Annual Report

2016

Office of the
Chief Information Officer

Innovative Technology Solutions for Citizen-Centric Government

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Executive Summary

Each year the Office of the Chief Information Officer (OCIO) is required to produce various Information Technology (IT) reports:

- An annual report of the office (section 8B.9).
- An annual internal service fund expenditure report (section 8B.13, subsection 5).
- An annual report regarding total spending on technology (section 8B.21, subsection 6).
- An annual report of expenditures from the IOWAccess revolving fund (section 8B.33).
- An annual salary report (section 8A.341, subsection 2).
- An annual report of donations, grants, gifts and contributions (section 8B.6).
- An annual report regarding the status of broadband expansion and coordination, the connecting Iowa farms, schools, and communities broadband grant program established under section 8B.11, and the adequacy of the speed set in the definition of targeted service area in section 8B.1

We are combining these related reports and generating one comprehensive report for clarity, completeness, and efficiency. This approach to delivering on our reporting requirements has proved useful to the legislature, state agencies, citizens, and other interested parties. Unless otherwise noted, this report addresses activities from January 2016 through December 2016 with the exception of the appendices which are applicable to FY16.

Government technology must be both effective and efficient while supporting the agencies that ultimately provide services. This means we have standards, we invest carefully, we measure what we do and not just against ourselves, but against the goals and objectives of government. We provide a mix of sourcing solutions that provide the right people, processes, and technology.

Getting the right mix of solutions requires partnership. To that end, we view all state entities as colleagues and partners working together on behalf of our citizens. While we value the opportunities, we are also aware of what time costs. This means our focus remains on results. We will increase our ability to be nimble and responsive. We will be proactive about reallocating our time and resources to efforts that have a defined and measureable benefit while reducing efforts in other areas wherever possible.

2016 Highlights

- Implemented Google Apps for 20,167 mailboxes and 53 entities,
- Completed new IT managed services vendor qualification process,
- Released new CyberSecurity Strategy as directed in Executive Order 87,
- Provided direct services to agencies,
- Coordinated IT disaster recovery planning,
- Lead consolidation planning, coordination and support,
- Launched new state portal,
- Administered broadband certifications to 14 Iowa-based providers resulting in almost $16 million in local investment,
- Supported and participated in major agency transformations including investments, Requests For Proposals (RFP), and much more.

As always, comments are welcome to: cio@iowa.gov

Background

Our Mission

Provide high quality, customer-focused
IT services and business solutions
To government and to citizens

The Office of the Chief Information Officer (OCIO) was created as an independent agency for the purpose of orchestrating the information technology (IT) resources of state government. The OCIO assigns and directs staff as required to support the IT requirements and initiatives of the Office, and to review and recommend approval of IT staff employment decisions in coordination with the Department of Management. The Chief Information Officer is appointed by the Governor to serve at the pleasure of the Governor and is subject to confirmation by the Senate.

The Office of the Chief Information Officer emphasizes six key goals designed to transform the State of Iowa's information technology environment into a world-class, state-of-the-art portfolio.

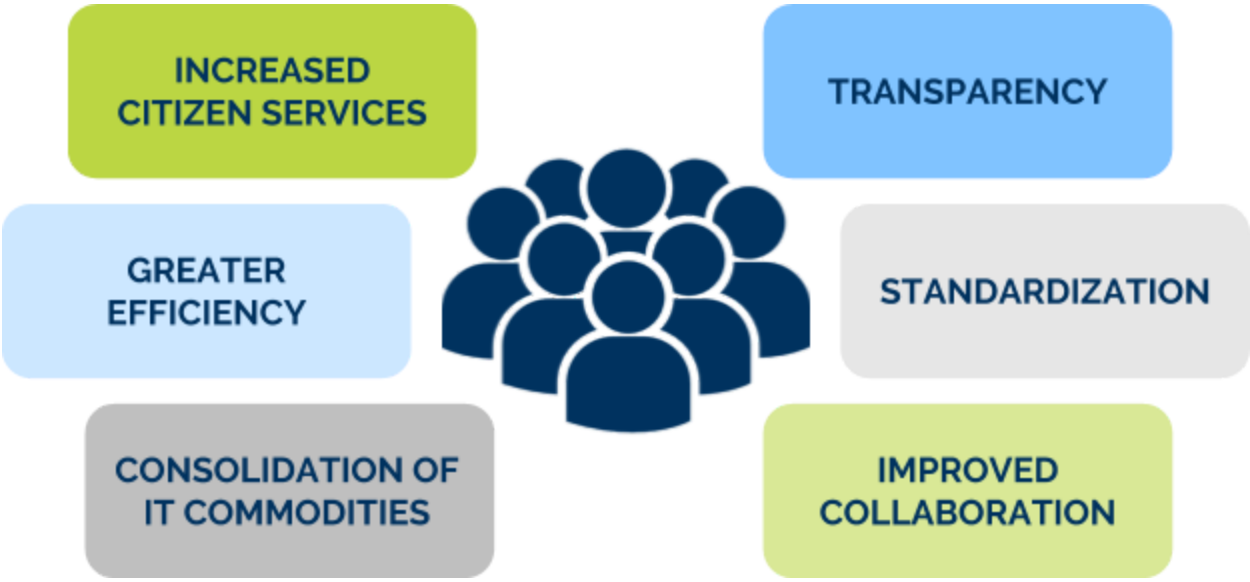


Figure 1: OCIO Key Goals

Benefits to State Government

Iowa Code Chapter 8B has the effect of centralizing accountability and oversight for information technology currently managed by state agencies into the Office of the Chief Information Officer.

The OCIO was created for the purpose of

leading, directing, managing, coordinating, and providing accountability for the IT resources of state government.

SF 396, Iowa Code Chapter 8B

Among its many powers and duties, the OCIO has the authority to establish standards for IT used by state agencies, direct the work of agency IT staff, review and recommend approval of IT staff employment decisions in coordination with the Department of Management, and enter into contracts for the receipt and provision of IT services.

Funding

The OCIO is funded through multiple sources such as the OCIO Internal Services Fund, IOWAccess Fund, and Technology Reinvestment Fund.

STATE OF IOWA ENTERPRISE IT FUNDING SOURCE OVERVIEW		
Agency 185 Fund 0689 **OCIO Internal Services Fund** (Revolving)	**Agency 185 Fund 0297** **IowAccess Fund** (Revolving)	**Agency 185 Fund 001 Approp 0C69** **Technology Reinvestment Fund** (Appropriation Available for 3 Years)
HISTORY		
Est. 2014 - Iowa Code 8B.13 *"...for activities of the office which are primarily funded from billings to governmental entities for services rendered by the office"*	**Est. 1998 - Iowa Code 8B.33** *"...a service to the citizens of this state that is the gateway for one-stop electronic access to government information and transactions."*	**Appropriated in 2014 - SF 2349** *"For technology consolidation and technology improvement projects approved by the State Chief Information Officer pursuant to Chapter 8B."*
QUICK FACTS		
FY16 Budgeted Revenues: $50,697,171 **FY17 Budgeted Revenues: $**52,296,691 **Purpose:** Enterprise IT operations. Lights on maintenance. **Source of funds:** Information Technology service fees charged to state agencies. OCIO services include servers, software programming, mainframe, and networking.	**FY16 Budgeted Revenues:** $4,015,000 **FY17 Budgeted Revenues:** $3,894,000 **Purpose:** Citizen facing e-government services including Broadband. Funds are **available to all government entities.** **Source of funds:** Value added service fees collected by the State of Iowa from the sale of driver motor vehicle records, professional licenses, and other online transactions.	**Requested / Appropriated** **FY16:** $4,132,949 / $0 **FY17:** $11,000,000 / $0 **FY18:** $13,670,000 / $1,000,000 **Purpose:** Enterprise technology consolidation and improvement projects designed to make government more effective and efficient. **Source of funds:** Legislative Appropriation
USES OF FUNDS		
Ongoing maintenance of established enterprise IT services including: • State datacenters • Mainframes • Networks and servers **Working capital** The federal government allows OCIO to carry up to 60 days (~$8 million) of working capital to ensure payroll and vendor payments can be made on time. **Balance Brought Forward** money from year to year comprises the OCIO working capital.	**Citizen-facing agency IT projects** including: • New state portal • Digital citizen outreach • Transparency **Portal services** including: • Public facing agency website redesign • E-government services • Maintenance of motor vehicle records system **Balance Brought Forward** money	**Innovation Projects** including: ✓**Statewide Enterprise Content Management** including activities to begin to reduce Iowa paper. Proposed activities will include offerings available to agencies to digitize paper processes. ✓**Information Security and IT Infrastructure Projects** including new secure cyber operations center space, threat detection, monitoring, and new systems to protect citizen data. ✓**Innovation Projects** including

Agency project support including consolidated services provided to IDR, DNR, DIA, and more.	includes **encumbered funds** for approved agency IT projects.	programs to engage STEM students and Iowa's technology business startup community to solve critical state data challenges.performance ✓**Google E-mail** implementation including the migration of data from 20,167 agency mailboxes and 15,000 additional archived mailboxes.

Figure 2: State of Iowa Enterprise IT Funding Sources

Enterprise Technology Initiatives

The mission of the Office of the Chief Information Officer (OCIO) is to provide high-quality, customer-focused information technology (IT) services and business solutions to government and to citizens. Our enterprise technology initiatives support our key goals including the deployment of more citizen services, improved collaboration, consolidation of IT commodities, increased efficiency, standardization, and transparency.

In 2016, the OCIO worked across a broad range of projects and enterprise initiatives in alignment with these goals. As an IT organization supporting services consumed by every agency of the State of Iowa (State), our key enterprise initiatives are conducted in addition to the day-to-day support activities required to keep government IT services operational and secure. These initiatives maintain alignment with key efficiency goals established by Governor Branstad and with specific legislative mandates described below.

Figure 3: 2016 Enterprise Initiatives

Increased Citizen Services

Iowans are the driving force behind all of our initiatives as we strive to develop innovative technology solutions for citizen-centric government. To that end, empowering citizens to connect with their government is one of our key goals. The OCIO provides leadership across the enterprise helping agencies engage citizens through social media and online services.

New State of Iowa Portal

In April 2016, the OCIO released the newly redesigned official State of Iowa web portal, Iowa.gov. The portal's design focused on providing citizens a single place to access information and services provided by the State of Iowa government. This year, Iowa.Gov had over 2 million page views and 612,937 visitors. Visit the State of Iowa portal at www.iowa.gov

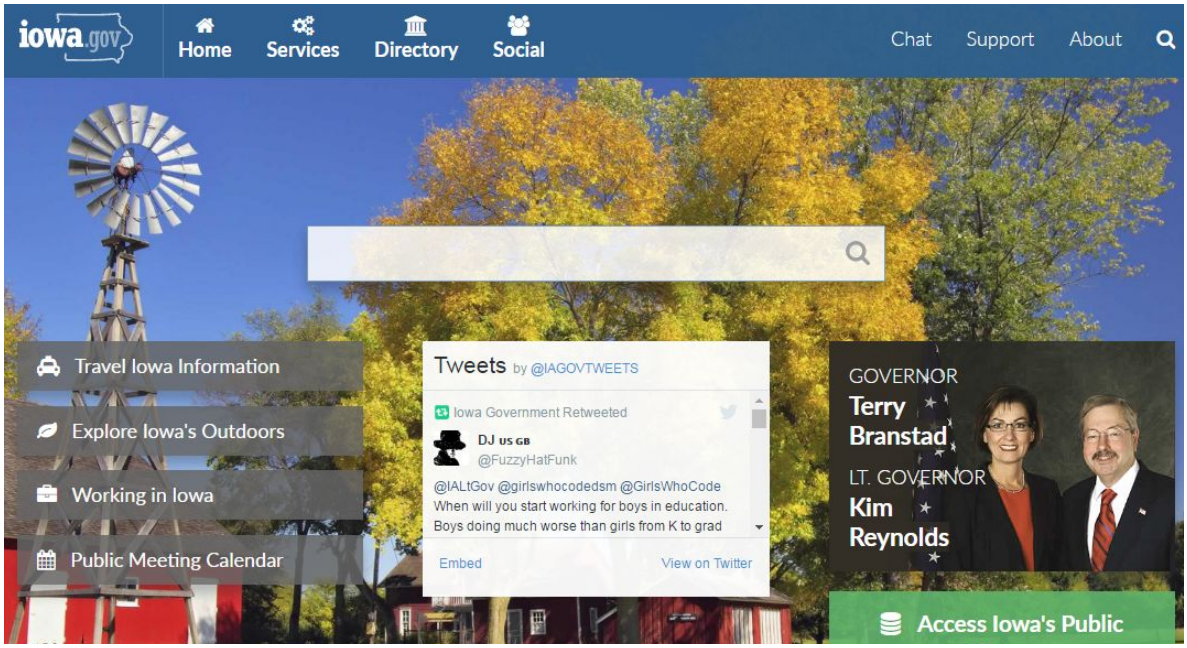


Figure 4: New State of Iowa portal

Broadband Coordination

In 2015, the Governor signed into law Iowa's Broadband Bill which defined both the policy and program framework required to catalyze the deployment of new high speed broadband infrastructure across the state. This legislation tasked the OCIO with organizing and developing a singular focused effort at accomplishing this goal.

