



STATE OF NEW HAMPSHIRE
DEPARTMENT OF INFORMATION TECHNOLOGY

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~~APPROVED BY FISCAL COMMITTEE~~
~~JAN 10 2020~~

Denis Goulet
Commissioner

December 16, 2019

The Honorable Mary Jane Wallner, Chairman
 Fiscal Committee of the General Court
 State House
 Concord, NH 03301

His Excellency, Governor Christopher T. Sununu
 and the Honorable Council
 State House
 Concord, NH 03301

REQUESTED ACTION

- Pursuant to the provisions of RSA 14:30-a, authorize the Department of Information Technology (DoIT) to accept and expend \$61,477.00 in State Fiscal Year 2020 (SFY 20) and \$206,948.00 in State Fiscal Year 2021 (SFY 21) from The Office of Professional Licensure and Certification (OPLC) to fund two full-time temporary positions upon Fiscal Committee and Governor and Executive Council approval through June 30, 2021. 100% Other (Agency 027) Funds: the funds used by OPLC to reimburse DoIT is 100% Agency Income.
- Pursuant to the provisions of RSA 124:15, and contingent upon the approval of requested action number one, authorize the Department of Information Technology (DoIT) to establish two (2) full-time temporary positions. One (1) Information Technology Manager III and one (1) Business Systems Analyst I effective upon Fiscal Committee and Governor and Council approvals through June 30, 2021. 100% Other (Agency 027) Funds: the funds used by OPLC to reimburse DoIT is 100% Agency Income.

In SFY 20 and SFY 21, funds shall be budgeted in 01-03-03-030010-77080000, IT Salaries and Benefits

		FY 20 Budget	FY 20 Requested	FY 20 Revised Budget	FY 21 Budget	FY 21 Requested	FY 21 Revised Budget
Income							
001-482799	Transfers from Other Agencies	\$43,173,417.00	\$ 61,477.00	\$ 43,234,894.00	\$44,183,613.00	\$ 206,948.00	\$44,390,561.00
	General Funds	\$ 20,417.00	\$ -	\$ 20,417.00	\$ -	\$ -	\$ -
Totals		\$43,193,834.00	\$ 61,477.00	\$ 43,255,311.00	\$44,183,613.00	\$ 206,948.00	\$44,390,561.00
Expenditures							
010-500101	Personal Services - Classified	\$25,312,802.00	\$ -	\$ 25,312,802.00	\$25,748,094.00	\$ -	\$25,748,094.00
012-500129	Personal Services Unclassified	\$ 1,303,601.00	\$ -	\$ 1,303,601.00	\$ 1,293,884.00	\$ -	\$ 1,293,884.00
018-500109	Overtime	\$ 781,091.00	\$ -	\$ 781,091.00	\$ 794,351.00	\$ -	\$ 794,351.00
042-500620	Additional Fringe Benefits	\$ 2,640,168.00	\$ 3,978.52	\$ 2,644,146.52	\$ 2,685,582.00	\$ 13,500.00	\$ 2,699,082.00
050-500109	Personal Services - Temp	\$ 453,525.00	\$ -	\$ 453,525.00	\$ 455,920.00	\$ -	\$ 455,920.00
059-500118	Temp-Full Time	\$ 60,470.00	\$ 38,162.13	\$ 98,632.13	\$ 63,180.00	\$ 129,558.00	\$ 192,738.00
060-500601	Benefits	\$12,641,959.00	\$ 19,336.35	\$ 12,661,295.35	\$13,142,350.00	\$ 63,890.00	\$13,206,240.00
211-501530	Catastrophic Casualty Ins	\$ 218.00	\$ -	\$ 218.00	\$ 252.00	\$ -	\$ 252.00
Totals		\$43,193,834.00	\$ 61,477.00	\$ 43,255,311.00	\$44,183,613.00	\$ 206,948.00	\$44,390,561.00

EXPLANATION

The Office of Professional Licensure and Certification (OPLC) has 66 full-time and 20 part-time staff positions and is comprised of 53 Boards, Commissions, and Councils that were consolidated from 5 other Agencies in the 2016/2017 biennium. This consolidation was established with the goal of creating efficiencies and eliminating redundancies, resulting in improved customer service and a more consistent organizational structure for programs and licensees. OPLC currently grants and maintains over 172,000 licenses.

