose of this project is to evoke a sense of community and place, as well as inspire the coming generation with hope. For every 147 minority students in a given target school, one representative is elected to the 100 member Youth Congress.

Hours invested by Iowa Interactive: 30.50

Minimum Cost Avoidance to the Agency: $3,551

Department of Inspections and Appeals Pro-Foods Safety

This Web site is designed to serve the needs of food safety regulators. The site provides factual information for use with local food establishment operators.

Hours invested by Iowa Interactive: 58.75

Minimum Cost Avoidance to the Agency: $6,839

The Iowa Commission on the Status of Women

This Web site was given a fresh, new look. The information was restructured so constituents may navigate through its content more easily.

Hours invested by Iowa Interactive: 316

Minimum Cost Avoidance to the Agency: $36,786
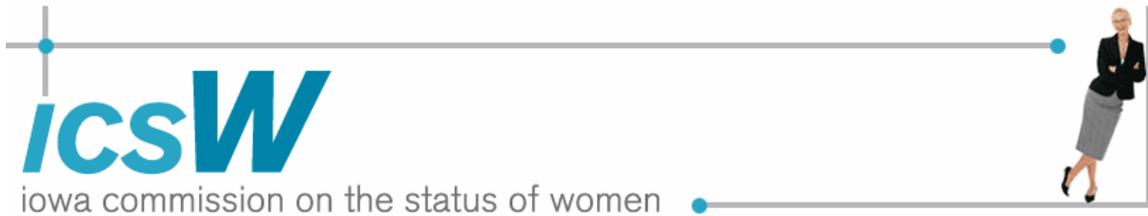
Iowa Board of Regents

This was a static Web site redesign with a fresh new look and navigational structure.

Hours invested by Iowa Interactive: 88

Minimum Cost Avoidance to the Agency: $10,244

Iowa Department of Revenue

The main portal site for the Department of Revenue was redesigned with a fresh, new look and to allow for greater effectiveness in allowing consumers to access the information relating to the agency.

Hours invested by Iowa Interactive: 423.25

Minimum Cost Avoidance to the Agency: $49,271

Governor Chet Culver's Web Site

A total redesign of the governor's Web site incorporates some Web 2.0 social mediums, such as Twitter and Flickr, as well as new information architecture. A mobile version of the site was also part of the redesign.

Hours invested by Iowa Interactive: 122

Minimum Cost Avoidance to the Agency: $14,202

Iowa State Historical Society

This was a total redesign of this Web site. In addition to a new look and feel the site features a lot of rich content.

Hours invested by Iowa Interactive: 203

Minimum Cost Avoidance to the Agency: $23,631

Iowa Department of Management

This was a consolidation of look and feel among four sub agencies within the Department of Management. The project consisted of redesigning the main portal page, the Grant Enterprise Management Web site, the Office of Lean Enterprise Web site, and the Division of Community Empowerment Web site.

Hours invested by Iowa Interactive: 851

Minimum Cost Avoidance to the Agency: $99,065

Iowa Agricultural Development Authority

This was an update to the site's navigational structure and content. A few new design elements such as menu drop downs were also added.

Hours invested by Iowa Interactive: 26

Minimum Cost Avoidance to the Agency: $3,027

State of Iowa Auditor

This was a redesign that focused on making the site 508 compliant, as well as streamlining the content.

Hours invested by Iowa Interactive: 58

Minimum Cost Avoidance to the Agency: $6,752
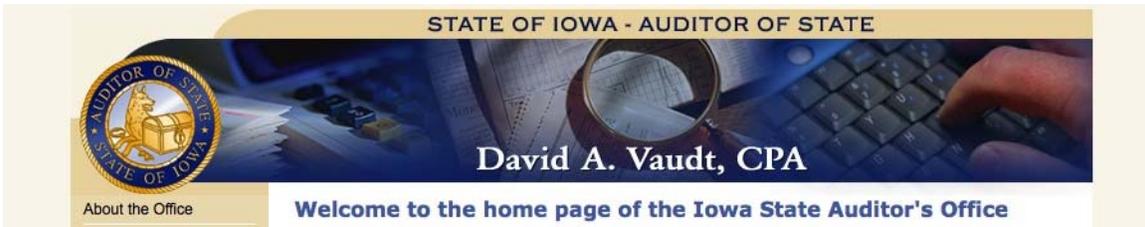
Property Appeals Assessment Board

The redesign focused on a fresh, new, modern look and feel with updated content.

Hours invested by Iowa Interactive: 55

Minimum Cost Avoidance to the Agency: $6,403
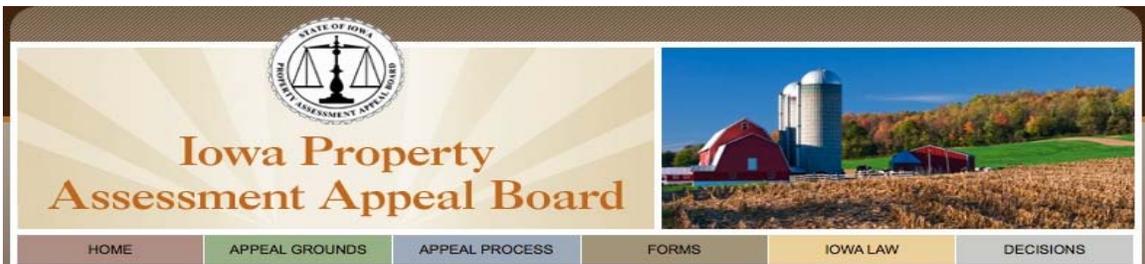
Iowa Clean Cities Coalition

This was a completely new Web site for the Iowa Clean Cities Coalition, which is run by the Office of Energy Independence.

