IT Project Proposal Report - Detail
Agency: 009 - SECRETARY OF STATE
Budget Cycle: 2015-2017 Biennium   Version: AF - AGENCY FINAL REQUEST

IT Project : Collection Agency Online Renewal Application

General Section

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Address :	1445 K St., Suite 2300	**Telephone :**	402-471-8779	**NITC Priority :**	
City :	Lincoln			**NITC Score :**	
State :	Nebraska	**Zip :**	68509		

Expenditures

IT Project Costs	Total	Prior Exp	FY14 Appr/Reappr	FY16 Request	FY17 Request	Future Add
Contractual Services						
Design	0	0	0	0	0	0
Programming	40,275	0	0	40,275	0	0
Project Management	25,680	0	0	25,680	0	0
Data Conversion	0	0	0	0	0	0
Other	0	0	0	0	0	0
Subtotal Contractual Services	65,955	0	0	65,955	0	0
Telecommunications						
Data	0	0	0	0	0	0
Video	0	0	0	0	0	0
Voice	0	0	0	0	0	0
Wireless	0	0	0	0	0	0
Subtotal Telecommunications	0	0	0	0	0	0
Training						
Technical Staff	0	0	0	0	0	0
End-user Staff	0	0	0	0	0	0
Subtotal Training	0	0	0	0	0	0

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Expenditures

IT Project Costs	Total	Prior Exp	FY14 Appr/Reappr	FY16 Request	FY17 Request	Future Add
Other Operating Costs						
Personnnel Cost	0	0	0	0	0	0
Supplies & Materials	0	0	0	0	0	0
Travel	0	0	0	0	0	0
Other	0	0	0	0	0	0
Subtotal Other Operating Costs	0	0	0	0	0	0
Capital Expenditures						
Hardware	0	0	0	0	0	0
Software	0	0	0	0	0	0
Network	0	0	0	0	0	0
Other	0	0	0	0	0	0
Subtotal Capital Expenditures	0	0	0	0	0	0
TOTAL PROJECT COST	65,955	0	0	65,955	0	0

Funding

Fund Type	Total	Prior Exp	FY14 Appr/Reappr	FY16 Request	FY17 Request	Future Add
General Fund	0	0	0	0	0	0
Cash Fund	65,955	0	0	65,955	0	0
Federal Fund	0	0	0	0	0	0
Revolving Fund	0	0	0	0	0	0
Other Fund	0	0	0	0	0	0
TOTAL FUNDING	**65,955**	**0**	**0**	**65,955**	**0**	**0**
VARIANCE	**0**	**0**	**0**	**0**	**0**	**0**

IT Project: Collection Agency Online Renewal Application

EXECUTIVE SUMMARY:

The Secretary of State's Office is requesting funding to develop an online renewal application for collection agency licenses. The online renewal application will allow collection agencies to renew their license online, update relevant contact information with the State and submit the required renewal documentation. Most licensed collection agencies are not physically located in Nebraska and desire the ability to communicate with the State licensing office electronically.

GOALS, OBJECTIVES, AND OUTCOMES (15 PTS):

Specific goals and objectives are contained in the supporting information section.

1. Describe the project, including:

   - Specific goals and objectives;
   - Expected beneficiaries of the project; and
   - Expected outcomes.

The specific goal of the project is to create an online renewal application where licensed collection agencies can renew their license electronically by transmitting the appropriate renewal documentation and associated fees via an online renewal application. The renewal documents will then be transmitted to the Secretary of State's Office and reviewed by licensing staff. If all requirements are met, licensing staff will accept the renewal electronically and the collection agency will be electronically notified the renewal has been processed and accepted. It is anticipated that the online licensing application will be launched for the 2015 renewal cycle.

It is expected that this application will benefit licensed collection agencies as they will be able to renew their license in a timely and efficient manner. Currently, license renewal applications are mailed to each licensed agency and all requested forms and documentation are submitted to the licensing office using paper documents. Due to the existing manual paper process, it is difficult to reply to licensing inquiries regarding the status of the renewal application along with other licensing matters in a timely fashion. It is anticipated that this project will allow the licenses to be processed more quickly and efficiently. It is also anticipated that this project will reduce staff time spent communicating deficiencies in the renewal documentation as the online process will require all application questions to be answered before the application is submitted. The online process will also lessen staff time spent currently updating licensing information in the licensing database as this information will be collected by the online application and will be used to update the licensing database.

2. Describe the measurement and assessment methods that will verify that the project outcomes have been achieved.

Licensing staff will thoroughly test the application to make sure the application is functioning properly. In addition, several licensed agencies will be asked to be beta testers to ensure the application is functional and meets user expectations.

3. Describe the project's relationship to your agency comprehensive information technology plan.

This project is consistent with our agency technology plan and will be integrated with our currently-in-development license application system. Software, hardware, and system licenses are not needed as we already possess the necessary software, hardware, and system licenses.

PROJECT JUSTIFICATION / BUSINESS CASE (25 PTS):

4. Provide the project justification in terms of tangible benefits (i.e. economic return on investment) and/or intangible benefits (e.g. additional services for customers).

