



New York State  
EDUCATION DEPARTMENT

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Knowledge > Skill > Opportunity

# OP Modernization Program

## Presentation to the Board of Regents

November 4, 2019

# Multi-Project, Multi-Year Approach

The Modernization Program includes the following four projects:

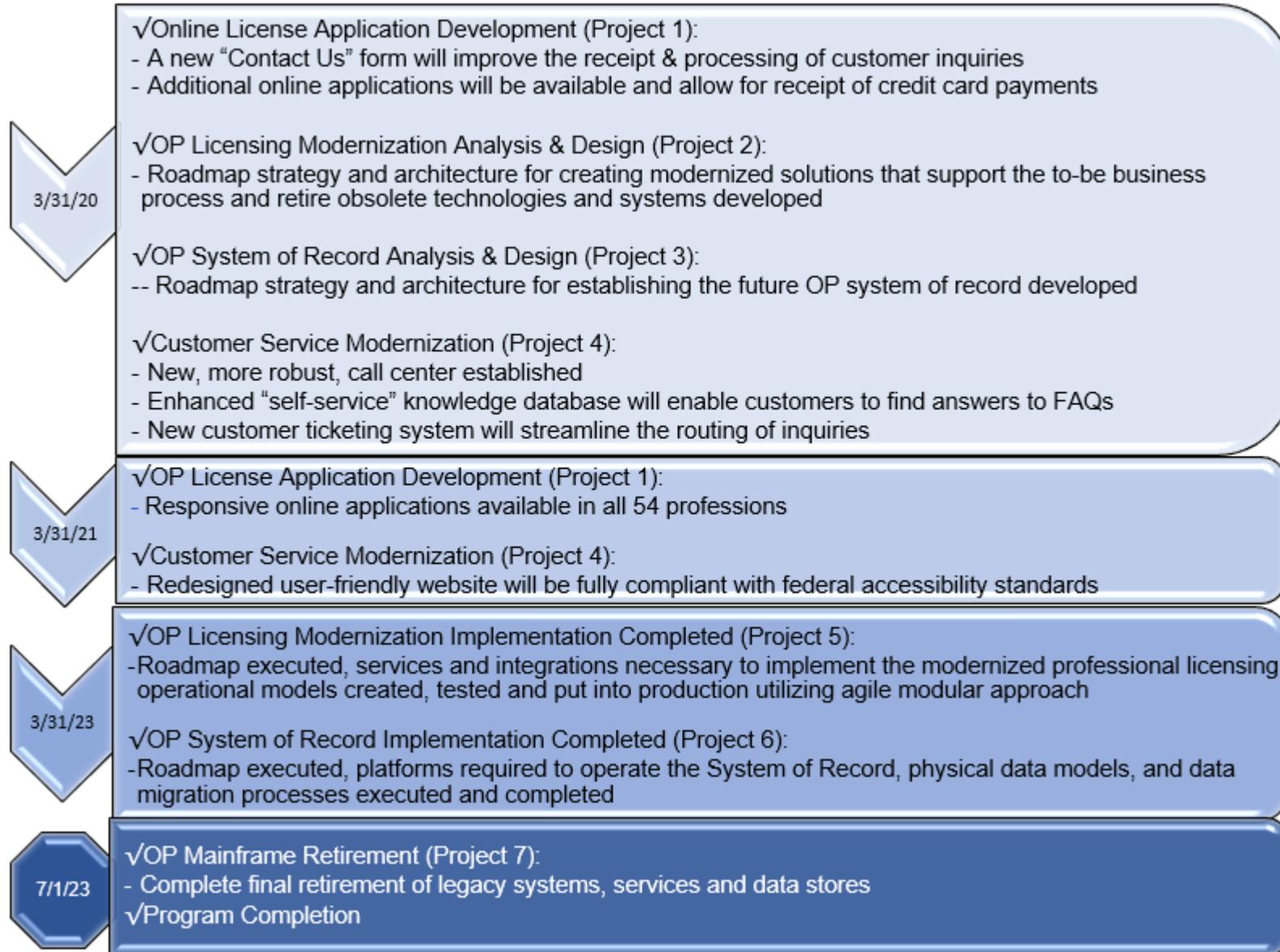
**Project 1: Online License Application Development to improve the front-end experience**

