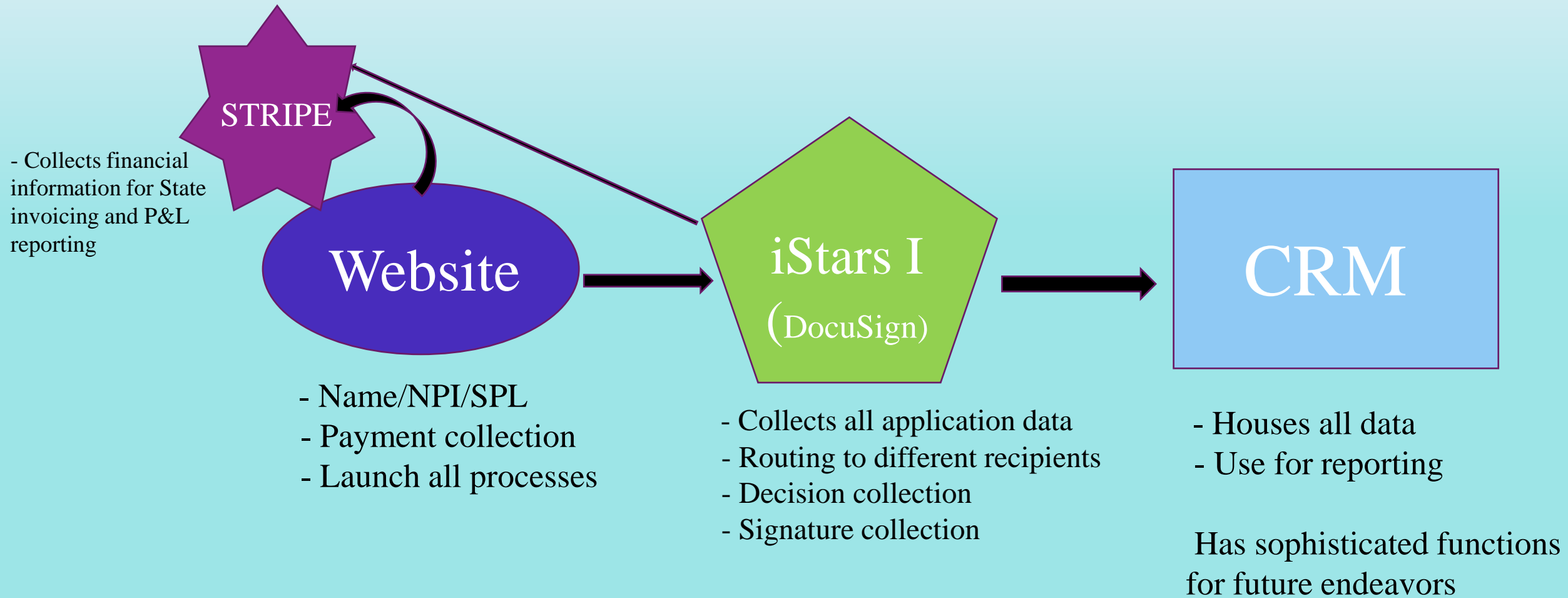




Today's Infrastructure



FY2020 Year Projects

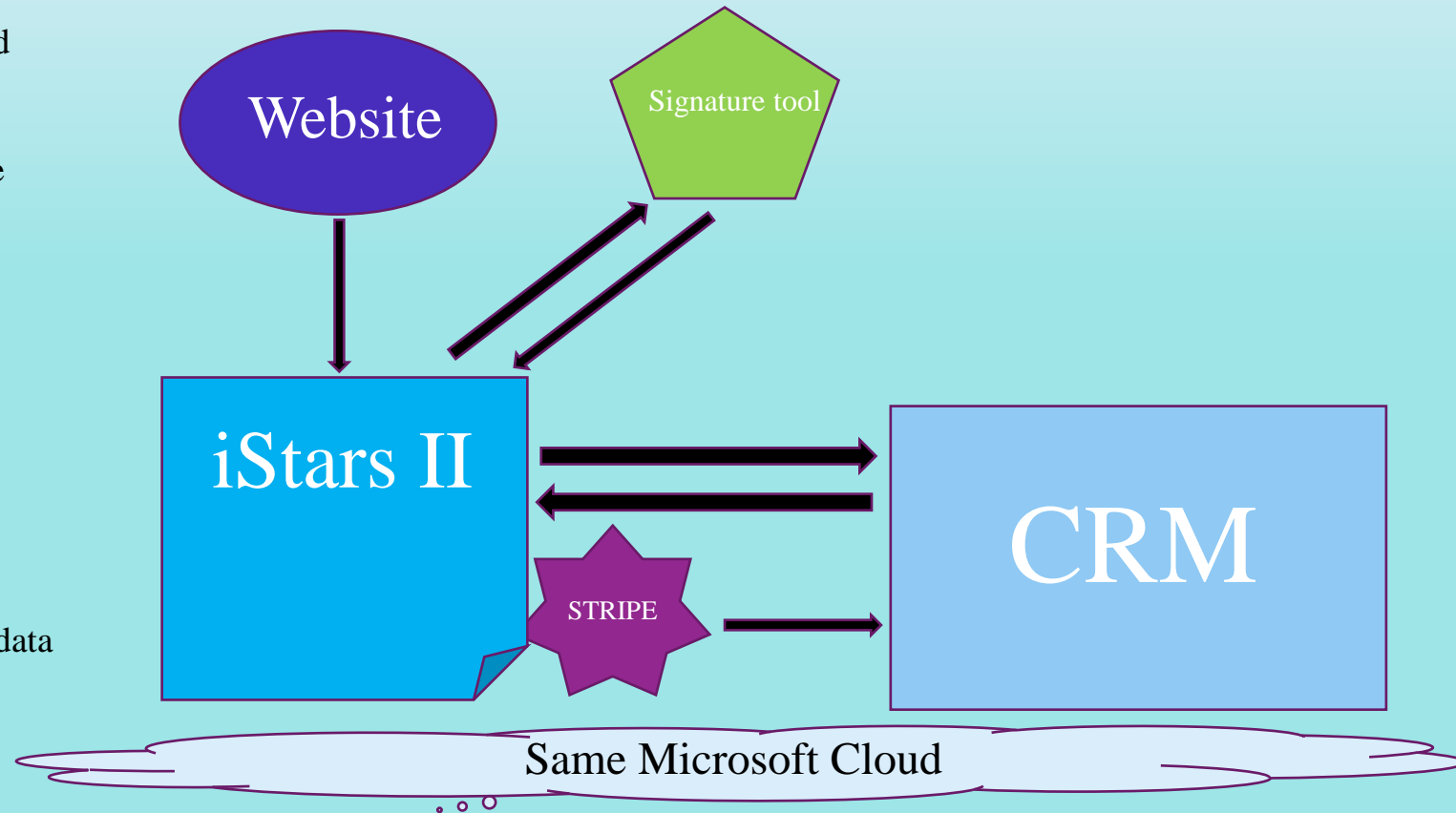
- Website redesign to:
 - Sunset old webpage
 - Remove website as the collection tool for data and payments
- Complete the CRM tool
- Upgrade the Renewal Engine
- iStars II Tool – to replace the functionality of DocuSign
- Hold a Licensing Summit: Logistics and Program
- Implement a daily download of CRM data for state retrieval
- Create test environments for Website, CRM, an iStars II
- Develop a Survey Tool
- Develop and design a disciplinary tool



IMLCC's FY2020 Infrastructure

Tools change roles:

- Website serves only as a launchpad
- iStars II serves as a portal for physicians to complete their online applications or renewals
- CRM tool is used to verify information on existing physicians
- Signature tool collects the legal authorization
- Stripe is the payment tool
- The CRM tool collects and stores data for viewing and reporting
