

Iowa Bureau of Professional Licensure



The Iowa Bureau of Professional Licensure (IBPL) is a bureau within the Iowa Department of Public Health with 19 licensure boards regulating 39 professions. The mission of the professional boards is to protect the public health, safety and welfare by licensing qualified individuals and enforcing Iowa's statutes and administrative rules fairly and consistently.

THE SITUATION

After a successful AMANDA implementation, IBPL realized that the system was being underutilized. The bureau encountered limitations, which led to a decrease in productivity and efficiency and an overwhelmed staff. The current installation did not provide the configurability, scalability and flexibility to meet IBPL's day-to-day business needs. Specifically,

- Correspondence notifications were delayed.
- Task lists were incorrect.
- Staff was unable to produce the desired correspondence and notifications, because the majority of the content (primarily email bodies) was hard coded in the procedure code and required SQL knowledge to be changed.
- The current configuration didn't allow the proper formatting and punctuation of correspondence and notification content. For example, the names O'Neal, Oneal, O'neal and ONeal could not be differentiated.

- IBPL was spending time and money to edit, modify and resend certificates with correctly spelled names.
- Extensive training was required for a staff member to learn the notification process. The current process took 19 steps to complete.

OBJECTIVES

The overall objective of IBPL was to increase productivity and efficiency and give staff more time to focus on other daily activities. By 2015 IBPL knew that these objectives had to be met, but they could not address them on their own. To unleash the full potential of AMANDA, IBPL turned to LaunchIT.

"To date, LaunchIT has fixed 266 bugs for Professional Licensure. Thank you so much for all of your hard work and dedication! We truly appreciate it."

- Margie Jass, Project Manager
Iowa Department of Public Health

LAUNCHIT'S SOLUTION

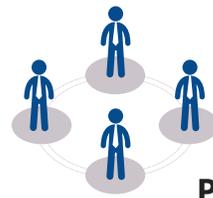
After analyzing the complexity of the issues IBPL faced, LaunchIT set to work to provide all that they had requested. LaunchIT's solution included:

- New email messages, attachment types, and attempt results.
- Two configurable tables (lookup tables or freeform/s) that allow IBPL administrators to completely configure the correspondence content and delivery type.
- A batch job (a sequence of commands to be executed) and procedural code that automates the correspondence process and content.
- Additional people info fields, that allow new applicants/licensees the ability to enter the proper spelling format of their name/business when initially creating an account.
- A configurable table that allows IBPL administrators to configure a default format for the proper formatting of all special names, text and abbreviations that are not entered into the newly implemented people record info fields.

2 RESOURCES **ONSITE & OFFSITE** **24** MONTHS

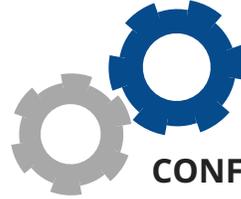
TECH STACK

- SQL Server 2008
- Crystal Reports
- Tomcat Server on Linux
- Java
- JSP
- Javascript



INCREASED
PRODUCTIVITY

INCREASED
EFFICIENCY



MORE
CONFIGURABLE

MORE
INDEPENDENCE



RESULTS

Steps that used to take at least 15 minutes each now occur automatically, so IBPL is more productive and efficient. Correspondence is faster, leaving customers more satisfied. Training costs have significantly decreased, and because their system is more configurable, staff no longer has to depend on constant IT support.

"Instead of developing enhancements in a way that creates future reliance, LaunchIT is helping increase our independence and empowering us to do it ourselves when possible."

- Sarah D. Reisetter, JD
IDPH, Deputy Director