**Project 2: Modernization Definition and Design to replace the back-end licensing system**

**Project 3: Roadmap for Establishing 'OP System of Record' to define the architecture and approach for establishing a future OP System of Record.**

**Project 4: Customer Service Modernization, including voice, website and self-service interfaces.**

# OP Modernization Program Milestones



# Project 1: Online Applications

**More than 40 of the 54 Professions have online applications and electronic fee collection:**

- Improved time for applying and processing applications, significantly reducing the time for licensing an individual
  - More than 53,000 professional licenses were issued in 2018
  - Next step is to provide user accounts for this functionality
- Additional required forms/data, such as importing exam scores and supervisor experience for a professional, will be part of the larger Modernization Program effort

# Project 1: Online Applications

**More than 40 professions have online applications!**

## Professions with Online Applications

Registered Nurse	Dietetics-Nutrition	Pharmacist
Acupuncture	Licensed Behavior Analyst	Physical Therapist
Athletic Trainer	Licensed Clinical Social Worker	Physical Therapist Assistant
Audiology	Licensed Master Social Worker	Physician
Certified behavior Analyst Assistant	Licensed Practical Nurse	Physician Assistant
Certified Clinical Laboratory Technician	Marriage and Family Therapist	Polysomnographic Technologist
Certified Histological Technician	Massage Therapy	Psychoanalyst
Certified Shorthand Reporting	Mental Health Counselor	Psychology
Chiropractic	Midwife	Respiratory Therapist
Clinical Laboratory Technologist	Occupational Therapist	Specialist Assistant
Creative Arts Therapist	Occupational Therapy Assistant	Speech-Language Pathology
Cytotechnologist	Pathologists' Assistant	Veterinarian
Dentist	Perfusionist	Veterinary Technician

# Project 1: Online Applications

**All Application Status Inquiries are handled online through a Contact Us form:**

- Streamlined ability to request application status information
  - Goal of responding to all inquiries within 48 hours
- A request regarding the status of a licensee's application was the #1 phone call to OP
  - OP received more than one million customer inquiries in 2018
  - Around 75% of those inquiries were to request a status on a submitted license application

The image shows two overlapping screenshots of the NYSED Office of the Professions website. The top screenshot shows the 'Contact Us' page with a progress bar at 0%. The bottom screenshot shows the 'Contact Information' section of the form, which is 33% complete. The form includes the following fields:

