

# OCIO Annual Report

## Fiscal Year 2021



Innovative Technology Solutions for Citizen-Centric Government

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### **Reports Included:**

1. An annual report of the office (section 8B.9).
2. An annual internal service fund expenditure report (section 8B.13, subsection 5).
3. An annual report regarding total spending on technology (section 8B.21, subsection 6).
4. An annual report of expenditures from the IOWAccess revolving fund (section 8B.33).
5. An annual salary report (section 8A.341, subsection 2).
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

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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 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 for fiscal year 2021 which spans from July 2020 through June 2021.

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.

## FY2021 Highlights

- Provided direct services to agencies
- Coordinated IT disaster recovery planning
- Awarded \$50 million in Empower Rural Iowa Broadband Grants through CARES act funding
- Supported and participated in major agency transformations including investments, Requests For Proposals (RFP), and much more
- Released a new Cybersecurity Strategy for the State of Iowa
- Increased remote access work in response to Covid-19 telework needs
- 2020 Center for Digital Government Digital States Survey Award for Resilience

## Background

## Our Mission

Provide high quality, customer-focused

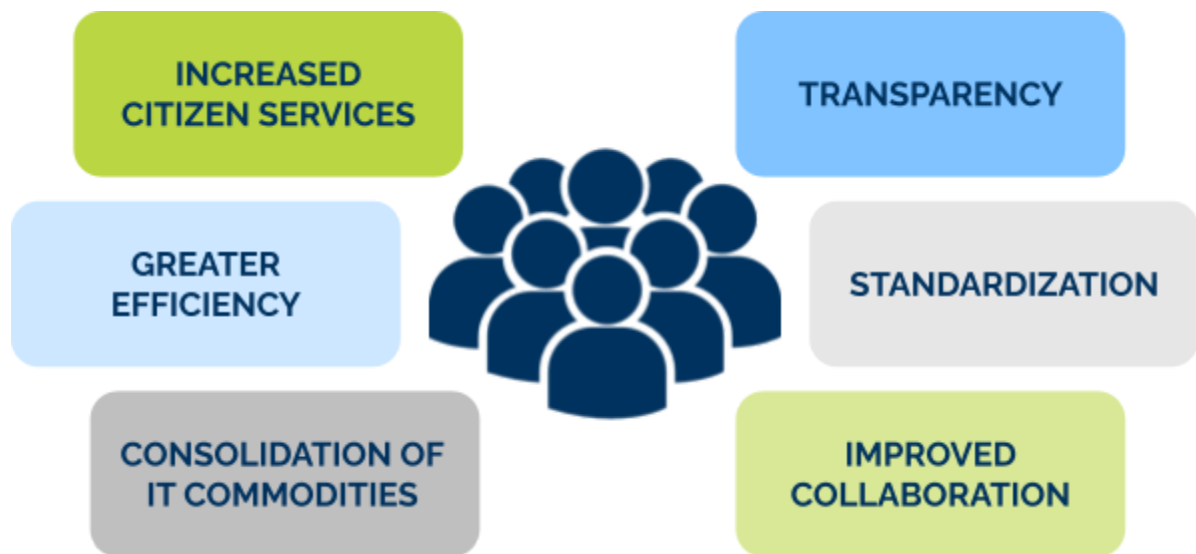
IT services and business solutions

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. For Fiscal Year 2021, The Chief Information Officer

was appointed by the Governor to serve at the pleasure of the Governor and was 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.

Among its many powers and duties, the OCIO has the authority to establish standards for IT used by participating state agencies, direct the work of participating agency IT staff, and enter into contracts for the receipt and provision of IT services.

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

## Funding

OCIO operations and investments are primarily funded through three sources including the OCIO Internal Services Fund, IOWAccess Fund, and Technology Reinvestment Fund.

STATE OF IOWA ENTERPRISE IT FUNDING SOURCE OVERVIEW														
 <p><b>Agency 185 Fund 0689</b> <b>OCIO Internal Services Fund</b> (Revolving)</p>	 <p><b>Agency 185 Fund 0297</b> <b>IOWAccess Fund</b> (Revolving)</p>	 <p><b>Agency 185 Fund 001 Approp 0C69</b> <b>Technology Reinvestment Fund</b> (Appropriation Available for 3 Years)</p>												
HISTORY														
<p><b>Est. 2014 - Iowa Code 8B.13</b> “...for activities of the office which are primarily funded from billings to governmental entities for services rendered by the office”</p>	<p><b>Est. 1998 - Iowa Code 8B.33</b> “...a service to the citizens of this state that is the gateway for one-stop electronic access to government information and transactions.”</p>	<p><b>Iowa Code 8.57C(2)</b> “Appropriated by the general assembly for the acquisition of computer hardware and software, software development, telecommunications equipment, and maintenance and lease agreements associated with technology components...”</p>												
QUICK FACTS														
<p><b>FY20 Budgeted Receipts:</b> \$52,782,842 <b>FY21 Budgeted Receipts:</b> \$58,940,113</p> <p><b>Purpose:</b> Enterprise IT operations. Lights on maintenance.</p> <p><b>Source of funds:</b> Information Technology service fees charged to state agencies. OCIO services include servers, software programming, mainframe, and networking.</p>	<p><b>FY20 Budgeted Revenues:</b> \$3,894,000 <b>FY21 Budgeted Revenues:</b> \$4,169,609</p> <p><b>Purpose:</b> Citizen facing e-government services including Broadband. Funds are <b>available to all government entities.</b></p> <p><b>Source of funds:</b> Value added service fees collected by the State of Iowa from the sale of driver motor vehicle records, professional licenses, etc.</p>	<table border="1"> <thead> <tr> <th></th><th>Requested</th><th>Appropriated</th></tr> </thead> <tbody> <tr> <td><b>FY19:</b></td><td>\$3,000,000</td><td>\$0</td></tr> <tr> <td><b>FY20:</b></td><td>\$1,220,991</td><td>\$1,000,000</td></tr> <tr> <td><b>FY21:</b></td><td>\$0</td><td>\$0</td></tr> </tbody> </table> <p><b>Purpose:</b> Enterprise technology consolidation and improvement projects designed to make government more effective and efficient.</p> <p><b>Source of funds:</b> Legislative Appropriation</p>		Requested	Appropriated	<b>FY19:</b>	\$3,000,000	\$0	<b>FY20:</b>	\$1,220,991	\$1,000,000	<b>FY21:</b>	\$0	\$0
	Requested	Appropriated												
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<b>FY20:</b>	\$1,220,991	\$1,000,000												
<b>FY21:</b>	\$0	\$0												
USES OF FUNDS														
<p><b>Ongoing maintenance</b> of established enterprise IT services including:</p> <ul style="list-style-type: none"> <li>Statewide applications</li> <li>Mainframes</li> <li>Networks and servers</li> </ul> <p><b>Working capital</b> 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.</p> <p><b>Agency project support</b> including consolidated services provided to IDR, DNR, DIA, and more.</p>	<p><b>Citizen-facing agency IT projects</b> including:</p> <ul style="list-style-type: none"> <li>Digital citizen outreach</li> <li>Transparency</li> </ul> <p><b>Portal services</b> including:</p> <ul style="list-style-type: none"> <li>Public facing agency website redesign</li> <li>E-government services</li> <li>Maintenance of motor vehicle records system</li> </ul> <p><b>Balance Brought Forward</b> money includes <b>encumbered funds</b> for approved agency IT projects.</p>	<p><b>Innovation Projects</b> requested:</p> <ul style="list-style-type: none"> <li><b>Enterprise Content Management</b> implementation including the development of pilot capabilities for document and content storage for agencies to reduce demands on paper and warehouse storage.</li> </ul>												

**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 the 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.

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 Reynolds and with specific legislative mandates described below.



**Figure 4: 2021 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. Helping citizens connect with state government is one of our key goals. We achieve this mission by helping to increase the availability of broadband access through the Empower Rural Iowa Broadband programs and by providing leadership across the enterprise to help agencies engage citizens through social media, online services, Google My Business, and an enterprise Chatbot.

## 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.

For more information about the status of broadband efforts in the State of Iowa, refer to Appendix C of this report. Regular updates concerning broadband program activities can also be found at <https://ocio.iowa.gov/broadband>.

## Digital Citizen Outreach

53 state agencies participate in social media by posting an average of more than 35,000 messages and Tweets per month. Facebook and Twitter are the leading platforms with over 40,800 followers on Twitter for @IowaDOT and over 141,000 followers for Iowa Tourism's Facebook Page.

In addition to connecting with citizens via social media, the OCIO offers Iowans the ability to subscribe to over 400 topics from more than 40 agencies. This service allows an Iowan to manage their subscriptions using a single account. In FY21 subscriptions grew to 2.2 million people and businesses which represents an 33.06% increase from the prior fiscal year. There were 34.5 million messages sent to these subscribers. Citizens may subscribe to these topics using the subscribe button on <https://www.iowa.gov/subscribe-relevant-topics> or by following instructions on any of the agency websites using this service.