- iStars II and the CRM tool reside on the same Microsoft cloud.



FY20201 Infrastructure Proposals

- CRM Enhancements:
 - Progress reporting
 - Survey reporting
 - SPL editing rights
 - Specialty Certification implementation
 - Sharepoint development to include functionality that includes
 - Physician's Portal
 - PDF upload
 - Staff portal with Training materials/Communication
- State Daily Upload of data
- Disciplinary Tool Enhancements
- Upgrade the Renewal Engine with advanced rule tables
- iStars II Tool enhancements
- Accounting Tool
 - General Ledger
 - Accounts Payable
 - Accounts Receivable
 - Core reports include P&L, Balance Sheet, Aging



Project Process

Licensing Staff
Commissioners
IT Staff

Technology
Committee

Business
Team

Development
Team

Technology
Committee

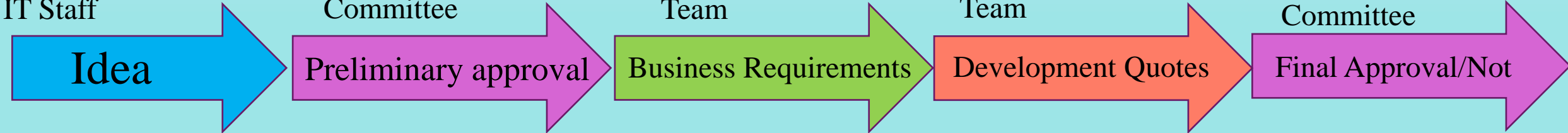
Idea

Preliminary approval

Business Requirements

Development Quotes

Final Approval/Not





Project Process

