Information Management

Phone: 515-281-4258
www.idph.state.ia.us/apl/InformationManagement.aspx

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 700 Help Desk tickets are submitted to Information Management a month.

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

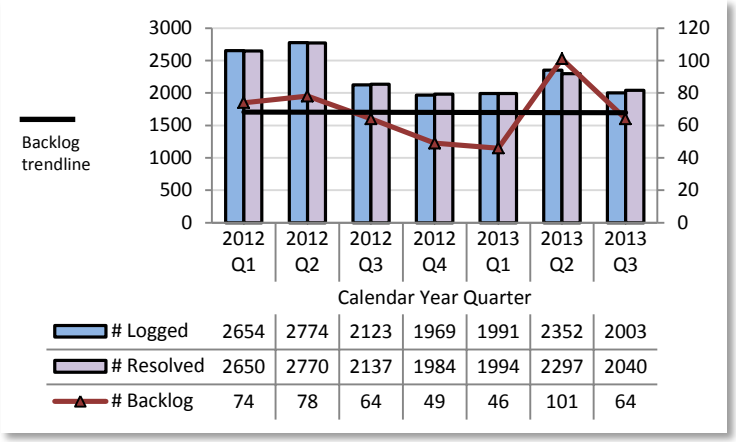
Prepare for, respond to, & recover from public health emergencies

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
- 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.**



	2012 Q1	2012 Q2	2012 Q3	2012 Q4	2013 Q1	2013 Q2	2013 Q3
# Logged	2654	2774	2123	1969	1991	2352	2003
# Resolved	2650	2770	2137	1984	1994	2297	2040
# Backlog	74	78	64	49	46	101	64

Data Source: Program records.

How are we doing? The IM Help Desk team has shown improvement in working through the ticket backlog month-over-month with fewer than 20 tickets in backlog during August & September 2013. Furthermore, on average, 81% of requests are completed within 1-business day and a total of 93% of requests are completed within 2-business days.

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

Federal indirect funds, & intra state receipts* (Dept of Human Services): 0153-2208

	State Fiscal Year 2012 Actual	State Fiscal Year 2013 Actual	State Fiscal Year 2014 Estimate
State funds	$0	$0	$0
Federal funds	$1,316,430	$1,357,331	$954,989
Other funds*	$152,551	$0	$380,711
Total funds	**$1,468,981**	**$1,357,331**	**$1,335,700**
FTEs	11.06	10.93	11.30

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.