## 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. In FY21 this work included support for major agency procurements including review of all IT expenditures for compatibility/security, standardization of contracts wherever possible, and other activities to improve/streamline procurement and achieve volume discounts wherever possible.

The OCIO continues to examine the costs of delivering information technology to agencies and the most appropriate models for such delivery. OCIO uses its rate catalog to compare its costs to similar services from external providers. In some cases—where OCIO rates are higher—OCIO has taken steps to procure higher-value, lower-cost services for the agencies it serves. The Office continues to review all its services for similar opportunities as part of a comprehensive effort to identify the best value, most efficient IT model for the agencies it serves.



## Standardization

The best solutions are found when we integrate collaboration, enterprise focus and selective consolidation. The OCIO undertook a number of enterprise technology initiatives in FY2021 to improve, enhance, and standardize IT services.

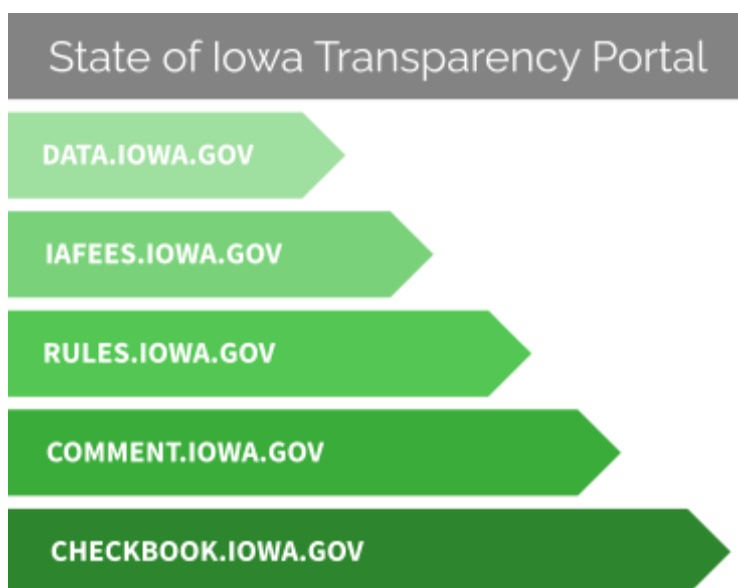
## Agency Support

Technology Account Managers (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.

In October 2020, the Office of the Chief Information Officer reached out to each executive agency, at the request of Governor Reynolds, for assistance in developing a first ever statewide technology plan. Each agency was asked to provide a 5-year strategic plan and technology budget. 48 out of 49 executive branch agencies submitted a strategic plan, and 47 out of 49 submitted a technology budget. Each agency plan was incorporated into a statewide plan to highlight how each agency is working to support the enterprise technology goals of: securing our data, modernizing technology, using data to make better strategic decisions, and most importantly improving the experience of citizens and local government when using state government services. Agencies identified 532 initiatives that support the Reynolds-Gregg administration technology goals. Expenditure for these goals over a 5 year period is estimated at \$467,190,964.

## 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.



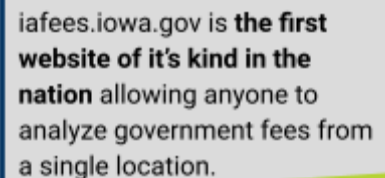
**Figure 7: Iowa Transparency portal**

## Agency Datasets

Both [data.iowa.gov](https://data.iowa.gov) and [checkbook.iowa.gov](https://checkbook.iowa.gov) allow citizens direct access to data from over 40 agencies. In FY2021, there were 50,321 unique visitors to data.iowa.gov with access to 301 datasets. The Office of the Chief Information Officer publishes the Iowa Technology Expenditure Report on this site which contains technology expenditures for the executive branch summarized by Budget Fiscal Year, Month, Agency and Expenditure Category. The data transparency portal also includes local government and school district financial data. In FY21 [pandemic-recovery.iowa.gov](https://pandemic-recovery.iowa.gov) tracked more than \$6.29 billion in federal funds expended by the State of Iowa. The intent of the open data platform was make available a robust and comprehensive interactive report powered by the data portal that allows Iowans to explore federal awards, receipts, expenditures and payments associated with federal funds considered covered funds under Section 15011 of the Coronavirus Aid, Relief and Economic Security (CARES) Act.

## Government Fees

Developed as a result of House File 2274 (2014), the [iafees.iowa.gov](https://iafees.iowa.gov) website provides citizen's access to information about the fees charged by agencies. This website is the first of its kind in the nation allowing citizens, students, legislators or interest groups to analyze government fees from a single location. There were 521 visitors to this site in FY21.



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

## Administrative Rules

[Rules.iowa.gov](https://rules.iowa.gov) allows members of the public the opportunity to comment on administrative rules in the notice process. During FY 21 644 notices garnered 206 comments by 18,940 unique visitors to the site. This represents a 20% increase in site visitors over FY20.

## Public Meeting Calendar

<https://www.iowa.gov/general/public-meetings> Iowans have access to public meeting information with approximately 50 meetings posted to the calendar every month.

## Iowa Open Records Request Portal

<https://iowaOpenRecords.NextRequest.com> is the central location for Iowans to submit a record request or look for information from previously published record requests. In FY21, 10 agencies used the portal to receive and manage 4,552 record requests.

## Cybersecurity partnership and best practices

The OCIO partners with stakeholders throughout the state to encourage cybersecurity best practices. The OCIO worked diligently with the Iowa National Guard, Iowa Homeland Security and Emergency Management Department, Iowa Communications Network, and the Department of Public Safety during the 2020 elections along with several cybersecurity incidents, 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.

### Expand Partnerships

The OCIO has continued its work to expand its cross-jurisdictional partnership efforts in FY2021 to include new activities with cities, counties, and school districts, especially related to election security. Additionally, new efforts with Iowa Regents have also commenced to improve our workforce, including high school and college internship opportunities. (see STEM below).

### 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, continues to provide cybersecurity internships to support and grow Iowa's cybersecurity workforce. Additional information can be found at [iowastem.gov](http://iowastem.gov)

## 2021 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.

### Remote Access Covid Response

- **Expanded scope and capacity of OCIO's remote-access VPN Client.** This allowed thousands of state government users to move home and stay connected and productive.
- **Brought online new, redundant VPN firewalls** in multiple data centers to provide increased capacity and security.
- **Upgraded multi-factor authentication for VPN client users** by leveraging OKTA identity management service in the cloud.
- **Leverage skills from multiple sources** to support the needs of the new VPN client customers who are getting connected for the first time.

### ChatBot

- **Expanded use of the Chatbot resulting in an estimated \$30,000 in savings to each agency.** The chatbot for Iowa.gov was added to 5 agency websites for a total of 21. The Department of Transportation added the chatbot to their site with an agency specific knowledgebase. The chatbots responded to 258,375 questions from Iowans.

## Innovation

- **New Brokered Services & Products.** Expanded IT Brokerage portfolio to include additional services including Google MyBusiness, Archive Social, NextRequest, and Melissa Data.

## Operations

- **Expanded Agile Delivery Teams.** This year, the OCIO further expanded the implementation of agile methodology across application development efforts. In FY2020 OCIO completed 12 projects using the agile methodology, including projects for Iowa Department of Revenue, Iowa Department of Management, Department of Human Rights, Department of Agriculture and Land Stewardship, and the Iowa Veterans Home. Using agile methodologies, 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.
- **IT Service Delivery.** All executive branch agencies receive some IT services from the OCIO in addition to a number of counties, cities, and schools. IT services range from software development to desktop support, security training and support of the State's financial system (I/3). The bulk of services to counties and cities comprises cybersecurity services, largely unwritten by federal grant.

In FY2021, OCIO completed **12 projects using the agile methodology.**

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

## IT Consolidation

The best solutions are found when we work together with customers in a collaborative approach that emphasizes enterprise focus and selective consolidation. Fully Consolidated Organizations receive all their technology services from OCIO including management and oversight of IT staff. Refer to the Statewide IT Profile Section for more information on the distribution of services delivered to state agencies.



**Figure 9: Fully Consolidated Agencies, Departments, Boards, and Commissions**

**Support for All Agencies of State Government.** Throughout 2020, 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.

## 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.



**Figure 10: Ongoing Iowa Cybersecurity Activities & Services**

### 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.

Since the implementation of the Vulnerability Management Service, the OCIO has **decreased vulnerability scores by 57%**.

