

**IOWAccess Advisory Council
Meeting Minutes of September 13, 2006, 1:00 PM
Hoover Building, Level B, Conference Rooms 2 and 3**

F i n a l

- Present: Sheila Castaneda, Quent Boyken, Herb Strentz, Mary Maloney, Thomas Gronstal, Barbara Corson, Marsha Ternus, Teresa Selberg, David Redlawsk, Miriam Ubben, Carmine Boal, Dick Neri, Vicki Lensing
- Absent: Kelly Hayworth, Glen Dickinson, Dawn Ainger, Lawrence Lentz, Bob Brunkhorst, Jeff Danielson
- Guests: Malcolm Huston, Mark Uhrin, John Hove, Brent Parker, Dean Lerner, Judy Harrison, Lana Morrissey, Rochelle Little, Tim Erickson, John Gillispie, Diane Van Zante (recorder)

Council Chair, Sheila Castaneda, opened the meeting and noted that a quorum of members was present. All council members and guests introduced themselves. Marsha Ternus is leaving the Council, having recently been named Chief Justice of the Iowa Supreme Court. Sheila read from the press release on Justice Ternus' appointment and thanked Marsha for her years of dedicated service to the Council. Later in the meeting, Sheila presented Marsha with a certificate of appreciation for service from August 27, 1998 to September 13, 2006.

1. Approve Minutes – Sheila Castaneda.

The Chair noted a correction to the July minutes. References to Chris Coleman should reflect that her gender is female. Herb Strentz and Vicki Lensing moved approval of the July 12, 2006 meeting minutes. An oral vote was taken and unanimously approved.

2. Finance Report – Lana Morrissey.

Lana presented the finance report for the IOWAccess fund through August 31, 2006. Current net assets are \$1.8 million. The balance sheet shows assets and liabilities, including a list of approved projects. Unobligated cash currently stands at over \$800,000.00. DAS staff needs to review all of the projects to determine if any unused funds can be freed up for other projects. Any projects with negative amounts (which generally means overspending) should also be reviewed. Level of commitment is another issue; some agencies spend a portion of the money, but eventually abandon the project. Money approved for a specific project should never be spent by the agency for other projects.

Now that the Information Technology Enterprise (ITE) has hired an IOWAccess Manager, how should ITE bill for that person's time? Mark Uhrin was asked to calculate the amount of actual expenditure (salary, benefits, space fees, etc.) and bring that back to the Council.

3. Introduction of Malcolm Huston - John Gillispie.

After a lengthy search, Malcolm Huston was selected as the IOWAccess Manager. Malcolm possesses many of the skills that are needed in this role: an executive presence, organization, and a level of maturity. Among his first assignments are the FY08 budget proposal and

scrutinizing the dollars historically billed to the Council to see if they are accurate. The question is whether the new budget will free up more resources for E-government. Malcolm hopes to bring increased accountability to existing reporting mechanisms.

4. Department of Inspections and Appeals (DIA) Request for Convenience Fees – Dean Lerner. DIA is asking for permission to charge a value-added fee of 4% to recover costs incurred in processing electronic transactions for persons applying for licensing and certification online. Four different programs would be included:
 - Health care providers
 - Social and charitable gambling
 - Targeted small business certification (renewal only)
 - Licensing of food establishments (renewal only)

With the exception of the Targeted Small Business Certification Program, the licensing fees for all of the other noted programs are set by statute. None of the license fees are available to cover the added costs of the fees and charges generated by E-commerce payment options.

Dick Neri moved approval; Terri Selberg seconded the motion. The fee charged only recovers credit card costs and associated fees. Departments don't have the resources to absorb credit card fees themselves. Until we can get the law changed, convenience fees seem to be the best option. The motion was put to an oral vote and unanimously approved.

5. Funding for Enhancements for Food Inspections Website – Dean Lerner. DIA made a presentation on this project at the last IOWAccess Advisory Council meeting. At that time, implementation costs were believed to be under \$25,000. Now DIA is asking for \$76,000. Since the last meeting, online licensing has been added and the project has turned out to be more extensive than first discussed. DIA frequently receives requests to allow online licensing. Some council members expressed skepticism with regard to the locator portion of the project. Quent Boyken moved approval of the funding; David Redlawsk seconded the motion. An oral vote was taken and unanimously approved. For future reference, council members would like the meeting agenda to include the amount requested.
6. Department of Natural Resources (DNR) Wastewater – Brent Parker. DNR's objective is to provide a database to create and track information on private sewage disposal systems for individual houses in Iowa. The purpose is to make it possible for county sanitarians to have an electronic database to issue onsite wastewater permits and for the state to track the efforts of the counties to meet the state-mandated permitting requirements. Right now everything is done on paper. DNR does have a business plan that outlines the minimum requirements to get started; according to the plan, minimum startup funds are \$150,000. DNR did receive \$50,000 from the Environmental Protection Agency to start the program. . The primary user will be the county boards of health. This is a county program that the state wants to support. Will DNR utilize ITE to develop the software? DNR will issue an RFP and ITE is free to bid on it or not.