Hours invested by Iowa Interactive: 152

Minimum Cost Avoidance to the Agency: $17,694
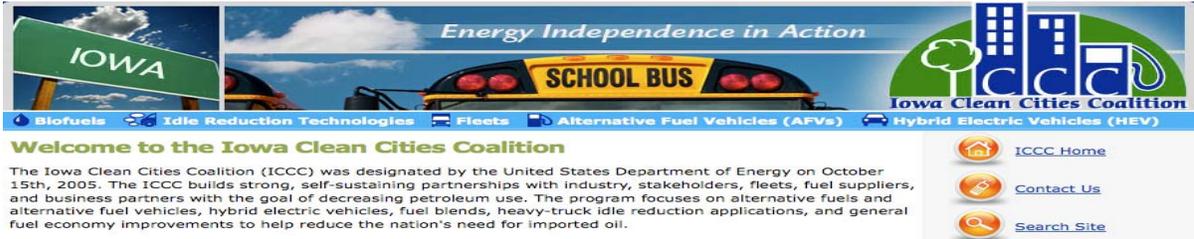
Deaf Services Static Redesign

A redesign of the Deaf Services Web site encompassing new social media tools such as You Tube. Through the new social media Deaf Services hopes to provide better communication to its deaf community and families.

Hours invested by Iowa Interactive: 143

Minimum Cost Avoidance to the Agency: $16,647

Early Childhood Iowa Professional Development

This was a static Web site affiliated with the Early Childhood initiative.

Hours invested by Iowa Interactive: 62

Minimum Cost Avoidance to the Agency: $7,217

Iowa Board of Nursing

This was a redesign that involved streamlining information access and updating content, in addition to providing a new look for the nursing community.

Hours invested by Iowa Interactive: 148

Minimum Cost Avoidance to the Agency: $17,229

Iowa Broadband Static Web site

This is a completely new Web site to support Senate File 376 and broadband deployment.

Hours invested by Iowa Interactive: 81

Minimum Cost Avoidance to the Agency: $9,429

Office of Drug Control Policy Life or Meth Static Web site

This was a redesign of another Web site related to the main Office of Drug Control Policy Web site, focusing on Methamphetamine related issues.

Hours invested by Iowa Interactive: 36

Minimum Cost Avoidance to the Agency: $4,191

Office of Drug Control Policy

This was a brand new design for the Governor's Office of Drug Control Policy. The site features a new look and feel, improved graphics, updated content, as well as a more efficient navigational structure.

Hours invested by Iowa Interactive: 218

Minimum Cost Avoidance to the Agency: $25,377

Iowa Collaboration for Youth Development

This was a static redesign and converting the Web site from a dynamic, database driven site to more of a static site.

Hours invested by Iowa Interactive: 87

Minimum Cost Avoidance to the Agency: $10,128

IOWAccess Static Web site

This is a redesign of the Web site with improved navigation and updated aesthetics.

Hours invested by Iowa Interactive: 119

Minimum Cost Avoidance to the Agency: $13,853

Made in Iowa Static Web site

This was a brand new site affiliated with the Department of Human Rights Division of Latino Affairs.

Hours invested by Iowa Interactive: 20

Minimum Cost Avoidance to the Agency: $2,328

Iowa State Interoperable Communications Systems Board

A new static Web site for the Department of Public Safety that serves as the location for all who will be tracking the status and progress of the Iowa Statewide Interoperable System Board.

Hours invested by Iowa Interactive: 40

Minimum Cost Avoidance to the Agency: $ 4,656
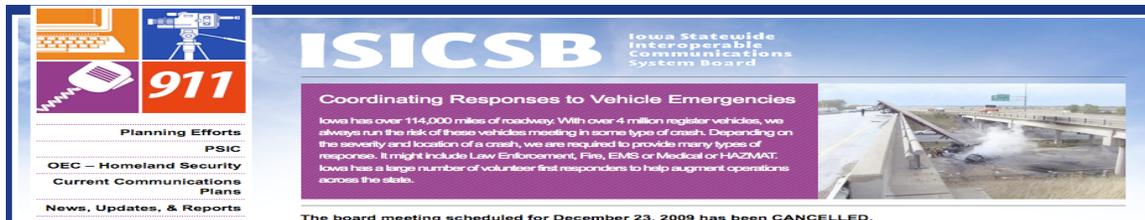
Iowa Insurance Office of Consumer Advocacy

Iowa Interactive built this static Web site to support the new office of Iowa's first Consumer Advocate.

Hours invested by Iowa Interactive: 249

Minimum Cost Avoidance to the Agency: $28,986

Rebuild Iowa

Governor Culver signing Executive Order 7 in 2008 formed this office. This site was built to communicate all rebuilding efforts in the State due to the worst flood in the state's history.

Hours invested by Iowa Interactive: 97

Minimum Cost Avoidance to the Agency: $11,292

American Recovery and Reinvestment Act

In conjunction with the new legislation, states are called upon to show transparency in how the stimulus funds were being distributed. Iowa Interactive worked with the Governor's Office to build this site.

Hours Invested by Iowa Interactive: 58

Minimum Cost Avoidance to the Agency: $6,752

New Dynamic Free Applications

Secretary of State Real Time Election Results

In anticipation of one of the state's largest voter turn out in history, the Secretary of State wanted an application that would track poll results as they came in from the local precincts and present them to the public through a Web browser. This is a full end-to-end solution with an accompanying administrative tool that allows the local precincts to load election results in real time. This site was such a success that at times during election night Iowa's vote tally was ahead of the Associated Press.

Hours invested by Iowa Interactive: 867

Minimum Cost Avoidance to the Agency: $100,927

Iowa State Home Page Redesign

Iowa.gov was redesigned to include more dynamic content as well as some real time feeds from various data sources. It also offers real time Live Support that is provided by the State Library staff.

Hours invested by Iowa Interactive: 845

Minimum Cost Avoidance to the Agency: $98,367

Public Employment Relations Board Health Care Survey

This online survey was developed so the Public Employment Relations Board (PERB) could gather additional health care related information from its contituents. The survey results can be searched online on the PERB Web site.

Hours invested by Iowa Interactive: 693

Minimum Cost Avoidance to the Agency: $80,672

Criminal and Juvenile Justice Planning Detention Center Application

This application is designed to assist Criminal and Juvenile Justice Planning in tracking detention center occupants. This service replaces a manual paper process that was cumbersome and not always efficient.