The OPLC currently has no dedicated IT staff. The Agency is the state's biggest user of the My License Office (MLO) software (85.5 % of licenses in MLO), with which it retains all licensing information. The Agency has worked very hard to move the application and renewal processes from paper to online. Over the past four years, the amount of these users has increased 325% (from 14,500 transactions in FY16 to 61,500 transactions in FY19) and the numbers continue to increase as the agency moves more and more applications online. These online applicants require DoIT support as well as OPLC employees, making the agency rather unique in its support requirements. The agency is also growing, adding one new board every year and increasing the number of licenses 26% (36,000 licenses) over the past three years. Under the guidance of the new Executive Director, the agency would like DoIT assistance with streamlining processes and to look for other opportunities to work more efficiently, such as:

- Improved online licensing
- Paperless document storage
- Centralized printing and emailing of professional notices (notices of renewals, changes to statute, etc.)
- Reporting and data analytics
- Online inspection reporting

To further these aims, two DoIT positions are requested to help provide the necessary technical support to OPLC. Comparably sized agencies typically include at least one dedicated/embedded DoIT resource. In 2016/2017, while the general consolidation of Boards into OPLC was underway, DoIT migrated the majority of the OPLC license types into System Automation's MyLicense (MLO) solution that was largely funded with Capital Funds and included vendor support services. Prior to 2016 there were significantly fewer state users and licensees using MLO. Some of the goals of the consolidation of Boards to form the OPLC included the creation of standard processes and workflows; unfortunately these goals have not been fully achieved which limits the intended benefits generally associated with the consolidation and sharing of resources across the organization. The OPLC continues to work on effective organizational change management which includes clearly defining the change and aligning it to business goals; determining impacts and those affected; developing a communication strategy; providing effective training; and implementing a support structure. These two positions will help the OPLC achieve the desired goals. OPLC regulatory oversight responsibilities continue to grow as can be evidenced by the creation of the Prescription Drug Monitoring Program. Additional technical automation and collaboration between Boards will aid in meeting their obligations.

One position (IT Manager III, labor grade 31) will assume the role of IT Lead and serve as the primary technology liaison to plan, manage, oversee and coordinate enterprise and large-scale information technology projects, in partnership with the OPLC Management in support of the mission and daily operations of OPLC. This position will exist in DoIT's Agency Software Division and will work with OPLC and DoIT on hardware and software procurements; RFP, RFB, RFI and contract creation and vendor oversight of deliverables; IT budgeting; strategic IT planning; coordination of OPLC and DoIT matrix-based resources to complete tasks and projects; status reporting to OPLC and DoIT Management; business process improvements; and management of other technical resources supporting the OPLC.

The second position (Business Analyst I, labor grade 28) will work closely with the IT Leader within the Agency Software Division and with OPLC staff to respond to technical questions submitted during the on-line initial

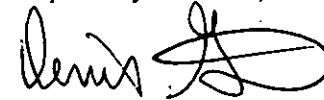
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or renewal license process from the 172,000 +/- licensees. This position will strive to better understand existing processes and recommend changes to business workflows towards more uniform office-wide policies and procedures related to the licensing process, disciplinary and complaint actions, licensee inspections, document management, and so forth. This resource will help administer secure email and file sharing accounts for Board Members, who are not state employees, to improve efficiency and compliance with Right to Know requests and litigation holds. Currently the OPLC has 754 templates in the MLO licensing system and these template formats vary considerably by Board requiring significant rework each time there is a change in the Executive Management Team and/or with Board Administration. This resource will work with Boards to create uniform templates that can be used by all Boards and easily modified.

The following information is provided in accordance with the Comptroller's instructional memorandum dated September 21, 1981.

1. List of personnel involved: Two temporary full time positions. One IT Manager III and one Business Analyst I.
2. Nature, Need and Duration: These two full time temporary positions are requested to help provide the necessary technical support to OPLC.
1. Relationship to existing agency programs: These two positions are requested to help provide the necessary technical support to OPLC. One position (IT Manager III, labor grade 31) will assume the role of IT Lead and serve as the primary technology liaison to plan, manage, oversee and coordinate enterprise and large-scale information. The other position (Business Analyst I, labor grade 28) will work closely with the IT Leader within the Agency Software Division and with OPLC staff to respond to technical questions submitted during the on-line initial or renewal license process from the 172,000 +/- licensees.
2. Has a similar program been requested of the legislature and denied? No.
3. Why wasn't funding included in the agency's budget request? During the budget creation process, we were still heavily involved in the MLO roll-out and support to various OPLC Boards with vendor assistance. Once the rollout was completed, DoIT and OPLC determined that additional resources were required to support MLO.
4. Can portions of the grant funds be utilized? This request is 100% Agency funds.
5. Estimate the funds required to continue these positions: \$0.00. It is estimated that the temporary full time positions will be required through this biennium. During the FY 22/23 budget cycle, DoIT and OPLC will work together in determining the IT position requirements.