In 2016, OCIO funded the broadband program to process tax incentives, resulting in new project requests across 20 counties, 14 different Iowa-based broadband providers, with 580 line miles of fiber and almost $16 million invested. Those projects alone have provided high-speed broadband capability to over 4,000 homes and 700 businesses statewide. OCIO anticipates continued use of the program by Iowa-based broadband providers in 2017.

Additional information about Iowa's broadband initiative is available at ocio.iowa.gov/broadband

Digital Citizen Outreach

With the April 2016 launch of the new State of Iowa portal, for the first time ever, citizens have access to the state's social media directory, making it easy to find out which agencies have a presence on their favorite social media platform (see https://directory.iowa.gov/social/). OCIO has conducted social media best practices training to help agencies move forward with engaging citizens in the social media platform of their choice. Since 2014, the number of agencies engaging citizens through social media has increased almost four-fold!

Today, 41 agencies including the OCIO are actively using social media channels

Iowans are actively engaging with government using social media as is evidenced by the increased reach of several agencies' tweets. For example, the tweet at right of a deer peering into the door of a DNR office had almost 31,000 shares and reached over 616,000 people, according to Twitter's reports.

In addition to connecting with citizens via social media, the OCIO offers a new service that allow citizens to subscribe to email updates on almost 100 topics from 20 agencies. This service allows a citizen to manage her subscriptions using a single account. In 2016 alone, 7 million messages were sent to over 367,000 subscribers. Citizens may subscribe to these topics using the subscribe button on www.iowa.gov or by following instructions on any of the agency websites using this service.

Enterprise Payment (ePayment) Portal

At the end of March 2016 the OCIO initiated an enterprise effort to define requirements for an ePayment portal. While many agencies leverage online payment services through the State Treasurer's Office, some agencies use other electronic payment providers or even require payment be made by cash or check. In order to provide a consistent citizen experience and improve efficiency in payment processing, the OCIO is leading an initiative to identify needs of both citizens and agencies as it relates to ePayment and ultimately, implement an ePayment portal. Agencies and citizens are currently being surveyed about their experiences and needs as vendor solutions are explored.

Geospatial Information Services (GIS)

With the simple click of a button, citizens can find information about their communities ranging from educational performance to food deserts to wildlife habitats. Geospatial information services (GIS) are used to help understand relationships and patterns between these data using maps.

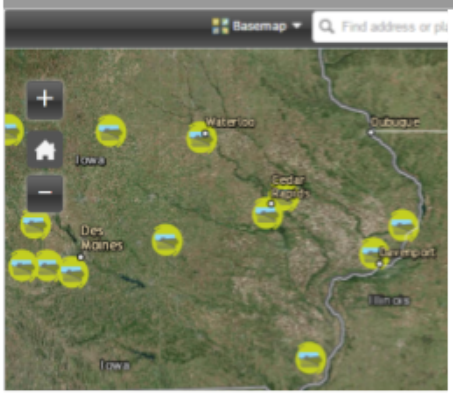
Iowa citizens found a growing number of map-based resources providing timely detailed information online in 2016. In fact, mapping data enhanced 335 applications created by more than 20 agencies and attracted over 79,000 visitors to the ArcGIS Online system.

> Mapping data enhanced 335 applications ...and **attracted over 79,000 visitors** to the ArcGIS Online system.

The OCIO helps make this possible by providing expertise, guidance and tools to collaboratively establish the Iowa Geospatial Infrastructure (IGI), a common framework of geographic data, metadata, policies, standards, tools, and users. This infrastructure allows spatial data to be used in an efficient, effective, flexible and economical way.

2016 TOP MAP RESOURCES

IOWA CERTIFIED SITES
ECONOMIC DEVELOPMENT (IEDA)



Iowa Certified Sites drew nearly 80,000 visitors in 2016 providing developers, planners and citizens with detailed and accurate information about sites certified for development.

The ability to pinpoint specific locations with a click and see key data at a glance is more meaningful and transparent than pouring through spreadsheets and lists.

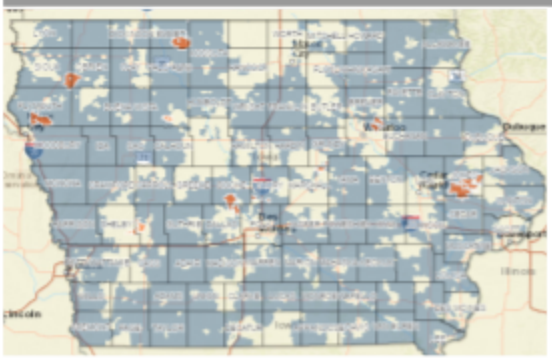
http://www.iowaeconomicdevelopment.com/SiteLocation/CertifiedSite

PRESCRIPTION DRUG DROP-OFF LOCATION
OFFICE OF DRUG CONTROL POLICY

Prescription Drug Drop-off Location informs people of where unused prescription drugs can be disposed of safely. The Office of Drug Control Policy reduced the workload for maintaining the lists of drop-off locations while providing citizens with a simple way to get the information.

http://arcg.is/2gsTAsK

IOWA BROADBAND TSA ELIGIBILITY APPLICATION



Iowa's Broadband TSA Eligibility Application assists State staff and citizens who need to know whether they are in a targeted service area covered by the efforts to increase broadband penetration in underserved areas.It generated more than 2500 views of meaningful and precise data.

https://arcg.is/2j22ezH

Figure 5: 2016 Top GIS Map Resources

Greater Efficiency

As the enterprise technology leader, the OCIO is focused on using technology to empower an efficient government workforce, equipping civil servants statewide with the tools they need to serve Iowans.

Enterprise Content Management (ECM)

Agencies across the state have expressed the need for an enterprise content management (ECM) solution to electronically collect, manage and preserve records. While there are multiple document repository or ECM solutions in use across the state today, we need an efficient enterprise solution designed to meet the needs of agencies. To that end, the Enterprise Content Management Pilot Project kicked off in November 2016. This project, in coordination with the Department of Administrative Services, will use the OpenText Content Suite to store attachments associated with I/3 documents. It will also provide State Records Managers the ability to search for records, redact as needed and respond to FOIA requests related to the documents that are stored in the system.

Google Apps Implementation

On December 12, 2016, the State of Iowa's Executive Branch converted to Google for e-mail and productivity services! New email solutions are better, faster, cheaper, and in fact, more secure than anything the State has today or can provide in the near future. The Google Apps suite includes email and calendaring, but also state of the art tools for collaboration and productivity that will present huge opportunities for new efficiency across the state in the coming years.

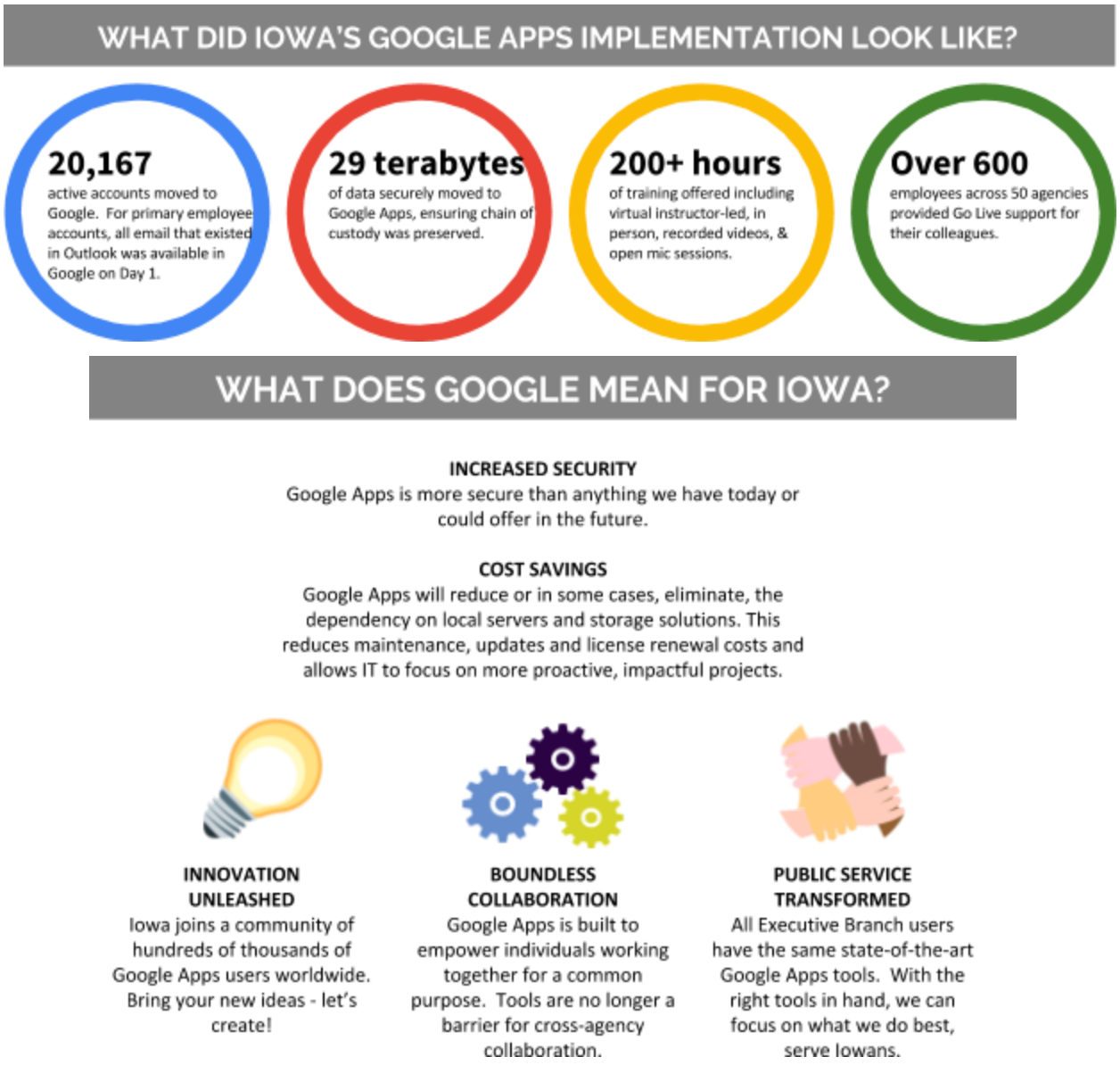


Figure 6: Google Apps implementation

Consolidation of IT Commodities

The best solutions are found when we integrate collaboration, enterprise focus and selective consolidation. This includes finding and moving services to best-in-class providers and working together to eliminate technology redundancies across the state.

