



Iowa Interactive Bi-Monthly Update

to the

IOWAccess Advisory Council

for the months of

July and August 2009



July

TRANSACTION VOLUME

<u>Partner</u>	<u>Application</u>	<u>2009 Volume</u>	<u>2008 Volume</u>	<u>Difference</u>
Dept. Natural Resources	Campground Reservations	5,544	4,445	24.72%
Dept. Natural Resources	Call Center Reservations	758	768	-1.30%
Dept. Natural Resources	Changes and Cancellations	600	637	-5.81%
Dept. of Transportation	DLR Lookup	118,585	77,610	52.80%
Iowa Bureau of Professional Licensure	License Renewal	393	341	15.25%
Professional Licensing Division	Online Renewal	150	196	7.87%
Professional Licensing Division	Admin Tool- Letters of Good Standing	56	48	16.67%
Plumbers & Mechanical Engineers	License Renewals	1,003	0	
Electricians	Permits \$50.00 or Less	646	0	
Electricians	Permits Greater Than \$50.00	1,215	0	
Electricians Licensing	Apprentice and Unclassified Licenses	92	0	

JULY ADOPTION STATISTICS				
<u>Partner</u>	<u>Application</u>	<u>Online</u>	<u>Paper</u>	<u>Adoption</u>
Iowa Bureau of Professional Licensure	License Renewal	393	103	79.23%
Professional Licensing Division	Online Renewal	150	162	48.08%



August TRANSACTION VOLUME

<u>Partner</u>	<u>Application</u>	<u>2009 Volume</u>	<u>2008 Volume</u>	<u>Difference</u>
Dept. Natural Resources	Campground Reservations	3,926	3,347	17.30%
Dept. Natural Resources	Call Center Reservations	461	431	6.96%
Dept. Natural Resources	Changes and Cancellations	543	384	41.41%
Dept. of Transportation	DLR Lookup	110,692	74,987	47.61%
Iowa Bureau of Professional Licensure	License Renewal	585	763	-23.33%
Professional Licensing Division	Online Renewal	0	0	0.00%
Professional Licensing Division	Admin Tool- Letters of Good Standing	64	53	20.75%
Plumbers & Mechanical Engineers	License Renewals	1,598	0	
Electricians	Permits \$50.00 or Less	640	0	
Electricians	Permits Greater Than \$50.00	1,214	0	
Electricians Licensing	Apprentice and Unclassified Licenses	94	0	

AUGUST ADOPTION STATISTICS				
<u>Partner</u>	<u>Application</u>	<u>Online</u>	<u>Paper</u>	<u>Adoption</u>
Iowa Bureau of Professional Licensure	License Renewal	585	37	94.05%



JULY EXISTING PROJECT DEVELOPMENT ACTIVITY

Partner	Application/Website	Code Rolls	Issues/Bugs	Enhancements
Professional Licensing Division - Commerce	https://eservices.iowa.gov/licensediniowa/admin/index.php	1	3	1
Department of Public Safety	https://iowaelectrical.gov/index.php	1	4	7
Iowa Bureau of Professional Licensure	https://eservices.iowa.gov/ibpl/	1	3	5
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
Department of Public Safety electrical Permits/Inspection	https://iowaelectrical.gov/index.php/login	1	6	4
Department of Public Safety Electrical License Renewal	https://iowaelectrical.gov/licensing/	1	0	2
TOTAL		7	16	26

AUGUST EXISTING PROJECT DEVELOPMENT ACTIVITY

Partner	Application/Website	Code Rolls	Issues/Bugs	Enhancements
Department of Public Health - PMSB	https://eservices.iowa.gov/pmsb/	1	2	3
Department of Human Rights - CJJP	https://detentioncenter.iowa.gov/	1	2	2
Department of Public Safety	https://iowaelectrical.gov/index.php	1	4	7
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
Department of Public Safety electrical Permits/Inspections	https://iowaelectrical.gov/index.php/login	4	4	0
Department of Public Safety Electrical License Renewal	https://iowaelectrical.gov/licensing/	3	4	0
TOTAL		12	16	19

JULY CONTENT MANAGEMENT ACTIVITY

Partner	Application/Website	Code Rolls/Maintenance Requests
Office of the Governor-Main Site	http://www.governor.iowa.gov/	25
Iowa Broadband Deployment Governance Board	http://broadband.iowa.gov/	5
Iowa Civil Rights Commission	http://www.state.ia.us/government/crc/index.html	3
Iowa Commission on the Status of African Americans	http://www.state.ia.us/government/dhr/saa/index.html	4
Office of Drug Control Policy	www.iowa.gov/odcp/	1
IowaAccess-Iowa.Gov	www.iowa.gov	6
Iowa Agricultural Development Authority	http://www.iada.state.ia.us/	1
Information Security Office	http://secureonline.iowa.gov/newsletters/index.html	2
Early Childhood Iowa	http://www.state.ia.us/earlychildhood/	3
Iowa Agricultural Development Authority	http://www.iada.state.ia.us	1
Public Employee Relations Board	http://iowaperb.iowa.gov/	1
Iowa Department of Management	www.dom.state.ia.us	2
TOTAL		54