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

#### **What was achieved?**

Due to the increased risk of Ransomware and other cybersecurity events, the ISO focused on expanding protection coverage and lowering vulnerabilities for all IT infrastructure. Partnering with State Agencies, the ISO

worked to insure that all endpoints (laptops, desktops, servers etc) were installed with Anti-malware and that vulnerability scans were increased to gain visibility and provide critical patching. The results were lower vulnerability scores and lowering of risks to ransomware and other known security risks.

**Data source:** Enterprise Vulnerability Management System (EVMS), Managed Detection & Response (MDR)

### 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 all Iowa state employees on record, **78% of state employees have completed security training.** 100% of OCIO employees have completed security training.

**What was achieved?** Out of 15,525 state employees on record, 12,248 (78%) have completed the training. Securing the Human and ProofPoint training was also offered to cities, counties and school districts in Iowa; however, their participation is not included in this performance metric.

In 2019 and 2020 the ISO issued a RFP for a new Cybersecurity service which would include phishing testing for State Agencies. This RFP process, along with the COVID 19 pandemic, impacted the timeline for agency staff to complete the cybersecurity training.

**Data sources:** Securing the Human VLE, ProofPoint 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.



## FY2021 Performance

The following includes organizational performance for the 2020 fiscal year.

### FY 2021 Performance Metrics



**CORE NETWORK  
UPTIME**

**99.97%**

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



**CORE WEBSITE  
UPTIME**

**99.3%**

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



**PROJECT DELIVERED  
ON-BUDGET**

**100%**

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



**PROJECT DELIVERED  
ON-TIME**

**75%**

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**

**100%**

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



**STATE EMPLOYEES  
RECEIVING SECURITY  
AWARENESS TRAINING**

**54%**

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.

**11**

#### **NEW IT SERVICES DELIVERED**

These services provided 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.

**2**

#### **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 the state government and are a means to connect more citizens to their government. Since 1998, millions of dollars have been made available to projects supported by IOWAccess. In addition, over \$9 million has been awarded towards e-Government projects currently under development.

In FY20, **69**  
projects  
received  
funding from  
IOWAccess.

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.

## FY21 IOWAccess Projects and Activities

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

- Delivery of 9 agency or program websites by OCIO's website contractor.
- Ongoing management of Driver License Records Abstracts (DLR) service.
- Expansion of Online Forms with 186 paper forms converted to online forms bringing the state total online forms with SeamlessDocs to 1,131.
- Expansion of the enterprise chatbot with 16 agencies responding to questions through the artificial intelligence based bot.
- Ongoing support and maintenance for 77 agency and program websites through the Citizen Facing Website Program.

The full report for IOWAccess can be found in Appendix A which contains the details of projects and their expenditures.

## Statewide Technology Spend

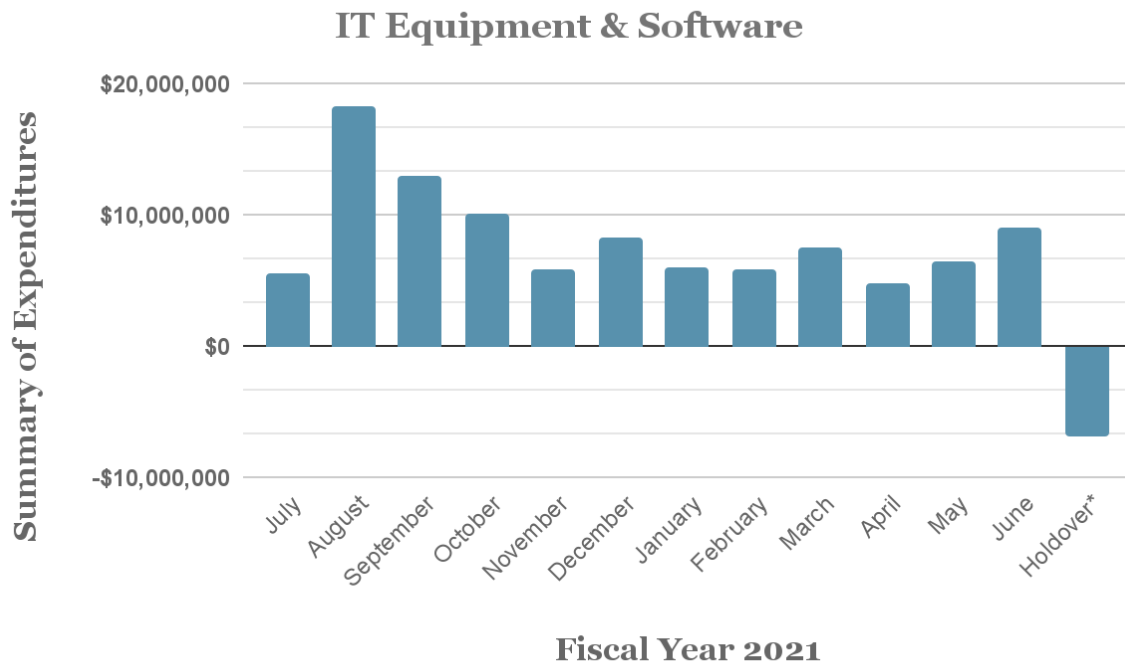
In accordance with Iowa Code Chapter 8B.21 section 6, the Office of the Chief Information Office includes the following information concerning total spend on technology.

There are two primary Information Technology classes of data queried from the I/3 financial system: IT outside services and IT equipment.

- **IT equipment and software** procurements provide the necessary equipment and software for workstations, network components, servers, and mainframes.
- **IT outside services** is IT services provided by vendors to support a variety of state government projects and initiatives.

### IT Equipment & Software

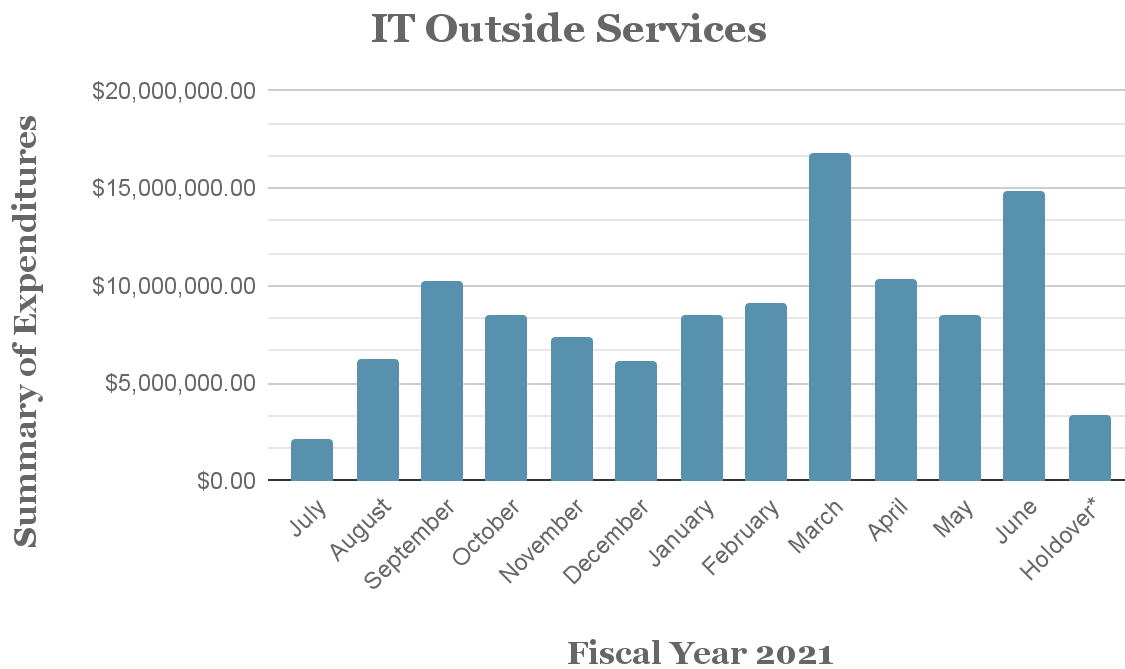
\$94,169,535,42 in statewide (Executive, Legislative and Judicial) spend during FY21



**Figure 12: Actual statewide IT equipment and software spend by period**

## IT Outside Services

\$112,062,898.84 in statewide spend during FY21



**Figure 13: Actual statewide IT outside services spend by period**

## FY 2021 Completed Projects

Department	Project	Date Completed
DNR - Natural Resources	DNR Iowa EASY Air	1/4/2021
IDR - Revenue	IDR FY20 00024 Annual TY 2020 Changes	2/26/2021
ABD - Alcoholic Beverages Division	ABD Iowa Alcohol Regulatory Compliance Licensing System	3/1/2021
DCA - Cultural Affairs	DCA Public Facing Collections Mgmt System (MINISIS MINT)	3/6/2021
IUB - Utilities Board	IUB Electronic Voucher System and Assessment Reporting and Payment System	3/31/2021
IWD - Iowa Workforce Development	IWD DB2 Upgrade Version 12	3/31/2021
IVH - Veterans Home	IVH Network and Wireless Refresh	04/16/2021
IDR - Revenue	IDR FY20 00054 CCU Court Debt Collection	4/30/2021
IUB - Utilities Board	IUB 24/7 Web Application	6/30/2021

