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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

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Steps to a Successful Transition

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

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Communicate to Licensees

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

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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

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Work With Your Analyst/Consultant

- MAKE THE TIME
- Document All Meetings and Decisions

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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

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POTENTIAL ROADBLOCKS

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

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IN SUMMARY...

- MAKE THE TIME
- INVOLVE STAFF
- TEST
- DOCUMENT

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