Hours invested by Iowa Interactive: 110

Minimum Cost Avoidance to the Agency: $12,805

<h1 style="text-align: center;">New Dynamic Transaction Applications</h1>

Iowa Interactive has built three new end-to-end software solutions. Each of these solutions has both a public-facing Web interface and a back end administrative tool for the agency staff to fully manage the licensing and permitting of individuals and entities. Iowa Interactive receives a transaction fee for each transaction processed through the applications. The transaction fees are covered through fees collected from the users. There are no general fund dollars used as transaction fees to the portal.

Department of Public Health Plumbers and Mechanical Contractors Licensing System

The Plumbers and Mechanical Contractors Board was formed as a result of Senate File 224 calling for the licensing and regulation of plumbers, mechanical professionals and contractors. The original estimate was to be anywhere from 8,000 to 12,000 licensees. As of December 31, 2009 there have been over 26,000 plumbers that have registered using the online system.

Hours invested by Iowa Interactive: 618.5 (488 hours was invested in 2008 for a total of 1,106.50)

Minimum Cost Avoidance to the Agency: $72,000 ($56,808 was the value in 2008 for a total of $128,808)

Department of Public Safety Electrical Examining Board Permits and Inspections System

This is a companion application to the licensing system and also the result of the provision in House File 897 which called for all electricians to be subjected to inspections. The application allows inspections to be requested, scheduled, and results compiled within the application.

Hours invested by Iowa Interactive: 378 (894 hours was invested in 2008 for a total of 1291)

Minimum Cost Avoidance to the Agency: $44,003 ($106,282 was the value in 2008 for a total of $150,285)

Department of Public Safety Electrical Examining Board Licensing System

This is a companion application to the permitting and inspections system and also the result of the provision in House File 897, which called for all electricians to be licensed by the state. The application allows electricians to go online and apply for the various classes of electrical licenses.

Hours invested by Iowa Interactive: 655 (238 hours was invested in 2008 for a total of 893)

Minimum Cost Avoidance to the Agency: $76,248 ($27,706 was the value in 2008 for a total of $103,954)

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 February 15, 2010

Project Name Enterprise Licensing System expansion

Requesting Agency DAS-ITE

Is this project in support of a program designated as an Iowa Great Place, pursuant to section 303.3c? No

Project Point(s)-of-Contact *(include name and phone number)* Malcolm Huston; 515-281-0393

Project Sponsor *(include name and phone number)* Mark Uhrin; 515-281-1585

Business Case Justification
Because of provisions in its contract, the commercial off the shelf (COTS) licensing system jointly procured by the licensing boards of medicine, dentistry, and nursing allows for rapid adoption by other boards. Several agencies including Bureau of Professional Licensure, Professional Licensing Division, Department of Public Safety, Iowa Workforce Development, attended a demonstration and discussion session addressing the ability to expand the system to include other agencies. The first step in this consideration of an Enterprise Licensing System is to perform a Scope Analysis resulting in a timeline and cost projection to see if this concept is viable.

Expected Results in this Project The Scope Analysis will provide the State with a timeline for expanding the current licensing project to interested agencies, plus a quotation on expansion costs.

Recipients of this Service The above agencies, their license or permit holders and the public that wishes to research licensees/permit holders.

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	March 2010	April 2010	$35,000
Design			
Implementation			

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

Agencies will provide staff resources for a brief period while the vendor interviews them regarding their specific needs.

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? This project furthers the current Executive Order and anticipated legislation requiring consolidation of information technology services.

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.   Some agencies receive funding through the online provision of licenses, which may offset some of their share of the project costs.

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.
Integration of licensing services will provide citizens a single point of entry when looking to apply for, renew or research licenses and permits issued by the state.

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.
Any citizen that currently receives a license or permit is potentially to gain from this expansion. CY09 figures show approximately 40,000 licenses or permits were applied for from the above agencies. In addition, the media or general public will have simpler, more uniform access to research license/permit holders and any publically available information related to them.

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.

The expansion will replace the current siloed licensing applications with an integrated user experience, whether it be a person being licensed or an object/action being certified or permitted.

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.)

This project is primarily intended to integrate permitting and licensing under a single umbrella that will be available to all state entities.

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.

There is a high chance for success as this COTS package is already in use and field-proven in a number of states and Canadian provinces. Expansion to other agencies will build on the successful implementation by the original three licensing boards.

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.

This cannot be addressed at this stage as estimated expansion costs will not be known until the Scope Analysis is complete.

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.

This provides for extreme transparency in that citizens will go to one common portal to apply for or research either a license, permit or certification. To the citizen, there will be one State of Iowa licensing presence serving all of their needs.

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.

This project expands the reach of a system that is already being put in place to service multiple licensing boards. The expansion replaces segmented, unrelated licensing systems that were developed at different times, using different methods and approaches. Maintenance of the single enterprise solution will be done centrally and the system can be configured to accommodate licensing requirements for additional board without reliance on an outside vendor.

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

Project Name: DOM – American Recovery and   Change request   ARRA-001-2010

Reinvestment Act (ARRA)

Urgency: HIGH

Project Sponsor: Jon Murphy, Director, Iowa Office for State-Federal Relations

Originator: Deb McDaniel – DAS-ITE   **Requested by:**   Deb McDaniel

Date requested: 3/02/2010

Justification

Description of Change Requested: Request for additional Implementation Phase funding

Original estimate for Implementation funding did not include sufficient funding to cover:

1. federally mandated updates and changes that are expected with each reporting period;

2. updates needed to make the reporting application more robust and user friendly;

3. updates to make the reporting website easier for reporting agencies to use when submitting award and report information;

Reason for Change:

4. updates to the recovery website to make it more informational by including testimonials (including 'Faces of Recovery' pictures, videos, etc of persons who have benefitted from ARRA dollars), graphs, charts and pie charts showing the breakdown of ARRA dollars.

5. updates to the reporting application necessary to handle the reporting of 1512 and non-1512 awards.