IDR - Revenue	IDR FY20 00015 DOV Collaboration	06/30/2021
DPH - Public Health	DPH Behavioral Health Reporting System	07/01/2021
IDR - Revenue	IDR FY21 005 Treasury Offset Program (TOP) Annual Reconciliation Business Case	7/19/2021
DHR - Human Rights	DHR CJIS Corrections - Health Care Exchange	7/26/2021
DNR - Natural Resources	DNR NAI Replacement	07/31/2021
IDCU - Division of Credit Unions	IDCU Portal Refresh	8/12/2021
IDR - Revenue	IDR FY21 020 Iowa Hoover Presidential Library Tax Credit	9/24/2021
OCIO - Office of the CIO	OCIO Windows Server 2008 Migration	12/31/2021
IECDB - Ethics and Campaign Disclosure Board	IECDB Web Reporting System Upgrade	12/31/2021
DNR - Natural Resources	DNR Iowa Waste Exchange Web Application	12/31/2021
IVH - Veterans Home	IVH Laserfiche Software Upgrade	12/31/2021

## Accompanying Documents

- Appendix A. [FY2021 IOWAccess Revolving Fund Annual Report](#)
- Appendix B. [Salary Report](#)
- Appendix C. [State of Iowa Broadband Report](#)

## **APPENDIX A - IOWAccess Revolving Fund - Annual Report FY2021**

### **FY21 IOWAccess Projects and Activities**

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

- Delivery of 9 agency or program websites by OCIO's website contractor.
- Ongoing management of Driver License Records Abstracts (DLR) service.
- Expansion of Online Forms with 186 paper forms converted to online forms bringing the state total online forms with SeamlessDocs to 1,131.
- Expansion of the enterprise chatbot with 16 agencies responding to questions through the artificial intelligence based bot.
- Ongoing support and maintenance for 77 agency and program websites through the Citizen Facing Website Program.

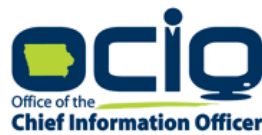
The full report for IOWAccess can be found in Appendix A which contains the details of projects and their expenditures.

# **IOWAccess Revolving Fund**

## **Annual Report**

Fiscal Year 2021

Prepared by



**Acknowledgements**

The Office 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 Ermin Kremic for his help with this report and the financial oversight of the IOWAccess Revolving Fund.

**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, millions of dollars have been made available to projects supported by IOWAccess. In addition, over \$12 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 state public facing websites 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 2021. 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.**

**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 2020 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 2021. 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 monies collected by the office as fees, monies appropriated by the general assembly, and any other monies 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 the 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.

The OCIO developed system for the sale of Driver License Record Abstracts (DLR) funds dozens of static and dynamic web services created for state agencies. Agencies may submit a request and receive an IOWAccess grant for the "Citizen Facing Website Program" for the services to develop, test, host and manage their primary agency website.

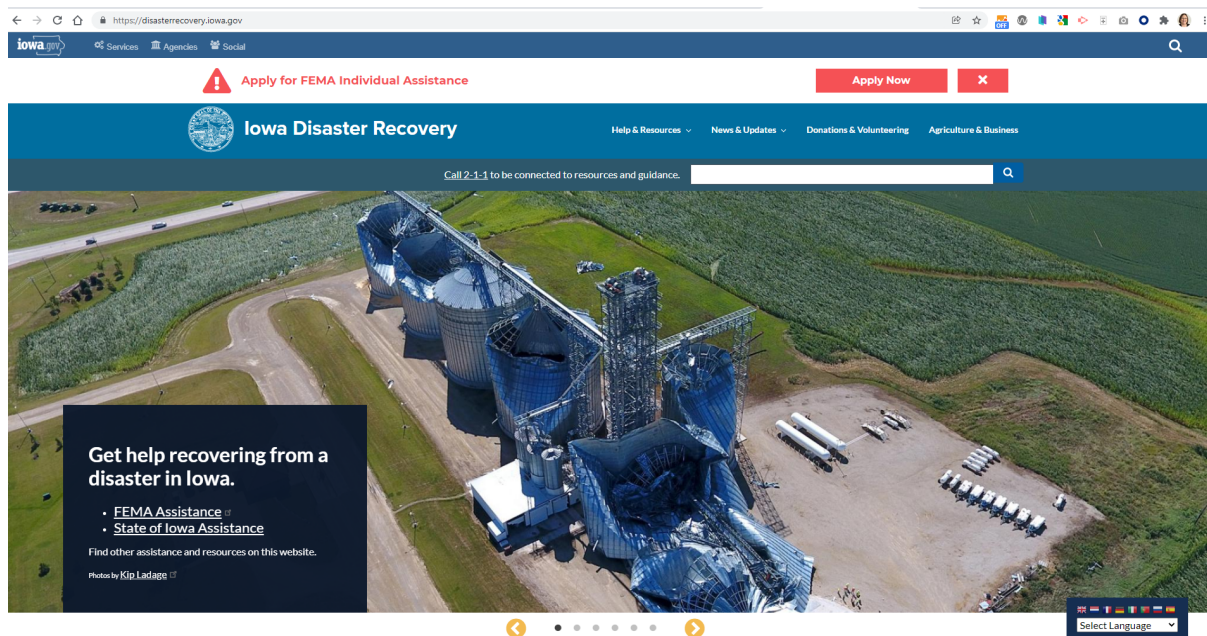
Webspec Design, from Urbandale, Iowa. Webspec Design continues to support agency Drupal websites.. The Citizen Facing Website program established in 2017 continues to allow each agency the opportunity to receive IOWAccess funding to pay for the support and enhancement of their primary agency website. Providing IOWAccess funding directly to agencies put them in control of the website work they wanted done. This new process connects the agency directly to Webspec and ensures the agency receives the service they

expect. The OCIO contract for website design, development, and support was used by 43 agencies under the “Citizen Facing Website” program. The contracted vendor, Webspec Design, from Urbandale, Iowa supported the development and maintenance of these agency websites. Webspec helped progress our move to Cloud hosting websites with Amazon.

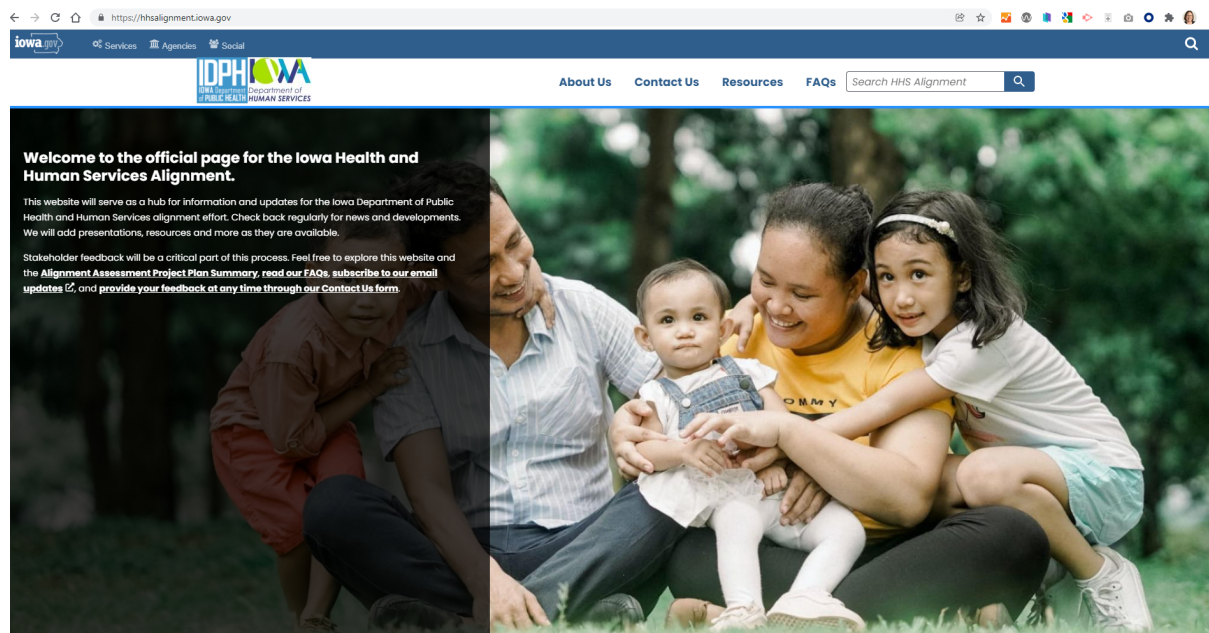
The current \$10.30 transaction fee consists of two components: 1) a statutory fee of \$5.50, and 2) a value-added service fee of \$4.80. The statutory fee is established by Iowa Code section 321A.3(1). Id. (“A fee of five dollars and fifty cents shall be paid for each abstract . . .”). The value-added service fee is authorized by Iowa Code section 321A.3(7), although the \$4.80 amount is not mandated by the statute. Id. (“[A]n additional access fee may be charged for each abstract supplied through electronic data transfer.”). OCIO currently receives this \$4.80 value-added service fee in exchange for providing the IT Services related to the DMVR Online System.

