



Iowa Interactive Bi-Monthly Update

to the

IOWAccess Advisory Council

for the months of

May and June 2009



MAY
TRANSACTION VOLUME

<u>Partner</u>	<u>Application</u>	<u>2009 Volume</u>	<u>2008 Volume</u>	<u>Difference</u>
Dept. Natural Resources	Campground Reservations	4,959	4,585	8.16%
Dept. Natural Resources	Call Center Reservations	688	594	15.82%
Dept. Natural Resources	Changes and Cancellations	466	594	-21.55%
Dept. of Transportation	DLR Lookup	104,220	61,860	68.48%
Iowa Bureau of Professional Licensure	License Renewal	635	2442	-74.00%
Professional Licensing Division	Online Renewal	1507	1397	7.87%
Professional Licensing Division	Admin Tool- Letters of Good Standing	37	54	-31.48%
Plumbers & Mechanical Engineers	License Renewals	3,529	0	
Electricians	Permits \$50.00 or Less	429	0	
Electricians	Permits Greater Than \$50.00	844	0	

June
TRANSACTION VOLUME

<u>Partner</u>	<u>Application</u>	<u>2009 Volume</u>	<u>2008 Volume</u>	<u>Difference</u>
Dept. Natural Resources	Campground Reservations	6,126	4,315	41.97%
Dept. Natural Resources	Call Center Reservations	745	583	27.79%
Dept. Natural Resources	Changes and Cancellations	751	880	-14.66%
Dept. of Transportation	DLR Lookup	113,925	58,320	95.34%
Iowa Bureau of Professional Licensure	License Renewal	451	1687	-73.27%
Professional Licensing Division	Online Renewal	2845	3041	7.87%
Professional Licensing Division	Admin Tool- Letters of Good Standing	47	56	-16.07%
Plumbers & Mechanical Engineers	License Renewals	8,052	0	
Electricians	Permits \$50.00 or Less	521	0	
Electricians	Permits Greater Than \$50.00	1,058	0	

MAY EXISTING PROJECT DEVELOPMENT ACTIVITY

Partner	Application/Website	Code Rolls	Issues/Bugs	Enhancements
Department of Public Health	https://eservices.iowa.gov/pmsb/	3	7	5
Public Employment Relations Board	https://eservices.iowa.gov/iowaperb/healthsurvey/index.php	1	2	1
Professional Licensing Division (Commerce)	https://eservices.iowa.gov/licensediniowa/admin/	3	3	7
TOTAL		7	12	13

JUNE EXISTING PROJECT DEVELOPMENT ACTIVITY

Partner	Application/Website	Code Rolls	Issues/Bugs	Enhancements
Public Employment Relations Board	https://eservices.iowa.gov/iowaperb/healthsurvey/index.php	1	2	0
Department of Public Safety	https://iowaelectrical.gov/index.php	1	4	7
Department of Natural Resources	https://eservices.iowa.gov/iowaparks/index.php?pgname=home	1	1	1
Iowa Bureau of Professional Licensure	https://eservices.iowa.gov/ibpl/	1	0	2
Iowa Property Assessment Appeals Board	http://www.iowa.gov/tax/PAAB/	1	0	3
Auditor of State	http://auditor.iowa.gov/index.html	1	0	4
TOTAL		6	7	17

MAY CONTENT MANAGEMENT ACTIVITY

Partner	Application/Website	Code Rolls/Maintenance Requests
Office of the Governor-Main Site	http://www.governor.iowa.gov/	39
lowAccess-Iowa.Gov	www.iowa.gov	21
Office of Energy Independence	www.energy.iowa.gov	1
Iowa Civil Rights Commission	http://www.state.ia.us/government/crc/index.html	9
Public Relations Employment Relations Board	iowaperb.iowa.gov	2
Iowa Commission on the Status of African Americans	http://www.state.ia.us/government/dhr/saa/index.html	1
Early Childhood Iowa	http://www.state.ia.us/earlychildhood/	10
Iowa Vocational Rehabilitation Services	http://www.ednetwork.org	4
Iowa Department of Management	www.dom.state.ia.us	10
TOTAL		97

JUNE CONTENT MANAGEMENT ACTIVITY

Partner	Application/Website	Code Rolls/Maintenance Requests
Office of the Governor-Main Site	http://www.governor.iowa.gov/	31
Iowa Civil Rights Commission	http://www.state.ia.us/government/crc/index.html	5
Iowa State Records Commission	http://www.iowasrc.org/archives/index.html	1
Iowa Commission on the Status of African Americans	http://www.state.ia.us/government/dhr/saa/index.html	13
lowAccess-Iowa.Gov	www.iowa.gov	5
Iowa Department of Economic Development	http://reqassist.iowa.gov/	8
Information Security Office	http://secureonline.iowa.gov/newsletters/index.html	1
Employers Disability Resource Network	www.ednetwork.org/	2
Early Childhood Iowa	http://www.state.ia.us/earlychildhood/	13
Iowa Agricultural Development Authority	http://www.iada.state.ia.us	1
Iowa Department of Management	www.dom.state.ia.us	2
TOTAL		82



