

# Driving Excellence in Education Licensing Through Digital Transformation

## ABOUT THE CUSTOMER



**INDIANA  
DEPARTMENT of  
EDUCATION**

The Indiana Department of Education (IDOE) is dedicated to providing the highest quality of support to Indiana's schools, teachers, students, and parents. Managing over 60,000 active educator licenses annually, one of IDOE's largest administrative responsibilities is processing and tracking licensing and permitting. The Licensing Verification and Information System (LVIS) serves as the platform for managing educator licensing across Indiana, ensuring teachers meet state qualifications, maintain certifications, and comply with regulatory requirements. This mission-critical system supports schools and educators across the state, directly impacting Indiana's educational excellence.

## THE CHALLENGE:

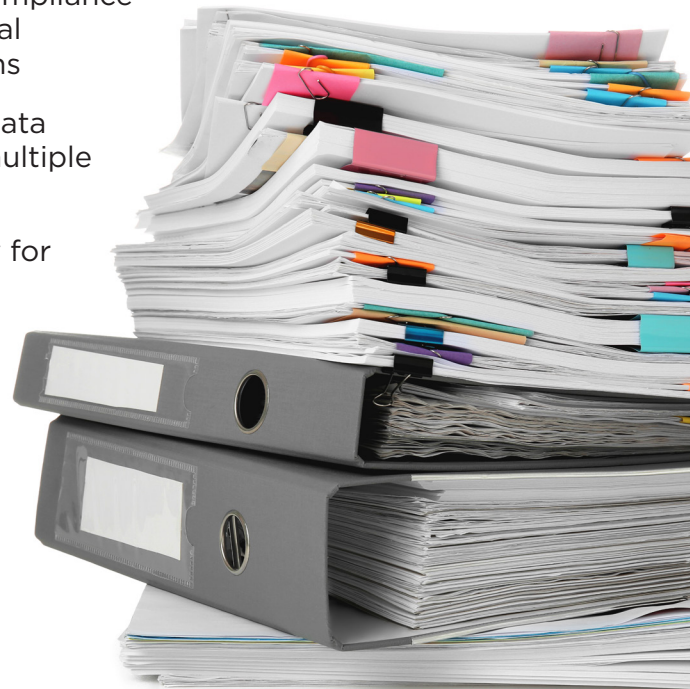
In today's rapidly evolving education landscape, IDOE's legacy paper-based licensing system presented increasingly significant hurdles to effective operation.

Before the implementation of LVIS, IDOE faced substantial operational challenges that impacted both their internal efficiency and their ability to serve Indiana's education community effectively. Processing times stretched up to six months from application to license receipt, creating substantial frustration for educators and administrators alike.

The system's manual nature led to high administrative costs, increased risk of data entry errors, and offered no visibility into application status for stakeholders. Key challenges included:

- Need to modernize the LVIS platform to meet current technological standards
- User experience concerns for educators and administrators
- Requirements for compliance with state and federal education regulations
- Need for seamless data integration across multiple state systems
- Managing scalability for increasing license application and renewal volumes

These challenges set the stage for a comprehensive digital transformation that would revolutionize how IDOE manages educator licensing.



## The Solution

The journey toward modernization began with a bold vision to completely reimagine the licensing process.

### LVIS IMPLEMENTATION

Through careful planning and innovative design, the team created a proprietary software solution built on Microsoft Dynamics that would transform how educator licensing was managed in Indiana.

This initial implementation revolutionized the licensing process by establishing standardized procedures for all application types. Through a secure, self-service portal, educators gained the ability to manage their licenses while administrators could track renewals efficiently.

The system's foundation was built on several key features:

- **Standardized** processes for all types of applications
- **Robust auditing** features for change tracking
- **Workflow logs** for troubleshooting
- **Self-service capabilities** for educators and administrators

The success of this initial implementation laid the groundwork for even more ambitious improvements to come.