## Agency Website Design

Two new websites were launched during the year. The [Disasterrecovery.iowa.gov](https://disasterrecovery.iowa.gov) website was launched in early September 2020 to help Iowans find resources needed to help them recover after the derecho. In FY21 the site had 3,069 visitors.



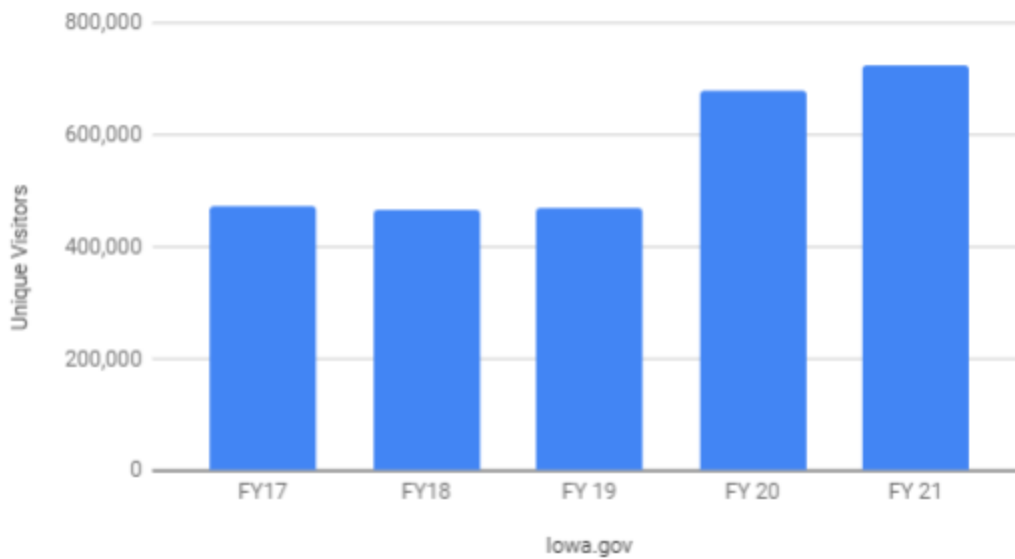
The State also launched [Hhsalignment.iowa.gov](https://hhsalignment.iowa.gov) site which provides a hub for information and updates for the Iowa Department of Public Health and Human Services alignment effort. The site includes presentations and resources for the public to learn about the alignment effort. Stakeholder feedback is welcomed as Iowans can comment and provide feedback about the alignment effort through the Contact Us form.



In addition to the launch of two new websites, 7 agency or program websites were designed, agencies were trained how to add content to the site, and websites went live during the fiscal year. Visit the new websites below to learn more about the agency services and their mission.

- Iowa Department of Commerce - [Commerce.iowa.gov](https://commerce.iowa.gov)
- Inspections and Appeals - [Dia.iowa.gov](https://dia.iowa.gov)
- Department of Management Early Childhood Program - [Earlychildhood.iowa.gov](https://earlychildhood.iowa.gov)
- Iowa Communications Network - [Icn.iowa.gov](https://icn.iowa.gov)
- Iowa Racing and Gaming Commission - [Irgc.iowa.gov](https://irgc.iowa.gov)
- Property Assessment Appeal Board - [Paab.iowa.gov](https://paab.iowa.gov)
- Volunteer Iowa - [VolunteerIowa.org](https://VolunteerIowa.org)

### Unique Visitors to Iowa.gov



## Iowa.Gov Portal

Iowa.gov continued to experience growth during FY21 with 726,571 unique visitors which represents an almost 7% increase in traffic over FY20. The number of visitors to <https://www.iowa.gov> during Pre-pandemic fiscal years was consistent year over year. FY20 saw a 45% increase in growth and demand for information about government services.

Iowans are also reaching out for State government information through the enterprise chatbot. The chatbot was launched in January of 2019 and in the first six months there were 7,414 people engaging with the chatbot. In FY20 more agencies added the chatbot to their website and there were 19,268 total engagements. In FY21 engagements jumped 33% to 25,703 engagements. In FY21 the Office of the Attorney General, Department of Cultural Affairs, and Department of Public Safety added the chatbot to their website.



### Resources



The red chatbot icon on <https://www.iowa.gov> allows Iowans to ask questions.

OCIO estimates every engagement with the chatbot saves approximately 5 minutes staff time. Phone calls to agencies are likely diverted by the chatbot as lowans get answers to their questions. The chatbot allows for escalation to live chat with a state reference librarian during business hours. Requests for live chat decreased in FY21 which is another indication the chatbot is effectively helping lowans. Some of the most commonly asked questions this year included:

- How can I visit an offender?
- How can I schedule an appointment for the COVID-19 vaccine?
- Where do I get information about the coronavirus?
- Where can I get my 1099-G?

## IOWAccess Benefits and Savings

IOWAccess funding has resulted in enterprise savings where the State has purchased enterprise licensing for platforms improving access to information, communicating with lowans, improving accessibility, and transparency.

### Communicating to lowans with GovDelivery

41 agencies are now using the GovDelivery platform for mass communication. lowans can elect to subscribe to over 400 topics ranging from the Department of Natural Resources Fishing Report, the Department of Revenue's Income Tax Statistical Reports, Iowa Lottery Winning Numbers, and most agencies press releases at <https://www.iowa.gov/subscribe-relevant-topics>. lowans are able to manage their subscriptions to these topics in a single location. Over the last few years lowans have increased the average number of subscriptions from 2 to 3.

### Improving Websites and Accessibility with Monsido

Monsido is a tool which scans websites for spelling errors, broken links, and accessibility issues. A few of the larger agencies had purchased a tool for these scans but most agencies had no tool. OCIO was able to purchase an enterprise license for all agencies to use at less than 50% of the cost if agencies purchased the tool on their own. Now, lowans rarely run into broken links on the 89 websites with over 137,000 pages of information.

### Online Forms with SeamlessDocs

16 agencies have built over 1,000 online forms. The Iowa Department of Transportation (DOT) is using the SeamlessDocs forms portal to make it easy for lowans to find and submit forms. <https://iowadot.seamlessdocs.com/sc/> The DOT received over 4,000 on-line form submissions per month. Across the enterprise we anticipate the online forms resulted in a soft savings of staff time avoidance of over 10,000 hours.

**Activities Funded By and Expenditures Made from the IOWAccess Revolving fund in FY21**

The IOWAccess program funded 183 projects for which \$4,803,367.79 was expended and another \$5,637,460.98 remains obligated. This listing of grants includes 22 projects which were closed during FY21 and 41 FY22 grants to agencies for the Citizen Facing Website program awarded to agencies at the end of FY21.

<b>Active, funded projects in Iowa Grants:</b>	<b>FY Start Date</b>	<b>Approved Budget Amount</b>	<b>Actual Prior Year Expenditure</b>	<b>FY21 Available Funds</b>	<b>Actual FY21 Expenditure</b>	<b>Remaining Obligated Funds</b>
DCA Acquisition and Implementation of MINISIS for DCA Public Facing Collections Management System	18	386,500.00	218,036.06	168,463.94	168,463.76	0.18
IDHR Iowa Talent Bank	18	255,600.00	241,644.10	13,955.90	2,009.80	11,946.10
IDPH IOWAccess Webspec	19	16,495.00	12,747.25	3,747.75	3,747.75	-
IDA Website: Transition to Drupal 8	19	16,495.00	15,361.80	1,133.20	-	1,133.20
Iowa Dept of Agriculture and Land Stewardship Website	19	16,495.00	9,400.45	7,094.55	-	7,094.55
Iowa Board of Medicine www.medicalboard.iowa.gov	19	16,495.00	11,109.05	5,385.95	855.8	4,530.15
BOEE Citizen Facing Website FY19	19	16,495.00	12,927.05	3,567.95	-	3,567.95
Iowa Veterans Home Citizen Facing Website FY19	19	16,495.00	11,651.75	4,843.25	2,948.60	1,894.65
IOWAccess Portal Operations	19	422,189.26	390,920.52	31,268.74	31,268.74	-
Iowa Dental Board Public Website	19	16,495.00	13,158.75	3,336.25	-	3,336.25
IPTV Website Work	19	16,495.00	7,594.65	8,900.35	-	8,900.35
OCIO- DNR Open Text Shared Instance Setup	20	267,000.00	25,453.01	241,546.99	94,778.61	146,768.38
OCIO- Hosting Operational Initiatives FY20	20	267,293.93	267,293.92	0.01	-	0.01

