IOWA™

Department of Management

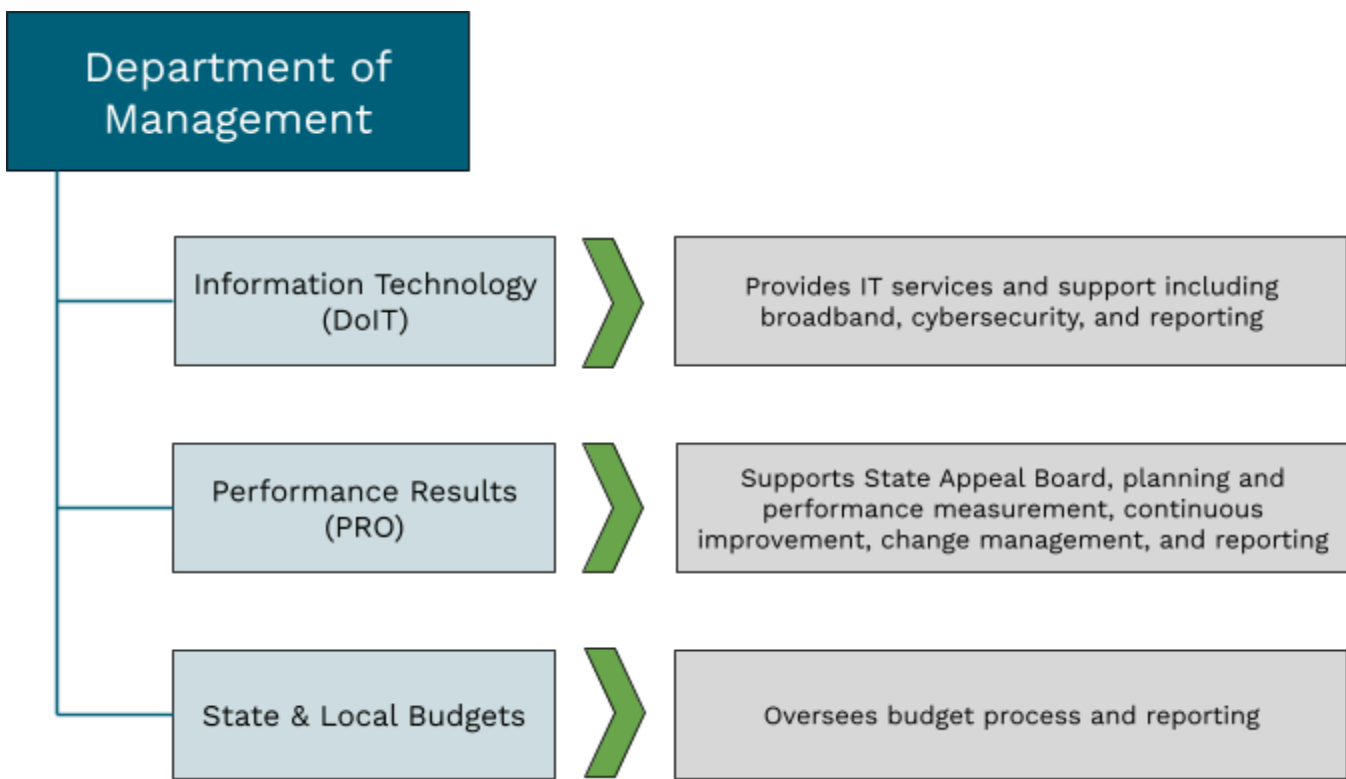# Operational Plan for the Iowa Department of Management

FY 2025

Our Mission

The mission of the Department of Management is to maximize performance of enterprise agencies across Iowa via management of financial resources, technology, and information.

Our Organizational Structure

The Department of Management is comprised of three divisions that support the governor's priorities and our statutory obligations.

Department of Management		
Information Technology (DoIT)	>	Provides IT services and support including broadband, cybersecurity, and reporting
Performance Results (PRO)	>	Supports State Appeal Board, planning and performance measurement, continuous improvement, change management, and reporting
State & Local Budgets	>	Oversees budget process and reporting

Division of Information Technology (DoIT)

In support of the governor's office and the enterprise agencies, the following goals, actions, and measures have been established.

Core Function: Resource Management

- Supports governor's priorities 3 (Cutting Taxes) and 5 (Holding Government Accountable)

The measure for this core function is the count of shared IT staff supporting two or more agencies with a target of 5 in FY 2025.