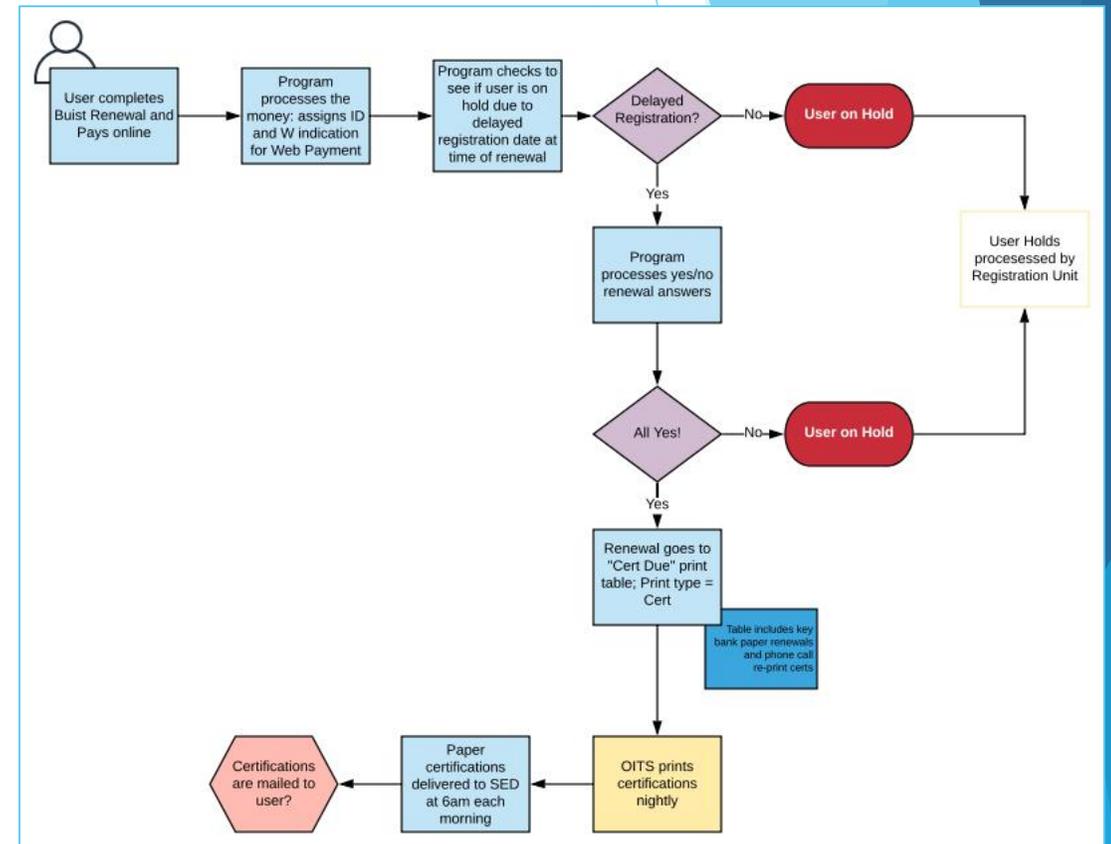
- \* First Name: Heather
- Middle Name: E
- \* Last Name: Klusendorf
- \* Date of Birth: 09/05/1972
- Last 4 digits of Social Security Number (SSN) if applicable: 5555
- \* Contact Email: heather.klusendorf@nysed.gov
- \* Contact Email - Select One:  Home  Business
- \* Verify E-mail: heather.klusendorf@nysed.gov
- Phone: (555) 555-5555
- Phone - Select One:  Home  Business
- \* Please select the specific profession regarding your inquiry: Acupuncture

# Projects 2 & 3: Modernization

## Consulting contract with NYSTEC to develop the analysis and design approach:

- Transitioning from a nearly-complete paper process to an electronic process for professional licensing
- Goal is to define a set of online services to be developed via a modular approach
- Goal is to migrate the more than 35-year-old mainframe system to a new relational database
- Consultants will work alongside Department technical leads to develop technical “To Be” architecture
- Software selections, such as a case management tool for managing disciplinary investigations and actions, will be reviewed by the consultants
- IV&V contracting will protect our enhancement investment

### Transition: Paper to Electronic



# Project 4: Customer Service Modernization

## Modern Call Center and Ticketing System

- Improved ability to limit hold times for callers and identify common themes among callers
- Improving Frequently Asked Questions knowledgebase for general licensing topics and every Profession
- Pilot of ticketing system will help to ensure all customers receive timely and accurate assistance
- Implementation will allow for more accurate usage statistics and provide information on additional improvements that can be made



# Self-Serve Knowledgebase

Oracle Policy Automation Tool

- Implementing business wizard software that walks a user through common questions and answers to quickly provide the exact information the user needs
- Many other states use diagrams or similar software as part of the application process

License type. ✓ LCSW ✎

## LCSW

Back Next

Are you applying for licensure based on education, examination and supervised experience or by endorsement of a LCSW license issued in another jurisdiction?

Education, Examination & Experience  
 Endorsement

When was your degree awarded?