OCIO- Master Data Management Plan for CJIS	20	407,630.00	271,786.48	135,843.52	-	135,843.52
IPERS- Citizen Facing Website	20	16,495.00	9,452.60	7,042.40	3,412.75	3,629.65
Iowa Board of Parole FY20 Website Upgrades	20	14,095.00	5,250.40	8,844.60	3,318.25	5,526.35
Iowa Office of Drug Control Policy Website	20	14,095.00	4,350.35	9,744.65	7,150.00	2,594.65
Iowa Dept. of Human Rights Citizen Facing Website	20	14,095.00	6,304.30	7,790.70	2,600.00	5,190.70
Professional Licensing Bureau Citizen Facing Website	20	14,095.00	3,900.00	10,195.00	3,900.00	6,295.00
Iowa Racing & Gaming Commission Primary Website	20	14,095.00	4,550.00	9,545.00	9,545.00	-
ICN Iowa Communications Network Citizen Facing Website	20	14,095.00	4,841.90	9,253.10	9,253.10	-
OCIO- Governor and Lt. Governor Drupal Websites	20	28,190.00	17,611.55	10,578.45	4,369.25	6,209.20
OCIO/Dept. of Management/Terrace Hill	20	42,285.00	18,837.15	23,447.85	14,987.61	8,460.24
Iowa Voc Rehab Services Primary Internet Site Redesign	20	14,095.00	4,747.80	9,347.20	4,122.05	5,225.15
Iowa Board of Nursing	20	14,095.00	-	14,095.00	2,600.00	11,495.00
Iowa Ethics and Campaign Disclosure Board- Citizen Facing	20	14,095.00	9,913.95	4,181.05	1,394.50	2,786.55
Iowa Dept. of Cultural Affairs lowaculture.gov	20	14,095.00	2,561.05	11,533.95	10,740.98	792.97
Iowa Insurance Division Citizen Facing Website, Hosting IID website	20	16,495.00	11,435.05	5,059.95	2,048.70	3,011.25
Iowa Dept of Justice Citizen Facing	20	16,495.00	9,600.00	6,895.00	1,300.00	5,595.00



Dept of Admin Services Citizen Facing	20	14,095.00	3,413.60	10,681.40	7,905.97	2,775.43
Iowa Dept. of the Blind Citizen Facing	20	14,095.00	-	14,095.00	7,418.68	6,676.32
Iowa Dept. of Corrections Citizen Facing	20	14,095.00	5,236.75	8,858.25	3,180.65	5,677.60
Iowa Board of Educational Examiners Citizen Facing	20	14,095.00	1,950.00	12,145.00	6,500.00	5,645.00
Iowa Board of Pharmacy Citizen Facing	20	14,095.00	-	14,095.00	5,200.00	8,895.00
Iowa Child Advocacy Board Citizen Facing	20	14,095.00	3,337.15	10,757.85	8,245.02	2,512.83
Iowa Civil Rights Commission Citizen Facing	20	14,095.00	1,950.00	12,145.00	7,800.00	4,345.00
Iowa College Student Aid Commission- Citizen Facing	20	14,095.00	8,216.65	5,878.35	2,226.15	3,652.20
Iowa Commission on Volunteer Service Citizen Facing	20	14,095.00	-	14,095.00	14,095.00	-
Dept of Commerce Citizen Facing	20	14,095.00	5,200.00	8,895.00	8,894.75	0.25
Iowa Credit Union Division Citizen Facing	20	14,095.00	5,445.10	8,649.90	8,649.05	0.85
Iowa Dept of Education Citizen Facing	20	14,095.00	-	14,095.00	11,288.20	2,806.80
Iowa Dept of Human Services Citizen Facing	20	14,095.00	4,065.15	10,029.85	9,848.85	181
Iowa Dept of Inspections and Appeals Citizen Facing	20	14,095.00	3,900.00	10,195.00	4,101.37	6,093.63
Iowa Utilities Board Citizen Facing	20	14,095.00	5,296.60	8,798.40	2,622.05	6,176.35
Iowa Dept of Public Health Medical Examiners Citizen Facing	20	14,095.00	-	14,095.00	-	14,095.00
Iowa Dept of Revenue Citizen Facing	20	14,095.00	10,441.55	3,653.45	3,653.45	-



Iowa Veterans Home Citizen Facing	20	14,095.00	-	14,095.00	7,800.00	6,295.00
Iowa Dept of Public Safety- Citizen Facing	20	16,495.00	9,060.35	7,434.65	1,980.45	5,454.20
OCIO- State Homepage Support www.iowa.gov	20	100,000.0 0	28,275.40	71,724.60	18,457.18	53,267.42
OCIO- Support for New Data Center	20	3,500,000. 00	111,583.94	3,388,416.06	1,899,167.39	1,489,248.67
OCIO- Iowa Open Records Portal	20	100,000.0 0	-	100,000.00	95,778.78	4,221.22
State Public Defender Citizen Facing	20	14,095.00	-	14,095.00	7,800.00	6,295.00
Dept of Admin Services Citizen Facing	20	14,095.00	-	14,095.00	-	14,095.00
Iowa Dept of Justice Citizen Facing	20	14,095.00	-	14,095.00	-	14,095.00
Iowa Dental Board Public Website	20	14,095.00	3,250.00	10,845.00	5,200.00	5,645.00
Iowa Insurance Division Citizen Facing Website	20	14,095.00	-	14,095.00	6,083.04	8,011.96
Iowa Public Information Board Citizen Facing Website	20	14,095.00	1,950.00	12,145.00	4,031.25	8,113.75
Public Employment Relations Board	20	14,095.00	6,761.30	7,333.70	2,600.00	4,733.70
OCIO Chatbot for the Governor's Office	21	300,000.0 0	-	300,000.00	-	300,000.00
Alcoholic Beverages Division	21	14,095.00	-	14,095.00	7,420.30	6,674.70
OCIO Enterprise Website Accessibility and SEO Initiative	21	60,000.00	-	60,000.00	47,816.68	12,183.32
OCIO GovDelivery Enterprise Citizen Engagement	21	238,000.0 0	-	238,000.00	214,637.01	23,362.99
OCIO School Alerts	21	110,562.8 7	-	110,562.87	110,562.87	-
DAS Phonebook	21	31,000.00	-	31,000.00	5,593.22	25,406.78

OCIO Website Hosting	21	273,000.0 0	-	273,000.00	270,993.41	2,006.59
OCIO Archive Social	21	50,000.00	-	50,000.00	43,945.78	6,054.22
OCIO Portal Operations	21	293,540.0 0	-	293,540.00	215,606.92	77,933.08
OCIO Drivers License Record System	21	135,000.0 0	-	135,000.00	51,239.18	83,760.82
OCIO Open Records	21	100,567.7 0	-	100,567.70	100,567.70	-
OCIO Grants Administration	21	135,000.0 0	-	135,000.00	-	135,000.00
OCIO Broadband	21	850,000.0 0	-	850,000.00	358,811.53	491,188.47
OCIO GIS FY21	21	303,180.0 0	-	303,180.00	162,166.94	141,013.06
OCIO Migration to NIC	21	360,369.0 0	-	360,369.00	92,090.33	268,278.67
PLB Integration (PLD) Migration to NIC	21	35,000.00	-	35,000.00	-	35,000.00
DNR EasyAir to NIC	21	16,830.00	-	16,830.00	-	16,830.00
Iowa Dept of Public Safety Migration to NIC	21	35,000.00	-	35,000.00	-	35,000.00
IUB 24/7 Integration with GOV2GOV	21	31,000.00	-	31,000.00	-	31,000.00
IWD NIC Migration	21	50,000.00	-	50,000.00	-	50,000.00
Iowa ABD Licensing NIC	21	46,135.00	-	46,135.00	-	46,135.00
Attorney General Migration of NIC	21	6,300.00	-	6,300.00	-	6,300.00
IID Migration to NIC	21	15,829.60	-	15,829.60	-	15,829.60
Iowa Dept of Public Health Migration to NIC	21	147,510.0 0	-	147,510.00	-	147,510.00
Treasurer of State Migration to NIC	21	16,740.00	-	16,740.00	-	16,740.00
Iowa Dept of Education NIC	21	15,166.00	-	15,166.00	3,054.76	12,111.24
Iowa Board of Educational Examiners Migration to NIC	21	25,000.00	-	25,000.00	-	25,000.00

