

AMANDA Licensing

Digital Government: Government to Business (G to B)



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Office of Management and Enterprises Services
Information Services
State of Oklahoma



Project Initiation: December 2012
Project Completion: December 2014

Executive Summary

“We’ll create a user-friendly one-stop shop for business licensing, so entrepreneurs looking to start companies can go to one location rather than several to do their paperwork, because it shouldn’t be any easier to open a business in Texas than in Oklahoma,” said Oklahoma Gov. Mary Fallin in her 2011 State of the State address.

With a directive from the governor, State Bill 772 created the Business and Professional License Facilitation Task Force to evaluate the feasibility of establishing a government model. The task force examined the state systems in Florida, Ohio and Utah before recommending a model with a central database to support one-stop business registration and professional licensing.

Business Problem and Solution

The Problem

The State of Oklahoma has approximately 53 agencies that provide 1,481 different license types. Agencies were using inflexible and antiquated systems or Access databases. Program areas worked independently in silos instead of as partners. Applications had disjointed design systems, minimal integration and difficult maintenance. Inconsistent raw data was provided to management.

Chart 1: Many Licenses, Many Systems, Many Problems

MANY LICENSES, MANY SYSTEMS, MANY PROBLEMS		
Category	Number of Agencies	Number of License Types
Paper applications and renewals	24	845
Paper application but online renewals	10	380
Online application and renewals	19	256

The Solution

Information Services, a division of Oklahoma’s Office of Management and Enterprise Services, implemented one statewide enterprise application for users to apply, make payments, document continuing education hours and receive the correct license.

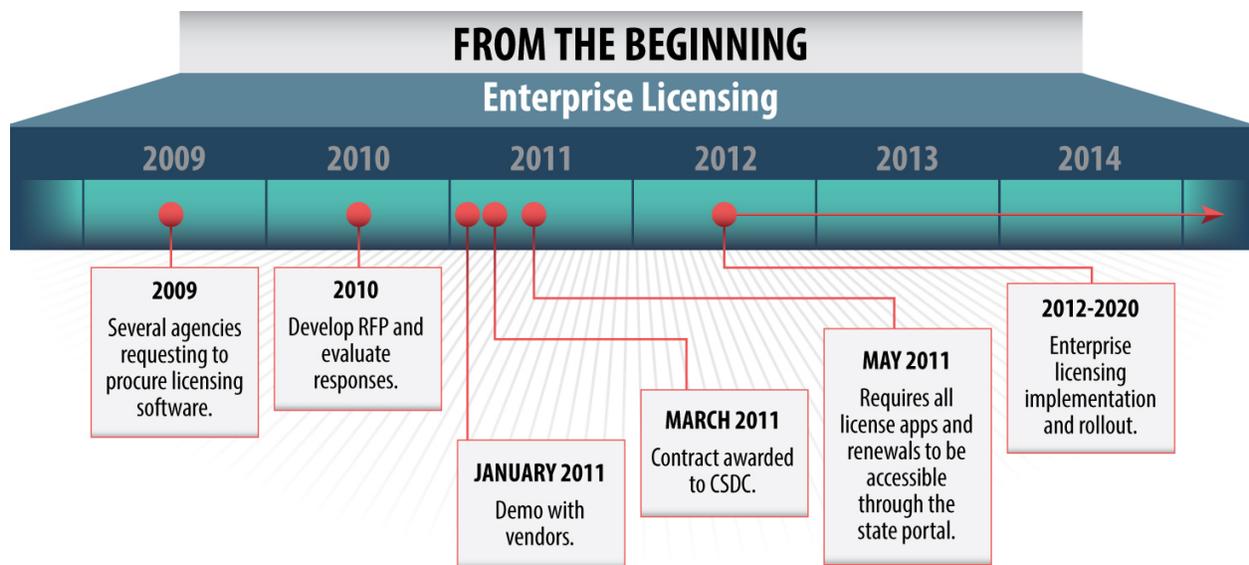
OMES gathered requirements, developed and issued a competitive request for proposal, evaluated the submissions, selected a vendor and executed a statewide contract with CSDC Systems for the purchase of a commercial-off-the shelf system, AMANDA.

AMANDA flexibility provides an ideal platform for powerfully configuring licensing, permitting, planning and compliance. It allows agencies to provide online applications and renewals through a single portal. AMANDA provides back-office licensing, payment processing, continuing-education tracking, inspection and complaint resolution functionality. End users can access their multiple licenses through a single sign-on process. AMANDA also provides online licensing application renewal processing as well as search functionality for the public.

