



# Information Management

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<http://idph.iowa.gov/InformationManagement>

Protecting & Improving  
the Health of Iowans



Much of the work done by the Iowa Department of Public Health involves the gathering and distributing of information about health-related activities in Iowa. The Bureau of Information Management is responsible for making sure this vital two-way flow of digital information is secure and uninterrupted.

The bureau provides project analysis and management, network and server management, desktop computer and printing support, application design and development, database design and administration, web-based information collection and delivery, and many other important services to the department and all Iowans.

## Did you know?

Information Management maintains the department's portfolio of over 85 applications with users from internal IDPH staff, local public health agencies, IDPH contractors, hospitals and clinics. Over 400 Help Desk tickets are submitted to Information Management each month.

## Why is Information Management important to protecting and improving the health of Iowans?

- We exist to provide the technology infrastructure and support to enable public health to fulfill its mission of protecting and improving the health of Iowans.
- We develop, maintain and support technology services used by programs to serve Iowans.
- Your information is secure. When it comes to security, we serve as policy advisor to IDPH leadership and implement measures to ensure confidential data is safely stored and secured.
- We fill the role of data custodian for the department, which means we're responsible for data storage and maintenance.

## Which Iowa Public Health Goals are we working to achieve?

- Strengthen the health infrastructure
- Prepare for, respond to & recover from emergencies

## What do we do?

- Offer technical consultation services to support programs, including project management, business process improvement and RFP development.
- Develop and support websites including the IDPH website, providing the public with access to public health information.
- Provide front-line help desk support for department programs, local public health agencies, IDPH contractors and other users.
- Store and secure data programs collect and use to write grants, improve services and make policy decisions.
- Maintain and support IDPH technical infrastructure, computers and hardware for all department employees.
- Design, develop and support computer software, equipping IDPH programs and partners to fulfill the department's mission.

## How do we measure our progress?

### 1 Customer Service: Number of information management (IM) tickets logged, resolved, and backlog.



Data Source: Program records. 2015 Q1 data is unreliable due to a data loss in February 2015. Q1 2015 data not reported due to potential data discrepancies.

**How are we doing?** In 2017 Q1, we received a large number of requests to replace aging department computers and a backlog of requests quickly accumulated. In 2017 Q2, IM worked to replace equipment and close requests as quickly as possible. 2017 Q3 saw a slight increase in tickets, which is typical with summer vacations.

### 2 Vulnerability Score.



Data Source: Program records.

**How are we doing?** Over the last year, the department made significant strides in reducing our vulnerability score. IM continues to monitor vulnerabilities and routinely patches systems and servers to mitigate risk of exposing confidential information.

## What can Iowans do to help?

- Iowans can use the IDPH website to find accurate health information. Go to <http://idph.iowa.gov/>.

## Expenditures

Federal indirect funds, technology reinvestment funds (FY16&17)\* & intra state receipts\* (Dept of Human Services): K22-0K22; 0153-2208

	State Fiscal Year 2016 Actual	State Fiscal Year 2017 Actual	State Fiscal Year 2018 Estimate
State funds	\$0	\$0	\$0
Federal funds	\$526,798	\$443,029	\$722,761
Other funds*	\$989,659	\$1,572,937	\$1,077,239
<b>Total funds</b>	<b>\$1,516,457</b>	<b>\$2,015,967</b>	<b>\$1,800,000</b>
FTEs	10.33	11.66	12.15

**Note:** Funding information is intended to provide an overview of funding related to the program area. It does not include all federal and state requirements and/or restrictions for the use of funds. Contact the program area for more detailed budget information.

\* Includes \$480,000 for technology reinvestment.