DNR Subscriptions to NIC GOV2GOV	21	4,800.00	-	4,800.00	4,800.00	-
IDALS Migration to NIC	21	78,758.00	-	78,758.00	-	78,758.00
DIA Payment Portal/NIC	21	80,000.00	-	80,000.00	7,718.89	72,281.11
OCIO Seamless Docs	21	250,107.99	-	250,107.99	228,493.25	21,614.74
OCIO Citizen Engagement Data	21	55,000.00	-	55,000.00	6,851.63	48,148.37
OCIO Live Chat, Chat Bot for the Enterprise	21	10,000.00	-	10,000.00	-	10,000.00
Iowa College Aid Mobile App	21	36,000.00	-	36,000.00	-	36,000.00
DCA Migration to Salesforce Case Management and NIC	21	115,000.00	-	115,000.00	-	115,000.00
Iowa Vocation Services Migration to NIC	21	13,850.00	-	13,850.00	-	13,850.00
State Public Defender's Time Tracking App	21	19,500.00	-	19,500.00	-	19,500.00
OCIO State Homepage Support	21	100,000.00	-	100,000.00	15,182.58	84,817.42
DOT Aircraft Registration Migration to NIC	21	4,800.00	-	4,800.00	4,800.00	-
DHS Migration to NIC	21	98,400.00	-	98,400.00	-	98,400.00
NIC Fees	21	-	-	-	-	-
ICN Drupal Conversion	21	11,230.90	-	11,230.90	11,230.90	-
Professional Licensing Bureau Supplemental	21	25,477.70	-	25,477.70	16,838.41	8,639.29
IVRS Citizen facing supplemental grant	21	12,234.05	-	12,234.05	12,234.05	-
OCIO Supplemental 2021	21	56,880.00	-	56,880.00	44,290.87	12,589.13
Governors Office of Drug Control Policy Drupal Supplemental	21	6,091.25	-	6,091.25	6,091.25	-
Iowa Racing and Gaming Commission	21	14,095.00	-	14,095.00	6,607.00	7,488.00
Iowa Commission on Volunteer Service	21	14,095.00	-	14,095.00	4,113.50	9,981.50

Iowa Board of Parole	21	14,095.00	-	14,095.00	5,680.42	8,414.58
Iowa Dept of Human Rights	21	14,095.00	-	14,095.00	6,263.00	7,832.00
Office of Drug Control Policy	21	14,095.00	-	14,095.00	2,210.38	11,884.62
DAS Dept of Admin Services	21	14,095.00	-	14,095.00	1,438.79	12,656.21
Iowa College Aid	21	14,095.00	-	14,095.00	6,074.18	8,020.82
Iowa Vocational Rehabilitation Services	21	14,095.00	-	14,095.00	6,737.88	7,357.12
Iowa Board of Educational Examiners	21	14,095.00	-	14,095.00	-	14,095.00
ICN Iowa Communications Network	21	14,095.00	-	14,095.00	9,361.41	4,733.59
Professional Licensing Bureau	21	14,095.00	-	14,095.00	3,900.00	10,195.00
Iowa Utilities Board	21	14,095.00	-	14,095.00	5,651.44	8,443.56
Iowa Alcoholic Beverages Division	21	14,095.00	-	14,095.00	6,833.30	7,261.70
Iowa Ethics and Campaign Disclosure Board	21	14,095.00	-	14,095.00	6,752.08	7,342.92
Board of Pharmacy	21	14,095.00	-	14,095.00	4,924.40	9,170.60
Dept of Commerce	21	14,095.00	-	14,095.00	5,982.80	8,112.20
Iowa Division of Credit Unions	21	14,095.00	-	14,095.00	12,157.22	1,937.78
Iowa Dept of Education Citizen Facing	21	14,095.00	-	14,095.00	2,902.47	11,192.53
Iowa Dept of Public Safety	21	14,095.00	-	14,095.00	14,098.76	-3.76
Iowa Employment Relations Board	21	14,095.00	-	14,095.00	5,968.61	8,126.39
Iowa Child Advocacy Board	21	14,095.00	-	14,095.00	12,483.80	1,611.20
Iowa Board of Medicine	21	14,095.00	-	14,095.00	3,900.00	10,195.00
Crime Victim Assistance Division	21	14,095.00	-	14,095.00	5,850.00	8,245.00
Iowa Dept of Revenue Citizen Facing	21	14,095.00	-	14,095.00	5,554.66	8,540.34

OCIO/Dept of Management/Terrace Hill	21	42,285.00	-	42,285.00	14,290.28	27,994.72
Iowa Dental Board Citizen Facing	21	14,095.00	-	14,095.00	-	14,095.00
Iowa Dept of Inspections and Appeals Citizen Facing	21	14,095.00	-	14,095.00	6,921.08	7,173.92
Iowa Public Information Board Citizen Facing Website	21	14,095.00	-	14,095.00	-	14,095.00
Iowa Dept of Public Health Citizen Facing	21	14,095.00	-	14,095.00	14,095.00	-
Iowa Dept of Human Services Citizen Facing	21	14,095.00	-	14,095.00	-	14,095.00
Iowa Dept of Cultural Affairs	21	14,095.00	-	14,095.00	1,833.77	12,261.23
Iowa Dept of Aging	21	14,095.00	-	14,095.00	14,095.00	-
Iowa Insurance Division Citizen Facing	21	14,095.00	-	14,095.00	-	14,095.00
Iowa Dept for the Blind	21	14,095.00	-	14,095.00	-	14,095.00
Iowa Dept of Public Health Medical Examiner's Office Citizen Facing	21	14,095.00	-	14,095.00	-	14,095.00
OCIO Governor.iowa.gov	21	14,095.00	-	14,095.00	8,928.02	5,166.98
Dept of Corrections Citizen facing	21	14,095.00	-	14,095.00	5,413.50	8,681.50
Board of Nursing CitizenFacing	21	14,095.00	-	14,095.00	3,964.05	10,130.95
DCA Citizen Facing	22	14,095.00	-	14,095.00	-	14,095.00
Iowa Vocational Rehabilitation Services Citizen Facing	22	14,095.00	-	14,095.00	-	14,095.00
IPERS- Citizen Facing Website	22	14,095.00	-	14,095.00	-	14,095.00
Iowa Insurance Division IID Citizen Facing	22	14,095.00	-	14,095.00	-	14,095.00
DIA Citizen Facing	22	14,095.00	-	14,095.00	-	14,095.00
Iowa Dept of Education Citizen Facing	22	14,095.00	-	14,095.00	-	14,095.00

Public Employment Relations Board PERB Citizen Facing	22	14,095.00		14,095.00	-	14,095.00
Iowa Dental Board Citizen Facing	22	14,095.00	-	14,095.00	-	14,095.00
Iowa Board of Nursing Citizen Facing	22	14,095.00	-	14,095.00	-	14,095.00
Iowa Communications Network Citizen Facing	22	14,095.00	-	14,095.00	-	14,095.00
Iowa Office of the State Medical Examiner IDPH Citizen Facing	22	14,095.00	-	14,095.00	-	14,095.00
Iowa Racing and Gaming Commission Citizen Facing	22	14,095.00	-	14,095.00	-	14,095.00
Iowa Board of Medicine Citizen Facing	22	14,095.00		14,095.00	-	14,095.00
Iowa Board of Parole Citizen Facing	22	14,095.00	-	14,095.00	-	14,095.00
Iowa Civil Rights Commission Citizen Facing	22	14,095.00	-	14,095.00	-	14,095.00
Iowa Credit Union Division Citizen Facing	22	14,095.00	-	14,095.00	-	14,095.00
DAS Citizen Facing	22	14,095.00		14,095.00	-	14,095.00
Iowa Dept of Commerce Citizen Facing	22	14,095.00	-	14,095.00	-	14,095.00
Iowa Child Advocacy Board Citizen Facing	22	14,095.00	-	14,095.00	-	14,095.00
Iowa Board of Pharmacy Citizen Facing	22	14,095.00	-	14,095.00	-	14,095.00
Iowa Dept of Revenue Citizen Facing	22	14,095.00		14,095.00	-	14,095.00
Iowa Dept of Human Rights Citizen Facing	22	14,095.00	-	14,095.00	-	14,095.00
Iowa Alcoholic Beverages Division Citizen Facing	22	14,095.00	-	14,095.00	-	14,095.00