AUGUST CONTENT MANAGEMENT ACTIVITY

Partner	Application/Website	Code Rolls/Maintenance Requests
Office of the Governor-Main Site	http://www.governor.iowa.gov/	15
Iowa Broadband Deployment Governance Board	http://broadband.iowa.gov/	4
State Records Commission	http://www.iowasrc.org/index.html	3
IOWAccess	http://www.iowa.gov/	6
Iowa Civil Rights Commission	http://www.state.ia.us/government/crc/index.html	6
Iowa Commission on the Status of African Americans	http://www.state.ia.us/government/dhr/saa/index.html	1
Information Security Office	http://secureonline.iowa.gov/newsletters/index.html	2
Early Childhood Iowa	http://www.state.ia.us/earlychildhood/	7
Iowa Collaboration for Youth Development	http://www.state.ia.us/dhr/icyd/Learning_supports/index.html	1
Iowa State Records Commission	http://www.iowasrc.org/	2
Public Employee Relations Board	http://iowaperb.iowa.gov/	1
Iowa Department of Management	www.dom.state.ia.us	3
TOTAL		51



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>
Office of Drug Control Policy	Office of Drug Control Policy Static Website Redesign	Static Website	www.iowa.gov/odcp/	7/1/2009	Redesigned site and updated the content and navigation to improve access to program information.
Iowa Board of Regents	Iowa Board of Regents Website Redesign	Static Website	www.regents.iowa.gov	7/2/2009	Updated site navigation and information structure. Updated graphics to bring into 508 compliance.
Office of Drug Control Policy	Office of Drug Control Policy - Life or Meth	Static Website	www.lifeormeth.org	7/23/2009	Provided new artwork and redesign of the website's homepage.
Criminal & Juvenile Justice Planning	Broadband Deployment Governance Board	Static Website	http://broadband.iowa.gov/	7/23/2009	A new website to support Senate File 376 and broadband deployment.
Iowa Communications Network	Iowa Collaboration for Youth Development Static Website	Static Website	http://icyd.org	7/28/2009	Restructured website. Removed all database and dynamic elements from their website.

**IOWA INTERACTIVE POST-PROJECT SURVEY RESULTS
FROM JULY AND AUGUST 2009**

Agencies Responding
Department of Human Rights
Governor's Office of Drug Control Policy
Iowa Communications Network

Projects
Broadband Deployment Governance Board web site
ICYD Website
Life or Meth Website Redesign
ODCP Website Redesign

Project Role	
Project Manager	4
Business Manager	0
Technical Contact	0
Director/Executive Sponsor	2
Other	0

<u>Areas of Satisfaction</u>	<u>Satisfaction Rating (1=poor; 5=excellent)</u>					<u>Average Score</u>
	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	
Treated respectfully by Iowa Interactive staff					6	5
Understood the process your project was to go through				1	5	4.8
As involved in the process as you wanted to be					6	5
Kept informed of project's progress				1	5	4.8
Iowa Interactive met their commitments to the project timelines				1	5	4.8
Quality of product (application or web site)				1	5	4.8
Timely responses of Iowa Interactive staff to requests/ messages					6	5
Iowa Interactive demonstrated expert knowledge in web design & development				1	5	4.8
TOTAL	0	0	0	5	43	4.9



How did you learn about Iowa Interactive?	
Another government employee	0
Supervisor	1
Past experience	5
Public information officer	0
Iowa Interactive presentation	0
State IT committee	0
Web site	0
Other	0

Would you choose to work with Iowa Interactive again?	
Yes	6
Maybe	0
No	0

Please explain your choice to or not to work with Iowa Interactive again.

Very professional and expedited our requests with excellent results.

Very easy to work with, very organized, and great communication.

Additional Comments

Great teamwork and methodology.

The original project manager from Iowa Interactive was very ineffective. The change to a new project manager made this project successful.

Well done. I appreciated project staff's patience since we moved more slowly than anticipated.

While Kathleen was working on the project, I would not have responded in the same way. It was terrible working with her. However, once Rick took over, it was fantastic. He and Polly both are wonderful to work with, helpful, knowledgeable, creative and willing to do whatever we ask of them. It was a pleasure working with them!

Great Job!!! I am very pleased. I sincerely appreciate the extra effort to get this done so quickly.