Datacenter Migration

In 2014, the primary State of Iowa data center experienced an electrical fire that brought down most statewide IT services. Since that time, the primary data center generator has also reached end of life and the Department of Administrative Services did not receive funding for its replacement. Efforts to begin this work in earnest cannot commence without Technology Reinvestment Funding requested by OCIO for future fiscal years. This initiative includes moving certain services from the state's primary data center to cloud providers as well as moving

agency systems from across the state to a regional data center provider. This will reduce if not eliminate the state's need to maintain physical data centers and allow state technologists to focus on new initiatives instead of keeping the lights on.

Agency Support

In 2016, OCIO strengthened its relationships with multiple agency partners including the Iowa Veterans Home and Iowa Utilities Board, consolidating their IT services through the OCIO.

In 2016, demand for Technology Account Managers (TAM) more than doubled with TAMs **supporting 22 organizations including agencies, boards & commissions** in total (an increase of 13 over 2015).

In response to agency needs, two additional Technology Account Managers (TAMs) were added to the Agency Services Team. TAMs assist agencies with IT planning, budget, coordination, service delivery, and technology oversight tasks allowing agencies to forgo the duplication and expense of hiring a dedicated information technology manager for their agencies. At any given time OCIO, tracks 55+ IT projects for many agencies. Major 2016 projects included:

- Completed Windows 2003 Server upgrades for a large number of agencies
- Department of Revenue (IDR) Tax Credit Administration System development
- Tax Year 2016 support for IDR including property tax and credits
- Alcoholic Beverages (ABD) licensing system
- State Public Defender Assessment
- Google Apps implementation
- Driver License Lookup Service Rewrite

Transparency

The OCIO's transparency initiative supports sharing information with citizens in the spirit of an open and accountable government. This includes the state transparency portal comprised of five websites.

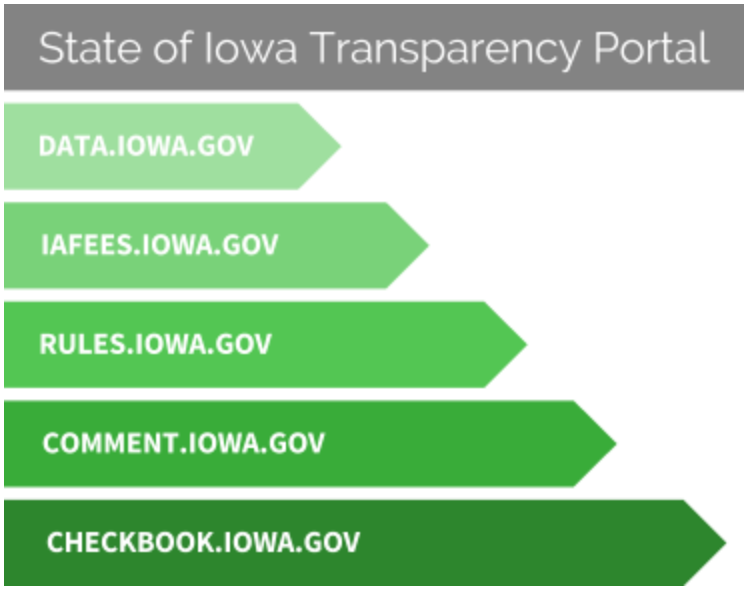


Figure 7: Iowa Transparency portal

Agency Datasets

Both data.iowa.gov and checkbook.iowa.gov allow citizens direct access to data from over 40 agencies. In 2016, over 25,000 people visited data.iowa.gov with access to 132 datasets and over 800 charts or maps. The most popular data includes licensed insurance companies, Iowa liquor sales, active Iowa business entities, and the State of Iowa salary book.

Government Fees

Developed as a result of House File 2274, the iafees.iowa.gov website provides citizen's access to information about the fees charged by agencies. This website is the first of it's kind in the nation allowing citizens, students, legislators or interest groups to analyze government fees from a single location.

iafees.iowa.gov is **the first website of it's kind in the nation** allowing anyone to analyze government fees from a single location.

Public Comment

Comment.iowa.gov is used by agencies to gather feedback from citizens and businesses on proposed plans, provides transparency and encourages engagement. In 2016, this site had over 5,000 views and feedback was gathered for the OCIO Broadband Program (HF655), Iowa Workforce Development Workforce Innovation and Opportunity Act (WIOA) State Plan, and the Governor's Working Group for Justice Policy Reform Strategies Justice Policy Reform Plan. The ability to allow citizens to comment on proposed plans has caught the attention of several other government entities as OCIO has been contacted by Queensland, NZ and the Minnesota Registrar with requests to share this website code.

Administrative Rules

Rules.iowa.gov allows members of the public the opportunity to comment on administrative rules in the notice process. From January to December 2016, 573 notices garnered 102 comments and were viewed over 98,000 times.

Iowa is 1 of only 3 states with an online public comment website for its administrative rules process.

This year, rules.iowa.gov was honored by the National Association of State Chief Information Officers (NASCIO) with the Government to Citizen award. Iowa is one of only three states with an online public comment website and the only state that allows comments to be collected by specific section.

Standardization

The OCIO with input from state agencies establishes enterprise technology standards. These standards exist to reduce risk to government operations, ensure judicious and prudent spending, and ultimately expedite citizen access to services. Six multi-agency workgroups participate in the development and recommendation of enterprise IT standards from cybersecurity to project management best practices. In 2016 alone, the Projects & Investments workgroup reviewed 65 new technology projects to reduce duplication across government,

safeguard data through security compliance and ensure an enterprise focus on technology investments.

IT Standards

The IT Policy workgroup, led by the OCIO, is tasked with defining enterprise technology policies and standards. In 2016 this workgroup developed, discussed and reviewed six standards as well as the State of Iowa employee handbook. Two of the standards were published in 2016 -- Enterprise Logging Security and Wireless LAN Security -- which specifically establish guidance for baseline security protections. The four additional policies reviewed in 2016 and to be published in 2017 include Enterprise Information Security, Enterprise Malware Protection Security, Website Policy Notices, and Intranet standards. In addition to the standards actively in process, the IT Policy workgroup is working on an umbrella policy for agencies to identify high-risk confidential information and will continue to review other outdated policies on a periodic basis.

For additional information, see https://ocio.iowa.gov/standards

Support for Executive Order 87

The Executive Order 87 Leadership team, along with several key partners, worked diligently to prepare recommendations that will have a direct and sustainable impact on protecting lifeline critical infrastructure, reducing risk to government operations, and creating sustainable partnerships in cybersecurity. The OCIO lead the multi-agency effort to deliver Iowa's Cybersecurity Strategy (Appendix F).

Figure 8: Executive Order 87 action areas

Improved Collaboration

The OCIO acknowledges its role as a catalyst for collaboration across industries and sectors leveraging technology and improve the life of Iowans. This includes activities such as gathering best-in-class leaders together to improve Iowa's cybersecurity workforce pipeline, building upon existing partnerships with Iowa Regents institutions, and engaging with cities, counties and school districts.

Expand Partnerships

The OCIO will expand its cross-jurisdictional partnership efforts in 2017 to include new activities with cities, counties, and school districts. New efforts with Iowa Regents institutions are also currently being explored including Information Security coordination (see STEM below) and a goal to establish a shared learning management system for State staff in 2017.

STEM

The need for additional science, technology engineering, and math (STEM) workers along with the need for a cybersecurity workforce is well documented. In order to increase the number of workers there needs to be an increase in the number of students focused on cybersecurity. The OCIO along with key partners including ISU, is developing STEM scholarships and support structures to grow Iowa's cybersecurity workforce. Additional information can be found at iowastem.gov

EO87 Leadership Team

In collaboration with the Iowa National Guard, Iowa Homeland Security and Emergency Management Department, Iowa Communications Network, and the Department of Public Safety developed Iowa's first holistic cybersecurity strategy. This strategy identified numerous recommendations to increase Iowa's ability to respond to cybersecurity events, and, in fact, proactively mitigate risks for its citizens and government operations. Ongoing partnership with public and private entities as well as ongoing collaboration with federal partners is required to protect Iowans from the persistent threat of cyber-attacks. I

Cyber Alliance Symposium

The Iowa Cyber Alliance is dedicated to the continual improvement of the cybersecurity posture of the citizens of Iowa and the engines of economic growth and development for the State and the region. The annual symposium focuses on building private/public partnerships. Lieutenant Governor Reynolds spoke at this year's symposium.

> The Iowa Cyber Alliance will be **one of the nation's first statewide comprehensive programs** dedicated to providing security education, outreach, and training to government agencies, businesses, and all its citizens.

2016 Accomplishments

The Office of the Chief Information Officer (OCIO) team accomplished many major projects within the realm of information technology (IT) innovation, operations and consolidation. These accomplishments include transparency, cloud services, and innovation projects to support

greater efficiency, high quality citizen services, and secure storage for critical State data. Additionally, the OCIO successfully completed dozens of IT projects and oversaw new consolidation support and planning activities for Veterans Home (IVH) and Utilities Board (IUB).

Awards

In 2016 three state technology efforts received recognition for outstanding web applications and web sites.

- **NASCIO Award "Government to Citizen" for Administrative Rules Public Comment Website**. The National Association of State Chief Information Officers honored the Office of the Chief Information Officer for the development of https://Rules.Iowa.gov which allows the public to comment on proposed Administrative Rules. Iowa is one of only three states with an online public comment website and the only state that allows comments to be collected by specific section. The award recognizes innovative services or communication channels for citizens, provide for open government, increase government's efficiency and/or stimulate citizen engagement and interaction.

- **eRepublic Finalist for Best of the Web.** Best of the Web (BOW) awards recognize city, county and state governments for their work to engage citizens online while also providing them with cutting-edge Web services. Iowa was recognized for the refresh of the state portal https://www.iowa.gov This is the first time in the 20 year history of the award program that Iowa has been recognized. The new design of the website with social media integration and quick links to open data and checkbook transparency information moved Iowa into a leader position.

- **ESRI Special Achievement Award in GIS.** The Special Achievement Award in GIS was awarded to the Department of Natural Resources (DNR) for their efforts to publish 20 plus maps and the integration of map information into DNR applications. The award recognized the team delivering these maps as the Iowa DNR GIS Section Staff, DNR and OCIO Information Technology staff as well as the vision of many of the staff and management in the Fisheries, Wildlife, Water Quality and Land Quality Bureaus. This award recognizes the collaborative effort to make things easier for the public to find recreation, conservation and environmental information.

Innovation

- **Google Apps for Government.** For the first time ever, most of the Executive Branch is using the same platform for email and collaboration! In addition to email, calendaring and eDiscovery, the entire Google Apps for Government core suite is available to agencies at no additional cost. Agencies can take advantage of these additional state-of-the-art tools and discover ways to more efficiently and effectively serve Iowans.

- **OCIO Innovation Lab & Conference Center.** This state-of-the-art facility offers meeting space for 36 staff and can accommodate training for up to 66 in-person attendees and limitless virtual participants.

Figure 9: OCIO Innovation Lab & Conference Center

- **New Brokered Services & Products.** Expanded IT Brokerage portfolio to include additional services including customer relationship management (SalesForce), workforce management (Kronos), and Application Development Scrum. Additionally, Iowa's Invitation to Qualify technology vendor list was expanded to include IT Managed Services. For the first time ever, the State of Iowa has a one-stop shop for the acquisition of IT goods and services with special emphasis on standardized terms and conditions to protect and secure citizen data.

