How Did the Transition Go in Arizona?

• 13 Agencies – May 2018
  • One still not "live"
  • Another barely limping along
  • One going back to paper
  • 10 somewhat happy

• Licensee Feedback

Steps to a Successful Transition

• Communicate to Licensees
• Study, Simplify, and Document Your Processes
• Work With Your Analyst/Programmer
• TEST. TEST. TEST.
• Implement
Communicate to Licensees

- Keeps Them in the Loop
- Verify Email Addresses or Key Field
- Recruit Testers

Study, Simplify, Document Processes

- Confirm Your Processes Reflect Current Statutes and Rules
- Get Rid of Unnecessary Steps
- Identify/Create Common Processes
- Involve Staff Members
- Document Every Step

Work With Your Analyst/Consultant

- MAKE THE TIME
- Document All Meetings and Decisions
TEST. TEST. TEST.

• MAKE THE TIME
• Test Back-Office and User-Interface Systems
• Document All Issues in Writing
• Involve Staff Members
• Involve End-Users
• Test All Fixes

POTENTIAL ROADBLOCKS

• Programmer Understanding of Processes
• Overseas Programmers
• Browser Limitations
• System Limitations
• Applicant Comfort with Computer
• Backup Plan – HAVE ONE!

IN SUMMARY...

• MAKE THE TIME
• INVOLVE STAFF
• TEST
• DOCUMENT
Thank you!
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