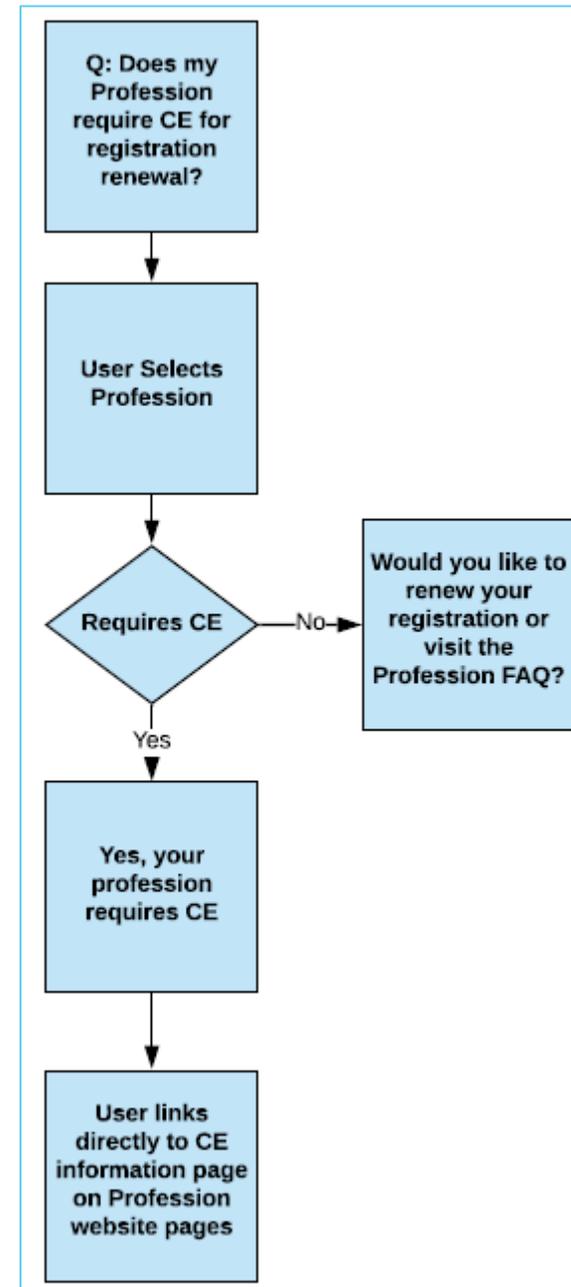
Prior to September 1st, 2004  
 On or after September 1st, 2004

Was your degree program a NYS Licensure-Qualifying LCSW Masters degree Program?

Yes  No

Are you licensed in any other state or jurisdiction?