Operations

- **Deployed Additional Technology Account Managers**. Two additional Technology Account Managers (TAM) were added to the Agency Services team in 2016. TAMs serve as OCIO representatives focused on technology liaison and planning services for agencies, particularly in cases where the agency has opted to receive IT leadership services from OCIO rather than hire its own IT administrator. These Technology Account Managers have been assigned to assist agencies with IT planning, budget, coordination, service delivery, and technology oversight tasks.

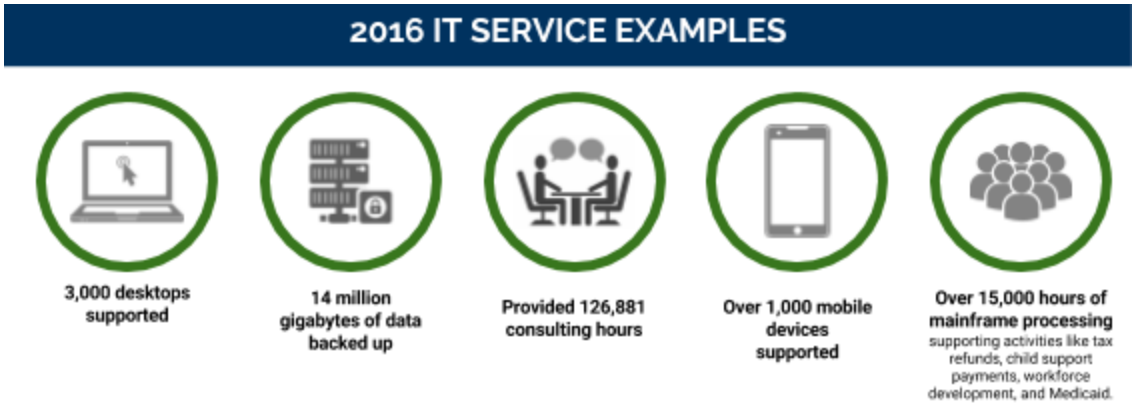
- **Expanded Agile Teams.** This year, the OCIO further expanded the implementation of agile methodology in application development projects. Using this new methodology, teams are able to deliver technology-based solutions to executive branch agencies with greater flexibility and speed than the traditional waterfall methodology, working closely with business partners to ensure a shared understanding of the problem they are addressing.

> In 2016, the number of OCIO **agile teams grew from 1 to 6.**

- **Continuous Improvement.** We are always looking for ways to improve collaboration and communication between IT professionals and this year, the concept of continuous integration (CI) was introduced. CI takes a step towards improved communication and faster time to market by providing constant feedback on software status and allowing

teams to identify and correct defects earlier in the software development lifecycle. Automated software deployments using Octopus Deploy have helped reduce user errors. This is part of of a broader effort to improve DevOps (software DEVelopment and information technology OPerations) practices.

- **IT Service Delivery**. All executive branch agencies receive some IT services from the OCIO in addition to 48 counties, 7 cities, and 17 schools. IT services range from software development to desktop support, security training and support of the State's financial system (I/3) just to name a few:



A full listing of services is available at https://ocio.iowa.gov/direct-services

IT Consolidation

The best solutions are found when we integrate collaboration, enterprise focus and selective consolidation. In 2016, the Iowa Veterans Home and Iowa Utilities Board consolidated IT services through the OCIO. Fully Consolidated Organizations receive all their technology services from OCIO including management and oversight of IT staff.

Figure 10: Fully Consolidated Agencies, Departments, Boards, and Commissions

Support for All Agencies of State Government. Throughout 2016, the OCIO provided value-added IT services to every agency of the State of Iowa including a variety of email, mainframe, software development, server hosting, information security, and database support services.

In total, **58 entities use OCIO services**. This includes agencies, departments, boards, and commissions.

Cybersecurity

There are several key projects underway to promote the secure use of technology and increase cybersecurity awareness for employees and citizens of Iowa. We are committed to protecting confidential data by working with our partners to comply with laws and ensure the latest cybersecurity practices are employed to thwart the efforts of cyber criminals.

ONGOING CYBERSECURITY ACTIVITIES

Vulnerability Management. Scans and analyzes state computers and networks for known vulnerabilities. The vulnerability management solution is available to state agencies, schools, and county governments.

Intrusion Detection. Monitors and identifies malicious network activity. Appropriate security measures are applied to keep networks secure and protect data when malicious activity is detected.

Disaster Recovery. All state agencies provide the ISO a copy of continuity of operations (COOP) or continuity of government (COG) plans. Plans allow for continued government services in support of our citizens when disaster strikes.

Risk Assessment. A formal cybersecurity framework for evaluating the level of risk for each agency. Provides education and feedback to agencies so they can secure their information technology systems and protect citizen information.

Training & Outreach. The ISO provides agencies with on-premises and online cybersecurity training to cultivate long term security awareness and behavior throughout state government.

Web Application Scanning. The ISO performs penetration testing of web applications to find weaknesses in programming code as a preventative measure against cyberattacks.

Threat Intelligence. Through vendor and federal government sources, the ISO continually monitors the advanced persistent threat in an effort to thwart cyber criminal activity.

Figure 11: Ongoing Iowa Cybersecurity Activities & Services

- **Relaunched State cybersecurity website.** The refreshed website Includes over 30 key cybersecurity services offered by the OCIO, information for citizens and agencies, security alerts, and current events. For additional information about services offered, visit Iowa's cybersecurity website

at https://iso.iowa.gov/

Figure 12: State of Iowa cybersecurity home page

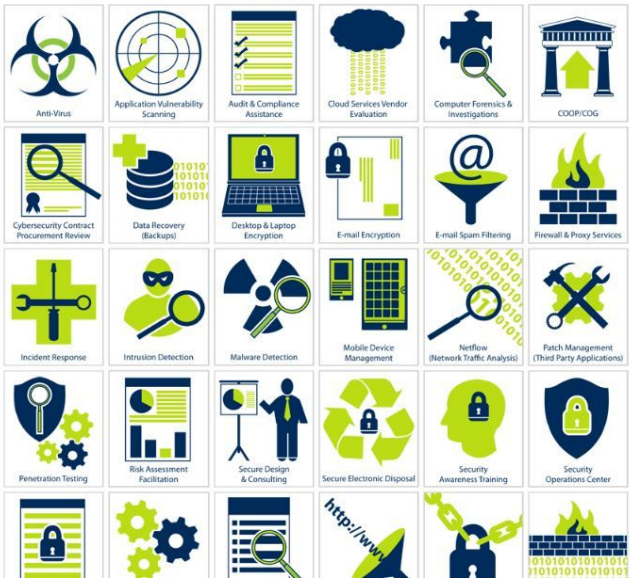


Figure 13: Cybersecurity services catalog

- **Created Iowa's Security Operations Center (SOC).** The SOC is a centralized unit dealing with cybersecurity issues for the state of Iowa. The SOC provides the State of Iowa a better way of identifying, protecting, detecting, responding, and recovering from any cybersecurity incidents within the state. In 2016 this meant focusing on reducing response times, enhancing detection of sophisticated attacks and increasing visibility into malware threats.

- **Delivered State of Iowa Cybersecurity Strategy.** In collaboration with the Iowa National Guard, Iowa Homeland Security and Emergency Management Department, Iowa Communications Network, and the Department of Public Safety developed Iowa's first holistic cybersecurity strategy. Strategy identified numerous recommendations to increase Iowa's ability to respond to cybersecurity events, and, in fact, proactively mitigate risks for its citizens and government operations.

Key Partners

- **Intentionally integrated science, technology, engineering, and math (STEM) outreach and growth efforts.** Through participation in Iowa's Cyber Alliance, the OCIO and other organizations across the State gave renewed focus to educating, engaging and employing Iowans in cybersecurity. This year, the OCIO sponsored HyperStream and participated in the ISU Cyber Defense

HYPERSTREAM
THE TECH HUB FOR IOWA STUDENTS

competition. HyperStream fosters real-world learning for 5th-12th grade students through hands-on technology projects through school organized clubs, combined with the opportunity to work with technology mentors. Within higher education, the ISO, in partnership with the Iowa National Guard, connected to the ISU cyber exercise environment.

2017 Vision

With each passing year, the pace of technological change is accelerating. Over the years, information technology services like e-mail that were originally managed by a small group of internal staff have grown in complexity, taking more expertise to manage than ever before. Meanwhile, securing and protecting citizen data has become increasingly challenging.

Finding a balance between maintaining aging systems and developing new innovation projects is the central challenge for IT departments across the United States. As the OCIO looks forward to 2017, we plan to expand our IT brokerage model to include public and private sector partnerships focused on securing our systems, maintaining critical services, and making state government more efficient, citizen focused, and agile. By engaging partners to manage our long term support needs, the OCIO can turn its focus to the innovation challenges of government and to transforming the delivery of next generation services for all agencies of the State of Iowa.

2017 CORE INITIATIVES

REDUCE DEPENDENCIES ON INTERNAL STATE IT ASSETS	Continued cloud adoption, redundant campus networking and third party security solutions.
EXPAND PARTNERSHIPS	Foster and develop relationships with managed IT service providers, build collaboration with institutions as well as local jurisdictions.
IT BROKERAGE	Establish a single, large scale IT goods and services contract for the Executive Branch.
CYBERSECURITY	Improve the State's cybersecurity position by enhancing the Security Operations Center (SOC) and expanding services offered.
AGENCY SUPPORT	The best solutions are found when we integrate collaboration, enterprise focus and selective consolidation to better serve Iowans.
TRANSPARENCY PORTAL	Advance the Governor's goal of maintaining a transparent and open state government.
DIGITAL CITIZEN OUTREACH	Improve citizen engagement through the use of digital tools.
BROADBAND COORDINATION	Catalyze the deployment of new high speed Broadband infrastructure across the state.
EPAYMENT PORTAL PILOT	Provide an improved and consistent citizen experience by implementing an enterprise payment (ePayment) portal.
EXPAND STEM OPPORTUNITIES	Engage science, technology, engineering, and math (STEM) students to solve critical state data challenges.
IT STANDARDS	Review and develop enterprise technology policies and standards.
GEOSPATIAL DATA	Expand and improve access to geospatial (GIS) data.

The following core initiatives are awaiting Technology Reinvestment Funding (TRF). The goal for TRF is to fund enterprise solutions benefiting all agencies, reducing duplicative systems across the state.

GOOGLE APPS IMPLEMENTATION	Finalize implementation migrating remaining legacy data, complete outstanding agency migrations, shut down old systems, review/redaction tools for attorneys.
ENTERPRISE CONTENT MANAGEMENT	Implement a single solution for state government, eliminate paper, ensure compliance with records commission, discovery, etc.
SUPPORT FOR EO87	Enhance enterprise security tools and training, expand security partnerships with state agencies, higher education, and public/private organizations.

Figure 14: 2017 Core Initiatives

Measuring Success

The Office of the Chief Information Officer (OCIO) has established the following measurable goals to evaluate progress and moreover improve results so we can better serve citizens. These metrics span core functions within the OCIO.

Figure 15: Performance Management Process

2016 Highlights

The following highlights key results in services offered by the OCIO for the 2016 calendar year.

OCIO Average Host Vulnerability Score

This score is indicative of the State's potential vulnerability to known threats, and provides visibility into one facet of the State's security program. The lower the score, the fewer potential vulnerabilities exist.

In 2016, we saw a **26% increase in host coverage** while reducing our exposure to known potential threats as the average **vulnerability score decreased by 29%** for both OCIO and the Enterprise.

Why are we doing this? We are reducing known vulnerabilities in our systems.

What was achieved?
In 2016 we focused on increasing coverage and lowering host scores. We partnered with agencies to zero in on refining endpoints (laptops, desktops, servers etc), implementing timely patch management, and communicating vulnerability risk. The results were lower vulnerability scores and an increase in the number of hosts scanned across the enterprise.