Services, Products, and Activities: Information Security

- Goal - Improve Iowa's information security posture and capabilities in defending government operations against foreign and domestic digital threats

- Goal - Commoditize cyber operations, improve cyber resiliency, and improve senior leadership transparency related to cyber risk

Actions for FY 2025	Measures
Leverage DAS consolidated LMS Deliver annual unified training	Percentage of state employees that have completed security awareness training with target of 100%
Establish statewide ITSM tool Feed inventory data into central CMDB	Percent of Agencies that completed annual Inventory with target of 100%
Centralize enterprise patching to unified tool (ManageEngine) where possible Leverage Endpoint Detection Response software to deploy patching tool to inventoried devices	Percentage of statewide information systems that have an Enterprise Patching Tool installed with target of 100%
Continue to provision multi-factor accounts to new staff for access to Workday and State of Iowa applications	Percent of statewide accounts that have multi-factor authentication with target of 100%
Conduct annual inventory of executive branch websites Ensure layer 7 firewall in place for all identified websites	Percentage of business interfaces protected by the layer 7 firewall with target of 100%

Actions for FY 2025	Measures
Conduct annual inventory of existing endpoints Ensure identified endpoints enrolled in endpoint detection	Percentage of statewide information systems that have the Enterprise Endpoint Protection and Response (EDR) installed with target of 100%

Services, Products, and Activities: Infrastructure Services

- Goal - Commoditize cyber operations, improve cyber resiliency, and improve senior leadership transparency related to cyber risk

Actions for FY 2025	Measures
Test/upgrade utilizing in redundant infrastructure to minimize downtime Utilize redundant infrastructure to serve as failover in the event of an outage	Percentage of uptime for core network with target of 99.9%
Perform planned quarterly disaster recovery drill targeting files and servers Perform annual 'unplanned' disaster recovery drill	Number of disaster recovery drills performed with target of 5

Services, Products, and Activities: Business Services

- Goal - Optimize IT spend across the enterprise via contract unification and volume

Actions for FY 2025	Measures
Work with vendors and resellers to centralize licensing/ contracts, co-term billing cycles and negotiate pricing, to eliminate redundant, independent agreements	Number of independent IT agreements eliminated due to unification/centralization with target of 15

Services, Products, and Activities: Broadband Services

- Goal - Increase locations in Iowa served with broadband access

Actions for FY 2025	Measures
Collect and review broadband infrastructure project completion data to confirm the awarded locations are served	Count of locations served in Iowa with target of 17,000

Services, Products, and Activities: Application Development

- Goal - Increase visibility and oversight of IT operations (projects, spend, agreements) across the enterprise

Actions for FY 2025	Measures
Continue to seek visibility and clarity into the existing work underway with an IT component, meeting the definition of an IT project, and ensure compliance with the reporting requirements	Number of active IT Projects reported on the IT Projects Dashboard with target of 170

Performance Results Office (PRO)

In support of the governor's office and the enterprise agencies, the following goals, actions, and measures have been established.

Core Function: Resource Management

- Supports governor's priorities 3 (Cutting Taxes) and 5 (Holding Government Accountable)

The measure for this core function is the percent of PRO employees rating departmental communication positively with a target of 80% in FY 2025.

Services, Products, and Activities: Planning and Accountability

- Goal - Make state government performance data available to Iowans
- Goal - Drive connection between departmental strategic planning and the governor's priorities
- Goal - Deepen skills across departments in Lean, continuous improvement, and organizational change management (OCM) practices
- Goal - Showcase success with Lean/OCM across the enterprise

Actions for FY 2025	Measures
Implement a process to onboard and monitor data projects	Number of new projects monitored on data project portfolio dashboard with target of 20

Actions for FY 2025	Measures
Conduct outreach with departments to inform of AGA requirements and provide guidance	Percent of agencies that meet established Accountable Government Act requirements with target of 100%
Increase the type and number of Lean/OCM courses offered	Number of staff attending Lean/OCM training with target of 125
Engage departments to share success stories	Number of departments engaged in Lean/OCM opportunities with baseline to be established in FY 2025

Core Function: Adjudication and Dispute Resolution

- Supports governor's priority 5 (Holding Government Accountable)

The measure for this core function is the percent of State Appeal Board (SAB) Tort claims responded to within 6 months of filing with a target of 100% in FY 2025.

Services, Products, and Activities: State Appeal Board

- Goal - Enhance efficiencies with moving State Appeal Board (SAB) Process and Data to an online format

Actions for FY 2025	Measures
Post monthly packet to DOM website for public access	% of time packet is published to DOM website timely with target of 100%
Respond to inquiries and assist citizens and agencies in understanding the claims process, filing of the claims, status of claims, and payment of claims.	Number of audit findings with target of 0
Process all SAB tort and general claims, outdated warrants, settlements and judgments; includes preparing affidavits for attorneys, preparing meeting notices and meeting minutes, providing data, payment of claims through the Iowa Advantage system, analyzing data, and preparing annual reports to the General Assembly.	Percent of SAB claims processed within 3 weeks of SAB decision with target of 100%

Services, Products, and Activities: State Appeal Board Claimant Funding

- Goal - Enhance efficiencies with moving State Appeal Board (SAB) Process and Data to an online format

