INDIANA DEPARTMENT OF EDUCATION

ABOUT THE CUSTOMER

The Indiana Department of Education (IDOE) is dedicated to providing the highest quality of support to Indiana's schools, teachers, students and parents. One of the largest administrative roles provided by the IDOE is processing and tracking the licensing and permitting of over 60,000 active educators annually.

THE CHALLENGE:

The paper-based system the IDOE was using was not automated and resulted in lengthy processing time and additional expenses for administration efforts, supplies, and postage. Due to the hightouch and slow movement of getting educators licensed, the wait time was nearly 6 months from applying to receipt of a printed license. As a teacher or school administrator, there was little to no visibility into phases of the process. The process was also entirely dependent on how quickly the IDOE employees could get the paperwork manually processed.

A web-based solution was needed to organize and speed up the licensure process from application through issuance and the mailing of a license to an educator. The system needed to work for both internal and external users; educators needed to be able to record and track their professional development activities, and principals needed to be able to verify the license renewal information. Additionally, advisors at 44 institutions of higher education needed to be able to log on and recommend their students of education for licenses.

THE SOLUTION:

As a Microsoft CRM licenses provider, the eimagine team created a proprietary software for the IDOE using a client relationship management (CRM) software named the Licensing Verification and Information System (LVIS) for issuing and tracking educator instructional licenses and permits. LVIS provides a way to import information from various sources and oers simple tools to export complex data. As a user of LVIS, one can schedule or pull ad-hoc reports providing visibility into where an administrator/IDOE employee is in the process or where an educator is in the process. LVIS is a web-based portal that is available for teachers to securely log in and manage their own licenses and permits.

Priorities of new LVIS program:

- Ease of use for applicants and education administrators
- Creation of new applications
- Resume existing application
- Visibility into processes and professional growth plans
- Actionable items queued in the order in which they were received
- Wide adoption of use of LVIS to involve and empower IDOE employees and end-users
- Consistency among sta and of information being input into program
- Reduce costs in staffing and operational budget
- Integration between licensure and professional growth/ development plan
- Reduce or eliminate human errors (Mid-types)

> " *Department of Education launches CRM that saves millions andreduces the time it takes teachers to apply and renew licenses.*

eimagine also recognized the need for a consistent, standardized process for handling all types of applications, especially considering the vast combinations of legislative rules and types of licensure that the IDOE handles. This helped to reduce data entry error and ensured that all users, both internally and externally, were utilizing the same process for approving applications.

The consistency of data at the IDOE is also aided by the leveraging of the Dynamics CRM platform. All data, whether input internally at the IDOE, or externally via the public website, is transformed and captured in the same place. This has not only ensured consistent data entry, but has the added

benefit of improving the IDOE's ability to generate robust reports across a variety of areas.

Being able to audit various processes within the system was also a high priority for the IDOE. To be able to assist applicants more efficiently, the IDOE needed a way to determine what changes had been made to an applicant's data, and what processes had been applied to it throughout its lifetime in the system. To this end, eimagine leveraged Dynamics CRM's auditing features for change tracking to various pieces of data, and also configured its processes to maintain workflow logs, for the purposes of troubleshooting the history of an applicant's data.

KEY FEATURES:
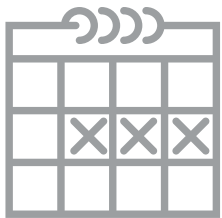
FROM APPLICATION TO LICENSE IN

3.5 days

Before LVIS, the licensing process could take up to six months from application to receipt of a printed license. With the new system implemented by eimagine, even during the highest volume months, the time from application to a finalized license averages just 3.5 days.

MORE THAN
$1,000,000
saved by the IDOE since project inception.

$ $ $ $ $

71%
of all licenses are completed entirely in under 3 days even during the highest volume months.

62%
saved on operational costs associated with paper and printing, postage, staffing, etc.

IMPLEMENTATION OF LVIS HAS HELPED THE INDIANA DEPARTMENT OF EDUCATION SAVE ON:
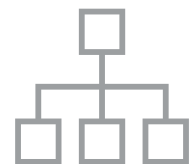
Paper and printing costs for over 60,000 licenses annually

Postage costs for 60,000 mailed licenses annually

Staffing costs reduced with four staffers reassigned

Entire processing department eliminated

THE RESULTS:

• Licensing and permitting process time for the IDOE reduced from an average of 6 months to an average of 3.5 days.

• 71% of all licenses are completed entirely in under 3 days- even during the highest volume months.

• The IDOE now saves 62% of operational costs associated with the paper and printing, postage, staffing, and departmental overhead—with an estimated savings of more than $1 Million since project inception.