Data source: Enterprise Vulnerability Management System (EVMS)

Data reliability: This score is reflective only of the systems currently being scanned by EVMS. Vulnerabilities cannot be measured for systems without EVMS installed.

Percent of State employees receiving security awareness training

The OCIO Information Security Office (ISO) provisions and monitors the State's security awareness training program.

Why are we using this measure? The State's first line of defense in preventing a cyber-threat is its employees. Cybersecurity is everyone's responsibility and training is a critical part of our State's Cybersecurity program. Annual security training provides all State employees information about cybersecurity and their role in safeguarding data.

Out of 16,785 state employees on record, **58% of state employees have completed security training**.

What was achieved? Out of 16,785 state employees on record, 9,740 (58%) have completed the training. The drop in participation this year can be attributed in part to the training being unavailable for four months while renewals were negotiated. Efforts are ongoing to increase participation; however, improvements require participation and prioritization by all agencies. Securing the Human Training was also offered to cities, counties and school districts in Iowa; however, their participation is not included in this performance metric.

Data sources: Securing the Human Training VLE, data.iowa.gov

Data reliability: The processes for enrolling employees in training varies by agency. Additionally, participation varies by agency as some agencies may offer training to only a subset of employees or participate in an alternative training.

Performance Metrics

The following includes organizational performance for the 2016 fiscal year.

FY16 PERFORMANCE

CORE NETWORK UPTIME

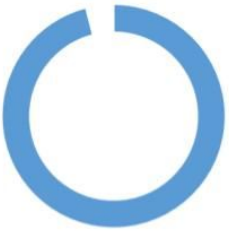
100%

Network availability is the bedrock for ensuring reliability of the State's information technology resources, impacting all branches of government.

CORE WEBSITE UPTIME

99%

Websites connect constituents to citizen services. Measuring the availability of these websites helps ensure crucial services are readily accessible.



PROJECTS DELIVERED ON-BUDGET

96%

This industry standard metric allows us to measure our service delivery against nationally recognized benchmarks; ultimately, ensuring efficient use of State resources.

PROJECTS DELIVERED ON-TIME

96%

This year's focus is on establishing a benchmark for on-time delivery. To date, we are exceeding the industry benchmark for on-time delivery.

ON-TIME PRINT DELIVERY

96%

This measure of customer service allows us to guarantee performance meets or exceeds industry standards.

STATE EMPLOYEES RECEIVING SECURITY AWARENESS TRAINING

68%

The State's first line of defense in preventing a cyber-threat is its employees. Annual security training offers all State employees information about cybersecurity and their role in safeguarding data.

29% reduction

AVERAGE OCIO HOST VULNERABILITY SCORE

The average vulnerability score was 2307 in FY16 for OCIO hosts. This score is indicative of the State's potential vulnerability to known threats, and provides visibility into one facet of the State's security program. The lower the score, the fewer potential vulnerabilities exist.

4

NEW IT SERVICES DELIVERED

These services provide statewide consistency in negotiated terms & conditions, and offer agencies a set of managed services, reducing agency effort in contracting and freeing up time to focus on delivering business solutions.

3

DISASTER RECOVERY DRILLS

While we cannot predict when a disaster will occur, we can diligently prepare. These recovery drills help ensure proper protocols are in place and understood, should a disaster occur.

IOWAccess Revolving Fund

The purpose of the IOWAccess Revolving Fund (IOWAccess) is to create and provide a service to Iowa's citizens that will serve as a gateway for one-stop electronic access to governmental information, transactions, and services at state, county, or local levels. In this role, the fund supports agency proposals that facilitate ease of application, accessibility of information, and/or submission of data.

The various IOWAccess projects that have been developed through the IOWAccess Revolving Fund continue to make more data available from state government and are a means to connect more citizens to their government. Since 1998, completed projects totaling over $15 million have been financially supported by IOWAccess. In addition, over $5 million has been awarded towards e-Government projects currently under development.

In FY16, **32 projects were funded by IOWAccess.**

There are currently **13 potential projects for a total of $3.2 million under final review.**

The IOWAccess Revolving Fund has been and continues to be an important funding source for a variety of e-Government projects (many times the only source), from licensing services to providing website accessibility training to agency employees.

The OCIO contract for network management of IOWAccess was held by Iowa Interactive, LLC, a wholly-owned subsidiary of NIC, Inc., until the contract expired July 1, 2016. Upon expiration of the contract with Iowa Interactive in 2016, OCIO assumed the day-to-day responsibilities of the network manager and used the transaction fees to contract for fixed-price services to create static and dynamic web services for state agencies at no cost to the agencies. This move represents a significant change from the transaction-fee model used under the prior contracts with Iowa Interactive, LLC.. Now, each website delivered to agencies through IOWAccess will be independently bid, tracked, and paid in accordance with the highest standards for transparency and accountability nationwide. OCIO hopes to show increased value, more innovative websites, and faster delivery to state agencies as a result.

FY16 IOWAccess Projects and Activities

IOWAccess funding supported the following activities and projects this fiscal year.

- New State of Iowa portal including the State social media directory
- City of Leon website
- Delivered 18 agency or program websites
    - Board of Pharmacy
    - Division of Credit Unions
    - Inspections and Appeals
    - Iowa Alcoholic Beverages Division
    - Iowa Commission on Volunteer Services - Volunteer Challenge
    - Iowa Mentoring (Economic Development)

    - Iowa Property Assessment Appeal Board
    - Department of Management
    - Medical Examiners Office
    - State of Iowa Service Desk
    - Office of Drug Control Policy
    - Public Health Accreditation Planning Services (Public Health)
    - Racing and Gaming Commission
    - Department of Revenue intranet (restricted to agency staff)
    - Smokefree Homes website (Department of Public Health)
    - State Auditor
    - Terrace Hill
    - Volunteer Iowa (Economic Development)
- eFile pre-need sellers and perpetual care cemeteries (Iowa Insurance Division)
- Electrical licensing (Department of Public Safety)
- Distance learning database (Iowa Communications Network)
- SalesForce grants management development (Economic Development Authority)
- Infogroup website (Office of the Chief Information Officer)
- School alerts replacement (Office of the Chief Information Officer)
- Completed design of 12 agency websites including Department of Human Rights
- Ongoing management of Driver License Records Abstracts (DLR) service
- Maintenance support for 6 applications

The full report for IOWAccess can be found in Appendix A which contains the details of ongoing projects and their expenditures. IOWAccess earned $34,121 dollars in interest for FY16.

Financials

The Office of the Chief Information Officer (OCIO) projects minor increases in budget as we continue to centralize administration, broker services, consolidate, and improve processes. Although increases in OCIO Internal Services Fund revenues are anticipated from FY14 through FY17, these are the result of increased agency utilization of OCIO services – driving gains in efficiency and capability.

The budget projection is required by the Legislature and provided by the OCIO.

Statewide Technology Spend

In accordance with Iowa Code Chapter 8B.21 section 6, the Office of the Chief Information Office creates an annual report regarding total spend on technology. A detailed breakdown of FY16 IT expenditures is included with this document as Appendix F. A summary analysis of that data is as follows:

IT Equipment & Software

$60.53 Million from July 1, 2015 - June 30, 2016

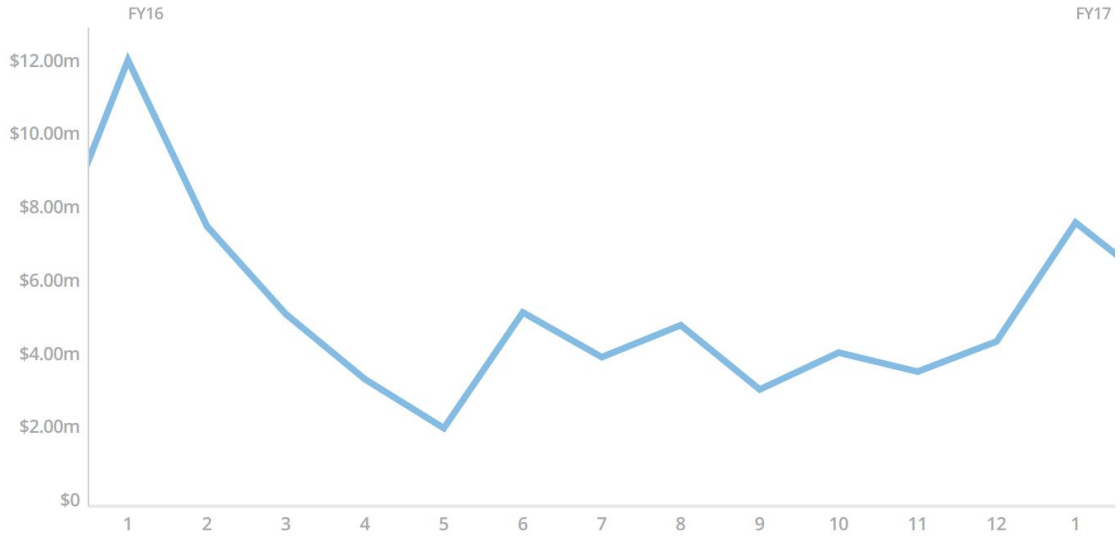


Figure 16: Actual statewide IT equipment and software spend by fiscal year and period