Proposed Approach to Resolve: Request additional implementation funding of $115,000.00 to be used on the ARRA project through December 31, 2010.

Impact

Impact on Scope:

The original needs required within the implementation phase were not known at the onset of the implementation phase. Complexity of the project has grown and includes the below major revisions:

1. Addition of validations processes to handle the federally mandated DUNS numbers.

2. Updated the reporting application to make the submission process easier for the sub-recipients.

3. Updated the submission application to handle error processing changes implemented by the Federal government

4. Extended scope to include both 1512 and non-1512 awards in the centralized system. This will allow all ARRA related information to be stored in a single data system. The migration away from two systems will greatly reduce potential data integrity issues.

The complexity and functionality of the reporting application has grown due to federally mandated and internally requested changes. Development resources spent over 549 hours to incorporate 149 issues/changes/enhancements into the application.   Additionally, chargeable work was also performed by resources from the Networking, Web Services, Enterprise Services, and Database Services teams.

In addition to the reporting application changes, we needed to spend over 136 hours making changes/updates/enhancements to the submission application.   These changes made the submission process easier and made the correction of errors and resubmission of those corrections a more streamlined process.

The last application on which we spent hours was the collaboration application. The nearly 100 hours we spent making updates to this application allowed us to put the application into production and is now being used as a site where grantors and grantees can view opportunities that might be of interest to them.

Last, while we worked on the changes to the reporting, submission and collaboration applications, we also spent over 115 hours making major updates to both the reporting website and the recovery website. We made the recovery website more robust and user friendly by adding numerous pie charts and graphs (to show the breakdown of the dollars and jobs), screen slides and 'Faces of Recovery' articles highlighting Iowans who have been helped by ARRA dollars. Thousands of visitors view the recovery website on a monthly basis and we are continually making updates to the website.

Project Change Request

Impact on Scope Risk:

The complexity and functionality of the reporting and submission applications grew after the first reporting cycle was completed. The Federal government and the individual states worked together to identify changes that would make the reporting process easier. Without additional funding we will not be able to make the updates required by continually changing Federal guidelines.

Impact on Schedule:

We do have three remaining reporting cycles this year. While we do not anticipate any major changes for the reporting or submission applications nor the reporting or recovery websites, we do need the ability to make any updates quickly as soon as the updates are identified.

Impact on Staffing Effort:

We anticipate we will need to have resources available to work on ARRA changes/updates during the reporting cycles. While their time commitment will probably be sporadic, we will need to have their dedicated commitment until the changes/updates are completed.

Because of the nature of the project, we would like to ask for funding in the amount of $115,000.00 to cover the ARRA project for the remainder of the year.

Impact on Spending:

Additional $115,000.00 is needed to handle any changes/updates that may occur for the remainder of 2010.

Approval

Originator/Date	Project Leader/Date	Sponsor/Date	Customer/Date

Reason for change:

As we know that federally mandated and internally requested changes/updates to the reporting application, submission application, collaboration application, recovery website and reporting website could occur at any time, we need to be prepared to handle those requests quickly and accurately.

Iowa Department of Administrative Services

Government's Partner in Achieving Results

DAS

Chester J. Culver, Governor
Patty Judge, Lt. Governor

Ray Walton, Director

IOWAccess Council
Design/Implementation Phase Funding Request
March 10, 2010

Amount Requested: $80,000 – $30,000 for Design, $50,000 for Implementation

Project Name: CyberSecurity Education and Awareness Training - 10289
Project Sponsor: Jeff Franklin – Chief Information Security Officer
Project Manager: Darrell Fremont – DAS-ITE

Project Summary
Security awareness training delivered via a web-based delivery system to provide organizations and individuals the tools they need to prevent security incidents and identity theft. Cyber security incidents, both accidental and intentional, are a growing problem. State and local governments, as well the public, are at risk. A 2006 Federal Trade Commission study estimated that identity theft affected 3.7 % of the population. If that trend continues over 100,000 Iowans could become victims of identity theft each year. In 2009, identity theft cost per individual was $496 which equates to a 49.6 million dollar cost to Iowans.

Identity theft resulting from a security incident also has non-financial effects such as:
- Damage to credit history,
- Harassment by collection agents
- Denial of credit

The costs to organizations are even higher. According to the 4th annual data breach study performed by the Ponemon institute, security incidents for organizations are estimated at $202 per stolen record. Since 2005, over 250 million records have been reported stolen.

The goal of this proposal is to promote information security awareness in state and local government as well as the general public. Schools, cities and counties are often not able to employ full time security staff or provide security awareness training. Security awareness training delivered via a web-based delivery system will provide organizations and individuals the tools they need to prevent security incidents and identity theft.

The funding request is for the development, deployment, testing and training of the web materials for the course modules and the learning reinforcement questions/scoring for web-based delivery via Moodle. Moodle (Modular Object-Oriented Dynamic Learning Environment) is an Open Source Course Management System (CMS), also known as a Learning Management System (LMS) or a Virtual Learning Environment (VLE). Moodle was selected based on the outcomes of the Scope phase of this project.

Iowa Department of Administrative Services

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Patty Judge, Lt. Governor

Ray Walton, Director

DAS

Design Phase Activities and Deliverables include:

Enterprise A&A for LDAP user authentication and password retrieval – 20 hrs

Complete course module content – 40 hrs

Develop Course Module Mock Ups [40 to 50 est.] – 180 hrs

Complete MOODLE configuration and set up – 20 hrs

Implementation Phase Activities and Deliverables include:

Complete course module questions and pass/fail criteria – 40 hrs

Code Course Module Mock Up Views – 180 hrs

Configure Course Modules on MOODLE site – 20 hrs

Testing with selected agencies and beta testers – 100 hrs

Create/develop Training and Marketing materials – 40 hrs

Training of HR representatives of City, County, School and State agencies – 40 hrs

Prepare Production environment – 10 hrs

Prepare media materials

Launch application hold media event

IOWAccess Advisory Council

IOWAccess Revolving Fund Project Application

Proposing agencies should complete and submit Parts I, II and III to request <u>Design</u> approval, then complete and submit Parts IV and V to request <u>Implementation</u> approval.