Actions for FY 2025	Measures
Post monthly packet to DOM website for public access	% of time packet is published to DOM website timely with target of 100%
Respond to inquiries and assist citizens and agencies in understanding the claims process, filing of the claims, status of claims, and payment of claims.	Number of audit findings with target of 0
Process all SAB tort and general claims, outdated warrants, settlements and judgments; includes preparing affidavits for attorneys, preparing meeting notices and meeting minutes, providing data, payment of claims through the Iowa Advantage system, analyzing data, and preparing annual reports to the General Assembly.	Percent of SAB claims processed within 3 weeks of SAB decision with target of 100%

State and Local Budgets

In support of the governor's office and the enterprise agencies, the following goals, actions, and measures have been established.

Core Function: Local Government Assistance

- Supports governor's priority 5 (Holding Government Accountable)

The measure for this core function is the percent of tax levies certified by June 15 with a target of 100% in FY 2025.

Services, Products, and Activities: Local Government Budgets

- Goal - Modernize financial modeling and forecasting abilities

Actions for FY 2025	Measures
Facilitate the annual collection of property valuations -includes preparing the collection software, receiving software, and related instructions	% of accurate property valuations on file with target of 100%

Actions for FY 2025	Measures
Compute and distribute the utility tax replacement data - includes preparing supporting background information/instructions and delivering replacement tax data in an electronically readable format	% of utility tax replacement tax data delivered to the counties timely with target of 100% % of utility tax replacement tax data delivered to the counties accurately with target of 100%
Certify property tax levies and process county, assessor, county hospital and assessor budgets and payments - includes preparing forms, budget software, instructions Respond to questions and provide data related to local government budgets Assist local government staff in understanding the budget process, meetings requirements, and preparing reports Analyze data and prepare reports Provide training to local government staff	% of local government requests for budget materials delivered timely with target of 100% % of county, assessor, ag extension and county hospital rates certified by June 15 with target of 100%
Certify property tax levies and process city government budgets and payments - includes preparing forms, budget software, instructions, and computer programs Respond to questions and provide data related to city government budgets Assist city government staff in understanding the budget process, meetings requirements, and preparing reports Analyze data and prepare reports Provide training to local government staff	% of city requests for budget materials delivered timely with target of 100% % of city government rates certified by June 15 with target of 100%
Calculate amount of state foundation aid Certify property tax levies for school districts Implement legislative changes into budget forms Provide training and technical assistance to school business officers	% of school aid payments that are timely with target of 100% % of school district rates certified by June 15 with target of 100%

Actions for FY 2025	Measures
Create and receive county Annual Financial Reports-GAAP and Cash (AFR) Provide software and keep software up to date with Code of Iowa changes. Provide AFR training and instructions Provide AFR data as requested by various sources. Use AFR data to complete debt report to the General Assembly due January 1 (2025 and after)	% of County AFRs submitted by December 1 with target of 100%
Collect Annual Urban Renewal Reports (AURRs) in cooperation with the Legislative Services Agency; includes preparing instructions and online tutorials Respond to questions and provide data related to local Tax Increment Financing (TIF) usage Assist local government staff in understanding the AURR, submission requirements, and preparing reports Analyze data and maintain AURR data on data.iowa.gov Provide training to local government staff	% of AURRs submitted by December 1 with target of 100%

Core Function: Resource Management

- Supports governor's priorities 3 (Cutting Taxes) and
                              5 (Holding Government Accountable)

The measure for this core function is the percent of bill summaries/legislative action submitted timely with a target of 100% in FY 2025.

Services, Products, and Activities: State Budget and Finance

- Goal - Modernize financial modeling and forecasting abilities

Actions for FY 2025	Measures
Prepare reports and analysis of appropriations and program bills Assist with governor's budget development and drafting of bills	% of bill summaries/legislative action submitted timely with a target of 100%

Services, Products, and Activities: Salary Administration

- Goal - Modernize financial modeling and forecasting abilities

Actions for FY 2025	Measures
Move to new technology platform that will be more efficient and effective for salary calculations	Percent completion of transition to new platform with target of 100%

Services, Products, and Activities: Administration

- Goal - Modernize financial modeling and forecasting abilities

Actions for FY 2025	Measures
Identify methods to automate activities that support agencies and the governor's office	Count of methods reviewed with baseline to be established

Core Function: Reconciliation Clearing Account

- Supports governor's priority 5 (Holding Government Accountable)

The measure for this core function is the percent of dollars transferred with a target of 100% in FY 2025.

Services, Products, and Activities: Reconciliation Clearing Accounts

- Goal - Modernize financial modeling and forecasting abilities

Actions for FY 2025	Measures
Follow normal routines for reviewing the budget	% of dollars transferred with target of 100%