IT Outside Services

$56.41 Million from July 1, 2015 - June 30, 2016

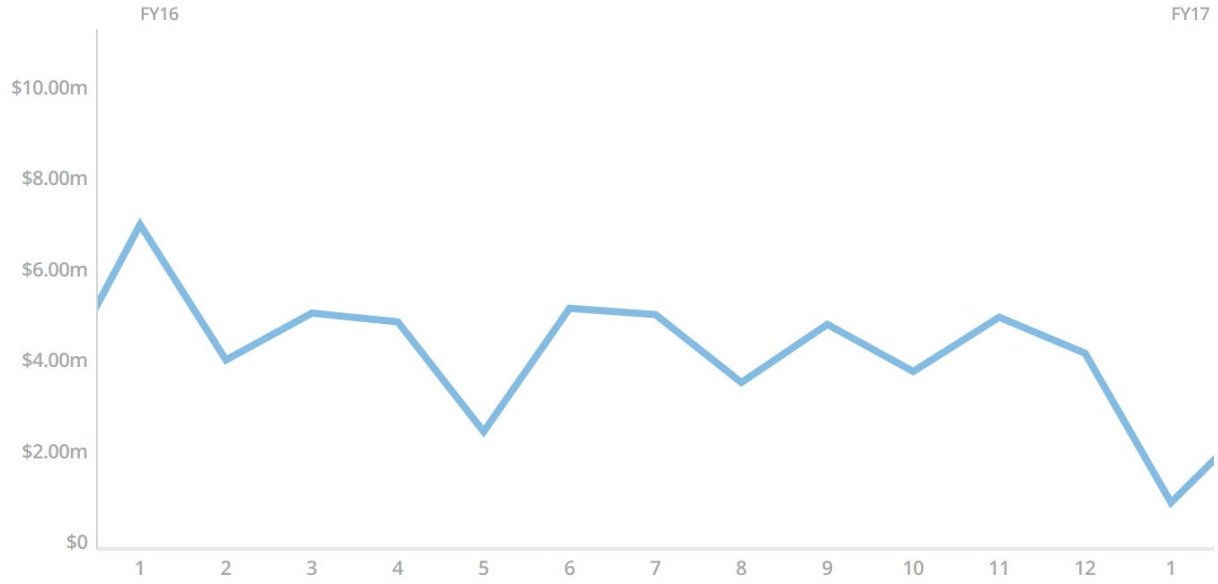


Figure 17: Actual statewide IT outside services spend by fiscal year and period

Communications

$46.09 Million from July 1, 2015 - June 30, 2016

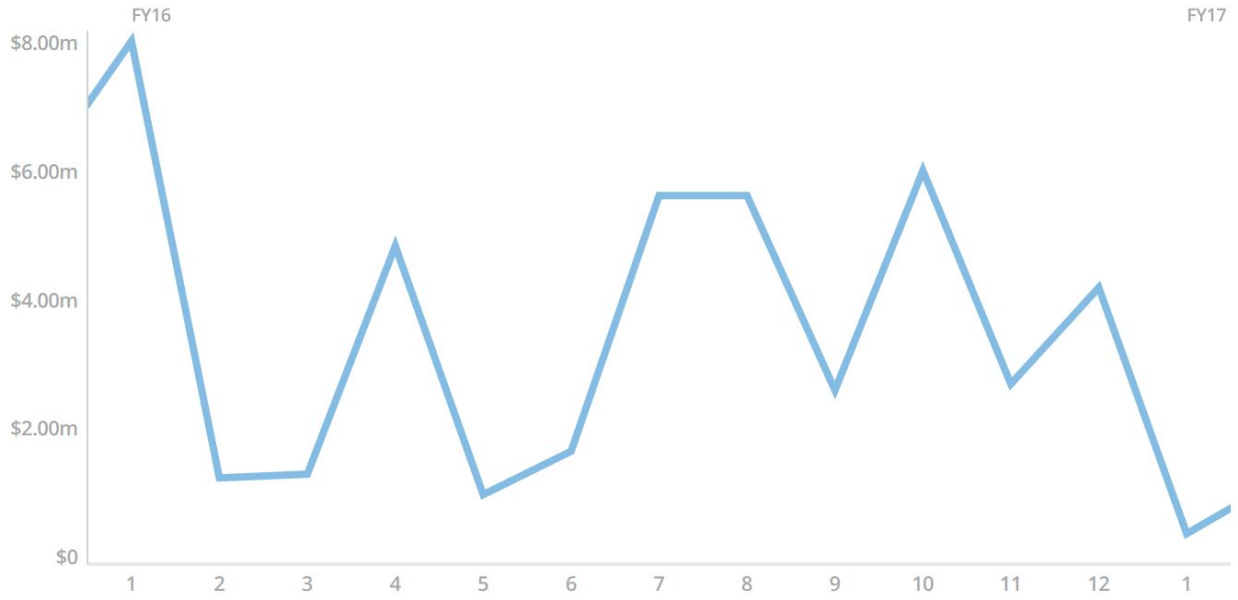


Figure 18: Actual statewide communications spend by fiscal year and period

There are three classes of data queried from the I/3 financial system: IT outside services, IT equipment, and communications.

- **IT equipment and software** procurements provide the necessary equipment and software for workstations, network components, servers, and mainframes.
- **IT outside services** is comprised of IT services provided by vendors to support a variety of state government projects and initiatives.
- **Communications** services include infrastructure for telephone networks and service charges from telecommunications providers.

Accompanying Documents

Appendix A. FY2016 IOWAccess Revolving Fund Annual Report
Appendix B. Salary Report
Appendix C. Donations, Grants, Gifts, and Contributions Report
Appendix D. Iowa Interactive Annual Report
Appendix E. State of Iowa Cybersecurity Strategy
Appendix F. State of Iowa Broadband Report
Appendix G. FY2016 Statewide Technology Expenditure Report

APPENDIX A - IOWAccess Revolving Fund - Annual Report FY2016

IOWAccess Revolving Fund

Annual Report

Fiscal Year 2016

Prepared by

Office of the Chief Information Officer

Acknowledgements

The Office of the Chief Information Officer (OCIO) would like to express our appreciation to the agencies and organizations involved with IOWAccess projects, as well as the staff from Iowa Interactive for their efforts in assembling and editing the data required to compile this report.

The OCIO would like to thank Phil Miclot for his help with this report and the financial oversight of the IOWAccess Revolving Fund. Finally, we would like to recognize Wes Hunsberger for his operational and technical support of the IOWAccess Revolving Fund and acknowledge Wes for producing and distributing this publication. Please direct any questions about this Fiscal Year 2016 IOWAccess Revolving Fund Annual Report to Tom Slaughter at tom.slaughter@iowa.gov or (515) 725-1045.

Forward

The various IOWAccess projects that have been developed through the IOWAccess Revolving Fund continue to make more data available from state government and are a means to connect more citizens to their government. Since 1998, completed projects totaling over $15 million have been financially supported by IOWAccess. In addition, over $5 million has been awarded towards e-Government projects currently under development.

The purpose of the IOWAccess Revolving Fund is to create and provide a service to Iowa's citizens that will serve as a gateway for one-stop electronic access to governmental information, transactions, and services at state, county, or local levels. In this role, the fund supports agency proposals that facilitate ease of application, accessibility of information, and/or submission of data.

The IOWAccess Revolving Fund has been and continues to be an important funding source for a variety of e-Government projects (many times the only source), from licensing services to providing website accessibility training to agency employees. The following report details the projects that were completed or are in development for the period ending June 2016. And a list of potential projects is also included to give the reader a forecast of future IOWAccess funding. **IOWAccess funding is integral to the implementation of innovative technology solutions in our citizen-centric government.**

Thank you for partnering with us to make the State of Iowa a technology leader.

Bob von Wolffradt, Chief Information Officer
Office of the Chief Information Officer
1305 East Walnut Street
Des Moines, IA 50319

Executive Summary

The Office of the Chief Information Officer is required to report on the activities funded and the expenditures made from the IOWAccess Revolving Fund. IOWAccess was created in 1998 and remains an important funding source for e-Government initiatives within the State of Iowa. This program continues to provide funds in support of initiatives to connect Iowans with their government by utilizing the accessibility and technology of the Internet.

This report highlights the Fiscal Year 2016 accomplishments of IOWAccess, including IOWAccess projects in development. Certain services offered through IOWAccess charge a value-added fee. Contained within this report are a description of the IOWAccess business model and the processes employed by IOWAccess to fund and monitor projects, along with a listing of projects funded during the reporting period.

The financial section of this report (pages 10 through 14) includes a listing of IOWAccess projects in development by agencies during Fiscal Year 2016. This table of IOWAccess projects developed by agencies lists both those projects under development for this time period, as well as those projects completed since the last legislative report was produced. The financial section also includes ongoing IOWAccess expenses, the unobligated cash balance for IOWAccess and a listing of projects under review that may receive IOWAccess funding in the immediate future.

Iowa Code Section 8B.9 - Reports Required

Following is the applicable Iowa Code citation for the CIO to produce the report:

> *4. An annual report of expenditures from the IOWAccess revolving fund as provided in section 8B.33.*

Iowa Code Section 8B.33 - IOWAccess Revolving Fund

Following is the applicable Iowa Code citation for the IOWAccess Revolving Fund:

> *1. An IOWAccess revolving fund is created in the state treasury. The revolving fund shall be administered by the office and shall consist of moneys collected by the office as fees, moneys appropriated by the general assembly, and any other moneys obtained or accepted by the office for deposit in the revolving fund. The proceeds of the revolving fund are appropriated to and shall be used by the office to maintain, develop, operate, and expand IOWAccess consistent with this chapter, and for the support of activities of the technology advisory council pursuant to section 8B.8.*
>
> *2. The office shall submit an annual report not later than January 31 to the members of the general assembly and the legislative services agency of the activities funded by and expenditures made from the revolving fund during the preceding fiscal year. Section 8.33 does not apply to any moneys in the revolving fund, and, notwithstanding section 12C.7, subsection 2, earnings or interest on moneys deposited in the revolving fund shall be credited to the revolving fund.*

Funding Guidelines for IOWAccess Projects
To seek IOWAccess funds the following guidelines apply:

- The request must be made by a State of Iowa, county, or local government agency
- The request must meet the mission of the government
- The proposed project must provide a benefit to the state and provide a service to the citizens of Iowa
- The proposed project must provide electronic access to government information or transactions whether federal, state or local
- The government agency can outsource management of the website to a non-profit organization, but the agency is ultimately responsible for the information contained therein
- The proposed project, once completed, can be shared with and used by other political subdivisions of the state, as appropriate
- The state retains ownership of any final product or is granted a permanent license to the use of the product

The funding for IOWAccess applications improves the availability, quality, use, and sharing of data; provides a unique source of funds for innovative e-Government programs; and is used as an adjunct to federal and state funding to improve the effectiveness of government programs, consistent with the goals of IOWAccess.

IOWAccess projects are recommended by an IT governance review process supported by the Office of the Chief Information Officer in coordination with a number of participating state agencies. Project recommendations are then forwarded to the CIO for final review and approval. This process is to ensure that IOWAccess efforts are targeted at relevant electronic government services.

IOWAccess Business Model
The purpose of IOWAccess is to create and provide a service to citizens of the state that will serve as a gateway for one-stop electronic access to government information, transactions, and services at state, county, or local levels. In this role, the fund supports agency proposals for funding of such projects.

Through July 1, 2106, the OCIO contracted with Iowa Interactive, LLC, a wholly-owned subsidiary of NIC, Inc. to be the network manager for IOWAccess. This contract resulted from an RFP issued by the State of Iowa to secure an outside vendor to serve as the network manager for IOWAcess.. The procurement process related to this RFP was completed and selected Iowa Interactive as the service provider. A contract was signed on June 30, 2014 for two years through July 1, 2016 when it was allowed to expire without further renewals.

In late 2016, the OCIO developed and released a new system for the sale of Driver License Record Abstracts (DLR) as a service provided by IOWAccess, replacing the system that was previously developed and managed by Iowa Interactive, LLC. The new system dramatically improves performance while simplifying back office operations, including the elimination of a

cumbersome prepayment process and escrow system deployed in the prior system. Additionally, the new system provides real time payment options and integrates with the Department of Administrative Services billing system to ensure the highest levels of transparency, compliance, and receivables management.

The DLR transaction revenue collected through this system funds dozens of static and dynamic web services created for state agencies at no cost to the agencies. The services to develop, test, host and manage agency websites through IOWAccess is not paid by the agencies as a result.

Upon expiration of the contract with Iowa Interactive in 2016, OCIO assumed the day-to-day responsibilities of the network manager and used the transaction fees to contract for fixed-price services to create static and dynamic web services for state agencies at no cost to the agencies. This move represents a significant change from the transaction-fee model used under the prior contracts with Iowa Interactive, LLC.. Now, each website delivered to agencies through IOWAccess will be independently bid, tracked, and paid in accordance with the highest standards for transparency and accountability nationwide. OCIO hopes to show increased value, more innovative websites, and faster delivery to state agencies as a result.

The current $8.50 transaction fee is comprised of two components: 1) a statutory fee of $5.50, and 2) a value-added service fee of $3.00. The statutory fee is established by Iowa Code section 321A.3(1). Id. ("A fee of five dollars and fifty cents shall be paid for each abstract . . ."). The value-added service fee is authorized by Iowa Code section 321A.3(7), although the $3.00 amount is not mandated by the statute. Id. ("[A]n additional access fee may be charged for each abstract supplied through electronic data transfer."). The current $3.00 amount was established in the OCIO/DOT MOU. See OCIO/DOT MOU, Exhibit A, ("Value-added Service Fees: $3.00 per Record accessed through the DOT Application"). OCIO currently receives this $3.00 value-added service fee in exchange for providing the IT Services related to the DMVR Online System.

Under the expired contract with Iowa Interactive, Iowa Interactive received $1.50 of the $3.00 value-added service fee from OCIO in exchange for its services to OCIO. See IOWAccess Network Services Agreement between the State, acting by and through OCIO, and Iowa Interactive, LLC, p. 48, Schedule A, Statement of Work # 01 (effective as of July 1, 2014). The remaining $1.50 was used by the OCIO to fund IOWAccess projects reflected in this report. Under the new model begun July 1, 2016, OCIO receives the $3.00 value-added service fee to accomplish all of the work of Iowa Interactive and the IOWAccess projects, and hopefully more.