Part I - Project Information

Date:	**02/26/2010**
Agency Name:	**Information Security Office**
Project Name:	**Cybersecurity Awareness Training System**
Agency Manager:	**Alison Radl**
Agency Manager Phone Number / E-Mail:	**515-725-2019 / Alison.Radl@iowa.gov**
Executive Sponsor (Agency Director or Designee):	**Jeff Franklin - CISO**
***Initial* Total for Design:**	**$ 30,000**
***Initial* Total for Implementation:**	**$ 50,000**
***Initial* Total for all Phases of Project, if Multi-Phased:**	**$ 80,000**
Project Timeline: *(estimate start and end dates for project spending)*	**Design Start Date: 03/15/2010** **Design End Date: 05/07/2010** **Implementation Start Date: 05/10/2010** **Implementation End Date: 09/30/2010**
***Revised* Total for Design and Implementation:**	**$ 80,000**
***Revised* Total for all Phases of Project, if Multi-Phased:**	**$ 100,000 (included Scope)**

Part II - Project Overview

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

 Response: Security awareness training delivered via a web-based delivery system to provide organizations and individuals the tools they need to prevent security incidents and identity theft. Cyber security incidents, both accidental and intentional, are a growing problem. State and local governments, as well the public, are at risk. A 2006 Federal Trade Commission study estimated that identity theft affected 3.7 % of the population. If that trend continues over 100,000 Iowans could become victims of identity theft each year.

Security incidents are costly with the average out of pocket expense estimated at $496 per incident. The total cost to Iowa is estimated to be $49.6 million per year.

  Identity theft resulting from a security incident also has non-financial effects such as:
  - Damage to credit history,
  - Harassment by collection agents
  - Denial of credit

The costs to organizations are even higher. According to the 4th annual data breach study performed by the Ponemon institute, security incidents for organizations are estimated at $202 per stolen record. Since 2005, over 250 million records have been reported stolen.

The goal of this proposal is to promote information security awareness in state and local government as well as the general public. Schools, cities and counties are often not able to employ full time security staff or provide security awareness training. Security awareness training delivered via a web-based delivery system will provide organizations and individuals the tools they need to prevent security incidents and identity theft.

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

  Response: The Information Security Office strategic plan identifies education as one of its core functions. The ISO seeks to "*Promote information security awareness through education, outreach and research.*" In support of this goal the ISO:

  - Sponsors and provides training.
  - Promotes security awareness among citizens, local government, and schools.

The Cybersecurity Awareness Training System will provide cyber security awareness training for state agencies, school districts, cities and counties as well as the general public.

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

Response: Moodle (Modular Object-Oriented Dynamic Learning Environment) is an Open Source Course Management System (CMS), also known as a Learning Management System (LMS) or a Virtual Learning Environment (VLE). It has become very popular among educators around the world as a tool for creating online dynamic web sites for their students. Moodle is provided freely as Open Source software (under the GNU Public License). This means Moodle is copyrighted, but you are allowed to copy, use and modify Moodle. ENTAA (Enterprise Authentication and Authorization) will be incorporated for LDAP, ID retrival and password changes. Course content modules will be produced using HTML and XML that will conform to web standards for usabilty and functionality.

D. Statutory or Other Requirements

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

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

    Response:

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

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

    Response:

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

    ☐ YES (If "YES", explain.)

    Response:

4. **Is this project or expenditure necessary for compliance with an enterprise technology standard?**
    X YES (If "YES", cite the specific standard.)
    Response: The State of Iowa Enterprise Information Security Standard requires employees of participating agencies to complete annual security awareness training.

    http://das.ite.iowa.gov/standards/documents/080318_information_security.pdf .

    Training: Each agency will implement a security awareness/training program for all staff. New employees will be provided basic information technology security training within three months of employment. Additional training, commensurate with the employee's work duties, will be provided annually.

[This section to be scored by application evaluator.]
Requirements/Compliance Evaluation (15 Points Maximum)
If the answer to these criteria is "no," the point value is zero (0). Depending upon how directly a qualifying project or expenditure may relate to a particular requirement (federal mandate, state mandate, health-safety-security issue, or compliance with an enterprise technology standard), or satisfies more than one requirement (e.g. it is mandated by state and federal law and fulfills a health and safety mandate), 1-15 points awarded.

E. Impact on Iowa's Citizens

1. **Project Participants** - List the project participants (i.e. single agency, multiple agencies, State government enterprise, citizens, associations, or businesses, other levels of government, etc.) and provide commentary concerning the nature of participant involvement. Be sure to specify who and how many **direct** users the system

will impact. Also specify whether the system will be of use to other interested parties: who they may be, how many people are estimated, and how they will use the system.

Response: Participants will learn ways to keep computers and information safe through course modules topics including but not limited to; viruses, PC security, firewalls, use of strong passwords, social engineering, physical security of personal and business related information and identity threats.

State Employees	54,547 possible participants
City and County Employees	127,786 possible participants
School District Employees	36,446 possible participants
Public	100,000 possible participants

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

Response:

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

Response:

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

 Response: Cybersecurity Awareness Training System participants will learn the basics of information security and will be able to better protect computer systems and data from identity theft.

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

- Minimally directly impacts Iowa citizens (0-5 points).

- Moderately directly impacts Iowa citizens (6-10 points).

- Significantly directly impacts Iowa citizens (11-15 points).

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

- Minimally improves customer service (0-3 points).

- Moderately improves customer service (4-6 points).

- Significantly improves customer service (7-10 points).

F. Scope

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

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

   Response:

2. **Is this project a continuation of a previously begun project?** No

   ☐ YES (If "YES", explain.)

   Response:

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

- This is the first year of a multi-year project / expenditure or project / expenditure duration is one year (0-5 points)

- The project / expenditure is of a multi-year nature and each annual component produces a definable and stand-alone outcome, result or product (2-8 points).