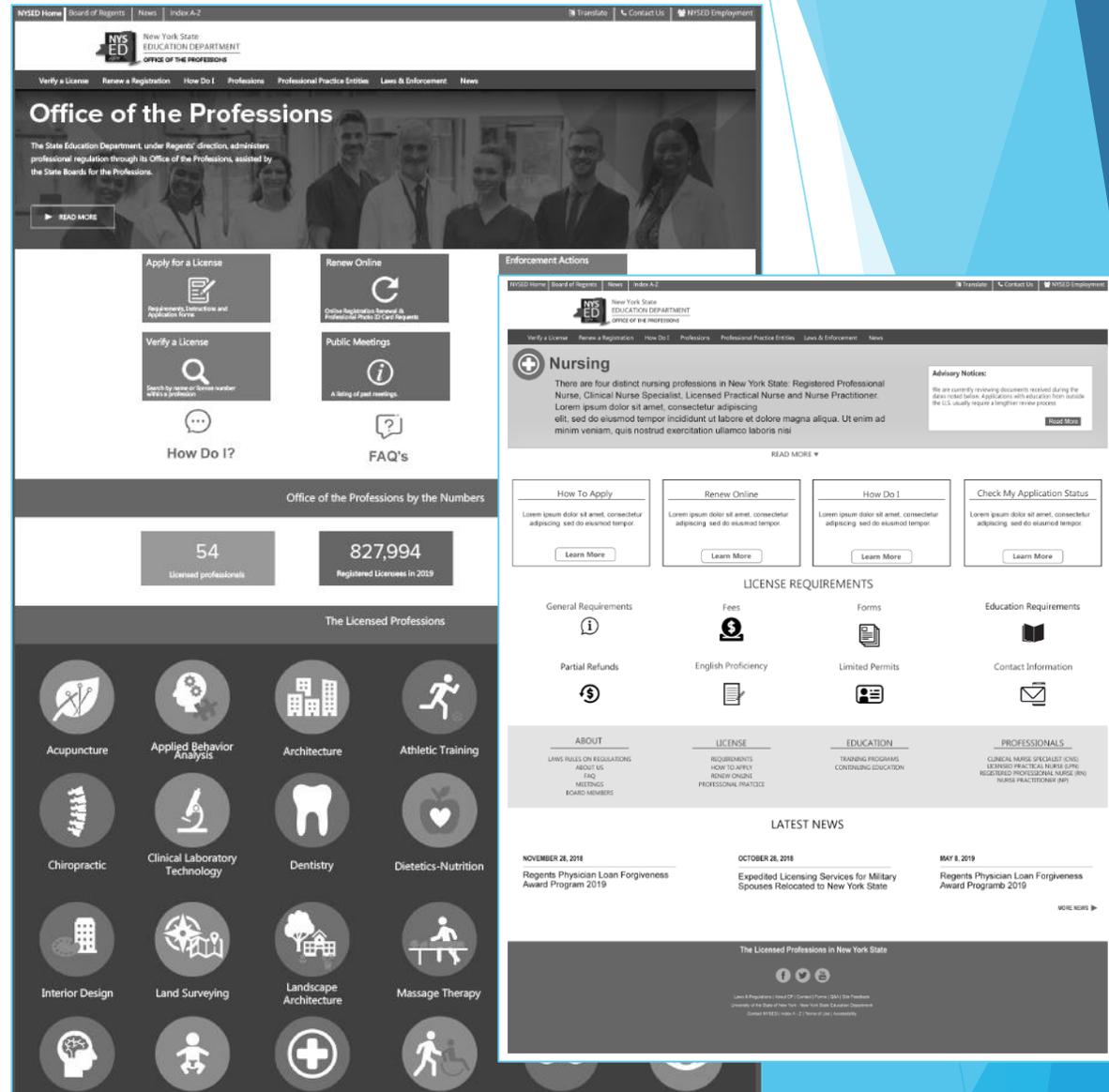
Yes - licensed in another state  
 No - not licensed in another state