Activities Funded By and Expenditures Made from the IOWAccess Revolving fund in FY16

Funded IOWAccess Projects

In FY16, the IOWAccess program funded 30 projects for which **$1,798,301** was expended and another **$3,875,137** remains obligated.

Active, funded projects in IowaGrants:	Project Start Date	Approved Budget Amount	Actual Prior Year Expenditures	FY16 Available Funds	Actual FY16 Expenditures	Remaining Obligated Funds
Livehelper software for Live Chat Svc on Iowa.gov web page - SLI	2013	2,040.00	1,223.52	816.48	408.00	408.48
OCIO Geospatial Governance and Guidelines	2013	750,000.00	20,890.41	729,109.59	201,127.60	527,981.99
OCIO Administrative Rules System	2013	299,999.55	214,299.32	85,700.23	53,487.62	32,212.61
Assistance in Fulfillment of Agricultural Adjustment - GIS	2014	313,200.00	111,851.70	201,348.30	53,568.00	147,780.30
OCIO Govnt. Fees Transparency Website	2015	129,000.00	82,562.04	46,437.96	12,837.12	33,600.84
OCIO Digital Asset Management	2015	101,000.00	37,570.35	63,429.65	26,223.54	37,206.11
eFile Pre Need Sellers & Perpetual Care Cemeteries, Part 1 - IID	2015	90,000.00	-	90,000.00	90,000.00	-
OCIO Social Media Directory	2015	22,900.00	-	22,900.00	22,900.00	-
OCIO Socrata Government Transparency	2015	333,300.78	154,214.69	179,086.09	130,725.97	48,360.12
OCIO Agency Training 508 Compliance and Drupal	2015	45,000.00	5,745.25	39,254.75	8,827.25	30,427.50
New Website Creation - City of Leon (see note 1)	2015	6,165.00	1,400.00	4,765.00	4,765.00	-

E-File - PAAB	2015	75,000.00	2,425.44	72,574.56	64,200.00	8,374.56
Electrical Licensing - DPS	2015	37,987.07	-	37,987.07	37,987.07	-
ADPER and EH Division Licensing Software - IDPH	2015	500,000.00	-	500,000.00	211,750.00	288,250.00
OCIO Infogroup Website	2015	8,924.71	6,129.96	2,794.75	2,794.75	-
GovDelivery - IEDA	2015	300,000.00	177.41	299,822.59	264,932.00	34,890.59
Salesforce Grants Management Development - IEDA	2016	25,000.00	-	25,000.00	25,000.00	-
Home Base Iowa Access App - IEDA	2016	100,000.00	-	100,000.00	46,760.00	53,240.00
OCIO School Alerts Replacement	2016	51,750.00	-	51,750.00	51,750.00	-
Polysomnography Licensure Software Update - IDPH	2016	36,000.00	-	36,000.00	11,000.00	25,000.00
Iowa Workers' Compensation Online System - IWD	2016	200,000.00	-	200,000.00	-	200,000.00
IID RIU New System for E-file and Admin of Pre-Need Sellers and Perpetual Care Cemeteries, Part 2 - IID	2016	100,000.00	-	100,000.00	100,000.00	-
OCIO Public Communications for Online Information for Citizens	2016	127,100.00	-	127,100.00	85,304.06	41,795.94
OCIO Broadband	2016	1,550,000.00	-	1,550,000.00	102,728.50	1,447,271.50
OCIO Next Generation Administrative Rules	2016	100,000.00	-	100,000.00	-	100,000.00

OCIO Enterprise ePayment Portal	2016	250,000.00	-	250,000.00	-	250,000.00
OCIO Hosting/services for public relations information and data	2016	125,000.00	-	125,000.00	94,787.36	30,212.64
OCIO Driver License Monitoring Rewrite	2016	249,340.00	-	249,340.00	69,112.74	180,227.26
OCIO Drupal Website Maintenance and Development	2016	344,267.00	-	344,267.00	22,714.74	321,552.26
OCIO Application Transition Services	2016	38,955.00	-	38,955.00	2,609.94	36,345.06
Total		**6,311,929.11**	**638,490.09**	**5,673,439.02**	**1,798,301.26**	**3,875,137.76**

Ongoing IOWAccess Expenses

Expense Item	**Expenditures in Fiscal Year 2016**
Small Project Reserve[1]	$ 9,956
Disabled Vet Homestead Credit: SF 510, Section 158[2]	$ 600,000
Posting error correction between projects N0 and N1[3]	$ 530
Applications Development & Infrastructure Support[4]	$ 558,722
Professional Services for eGovernment Maintenance (Iowa Interactive)[5]	$ 1,616,189
IOWAccess Total Expended on Special Projects in Fiscal Year 2016	**$ 2,785,397**

[1] *The Small Project Reserve is a source of funds, accessible to the CIO, to be used to fund low cost, short duration projects and support activities. These efforts have a total implementation cost of $25,000 or less. This sub-unit also includes indirect costs, such as management time.*

[2] *Per legislature contained in SF 510, Section 158.*

[3] *IA $20,000 reimbursement intended for project N0 was inadvertently posted to project N1. FY 2015 was closed before the error could be corrected. Both N0 and N1 were closed 2/29/2016.*

[4] *Applications Development & Infrastructure Support includes projects not sponsored by particular agencies, such as the State Phone Book and School Alerts System, as well as support for IOWAccess.*

[5] *Professional Services reflects the Iowa Interactive payments for certified abstracts of vehicle operating records electronically sold.*

IOWAccess Value-Added Fees Approved in Fiscal Year 2016

Following is a description of value-added services contained in Iowa Code:

8B.1 9. *"Value-added services" means services that offer or provide unique, special, or enhanced value, benefits, or features to the customer or user including but not limited to services in which information technology is specially designed, modified, or adapted to meet the special or requested needs of the user or customer; services involving the delivery, provision, or transmission of information or data that require or involve additional processing, formatting, enhancement, compilation, or security; services that provide the customer or user with enhanced accessibility, security, or convenience; research and development services; and services that are provided to support technological or statutory requirements imposed on participating agencies and other governmental entities, businesses, and the public.*

Other Iowa Code citations with emphasis on value-added services associated with IOWAccess:

8B.31 IOWAccess — Office Duties and Responsibilities

1. IOWAccess. The office shall establish IOWAccess as a service to the citizens of this state that is the gateway for one-stop electronic access to government information and transactions, whether federal, state, or local. Except as provided in this section, IOWAccess shall be a state-funded service providing access to government information and transactions. The office, in establishing the fees for value-added services, shall consider the reasonable cost of creating and organizing such government information through IOWAccess.

2. Duties. The office shall do all of the following:

a. Establish rates to be charged for access to and for value-added services performed through IOWAccess.

Fiscal Year 2016 Value-Added Service Fees

Pursuant to code section 8B.31, the OCIO has not received any requests to approve value-added service fees. No requests were received since the publication of the last IOWAccess Revolving Fund report.

APPENDIX B - Salary Report

Salary Report, 8A.341.2

On November 1, the OCIO electronically provided a report to each caucus of the general assembly, the legislative services agency, the chief clerk of the House of Representatives, and the Secretary of the Senate in compliance with 8A.341.2. The report included the base salary as computed on July 1 of the fiscal year, and traveling and subsistence expense of the personnel of each of the departments, boards, and commissions of the State of Iowa with the exception of personnel who receive an annual salary of less than one thousand dollars.

APPENDIX C - Donations, Grants, Gifts, and Contributions Report

Donations, Grants, Gifts and Contributions Report, 8B.6

The OCIO did not receive any donations, gifts or contributions. The federal government provided grants to the OCIO through the Iowa Homeland Security and Emergency Management Division. The grant funding continued the implementation of an enhanced vulnerability management reporting and software security tools. Below is information submitted in section 8 of the GAAP package about the funds received by the OCIO.

- Fund	**0689**	**0689**
- Revenue CLASS (3-digit)	**204**	**205**
- Amount recognized in State accounting system for the entire year:		
- July through June	**$363,274**	**$188,774**
- Holdopen	**$0**	**$116,392**
- Additional receivable to be recognized		
	$0	**$0**

APPENDIX D - Iowa Interactive Annual Report - FY2016

Iowa Interactive

Annual Report

Fiscal Year 2016

Prepared by

Office of the Chief Information Officer

Fiscal Year 2016 Highlights

The contracted Network Manager for IOWAccess, Iowa Interactive, a wholly owned subsidiary of national eGovernment firm NIC, performed portal management during FY2016. During this period Iowa Interactive delivered the following services:

1) Management of the Driver License Records Abstracts service
2) Refresh of the Iowa.gov portal
3) Maintenance support for 6 applications
4) Development of agency Drupal websites

Accomplishments

Driver License Abstracts

Driver License abstracts are provided at no charge to 1,049 government, non-profit, or Help America Vote Act (HAVA) users. Records are sold to individuals and companies with an acceptable use. The largest purchasers of driver records are insurance companies or information and analytics companies. In FY2016 1,073,725 records were purchased by 1,169 fee paying users.

Agency Website Design

12 agency websites were designed, agencies were trained how to add content to the site, and agencies are underway loading information into their website.

Websites Going Live

19 agency or program websites went live during the fiscal year. Visit the new websites below to learn more about the agency services and their mission.

Board of Pharmacy
https://pharmacy.iowa.gov

Division of Credit Unions
https://creditunions.iowa.gov/

Inspections and Appeals
https://dia.iowa.gov

Iowa Alcoholic Beverages Division
https://abd.iowa.gov

Iowa Commission on Volunteer Services - Volunteer Challenge
https://volunteerchallenge.iowa.gov