Iowa Public Information Board Citizen Facing Website	22	14,095.00	-	14,095.00	-	14,095.00
Iowa Dept of Human Services Citizen Facing	22	14,095.00		14,095.00	-	14,095.00
Iowa Professional Licensing Bureau Citizen Facing	22	14,095.00	-	14,095.00	-	14,095.00
AEDA Volunteer Iowa Citizen Facing	22	14,095.00	-	14,095.00	-	14,095.00
Iowa Utilities Board Citizen Facing	22	14,095.00	-	14,095.00	-	14,095.00
Iowa Dept of Public Health IDPH Citizen Facing	22	14,095.00	-	14,095.00	-	14,095.00
BOEE Citizen Facing	22	14,095.00	-	14,095.00	-	14,095.00
ODCP Citizen Facing	22	14,095.00	-	14,095.00	-	14,095.00
Iowa Dept of Corrections Citizen Facing	22	14,095.00	-	14,095.00	-	14,095.00
Iowa College Student Aid Commission Citizen Facing	22	14,095.00	-	14,095.00	-	14,095.00
Iowa Veterans Home	22	14,095.00	-	14,095.00	-	14,095.00
OCIO/Terrace Hill/DOM	22	14,095.00	-	14,095.00	-	14,095.00
Iowa Dept of the Blind Citizen Facing	22	14,095.00	-	14,095.00	-	14,095.00
Iowa State Public Defender Citizen Facing	22	14,095.00	-	14,095.00	-	14,095.00
IDPS Iowa Dept of Public Safety Citizen Facing	22	14,095.00	-	14,095.00	-	14,095.00
Iowa Ethics and Campaign Disclosure Board Citizen Facing	22	14,095.00	-	14,095.00	-	14,095.00
IDA Iowa Dept of Aging Citizen Facing	22	14,095.00	-	14,095.00	-	14,095.00
OCIO Governor, Disaster recovery Citizen Facing	22	14,095.00	-	14,095.00	-	14,095.00
Total Projects - 183		12,282,603.25	1,841,774.48	10,440,828.77	4,803,367.79	5,637,460.98





## Ongoing IOWAccess Expenses

The following expenses are required to provide ongoing support for baseline functionality of the overall IOWAccess service portfolio. These expenses appear each year with a new grant to support agency websites, website hosting, iowa.gov, chatbot, online forms, constituent communications with GovDelivery, the Driver License Record Lookup system, and transparency sites including <https://rules.iowa.gov>, <https://iafees.iowa.gov>, <https://comment.iowa.gov>, and <https://iowaopenrecords.nextrequest.com>.

Expense Item	Expenditures in Fiscal Year 2021
Agency website development, hosting, chat	1,300,000
Constituent Communication and Open Data	1,200,000
Online forms and IOWAccess driver records lookup system	
<b>Annual Recurring Expenses</b>	<b>2,950,000</b>

### IOWAccess Value-Added Fees Approved in Fiscal Year 2021

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 2021 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 expenses 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 - Statewide Broadband Program - Annual Report FY2021**

# **Statewide Broadband Program Annual Report FY2021**

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

Prepared by



## Background

The Empower Rural Iowa Act (HF 772) signed into law on May 20, 2019 directs a minimum standard for broadband service at or above the download and upload speeds identified by the Federal Communications Commission pursuant to section 706 of the federal Telecommunications Act of 1996, as amended . As part of the process for determining Targeted Service Areas (TSA), the Empower Rural Iowa Act directs the State Broadband Office (SBO) to conduct an open application review process that includes an opportunity for the public to submit factual information as part of the Broadband Availability Map validation process. SBO staff will review and score applications with the greatest weight going toward a project area's relative need for broadband service in rural area(s), the applicant's total proposed budget and demonstrated ability to secure partner funding sources, and the relative upload and download speeds proposed for the project. The goal of the SBO is to develop, implement and measure programs that drive the creation of this minimum broadband standard across every acre of the state.

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.

In 2019, OCIO received \$5 million dollars for the purposes of awarding grants to broadband providers that install 25 mbps download and 3 mbps upload ("25/3") or faster service in Targeted Services Areas of the State of Iowa, defined to be any United States Census Block within which no provider facilitated 25/3 or faster service as of June 30, 2018. Pursuant to HF772, the OCIO updates the broadband availability map with the most current data for each round of grant funding.

In 2021, OCIO received \$100 million dollars for the purposes of awarding grants in accordance with Iowa Code Section 8B.11 as amended by House File 848. As part of this effort, Communications Service Providers will expand broadband service by facilitating 100/20 broadband or faster in Targeted Service Areas.

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 Iowa Code Chapter 8B, the SBO completed the following broadband expansion and coordination efforts in 2021:

- **Grant Program - Notice of Funding Availability #005**
  - \$15,452,302 in residual CARES Act funds for the broadband grant program were allocated by Governor Reynolds to address the increased need for Internet Connectivity due to COVID-19.
  - On 1/19/2021, the OCIO issued a Notice of Funding Availability for \$15,452,302 million dollars in grant funds (click [here](#) for more information on NOFA #005).
  - 42 Applications to the program were received, requesting a total of \$61,085,171.35.
  - On 3/12/2021, the OCIO awarded \$15,452,302 in funds to 14 broadband grant applications that represent over \$21 million in new investment in broadband.
- **Grant Program - Notice of Funding Availability #004**
  - \$5 Million in funds for the broadband grant program were appropriated to OCIO in FY21.
  - On 10/23/2020, the OCIO issued a Notice of Funding Availability #004 for \$4,950,000 million dollars in grant funds (click [here](#) for more information on NOFA #004).
  - 18 Applications to the program were received, requesting a total of \$8,480,124.02
  - On 12/23/2020, the OCIO awarded \$4,950,000 in funds to 13 broadband grant applications that represent over \$14 million in new investment in broadband.
- **Grant Program - Notice of Funding Availability #003**
  - \$50 Million in funds for the broadband grant program were allocated to OCIO through the CARES Act.
  - On July 20, 2020, the OCIO issued Notice of Funding Availability #003 for \$50 million dollars in grant funds (click [here](#) for more information on NOFA #003).
  - 68 applications to the program were received, requesting a total of \$39,753,873.
  - On 8/21/2020, the OCIO awarded \$33,037,114 in funds to 53 infrastructure project applications that represent over \$61 million in new investment in broadband.

NOFA #	Applications Awarded	Grant Funds Awarded	Total Project Costs	HSBs in Awarded Project	Average Cost per HSB	Census Blocks	Number of Counties	Square Miles
001	7	\$1,300,000	\$13,000,000	7,279	\$1,785.96	1,872	12	760
002	17	\$5,000,000	\$43,975,676	13,011	\$3,379.88	5,769	33	2,514
003	53	\$33,037,114	\$61,600,518	37,050	\$1,662.63	11,300	74	3,812
004	13	\$4,950,000	\$14,142,857	1,522	\$9,292.28	855	13	251
005	14	\$15,452,302	\$21,374,113	2,827	\$7,560.70	1,400	21	638
Total	104	\$59,739,416	\$154,093,164	61,689	\$2,497.90	21,196	N/A	7,724

## Updates and Changes to the Broadband Program

During the 2021 legislative session Iowa Code 8B.1 was amended by House File 848. A

**“Targeted service area”** now means any of the following:

(a) A United States census bureau census block located in this state, including any crop operation located within the census block, or other geographic unit the office sets by rule, within which no communications service provider offers or facilitates broadband service at or above the tier 1, tier 2, or tier 3 download and upload speeds.

As used in this subsection:

(1) “Tier 1” means a maximum download speed of less than twenty-five megabits per second and a maximum upload speed of less than three megabits per second.

(2) “Tier 2” means a minimum download speed of greater than or equal to twenty-five megabits per second but less than fifty megabits per second.

(3) “Tier 3” means a minimum download speed of greater than or equal to fifty megabits per second but less than eighty megabits per second.

(b) Any geographic area, as the office sets by rule, that is materially underserved by broadband service such that tier 1, tier 2, and tier 3 download and upload speeds are not meaningfully available. The office’s power to determine the geographic area by rule under this paragraph includes the power to define and interpret standards as to whether a geographic area is materially underserved and broadband service is meaningfully available.

Fiber optic network conduit installation program – Iowa House File 655 provides a fiber optic network conduit installation program designed to ensure that the opportunity is provided to lay or install fiber optic network conduit wherever a state-funded construction project involves trending, boring, a bridge, a roadway, or other state-owned infrastructure. Further, the legislation permits the office to contract for the management, leases, or installation of fiber optic network conduct access. Anticipated funding for this program was be made available as an appropriation from the State’s general fund.

On July 1, 2021, The Office of the Chief Information Officer issued Notice of Funding Availability (NOFA) #006 for the Empower Rural Iowa Broadband Grant Program making available up to \$97,500,000.00 for broadband expansion in Iowa. The purpose of this NOFA is to solicit Applications from Communications Service Providers for Broadband Infrastructure Projects that will have the greatest overall effect of reducing or eliminating Unserved or Underserved Areas in the State through the installation of Broadband Infrastructure. Minimum buildout speeds are 100/100 or 100/20 depending on the eligibility determinations within a given project area. This was the culmination of OCIO efforts during the 2021 legislative session that was implemented at the start of FY 2022.