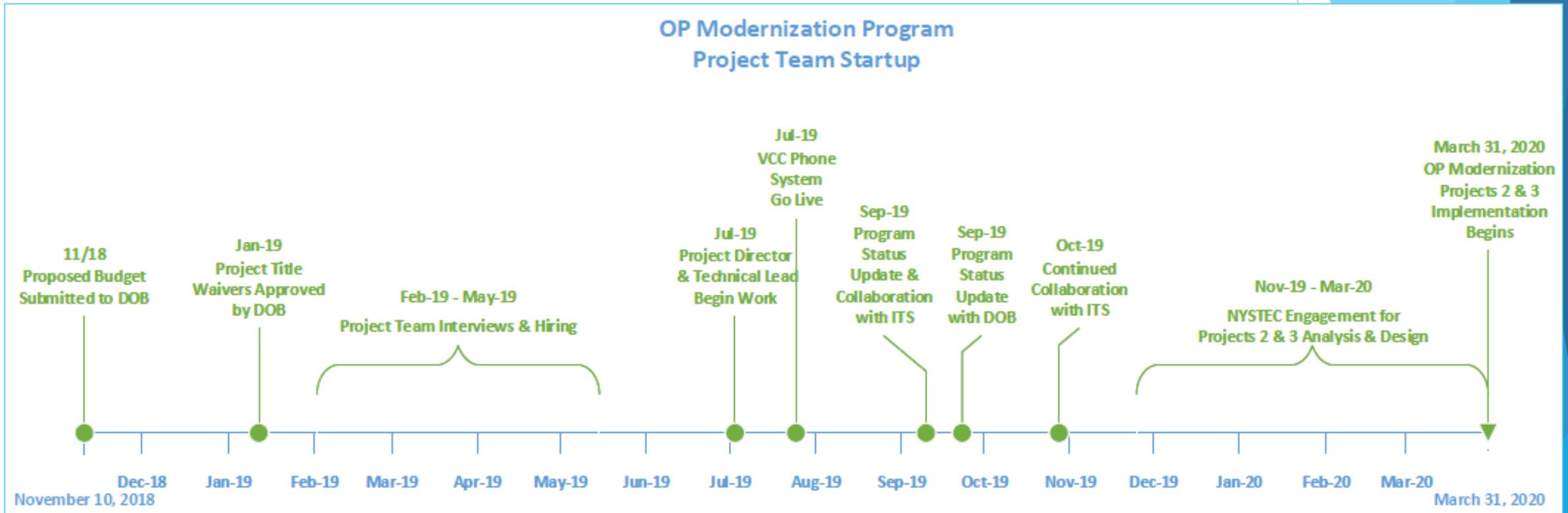
# Project 4: Redesigned Website

## Development of a user-friendly website that is fully compliant with federal accessibility standards:

- Design has already begun with a focus on accessibility and mobile responsiveness
- There are more than 2,000 pages on [op.nysed.gov](http://op.nysed.gov)
- Data-driven redesign approach:
  - Nearly 450,000 unique visits monthly
  - More than three million page views monthly



# Timeline: OP Modernization Progress



# Budget Obligation: 2020-21

- The total budget for the OP Modernization Program: \$57M
- The 2018-19 FY budget appropriation: \$4.3M
- The 2019-20 FY budget appropriation: \$7.2M
- The 2020-21 FY budget obligation: \$25.4M

## OP Modernization Program Budget Obligation, 2020-21

<b>Cost Container</b>	<b>FY 2020-21</b>
PS Costs	\$3,600,000
NPS Costs	\$2,300,000
IV&V	\$2,000,000
Customer Service & Drupal	\$440,000
OP Modernization Implementation	\$7,500,000
OP System of Record Implementation	\$9,500,000
OP Legacy Retirement	\$50,000
<b>Total</b>	<b>\$25,390,000</b>

# Anticipated Disbursement: 2020-21

The requested budget allocation for Year Three is \$25.4M; and while this work will occur over the next three years, funding must be obligated now to ensure our ability to meet contract obligations and guarantee a successful implementation.

## Anticipated Disbursements

<b>Cost Container</b>	<b>2020-21 Budget Obligation</b>	<b>2020-21 Disbursement</b>	<b>2021-22 Disbursement</b>	<b>2022-23 Disbursement</b>
OP System of Record Implementation	\$9,500,000	\$3,000,000	\$4,500,000	\$2,000,000
OP Modernization Implementation	\$7,500,000	\$3,000,000	\$3,000,000	\$1,500,000
IV&V	\$2,000,000	\$500,000	\$1,000,000	\$500,000

\$19M of the obligated budget will be disbursed over three years through contracting.

# Thank you!



## Office of the Professions

[News](#) [Online Services](#) [Registration](#) [Professions](#) [State Boards](#) [Enforcement](#) [Corporate Entities](#) [Verifications](#) [Career Paths](#) [How Do I...](#)

NYSED / OP /



### The Licensed Professions in New York State

In 1891, medicine became the first profession licensed by the New York State [Board of Regents](#). New York's unique system of professional regulation, recognized as a model for public protection, has grown to encompass nearly 900,000 practitioners and over 30,000 professional practice business entities in more than [50 professions](#).

Guided by the Regents, a citizen body, the professions are within New York State's [unified system](#) of education - The University of the State of New York. This recognizes the key role education plays in both preparing licensed professionals and in ensuring their continuous development.

The State Education Department, under Regents' direction, administers professional regulation through its Office of the Professions, assisted by the [State Boards](#) for the Professions.

**RSS**

#### Headlines

- [Regents Physician Loan Forgiveness Award Program 2019](#)
- [Guidelines to Implement Part Y of Chapter 57 of the Laws of 2018](#)
- [Launch of Paths to the Professions Website](#)
- [Opportunity for Stakeholder Input](#)
- [Proposed Amendment to Section 63.9 of the Regulations of the Commissioner of Education Relating to Administration of Immunizations by](#)