Office of Drug Control Policy
https://odcp.iowa.gov/

Planning Services (Public Health)
https://phabshare.iowa.gov/

Racing and Gaming Commission
https://irgc.iowa.gov/

Revenue Intranet
Restricted to agency staff

Smoke-Free Housing Website (Public Health)
https://smokefreehomes.iowa.gov

Iowa Mentoring (Economic Development)
https://www.iowamentoring.org

Iowa Property Assessment Appeal Board
https://paab.iowa.gov/

Management, Department of
https://dom.iowa.gov

Medical Examiners Office
https://iosme.iowa.gov/

State Auditor
https://auditor.iowa.gov

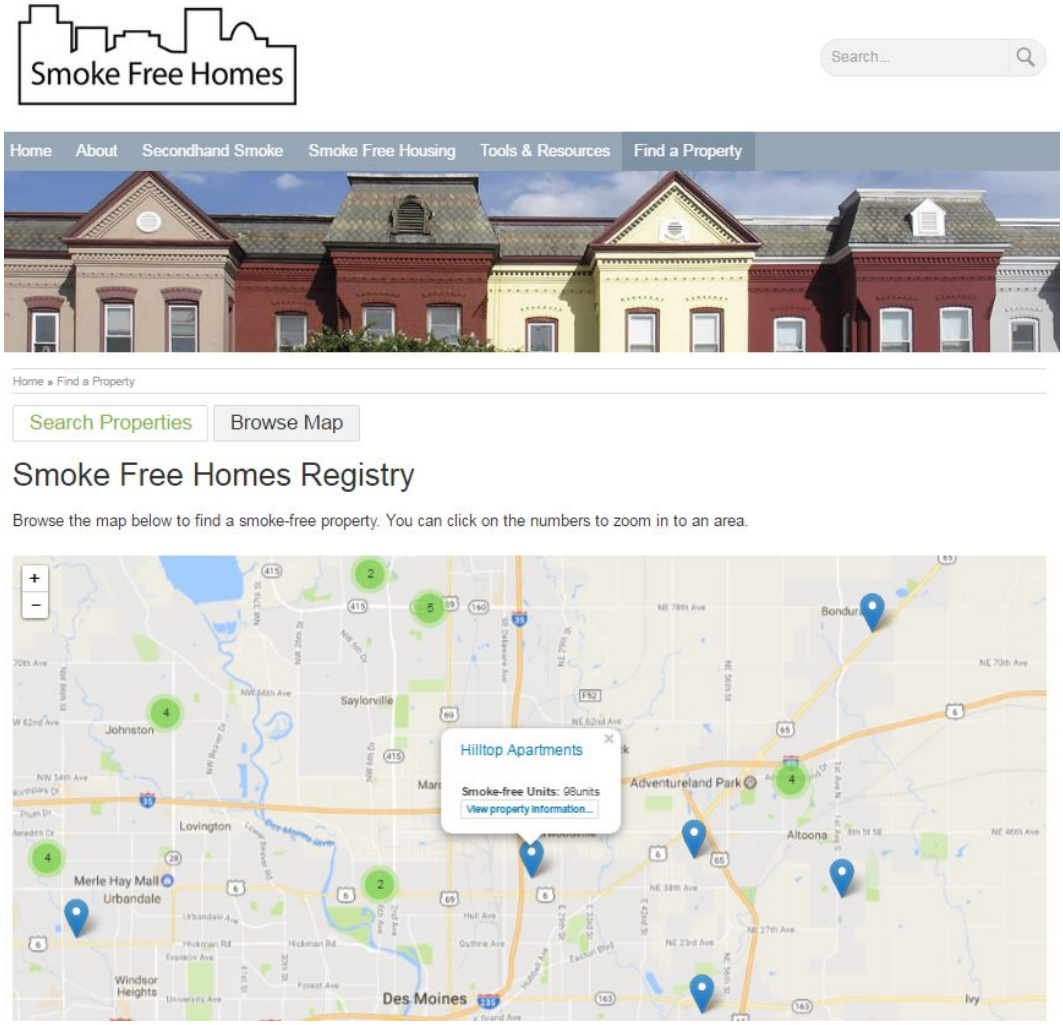
State of Iowa Service Desk
https://help.iowa.gov

Terrace Hill
https://terracehill.iowatest.gov

Volunteer Iowa (Economic Development)
https://volunteeriowa.org

Smoke Free Homes

One site of unique interest is the https://SmokeFreeHomes.iowa.gov. This website allows citizens to search for apartments, condos, rental properties, nursing homes and other housing options that are smoke free. The site also allows property owners to register their property as smoke free. This informational site educates property owners and renters about the process to declare a property smoke free. Estimated annual health care costs in Iowa directly related to tobacco use now total $1 billion. Smoke free and tobacco free environments play an important role in protecting Iowans from tobacco caused illnesses.



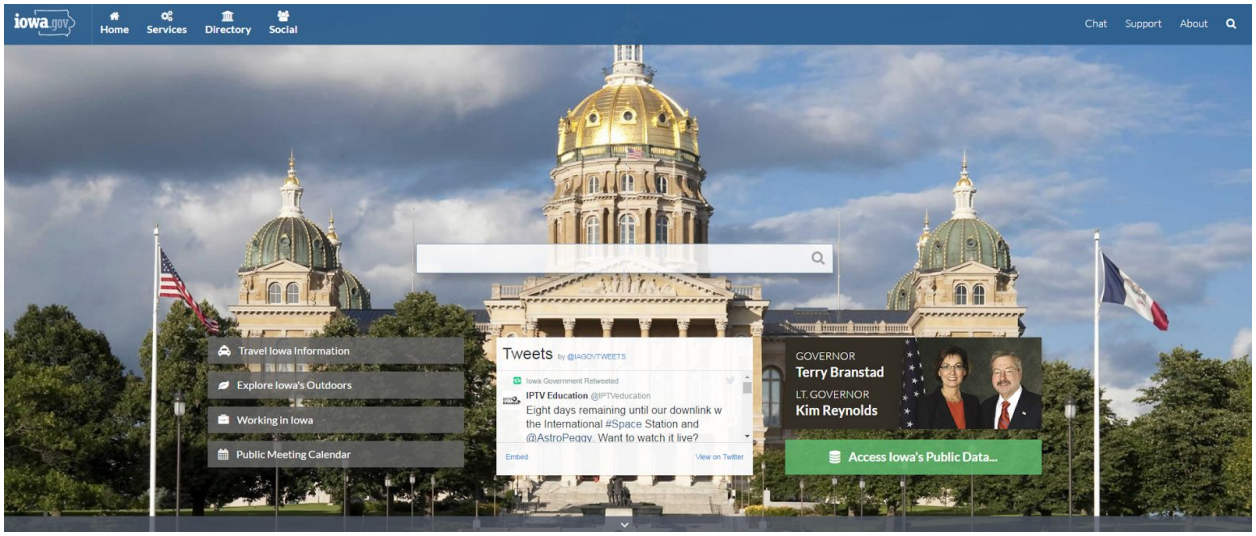
New State of Iowa Portal

The refresh of www.Iowa.Gov in April of 2016 featured a streamlined style that is optimized across different platforms - mobile, tablet and desktop. The new portal features an integrated Twitter feed promoting 46 agencies' Tweets. The dynamic site features graphs and data highlighting Iowa's educational attainment, employment and income.

The refreshed portal helps citizens and businesses access information anytime, anywhere. The site was developed in cooperation with several key state agencies, focused on providing an exceptional user experience. A prominent and enhanced search tool makes finding government information painless. Live chat, supported by the State Library, allows citizens to get immediate answers to questions.

The Iowa.gov portal now features a new Directory built by the Office of the Chief Information Officer to allow easy access to agency and employee information, on-line service links and the first Iowa social media directory. This "one stop shop" to access information is key to constituent satisfaction. The Directory is also built with an Application Programming Interface (API) to allow the reuse of the data for other systems. Iowa offers the source code for the directory and its associated web service to other government entities.

With 40% of the population getting their news through social media we recognized the importance of Social integration. In addition to the embedded Twitter feed on the landing page of Iowa.gov the Directory includes integrated Twitter and Facebook feeds for each agency page. The social media directory allows citizens to engage with state government in the media they prefer. Citizen engagement through social media continues to grow with both the DNR and Travel Iowa attracting almost 20,000 followers each. DNR has over 90,000 Facebook friends.



APPENDIX E - Statewide Broadband Report - 2016

Statewide Broadband Report

2016

as required by Iowa Code Chapter 8B.9(5)

Prepared by

Office of the Chief Information Officer

Background

The Connect Every Acre bill (HF 655) signed into law by Governor Branstad on June 22, 2015 directed a minimum standard for broadband of 25 Mbps download speed and 3 Mbps upload speeds. The goal of the State Broadband Office (SBO) is to develop, implement and measure programs that drive the creation of this minimum broadband standard across every acre of the state.

To this end, the SBO has been placed under the centralized leadership of the Office of the Chief Information Office (OCIO). OCIO has been tasked with coordinating and unifying Iowa's overall broadband initiatives between state agencies, service providers, business and industry, agriculture, communities and user groups.

To date, the OCIO has received no appropriation for the oversight of the SBO. Future success will require an ongoing level of appropriations to develop and administer a comprehensive broadband program. This funding, when combined with collaboration between stakeholder groups under a common framework, is what best positions Iowa to deliver new market-specific broadband to all "corners of the state helping to foster growth for modern agriculture, increase access for rural communities and school districts and connecting small business to the global marketplace" as identified by Governor Branstad on the occasion of signing the bill into law. This is the strategic approach that will allow Iowa to achieve its stated broadband goal of making "25/3" available to every acre of the state over time.

Iowa Code Chapter 8B.9(5) requires OCIO to produce "An annual report regarding the status of broadband expansion and coordination, the connecting Iowa farms, schools, and communities broadband grant program established under section 8B.11, and the adequacy of the speed set in the definition of targeted service area in section 8B.1." This report meets this requirement as established therein.

Status of Broadband Expansion and Coordination

In compliance with HF655, the SBO completed the following broadband expansion and coordination efforts in 2016:

- **Target Service Area definition, rules, and map presentation**
    - In 2016, the OCIO adopted administrative rules implementing HF655 (see IAC 129—20) including rules concerning definitions, scope, broadband availability maps and data sources, targeted service area determination, appeals, and contested cases.
    - In 2016, the OCIO made its final determination of whether a particular census block constitutes a targeted service area pursuant to IAC 129—20.4(8B,427) and published the State of Iowa Broadband Availability Map including a complete listing of United States Census Blocks in Iowa meeting the definition of Targeted Service Areas under HF 655. The State of Iowa Broadband Availability Map can be viewed at https://ocio.iowa.gov/broadband.

- In 2016, the OCIO received notices of appeal under IAC 129—20.5(8B,427) from 7 persons or parties claiming they were aggrieved or adversely affected by the OCIO's final determination of whether a particularly census block constitutes a targeted service area pursuant to rule 129—20.4(8B,427). Submitted Appeals can be viewed at https://ocio.iowa.gov/submitted-appeals.
- In 2017, the OCIO issued final agency decisions under IAC 129—20.5(5) concerning the 7 notices of appeal received. Final agency decisions can be viewed at https://ocio.iowa.gov/broadband-appeal-decisions.

- **Broadband Property Tax Exemption Certification Program**
  - As directed by HF655 and Iowa Code 8B.10, the OCIO certified 14 broadband projects in 2016 as eligible for property tax exemptions. These projects were found 1) to be within a targeted service area and 2) to facilitate broadband service at or above twenty-five megabits per second of download speed and three megabits per second of upload speed as required by Iowa Code 427.1(40)(f)(1)(d).
  - In 2016, the OCIO commissioned development for an online application to track, manage, and process requests for certification of broadband projects in conformance with 427.1(40)(f)(1)(d). Work on the application continues with the expectation that the application will be used for internal tracking of project certifications by FY18.
  - Projects certified by OCIO represent approximately $16 million in new investment in broadband infrastructure in underserved areas of the State of Iowa by the following providers:
    - Dunkerton Telephone Cooperative
    - Wyoming Mutual Telephone Co.
    - Colo Telephone Co.
    - Heart of Iowa Cooperative
    - Palmer Mutual Telephone Company
    - Farmers Mutual telephone – Stanton
    - Huxley Communications
    - Marne Elkhorn Telephone
    - West Liberty Telephone
    - Winnebago Telephone Company
    - Olin Telephone Company
    - Minburn Telecommunications
    - RingTel Communications
    - Premier Communications

Status of the Connecting Iowa Farms, Schools, and Communities Broadband Grant Program

HF655 required the Office of the Chief Information Officer to administer a broadband grant program to award grants to communication service providers that reduce or eliminate targeted

service areas by installing broadband infrastructure in targeted service areas. The grant program has not yet been funded. Accordingly, no grants were made to communication service providers in 2016.

Adequacy of the Speed set in the Definition of Targeted Service Area in Iowa Code Chapter 8B.1

Iowa Code Chapter 8B.1(12) sets the definition of Target Service Area to be "a United States census bureau census block located in this state, including any crop operation located within the census block, within which no communications service provider offers or facilitates broadband service at or above twenty-five megabits per second of download speed and three megabits per second of upload speed as of July 1, 2015."

OCIO believes the twenty-five megabits per second of download speed and three megabits per second of upload speed designation set forth in Iowa Code Chapter 8B.1(12) is becoming inadequate for many use cases presented by business, agriculture, and residential users. In the future, OCIO may recommend the definition of Target Service Area in Iowa Code Chapter 8B.1(12) be amended to require higher speeds.

APPENDIX F - Statewide Technology Expenditure Report - FY2016

You may link to the source data at https://data.iowa.gov/Government/Technology-Expenditure-Report/haxp-jp5t. For additional questions please contact ocio.content@iowa.gov