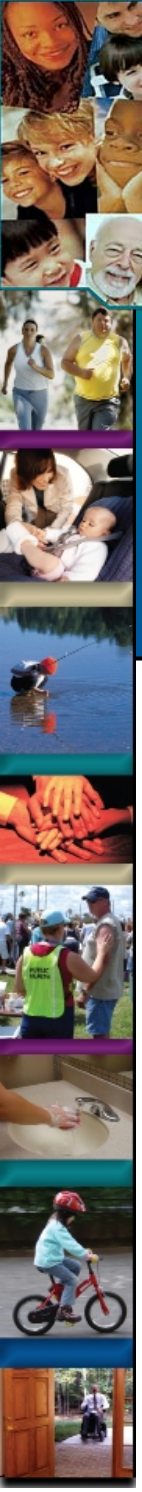


Information Management

Division of Administration & Professional Licensure
Phone: 515-281-4258
www.idph.state.ia.us/apl/InformationManagement.aspx

Promoting & Protecting the Health of Iowans

IDPH Iowa Department of Public Health

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

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

Did you know?

Information Management supports over 75 applications with users from internal IDPH staff, local public health agencies, IDPH contractors, hospitals and clinics. Over 600 Help Desk tickets are submitted to Information Management a month with 19% of tickets requesting support for Service Contracting.

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

- We exist to provide the technology infrastructure and support to enable Public Health to fulfill its mission of promoting and protecting 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 & maintenance.

Which Iowa Public Health Goals are we working to achieve?

Strengthen the public health infrastructure

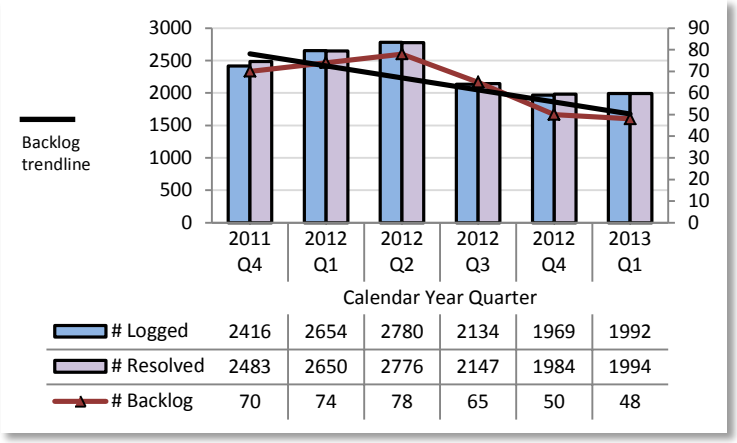
Prepare for, respond to, & recover from public health emergencies

What do we do?

- 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
- Design, develop, and support computer software, equipping IDPH programs and partners to fulfill the department's mission
- Store and secure data programs collect and use to write grants, improve services and make policy decisions
- Provide support for the emergency communication functions of IDPH via the Health Alert Network (HAN)
- Maintain and support IDPH technical infrastructure, personal computers and hardware for all department employees
- Offer technical consultation services to support programs, including project management, business process improvement, and RFP development.

How do we measure our progress?

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



	2011 Q4	2012 Q1	2012 Q2	2012 Q3	2012 Q4	2013 Q1
# Logged	2416	2654	2780	2134	1969	1992
# Resolved	2483	2650	2776	2147	1984	1994
# Backlog	70	74	78	65	50	48

Data Source: Program records.

How are we doing? The Service Contract support team implemented a new self-service feature in late 2012, reducing the number of overall tickets submitted. Meanwhile team members continue to work to reduce the ticket backlog which is decreasing. Additionally, Information Management is in the process of collecting customer satisfaction data in addition to ticket volume.

What can Iowans do to help?

1. All Iowans can provide feedback about the IDPH website through individual IDPH programs or by using the "Contact Us" function.
2. All Iowans can use the IDPH website to find accurate health information. Go to www.idph.state.ia.us

Expenditures

General fund (2010 only), federal indirect funds, & intra state receipts* (Dept of Human Services): K21-2207; 0153-2208

	State Fiscal Year 2011 Actual	State Fiscal Year 2012 Actual	State Fiscal Year 2013 Estimate
State funds	$0	$0	$0
Federal funds	$1,029,749	$1,316,430	$507,094
Other funds*	$38,661	$152,551	$843,406
Total funds	**$1,068,410**	**$1,468,981**	**$1,350,500**
FTEs	10.57	11.06	10.80

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.