NEW PROJECTS THAT HAVE GONE LIVE

<u>Partner</u>	<u>Project</u>	<u>Project Type</u>	<u>URL</u>	<u>Date</u>	<u>Description</u>
Iowa Agricultural Development Authority	Website update	Static Website	http://www.iada.state.ia.us	6/9/2009	Redesigned site and updated the content and navigation to improve access to program information.
Iowa State Auditor	Auditor site redesign	Static Website	auditor.iowa.gov	6/12/2009	Updated site navigation and information structure. Updated graphics to bring into 508 compliance.
Property Assessment Appeal Board	PAAB Website Redesign	Static Website	www.paab.iowa.gov/	6/15/2009	Redesign that focused on aesthetics and improved graphics.
IOWAccess	iowa.gov site redesign	Dynamic Website	http://www.iowa.gov	6/23/2009	Redesigned Iowa.Gov website, up-to date graphics, improved navigation and fresh new look.

**IOWA INTERACTIVE POST-PROJECT SURVEY RESULTS
FOR PROJECTS LAUNCHED SINCE JANUARY 1, 2009**

<u>Agencies Responding</u>
Department of Management
Department of Public Safety
Human Rights
Iowa Agricultural Development Authority
Iowa Department of Revenue
Iowa Department of Human Rights
Iowa Department of Public Health
Iowa Department of Public Health - Environmental Health
Office of Auditor of State

<u>Projects</u>
Auditor Of the State Web Site Redesign
Dept. of Management 4 web sites redesigns
Detention Center Application
Electrical Permits and Inspections Program
Iowa Agriculture Development Authority Website redesign
Iowa Property Assessment Appeals Board Static Website Update
Iowa Statewide Interoperability Communications System Board Website
Made in Iowa
Plumbing & Mechanical Licensing & Administrative Tool Project

<u>Project Role</u>	
Project Manager	9
Business Manager	0
Technical Contact	0
Director/Executive Sponsor	2
Other	1



Areas of Satisfaction	Satisfaction Rating (1=poor; 5=excellent)					Average Score
	1	2	3	4	5	
Treated respectfully by Iowa Interactive staff				1	11	4.9
Understood the process your project was to go through		1	1	2	8	4.4
As involved in the process as you wanted to be				2	10	4.8
Kept informed of project's progress	1			1	10	4.6
Iowa Interactive met their commitments to the project timelines	1			2	9	4.5
Quality of product (application or web site)			2		10	4.7
Timely responses of Iowa Interactive staff to requests/ messages				2	10	4.8
Iowa Interactive demonstrated expert knowledge in web design & development				2	10	4.8
TOTAL	2	1	3	12	78	4.7

How did you learn about Iowa Interactive?	
Another government employee	3
Supervisor	2
Past experience	6
Public information officer	0
Iowa Interactive presentation	0
State IT committee	1
Web site	0
Other	0

Would you choose to work with Iowa Interactive again?	
Yes	10
Maybe	1
No	1

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



Additional Comments

We are very happy with our website and have already received favorable comments about the design and content. Rick was always helpful when we had questions!

Despite my technical ignorance, I was always treated respectfully by Iowa Interactive, and I learned a lot. I worked with Scott, Chris and Polly on this project. They are excellent.

Thank you for providing such a valuable resource to our agency!

The benefit with II is the ability to create a program that fits our needs. The disadvantage is we are a long way from seeing the final product. This survey was completed before the code changes in question went to production.

I will be contacting Iowa Interactive soon for another project.

Rick and his colleagues have been very responsive to our needs, concerns, and feedback and should be commended on their ability to adjust to changing demands with the development of a brand new program. Same can be said for Tracy and Wayne, this has been a solid working relationship and we look forward to the continued success of the project.

There is no doubt the licensure process would not have advanced as quickly and smoothly as it has without our Iowa Interactive Project Manager Rick Rosno and the excellent development team behind the scenes.

Iowa Interactive has to figure out a way to deliver its products in a timely manner. To take 13 months to redesign the DOM site and its subsidiary sites was way out of line. All of the content was either the same or already created. It's a static site so it didn't require extraordinary programming. Feedback on the DOM end was always timely so it had nothing to do with the customer dragging their feet. The people at IA Interactive are friendly and professional but in the end that doesn't matter when delivery time is way too long.

We actually started this redesign project with Iowa Interactive over 2 years ago. It seemed people would change, etc. & nothing ever happened. When Janet showed up & took over, it was a short period of time to completion. I commend her interest in the project
Jeff Ward
Executive Director
Iowa Ag Development Authority

Janet & Polly were so helpful through the whole process. They made all requested changes down to the formatting, and kept us informed on the progress. We are so pleased with the final website and very excited for our customers to be able to more easily navigate through our programs and applications. Thank you so much for your help!