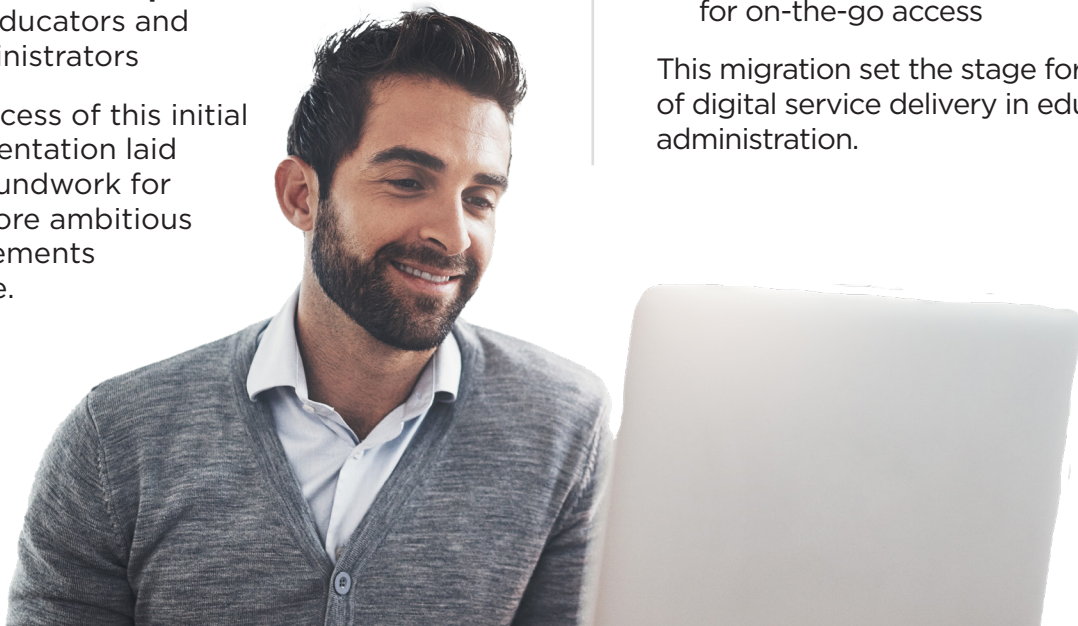
### LVIS360 CLOUD MIGRATION

Building on the success of the initial LVIS implementation, 2023 marked a pivotal moment with the system's evolution into LVIS360. This comprehensive cloud migration, built on Microsoft Dynamics 365, represented more than just a platform change—it was a complete reimagining of how licensing services could be delivered in the digital age.

The new system introduced several groundbreaking improvements that would further transform the licensing process:

- **Complete re-architecture** of the legacy system
- **Migration** of all historical data
- **New external portal** using Power Pages
- **Enhanced** flexibility and reliability
- **Integration** with Azure and Power Platform capabilities
- **Enhanced mobile responsiveness** for on-the-go access

This migration set the stage for a new era of digital service delivery in education administration.



## Success Factors

The remarkable transformation of Indiana’s licensing system was built on three key pillars, each essential to the project’s success:



### STAKEHOLDER ENGAGEMENT

Creating lasting change required deep collaboration with those who would use the system daily:

- **Weekly check-ins** to keep key stakeholders informed and engaged
- **Transparent progress reports** to ensure alignment with expectations
- **Regular feedback sessions** to refine and improve system functionality
- **Continuous user input** to guide enhancements and usability improvements



### SYSTEMATIC IMPLEMENTATION

A methodical approach ensured smooth transition and adoption:

- **A phased rollout**, prioritized in partnership with the Department of Education, to deliver value early and minimize disruptions
- **Ongoing training and support programs** to ensure users felt confident and prepared
- **Clear communication channels** to keep all stakeholders informed and engaged
- **Structured testing and validation processes** to maintain system reliability
- **Frequent demos** to showcase progress and confirm alignment with stakeholder needs



### FOCUS ON USER EXPERIENCE

Keeping the end user at the center of every decision proved crucial:

- **An intuitive interface** designed to simplify navigation and usability
- **Self-service capabilities** to enhance efficiency and reduce administrative burden
- **Streamlined workflows** to improve productivity and eliminate bottlenecks
- **Mobile accessibility** to ensure users could engage with the system anytime, anywhere

This foundation of careful planning and user-centered design paved the way for exceptional results.

## Results

The impact of this digital transformation has been profound and measurable across both the initial LVIS implementation and the subsequent LVIS360 upgrade.

### INITIAL LVIS IMPACT

The original system delivered immediate and substantial improvements that transformed how the IDOE operated:

REDUCED  
PROCESSING  
TIME FROM SIX  
MONTHS TO AN  
AVERAGE OF

**3.5  
DAYS**

**71%**

OF ALL LICENSES  
COMPLETED IN  
UNDER 3 DAYS,  
EVEN DURING  
PEAK PERIODS

**62%  
SAVINGS**

IN COSTS ASSOCIATED  
WITH PAPER, PRINTING,  
POSTAGE, STAFFING, AND  
DEPARTMENTAL OVERHEAD

**GENERATED OVER  
\$1M IN SAVINGS BY:**

- Elimination of paper and printing costs for 60,000+ licenses annually
- Reduction in postage costs for mailed licenses
- Optimization of staffing with four staffers reassigned
- Complete elimination of the processing department

### LVIS360 ENHANCED PERFORMANCE

The cloud migration to LVIS360 in 2023 has further accelerated these improvements, delivering even more impressive results:

IN 2024, PROCESSED OVER

**50,000  
APPLICATIONS**

**11%  
INCREASE**

IN APPLICATIONS  
PROCESSED  
IN 2024 VS 2023

**98%  
INCREASE**

IN EMERGENCY  
PERMITS  
PROCESSED  
IN JULY  
2024  
VS JULY  
2023



## Technical Value

The modern cloud-based infrastructure has created a robust foundation for future growth and innovation:

- Future-proof infrastructure ready for cloud offerings (AI, data analytics)
- Improved productivity through streamlined business processes
- Scalability through cloud-based solution
- Enhanced security and compliance features
- Integration capabilities through Azure and Power Platform