- This is beyond the first year of a multi-year project / expenditure (6-10 points)

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

G. Source of Funds

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

Response:

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

- 0% (0 points)

- 1%-12% (1 point)

- 13%-25% (2 points)

- 25%-38% (3 points)

- 39%-50% (4 points)

- Over 50% (5 points)

Part III – Design Proposal

Amount of Design Funding Requested: $ 30,000.00

A. Process Reengineering

1. 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: Online training or learning opportunities offered by state government is not available. The goal of this project is to offer Iowa citizens an opportunity to participate in cybersecurity awareness training that will be tailored to the needs of Iowa citizens in general and in particular for employees that provide services for Iowa citizens.

2. 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 system will provide and easy to use and accessible one stop training area for cybersecurity awareness training and will be an authoritative source for information security information that is of concern and interest to all Iowans**.**

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

- Minimal use of information technology to reengineer government processes (0-3 points).

- Moderate use of information technology to reengineer government processes (4-6 points).

- Significant use of information technology to reengineer government processes (7-10).

B. Timeline

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

Start date: 3/12/10
Enterprise A&A for LDAP user authentication and password retrieval – DAS-ITE
Complete course module content – DAS-Information Security Office
Develop Course Module Mock Ups – Selected Vendor for Course module creation
Complete MOODLE configuration and set up – DAS-ISO and DAS-ITE
End date: 5/7/10

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

- The timeline contains several problem areas (0-3 points).

- The timeline seems reasonable with few problem areas (4-6 points).

- The timeline seems reasonable with no problem areas (7-10).

C. Spending Plan

Explain how the funds will be allocated.
Funding allocation:
1. Course Module Mock ups: 50 %
2. Code for A&A, MOODLE set up completion: 20%
3. Complete content for course modules: 30%

D. Tangible and/or Intangible Benefits

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

1. **One Year Pre-Project Cost -** This section should be completed only if state government operations costs are expected to be reduced as a result of project 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 One Year Pre-Project Cost: NA

Quantify One Year Pre-Project Cost: NA

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

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

Quantify One Year Post-Project Cost: NA

	State Total

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

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

Describe savings justification:

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 One Year Citizen Benefit :	$

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

 Response:

5. **Design Financial Benefit Worksheet**

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

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

Response:

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

- The financial analysis contains several questionable entries and provides minimal financial benefit to citizens (0-5 points).

- The financial analysis seems reasonable with few questionable entries and provides a moderate financial benefit to citizens (6-10 points).

- The financial analysis seems reasonable with no problem areas and provides maximum financial benefit to citizens (11-15).

Part IV – Implementation Funding

Amount of Implementation Funding Requested: $ 50,000.00

Amount of Hosting Requested: $ 2,500.00

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

A. Timeline

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

   Response:

Start date: 5/10/10
Complete course module questions and pass/fail criteria – DAS-Information Security Office
Code Course Module Mock Up Views – Selected Vendor for Course module creation
Configure Course Modules on MOODLE site – DAS-ISO and DAS-ITE
Testing with selected agencies and beta testers – DAS-ISO and DAS-ITE
Create/develop Training and Marketing materials – DAS-ISO and DAS-ITE
Training of HR representatives of City County School and State government agencies – DAS-ISO and DAS-ITE
Prepare Production environment – DAS-ISO and DAS-ITE
Prepare media materials – – DAS-Information Security Office
Launch application hold media event – DAS-ISO and DAS-ITE
End date: 9/30/10

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

- The timeline contains several problem areas (0-3 points).

- The timeline seems reasonable with few problem areas (4-6 points).

- The timeline seems reasonable with no problem areas (7-10).

B. Funding Requirements

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

	Current FY		Current FY +1		Current FY +2	
	Cost($)	% Total Cost	Cost($)	% Total Cost	Cost($)	% Total Cost
State General Fund	$0	0%	$0	0%	$0	0%
Pooled Tech. Fund /IOWAccess Fund	$0	0%	$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	$0	0%	$0	0%	$0		0%
Non-Pooled Tech./Non-IOWAccess Total	$0	0%	$0	0%	$0		0%

[This section to be scored by application evaluator.]

Implementation Funding Evaluation (10 Points Maximum)

- The funding request contains questionable items (0-3 points).

- The funding request seems reasonable with few questionable items (4-6 points).

- The funding request seems reasonable with no problem areas (7-10).

C. Project Budget Table

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

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

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

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	$		%	$	%	$
Supplies, Maint., etc.	$		%	$	%	$
Other	$		%	$	%	$
Totals	$		%	$	%	$

D. Spending plan

Explain how the funds will be allocated.

Funding allocation:
1. Coding Course Module views: 50 %
2. Testing and Training: 40%
3. Configuration and Launch: 10%

E. Tangible and/or Intangible Benefits

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

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

   Response:

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

   Response:

3. **Implementation Financial Benefit Worksheet**

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

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

- The financial analysis contains several questionable entries and provides minimal financial benefit to citizens (0-5 points).

- The financial analysis seems reasonable with few questionable entries and provides a moderate financial benefit to citizens (6-10 points).

- The financial analysis seems reasonable with no problem areas and provides maximum financial benefit to citizens (11-15).

Part V – Auditable Outcome Measures

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

1. **Improved customer service**

   Response:

2. **Citizen impact**

   Response:

3. **Cost Savings**

   Response:

4. **Project reengineering**

   Response:

5. **Source of funds (Budget %)**

   Response:

6. **Tangible/Intangible benefits**

   Response:

Evaluation Summary
[This section to be completed by application evaluator.]