Normally, the Council receives a request for planning money first; this appears to be a request for \$150,000 in implementation funding to supplement the \$50,000 from the EPA. DNR has already completed the planning; they know what they want to do. Two hundred thousand dollars for this project seems like a lot of money and that is only the minimum amount to get the program started. Has anyone from ITE reviewed the business plan? Mark Uhrin advised that he had not reviewed it. How much support will be required down the road? At this juncture, it seems too open ended. DNR did submit the business plan and thought that it had been distributed to council members. It appears that did not happen.

Maybe the Council should be open to accepting business plans completed by outside entities. Who compiled the business plan? DNR hired a firm that has expertise in the technical field. David Redlawsk indicated that he would like to see the business plan and would like to have ITE review it as well. Mary Maloney and Barb Corson moved that the funding request be tabled until the Council has the opportunity to read the business plan. DNR advised that it would not proceed with the RFP until funding had been approved. An oral vote was taken, unanimously tabling action on the request. Council members should anticipate this item being on the November meeting agenda.

7. Governor's Office Administrative Rules Application – Request for Hosting Fees – Mark Uhrin.

This is for the new enterprise wide administrative rules application that Iowa Interactive developed. There is no real owner of the application at this time. ITE is requesting that the Council approve \$3,000 to cover the costs of hosting the application for the next year. The government side is currently operational; the public side will be ready later this year. Will the Council be asked to pay for hosting in subsequent years? That is a possibility. Tim Erickson mentioned that the process had been streamlined and had moved from paper to electronic. Tom Gronstal and Quent Boyken moved approval. The Council indicated that it does not want to be involved in ongoing hosting fees, and is hopeful that a permanent owner can be found. Whoever publishes the administrative code should probably pay for it. Legislative Services Agency is the most likely owner. Representatives Boal and Lensing agreed to make some inquiries. An oral vote was taken, unanimously approving the funds.

8. IOWAccess Manager

With Malcolm Huston onboard as the new IOWAccess Manager, council members took a few moments to talk about their hopes and concerns. The Chair suggested sending an informal bi-weekly E-mail on issues that have surfaced. Mr. Huston talked about developing a more standard interface/presentation format to capture the items that council members have the most interest in. Herb Strentz mentioned that two of the biggest needs are electronic services for the have-nots and transparency in government. Some struggle with the fact that the Council funds things that come before it, whether they're the most important things to citizens or not. Malcolm acknowledged the importance of marketing and getting the word out about available opportunities. The Council wants to reach out to counties and school districts too. Another concern is that the Council hasn't really utilized the data from the surveys that were conducted.

Malcolm's near term goals are cleaning up the financials, determining what we have, what we should have, and what degree of portability exists. Justice Ternus encouraged Malcolm to be active in identifying projects as well as the development of services that can be used across counties. Look at what the large counties (Polk County or Linn County) are doing. If the service is important to them, it may have relevance for other counties. Reusability is key; maybe that should be a consideration whenever a new project is submitted. Council members would like to see the projects followed more closely, to avoid having projects sit for long periods of time with no progress. How do we build more accountability into the process? Do we need to put some rules in place? Malcolm is exploring a project portfolio management system/dashboard type view. Sheila Castaneda is also interested in determining whether new projects are similar in scope to any that the Council has dealt with before. There doesn't seem to be a way to measure the difference between similar projects where one seeks \$45,000 and the other needs \$445,000.

9. Brown University Study – Malcolm Huston.

The Brown University Study reviews and ranks the E-Government offerings of state and federal agencies using a standard set of criteria. It is a benchmark that is industry wide. We need to look at the online services offered in each state and complete a gap analysis. Tim Erickson and Malcolm are planning to unveil a whole new website in December. Tim's goal is to be one of the top five state websites. Suggested improvements that would provide additional functionality for the citizens of Iowa are: digital signatures, credit card payments, single sign-on, universal address change, and a state storefront.

10. Follow up Items – None.

11. ITE Project Updates – Mark Uhrin.

Social and charitable gambling should be code complete this month. We have received word from the Department of Human Services that they are going to use another vendor to complete the child care project. There is about \$80,000 remaining on that project. Progress is at a standstill on the criminal history background check project while we wait for data from the Department of Public Safety's vendor. The Iowa Alcoholic Beverages Division is opting to use a third party for hosting and ongoing support. This will likely occur with their two other projects as well. The Department of Natural Resources' project for licensing ATVs, boats and snowmobiles will probably be withdrawn; they are going out to RFP on all of their licensing. The Department of Natural Resources also withdrew their request for the web-based performance management application.

12. Iowa Interactive Updates – Tim Erickson reported that Iowa Interactive is nearing completion of several major projects. He is looking forward to an exciting fourth quarter.

13. Wrap-Up and Adjourn.

The next council meeting is scheduled for November 8, 2006.

There being no further business, the meeting adjourned at 3:35 p.m.