A pilot group of agencies implemented AMANDA. While consultants supported the initial implementation, OMES staff provides on-going maintenance and support. The maintenance of an enterprise system with centralized support staff decreases overall costs to the state. OMES continues to survey agencies and monitor progress toward online applications and renewals.

The licensing application required collaboration with several agencies to ensure accurate information. Interfaces with the Secretary of State, PeopleSoft, Oklahoma Tax Commission and Oklahoma Employment Security Commission will ensure accurate and current licensee information.

Chart 2: From the Beginning



Significance

Project Significance: Improved Government

With the implementation of AMANDA, the State of Oklahoma moved from several different systems to a single sign-on system, streamlining processes and end-user training.

The state's objective is to increase available state license applications (new and renewal) from 32 percent in 2014 to 54 percent by 2018. Measuring the availability of online applications and renewals helps focus the state's resources to better meet the public's needs.

OMES is the point of contact for the enterprise solution and provides project management, server support, training, technical and functional support. Cost savings

are realized through the central infrastructure, which creates more secure data, centralized backups and disaster recovery abilities.

Benefits

With the single application structure, OMES has provided efficiencies and cost savings by providing infrastructure, maintenance and information technology support while reducing the size of state government and, in turn, realizing a cost savings.

Each participating government entity has realized reduced processing costs with the electronically submitted information versus information submitted on paper forms. Each has seen an increase in the accuracy and speed in processing license applications.

Applicant data can be introduced into the data systems faster than with manually entered paper forms. Faster processing means fewer telephone calls and emails requesting the status of individual applications. Lost or delayed forms are no longer a problem for applicants using the online service.

The State of Oklahoma is following a phased implementation approach. The Oklahoma Real Estate Commission, Department of Labor, OMES Capital Assets Management and Department of Health have completed projects.

Oklahoma Real Estate Commission:

- Project Duration: April 1, 2012-Aug. 2, 2014.
- Cost: \$223,514.00
- License types in AMANDA: 8
- Continuing education credits: 3

Before using AMANDA, one of OREC's main issues was with the accounts receivables process. Income received in-house was recorded in a disk operating system, COBOL, based on a single PC without any license number as reference. Every month, staff would print a report, manually calculate totals and figure out which fund received the money. Cash was handled at least 4 times. Page numbers were entered on the back of checks. The existing system's lack of reliability made OREC's implementation urgent.

OREC's deputy director wrote a favorable review of AMANDA's implementation:

CSDC recognized that the implementation and training of the AMANDA licensing system was a challenge to our agency as the entire agency and all departments would be changing to one unique system. They worked hard to ensure that the system could meet our business requirements. There was truly a team concept formed between the OREC, OMES and CSDC project managers. CSDC adjusted its standard training and testing format to accommodate the needs of our employees. This accommodation allowed our employees to fully benefit from the training and testing

environment. This partnership between all three organizations has been crucial in getting the buy-in of the agency end users, who now have a positive outlook about our future using the AMANDA system.

*Lisa Hays
Deputy Director
Oklahoma Real Estate Commission*

Oklahoma Department of Labor

- Project Duration: Dec. 1, 2013-Feb. 10, 2014
- Cost: \$289,229.95
- License types in AMANDA: 2

The enterprise licensure platform helped automate licensing processes, including application reviews, exams, renewals, audits, fees, complaints, investigations, legal action and compliance activities. Built on the AMANDA platform, these solutions enable ODOL to improve efficiency, transparency, citizen services and public safety, even in an era characterized by shrinking budgets and limited resources.

The Alarm and Lock program was transferred to ODOL from the Department of Health. The transfer and implementation of AMANDA replaced an outdated mainframe, thereby gaining efficiencies.

ODOL's customer satisfaction rates have steadily increased as these processes have been implemented.

Office of Management and Enterprise Services Division of Capital Assets Management

- Project Duration: May 1, 2013-Oct. 1, 2013
- Total Cost: \$19,762.50
- License types in AMANDA: 5

CAM ensures the alternative fuels certification process is uniform and practical in nature, and it is sufficiently strict to test the qualifications and fitness of applicants seeking certification with the State of Oklahoma to install, modify, repair or renovate equipment used in the conversion of any fossil fuel engine to an engine fueled by an alternative fuel. After deployment, the alternative fuel program was transferred to Department of Labor. With the transfer of the program, a larger number of licenses are managed by one agency.

Oklahoma Department of Health

- Project Duration: Oct. 3, 2011-Feb. 28, 2013

- Total Cost: \$65,452
- License types in AMANDA: 4

The Health Department's process and systems were fragmented by each service area. AS400, multiple Access databases, Excel spreadsheets were a few systems that managed licenses. With the implementation of AMANDA, the department retired antiquated systems.