Design Phase:

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

Implementation Phase:

Implementation Timeline Evaluation (10Points Maximum)	☐
Implementation Financial Evaluation (15 Points Maximum)	☐
Implementation Funding Evaluation (10 Points Maximum)	☐
TOTAL IMPLEMENTATION EVALUATION (35 Points Maximum)	☐

IOWAccess Project Concept Paper

Date   March 3, 2010

Project Name   College Student Aid Portal - Administrative Web Application and Enhancements

Requesting Agency   College Student Aid Commission (Iowa College Aid)

Is this project in support of a program designated as an Iowa Great Place, pursuant to section 303.3c?   No

Project Point(s)-of-Contact *(include name and phone number)*
> Julie Ntem (CSAC PM) (515) 725-3462
> Julie Leeper (presenter)

Project Sponsor *(include name and phone number)*
> Karen Misjak   (515) 725-3410

Business Case Justification

In 2009 the College Student Aid Commission implemented the "I Have A Plan Iowa" web portal, providing a one-stop shop for career exploration, high school and college planning, financial aid resources, and Iowa employment opportunities for Iowa citizens in every stage of their lives.

In January 2010, the web based "Iowa Financial Aid Wizard and Application" was developed and incorporated into the "I Have A Plan Iowa" web portal to increase access and improve the process of finding and applying for financial aid for students and families of Iowa. Due to schedule pressures, a decision was made in late October 2009 to move the work from the vendor and engage ITE to develop the "Iowa Financial Aid Wizard and Application" web application to ensure a January 2010 production date.   Some of the IOWAccess funds allocated for some capabilities were used to fund ITE's effort and the scope of the project was reduced.

> I Have A Plan Iowa:
>
> > https://secure.ihaveaplaniowa.gov/default.aspx
>
> Iowa Financial Aid Wizard and Application:
>
> > https://apps.iowacollegeaid.gov/common/default.aspx?cmd=wizInfoView

To continue plans to improve service for students, high school administrators, colleges, and universities, Iowa College Aid proposes a new project to include the creation of an administrative web application that consolidates the current 9 plus administration

applications into one, easy to use, dynamic application, with one consistent source of data. Although this work was to be included in the previous project, the need to move project work from the vendor to ITE prevented this development due to limited timeframes and budget. Iowa College Aid works with financial aid administrators at nearly 60 Iowa colleges and universities and counselors at all high schools in Iowa and processes nearly 140,000 college aid applications each year. These administrators need up-to-date, accurate information to ensure that they are providing complete and accurate award information to students and their families. In addition, financial aid administrators must provide individual student information to Iowa College Aid, which is currently accessed by these administrators through multiple administrative web applications and housed in numerous separate databases.

Although the application process for students has been enhanced, vital components in the "Iowa Financial Aid Wizard and Application" are still needed to enhance and complete the student application process. Student data still needs to be gathered into one area. This will allow data to be reported back to students, counselors, aid administrators, and other parties of interest. This will also give students a comprehensive view and measurement of their progress in the "I Have A Plan Iowa" web portal tools, such as high school, college, and career planning.

Additional critical enhancements to the "Iowa Financial Aid Wizard and Application" are also proposed. The early financial aid estimation enhancement allows students and their families to estimate financial aid that might be available to assist them in financing a college education. This capability is critical to improving the goal and attitude of college affordability by the public. Other enhancements that rely on consolidated student, such as the renewal aid application capability, will provide better service and capabilities for students.

The "I Have A Plan Iowa" web portal gathers individual student data through several tools that are incorporated into the portal. Future projects of the web portal will bring new services and tools which will also collect student data. An obstacle to providing these future services, such as financial literacy education, is the need to have data that currently exists in multiple locations consolidated into a single source.

Project costs so far for the "I Have A Plan Iowa" web portal are $1,520,500. IOWAccess has funded $536,000. Iowa College Aid has provided $984,000, with $360,000 going towards the ITE web portal efforts and $624,500 from other grant sources toward vendor costs.

Expected Results in this Project

The following high-level expected results are:
- Improve service for students, high school administrators, colleges, and universities
- Improve reporting capabilities to students, college and university administrators, and elected officials
- Replace outdated systems
- Improve efficiencies at Iowa high schools, colleges, and universities

Recipients of this Service
- Students and families
- Financial aid administrators at nearly 60 colleges and universities in Iowa
- Iowa high school counselors
- All citizens of Iowa
- Elected officials

This funding request is for the "Analysis Phase" of the CSAC - Administrative Web Application and Enhancements Project.

Project Timeline

Phase	Start Month/Year	End Month/Year	Estimated Amount
Scope Analysis	April 1, 2010	June 30, 2010	$30,000
Design	July 2010	TBD	TBD
Implementation	TBD	TBD	TBD

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

- Iowa College Aid will provide business personnel to assist in business analysis, requirements determination, design, and testing. Technical personnel will assist with database analysis and code deployment.

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?

- All Iowa colleges and universities whose students receive state funded financial aid administered by Iowa College Aid must report disbursements and changes in eligibility electronically through each corresponding reporting web application. These requirements are described in Iowa administrative rule for programs administered by Iowa College Aid.

- There are no state IT standards impacting this project.

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.

- There are no transaction fees that may be obtained.

- Iowa College Aid may have access to funds available from the federal government through grant funding. However, Iowa College Aid is awaiting Congressional action on legislation that would ensure those funding sources are available. Grant funding will be awarded based on competitive bid processes.

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.

- This project will:
  o Improve student and family views of college access and affordability by adding an early financial aid estimation component.
  o Provide greater convenience by providing pre-populated renewal financial aid applications.

- o Refine eligibility for students going through the state financial aid process by eliminating programs in which the applicant will not qualify.
- o Provide Iowa students, high school counselors, and college and university aid administrators with one simple tool to view award history and report updated information to Iowa College Aid.
- o Increase efficiency in data collection and communication, and streamline information sharing among Iowa students, colleges and universities, and Iowa College Aid.
- o Eliminate duplicate and inconsistent student information.
- o Improve administrative application security at Iowa high schools, colleges, and universities.
- o Help enhance government services by setting the stage to incorporate future tools for Iowans such as, financial literacy and default prevention.

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.