The tangible benefits to our office include the decreased costs associated with office supplies such as paper, toner and postage. The collection agencies utilizing the online application will also save money in postage since they will not have to return a paper renewal form and will likely save staff time in completing the renewal application.

There are also many intangible benefits to collection agencies. They will be able to easily determine the status of their renewal application. The processing time for their application will lessen and the number of applications returned for corrections, missing documents, or incorrect renewal fees will be lessened as the online system will have checks in place to ensure correct information, documents, and fees are collected.

There are also intangible benefits to our licensing staff. Greater focus can be given to high value tasks such as investigating licensee application renewals and answering citizen questions more quickly as opposed to low value tasks such as opening mail and depositing renewal fees.

5. Describe other solutions that were evaluated, including their strengths and weaknesses, and why they were rejected. Explain the implications of doing nothing and why this option is not acceptable.

No other solutions were evaluated. Using an online renewal process would increase efficiency for our office as well as the collection agencies licensed in the State. If nothing was done we would still continue to send paper renewal forms to licensed collection agencies. Collection agencies would review the document, make any changes, and send it back to the office with appropriate renewal fees. The internal staff would then process the paper documents. Each renewal application received would be manually scanned and corresponding metadata entered into our digital library.

6. If the project is the result of a state or federal mandate, please specify the mandate being addressed.

N/A

TECHNICAL IMPACT (20 PTS):

7. Describe how the project enhances, changes or replaces present technology systems, or implements a new technology system. Describe the technical elements of the project, including hardware, software, and communications requirements. Describe the strengths and weaknesses of the proposed solution.

The current process for collection agencies to renew is by paper only. The State's current portal manager, Nebraska.gov, will be used to create the online renewal application. No software or hardware is needed as Nebraska.gov provides the online infrastructure necessary to host the application.

8. Address the following issues with respect to the proposed technology:

- Describe the reliability, security and scalability (future needs for growth or adaptation) of the technology.
- Address conformity with applicable NITC technical standards and guidelines (available at http://nitc.ne.gov/standards/) and generally accepted industry standards.
- Address the compatibility with existing institutional and/or statewide infrastructure.

Nebraska.gov is the current State portal manager and adheres to NITC standards. In addition, Nebraska.gov has developed many other online filing services for our office and other state agencies. It is anticipated that this application will function in a similar manner as the Corporate E-Doc Delivery Service which was developed by Nebraska.gov for our office.

PRELIMINARY PLAN FOR IMPLEMENTATION (10 PTS):

9. Describe the preliminary plans for implementing the project. Identify project sponsor(s) and examine stakeholder acceptance. Describe the project team, including their roles, responsibilities, and experience.

Key licensing staff and members of Nebraska.gov will identify all project requirements and create project specifications. Nebraska.gov will develop the application based upon the approved system specifications. Once developed, licensing staff from the Secretary of State's office will thoroughly test the application to ensure it meets the necessary requirements. In additional, several licensed collection agencies will be asked to test the system to make sure it functions properly and ensure a positive end user experience.

- Project Sponsor: John A. Gale – SOS – Secretary of State
- Colleen Byelick – SOS – General Counsel, Colleen is familiar with all licensing requirements and has worked on many online projects.
- David Wilson – SOS – Licensing Director & Assistant General Counsel, David is familiar with all licensing requirements and supervising the licensing division.
- Bess Boesiger – SOS – Rules & Regulations, Bess is familiar with all licensing requirements and has processed renewal applications in previous years.
- Ashley Reiter – SOS – Licensing Assistant, Ashley is familiar with the licensing requirements and will be the primary staff person handling renewal applications.
- Chad Sump – SOS – Systems Analyst, Chad is familiar with all technology needs of the office and will be assisting with any communication or other technology requirements for the project.
- NE.gov – TBD—It is anticipated that Nebraska.gov will be developing the application and will provide development and project management support for the project as well as host the application.

Stakeholders: Licensed Collection Agencies, the Nebraska Collection Agency Licensing Board, and the Secretary of State's Office.

10. List the major milestones and/or deliverables and provide a timeline for completing each.

Major Milestones:

1. Sign-off on System Specifications (August 2015)
2. Internal System Testing (September 2015)

3. Beta Testing (October 2015)
4. Signoff on the completed system. (October 2015)

11. Describe the training and staff development requirements.

Minimal training will be necessary for our four (4) end users (two licensing staff and two managers). We anticipate one to three days of training with staff as part of the testing and implementation process.

12. Describe the ongoing support requirements.

Nebraska.gov will provide technical and application support for the collection agency online renewal application. There will be no additional fee for this support.

RISK ASSESSMENT (10 PTS):

13. Describe possible barriers and risks related to the project and the relative importance of each.

A potential risk would be conversion issues associated with any transition from a paper system to a digital system.

14. Identify strategies which have been developed to minimize risks.

Testing will be required, as will executive review and signoff before the online renewal application is fully implemented and deployed. Application requirements will be identified in the planning phase and specifications will be reviewed to ensure all application requirements are identified.

FINANCIAL ANALYSIS AND BUDGET (20 PTS):

15. Financial Information

This project would be funded through available cash funds in the Collection Agency Cash fund. This request would be for cash fund authority only. The current cash balance in the Collection Agency fund is sufficient to cover the costs associated with this project.