Respectfully submitted,



Denis Goulet
Commissioner

DG/rc

SUPPLEMENTAL JOB DESCRIPTION

Classification: Business Systems Analyst I Function Code:
Position Title: Business Systems Analyst I Date Established:
Position Number: Date of Last Amendment:

SCOPE OF WORK: Formulates and analyzes information system procedures and controls to support the Office of Licensure and Certification (OPLC) in achieving its objectives and in improving the effectiveness and efficiency of its business processes. Responsibilities include determining project scope, business and system requirements, business rules, analysis of proposed new systems to determine alternative designs and controls, development of information system procedures, identification of impact to existing systems, proposal of a recommended system design, and development of system test plans, implementation tasks, documentation, and knowledge transfer.

ACCOUNTABILITIES:

- Respond to technical questions from licensees that arise during the licensing process.
- Assists internal and external users with secure email and file sharing functions.
- Analyzes business processes, and develop detailed specifications for new or enhanced databases, application interfaces, and workflow.
- Prepares scope of effort and resource estimates, alternatives analysis, and project impact documents for use in determining the feasibility of proposed systems or existing system enhancements. Researches functional specifications for systems changes.
- Analyzes business and system requirements related to agency information systems and collaborates with project teams, stakeholders, users, vendors, and other interested parties both internal and external to the OPLC.
- Writes specifications, designs, and/or creates standard and ad hoc reports.
- Provides training to assist user community in the use of electronic licensing, reporting tools, and/or the creation of metadata.
- Reviews consultant work and test results for accuracy, efficiency, and performance. May also be responsible for creating test plans, conducting testing, and/or coordinating with end-users for testing new or updated systems.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a recognized college or university, preferably with a major in management information systems, computer information systems, or computer science. Each additional year of specialized formal education may be substituted for one year of required work experience.

Experience: Six years' experience in systems analysis with a broad-based knowledge of business

Supplemental Job Description

Business System Analyst I

Position #

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environments, preferably in a field or occupation related to business process analysis, project management, or software support/software maintenance, three years of which shall have included the direct involvement in application or product lifecycle management. Each additional year of approved work experience may be substituted for one year of required formal education.

License/Certification: Must be eligible to hold a valid New Hampshire driver's license and have access to transportation for use in statewide travel.

SPECIAL QUALIFICATIONS: Must be experienced in analyzing and interpreting business processes and providing solutions that meet the existing need as well as providing future expandability. This position requires attention to detail and ability to communicate well with all levels of personnel. In order to achieve the objective of a database solution, skills in database structure are highly recommended and experience with System Development Life Cycle (SDLC) methodology is preferred.

DISCLAIMER STATEMENT: The supplemental job description lists the essential functions of the position and is not intended to include every job duty and responsibility specific to a position. An employee may be required to perform other related duties not listed on the supplemental job description provided that such duties are characteristic of that classification.

SIGNATURES:

I have reviewed the content of this supplemental job description with my supervisor.

Employee's Signature

Date Reviewed

Supervisor's Name and Title: IT Manager III

I have discussed the work responsibilities outlined by this supplemental job description with the above employee.

Supervisor's Signature

Date Reviewed

Division of Personnel

Date Approved

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a recognized college or university. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Eight years of experience in information technology, three years of which shall have been in a supervisory or management capacity. Each additional year of approved work experience may be substituted for one year of required formal education.

License/Certification: Must be eligible to hold a valid New Hampshire driver's license and have access to transportation for use in statewide travel.

SPECIAL REQUIREMENTS: Must have a proven record of project management success in previous work experience. Must have the ability to influence positive outcomes by leading others without having line management authority. Must have experience in writing, evaluating and managing the RFP and contract process. The position requires a strong knowledge of business process reengineering, strong technical and analytical skills, and the ability to function independently or on a team in a highly demanding environment.

DISCLAIMER STATEMENT: The supplemental job description lists typical examples of work and is not intended to include every job duty and responsibility specific to a position. An employee may be required to perform other related duties not listed on the supplemental job description provided that such duties are characteristic of that classification.

SIGNATURES:

I have reviewed the content of this supplemental job description with my supervisor.

Employee's Signature

Date Reviewed

Supervisor's Name and Title: Michael O'Neil, Director of Agency Software Division, Position #9U576

I have discussed the work responsibilities outlined by this supplemental job description with the above employee.

Supervisor's Signature

Date Reviewed

Division of Personnel

Date Approved