- Students and their families:
  - o The proposed early financial aid estimation component will help with the goal of improving the attitude of Iowa youth toward being able to afford and attend college. This will help encourage youth to apply themselves more in high school and will increase the number of college attendees.
  - o A consolidated administrative web application will now provide Iowa students and their families with a simple tool to view award history. It will consolidate their individual student information which is now contained in 9 different locations.
  - o The process of applying for aid will be more efficient for students, as individual eligibility criteria will be taken into consideration through the application process.
- Iowa high school, college, and university administrators:
  - o This new administrative web application will provide necessary means for high school, college, and university administrators to report state aid recipients. High school, college, and university administrators will be able to view information about the students, student awards and report awards to Iowa College Aid in one web application. The functionality provided by this web application will enhance productivity at high schools, colleges, and universities ensuring better service and information to students and families. This consolidated application will also increase accuracy of student information and reduce duplicate entry of the same information and rework.

- Elected officials:
  - The consolidated administrative web application will allow Iowa College Aid to provide more information to elected officials so they can make better decisions about the state student financial aid programs.
- College Student Aid Commission:
  - The implementation of this application will allow Iowa College Aid to provide enhanced services to students and their families applying for funds as well as high schools, colleges, and universities receiving and reporting the funds.
  - The time saving will allow Iowa College Aid to improve processes for managing funds received by colleges and universities; improve customer service for student applicants, colleges and universities, and provide quicker turnaround.

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.

- One-Stop Electronic Access:
  - To improve customer service for high schools, colleges, and universities, the new administrative web application, that consolidates the 9 plus current administration applications and databases, will be more convenient to use. Today high school and college and university administrators update and report financial aid awards through several separate administrative applications – one for each financial aid program, and the student and award information related to each program is stored in its own database.
  - Provide Iowa students with a new simple tool to view college financial aid awards.
  - Increase efficiency in data collection and communication, and streamline information sharing among Iowa students, high schools, colleges and universities, and Iowa College Aid.
- Use of IT to revamp business processes
  - Improves and increases the State's competency for using open source integration by building a State Financial Aid Administrative Web Application that will integrate with several other, different applications.
  - The financial aid application process will be simplified for Iowa students, high schools, colleges, and universities by providing an easier to use and more convenient application.

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.)

- All Iowa high schools, colleges, and universities will have access to student award information in one location.

- High schools, colleges, and universities will be able to improve their internal accountability for serving students and for managing the information and funding they receive from Iowa College Aid.

- Elected officials will have more information to make better decisions about the State Student Financial Aid programs.

- Iowa College Aid plans to demonstrate and promote the "I Have A Plan Iowa" portal and "Iowa Financial Aid Wizard and Application" to other state aid agencies at a national conference.

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.

- Iowa College Aid has been very successful implementing "I Have A Plan Iowa" in August 2009, and the "Iowa Financial Aid Wizard and Application" in January, 2010. This project removes the remaining data consolidation obstacle to providing future services, such as financial literacy.

- The financial aid application process will be simplified for Iowa students, high schools, colleges, and universities by providing an easy to use administrative web application to view award history.

- Maintenance and development of the current multiple ASP administrative applications is supported by a single part-time person. This adds risk for long term maintainability and ability to add enhancements in the future. ITE will develop and maintain the consolidated administrative web application and consolidated database, which will remove this risk.

- The ITE technical team has supported both the "I Have A Plan Iowa" and "Iowa Financial Aid Wizard and Application". ITE works well with the Iowa College Aid team and are partners with in meeting Iowa College Aid's strategic goals.

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.

- This funding request is for the "Analysis Phase" of the CSAC - Administrative Web Application and Enhancements. The Analysis Phase of this project will clarify the needs and possibilities, achievable goals and provide a plan of action, a schedule and cost estimates so the project can move forward.
- Anticipated cost-saving areas:
  - High school, college, and university administrators' time savings due to one administrative application versus 9.
  - Students' time savings to complete renewal applications with pre-populated fields versus entering all required information.
  - Provide Iowa students with a new simple tool to view award history.
- The time saving will allow Iowa College Aid to:
  - Improve processes for managing funds received by colleges and universities.
  - Improve customer service to student applicants, high schools, colleges, and universities.
  - Provide quicker turnaround of new aid applications and aid application updates as compared to the use of the current 9 applications.
- Currently there is only part-time person with knowledge to maintain the multiple ASP applications which introduces risk for the long term maintainability for the software. With ITE developing the new consolidated administrative web application and databases, the knowledge and maintenance will be transferred to ITE resources.

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.

- Students and families will be able to estimate future financial aid eligibility to assist in determining college planning and affordability.
- Students and their families will be able to quickly view accurate individual information and history of state financial aid.
- Colleges and universities will enter information and review accurate information on state aid recipients in one administrative web application rather than 9 separate applications.

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.

- A web-based administrative application is the best solution to provide timely information about the state financial aid programs.

- A consolidated database is the best solution to squarely address the issues of data duplication and consistency by removing nearly all student data from the existing 9 Iowa College Aid systems and storing it in a single, centralized location.

  o This project guarantees data integrity and consistency throughout all the Iowa College Aid systems by storing the student's data in a single location. It prevents data for the same student in two or more Iowa College Aid programs from being out of sync and provides a single, authoritative source for student data.

- This project replaces 9 applications written in the older ASP technology with a single .NET application. The current applications have been coded in ASP, C++, VBScript, JavaScript and html using IIS 6.0 Secured Socket Layer (SSL/HTTPS) connected to a SQL database. The new application will be written in .NET and the consolidated database will use Microsoft SQL Server. More importantly, the new system will make developing web services around the Iowa College Aid enterprise much easier. Doing so will also allow Iowa College Aid to integrate with key partners like the Dept of Education, Workforce Development and Economic Development.

- Technological Direction Impact - Iowa College Aid's direction is to increase Iowa College Aid application maintainability while improving citizen access. This project accomplishes both the objectives.

  o Improves efficiency through the use of technology to better serve Iowa College Aid customers

  o SOA Consistency - The programming elements are consistent with existing enterprise standards.

  o SOA Approach - The development of the new system is planned to be consistent with and use an SOA strategy.

  o Improved maintainability of the software

  o Strong platform and foundation for the next projects and future enhancements

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 a 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