## Business Value

The modernized system has delivered substantial business benefits that extend far beyond technical improvements, touching on every aspect of the licensing operation:



### OPERATIONAL EXCELLENCE

**Transforming core processes has led to unprecedented efficiency:**

- Automated workflow management
- Enhanced quality control
- Improved resource allocation
- Streamlined end-to-end processing



### RESOURCE OPTIMIZATION

**Smart resource allocation has maximized the impact of every dollar:**

- Elimination of paper-based processes
- Reduced staffing needs through automation
- Reallocation of staff to higher-value activities
- Sustainable cost reduction model



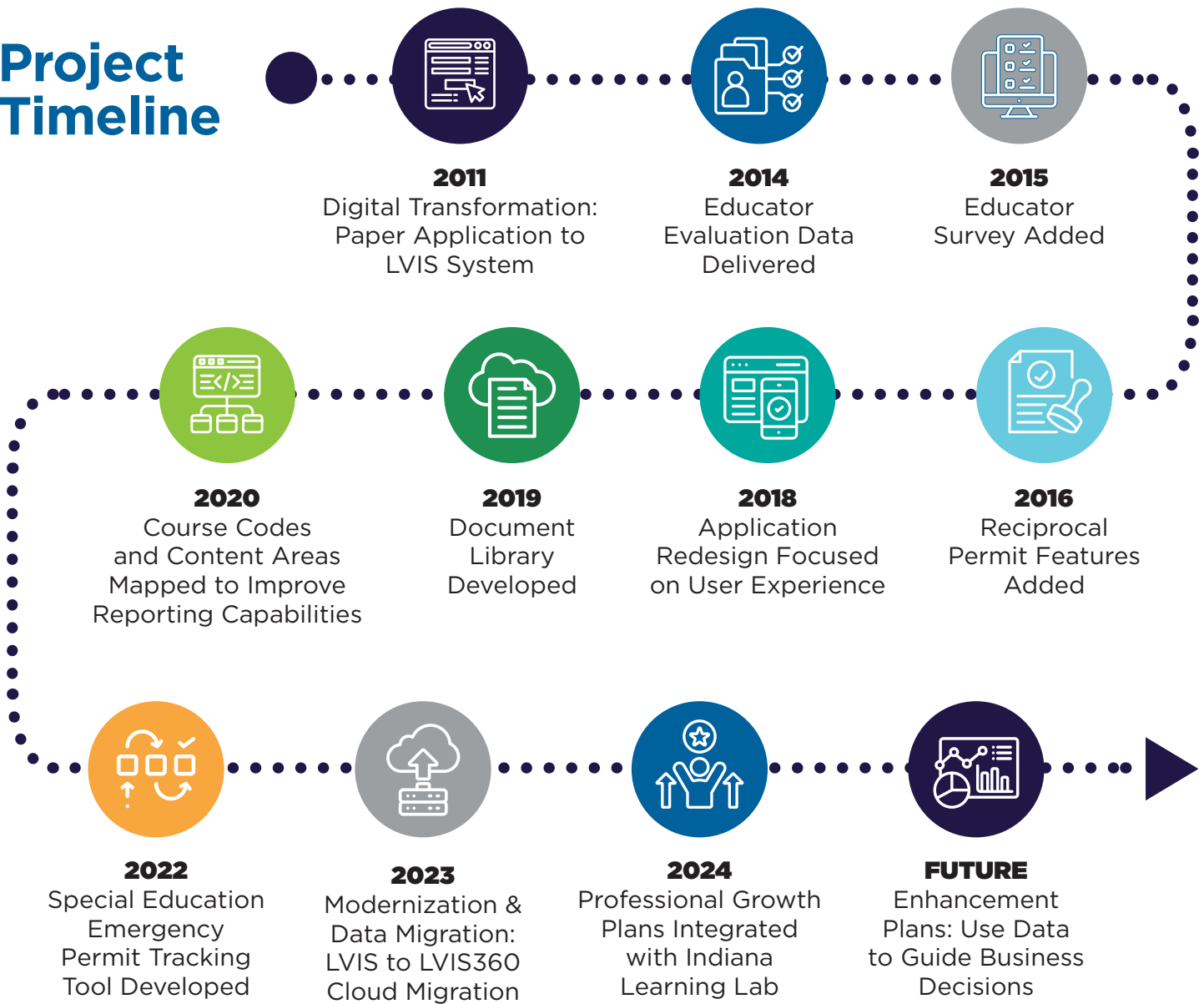
### SERVICE QUALITY

**Enhanced service delivery has improved the experience for all users:**

- Faster emergency permit processing
- Enhanced visibility into application status
- Improved user experience through self-service
- Increased application processing capacity

Looking ahead, the IDOE plans to introduce advanced analytics tools to provide insights into licensing trends and educator demographics, further enhancing the system’s capabilities and ensuring it continues to meet the evolving needs of Indiana’s education community.

# Project Timeline



**Are you ready to eImagine better?**

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