



**Iowa Interactive Bi-Monthly Update**  
**to the**  
**IOWAccess Advisory Council**  
**for the month of**  
**March 2010**



**March**

**TRANSACTION VOLUME**

| <u>Partner</u>                        | <u>Application</u>                   | <u>2010<br/>Volume</u> | <u>2009<br/>Volume</u> | <u>Difference</u> |
|---------------------------------------|--------------------------------------|------------------------|------------------------|-------------------|
| Dept. Natural Resources               | Campground Reservations              | 2,759                  | 2,348                  | 17.50%            |
| Dept. Natural Resources               | Call Center Reservations             | 325                    | 251                    | 29.48%            |
| Dept. Natural Resources               | Changes and Cancellations            | 162                    | 126                    | 28.57%            |
| Dept. of Transportation               | DLR Lookup                           | 112,172                | 120,943                | -7.25%            |
| Iowa Bureau of Professional Licensure | License Renewal                      | 4599                   | 3344                   | 37.53%            |
| Professional Licensing Division       | Online Renewal                       | 0                      | 0                      | 0.00%             |
| Professional Licensing Division       | Admin Tool- Letters of Good Standing | 51                     | 57                     | -10.53%           |
| Plumbers & Mechanical Engineers       | License Applications                 | 176                    | 1672                   | -89.5%            |
| Electricians                          | Permits \$50.00 or Less              | 487                    | 191                    | 155.0%            |
| Electricians                          | Permits Greater Than \$50.00         | 763                    | 324                    | 135.5%            |
| Electricians Licensing                | Apprentice and Unclassified Licenses | 110                    | N/A                    |                   |

**March ADOPTION STATISTICS**

| <u>Partner</u>                        | <u>Application</u> | <u>Online</u> | <u>Paper</u> | <u>Adoption</u> |
|---------------------------------------|--------------------|---------------|--------------|-----------------|
| Iowa Bureau of Professional Licensure | License Renewal    | 4599          | 348          | 92.97%          |



**March  
NEW PROJECTS THAT HAVE BEEN COMPLETED**

| Partner  | Project                               | Project Type | URL   | Date      | Description  |
|--|---------------------------------------|--------------|---|-----------|--|
| Iowa Vocational Rehabilitation Services  | Employers Disability Resource Network | Dynamic      | <a href="http://www.ednetwork.org/">http://www.ednetwork.org/</a>                         | 3/4/2010  | A new redesign website with updated graphic and navigational structure.                                  |
| Professional Licensing Division Renewal and Administrative Tool (Change Request 2-3) | Online Licensing System               | Dynamic      | <a href="http://www.licensediniowa.gov">www.licensediniowa.gov</a>                        | 3/26/2010 | Additional enhancements for the upcoming renewal season.   |
| Department of Natural Resources  | Parks Reservations System             | Dynamic      | <a href="https://eservices.iowa.gov/iowaparks/">https://eservices.iowa.gov/iowaparks/</a> | 2/26/2010 | A series of enhancements were implemented to the existing application, including addition of new cabins. |

**March Existing Project Development Activity**

| Partner  | Application/Website   | Code Rolls | Issues/Bugs | Enhancements |
|--|---|------------|-------------|--------------|
| Iowa Bureau of Professional Licensure                          | <a href="https://eservices.iowa.gov/lbpl/">https://eservices.iowa.gov/lbpl/</a>   | 2          | 3           | 0            |
| Iowa State Patrol  | <a href="http://iowaamberalert.org">http://iowaamberalert.org</a>   | 1          | 1           | 0            |
| Iowa Department of Public Health - Plumbers and Mechanical     | <a href="https://eservices.iowa.gov/pmsb/">https://eservices.iowa.gov/pmsb/</a>   | 1          | 4           | 0            |
| Iowa Department of Administrative Services - Bid Opportunities | <a href="http://bidopportunities.iowa.gov/">http://bidopportunities.iowa.gov/</a>   | 1          | 2           | 8            |
| Iowa Department of Natural Resources - Reservation System      | <a href="https://eservices.iowa.gov/iowaparks/">https://eservices.iowa.gov/iowaparks/</a>   | 1          | 0           | 3            |
| Iowa Department of Public Safety - Electrical Licensing        | <a href="https://iowaelectrical.gov/licensing/cgi/dps.cgi?/Licensing">https://iowaelectrical.gov/licensing/cgi/dps.cgi?/Licensing</a> | 1          | 3           | 1            |
| Iowa Department of Inspection & Appeals - Boarding Homes       | <a href="http://boardinghomeregistration.iowa.gov/">http://boardinghomeregistration.iowa.gov/</a>                                     | 1          | 0           | 1            |
| <b>GRAND TOTAL</b>   |   | <b>8</b>   | <b>13</b>   | <b>13</b>    |

**March Content Management Activity**

| Partner  | Application/Website   | Code Rolls/Maintenance Requests |
|--|---|---------------------------------|
| Community Empowerment                              | <a href="http://www.empowerment.state.ia.us/">http://www.empowerment.state.ia.us/</a>                                   | 6                               |
| Iowa Broadband Deployment Governance Board         | <a href="http://broadband.iowa.gov/">http://broadband.iowa.gov/</a>   | 4                               |
| Iowa Civil Rights Commission                       | <a href="http://www.state.ia.us/government/crc/index.html">http://www.state.ia.us/government/crc/index.html</a>         | 15                              |
| IOWAccess  | <a href="http://www.iowa.gov">http://www.iowa.gov</a>   | 3                               |
| Iowa Clean Cities Coalition                        | <a href="http://www.iowacleancities.org/">http://www.iowacleancities.org/</a>   | 1                               |
| State Records Commission                           | <a href="http://www.iowasrc.org/">http://www.iowasrc.org/</a>   | 1                               |
| Iowa Commission on the Status of African Americans | <a href="http://www.state.ia.us/government/dhr/saa/index.html">http://www.state.ia.us/government/dhr/saa/index.html</a> | 7                               |
| Office of Energy Independence                      | <a href="http://www.state.ia.us/government/governor/energy/">http://www.state.ia.us/government/governor/energy/</a>     | 2                               |
| Office of Lean Management                          | <a href="http://lean.iowa.gov/">http://lean.iowa.gov/</a>   | 2                               |
| Iowa Department of Management                      | <a href="http://reqassist.iowa.gov">http://reqassist.iowa.gov</a>   | 11                              |
| <b>TOTAL</b>                                       |   | <b>52</b>                       |

**MONTHLY CALLS HANDLED**

Iowa Interactive handled 527 customer support calls in 23 business days during the month of March.

**IOWA INTERACTIVE POST-PROJECT SURVEY RESULTS**

There were no project survey results for the month of March.

