



New York State
EDUCATION DEPARTMENT

Knowledge > Skill > Opportunity

OP Modernization Program

Presentation to the Board of Regents

November 16, 2020

Multi-Project, Multi-Year Approach

The Modernization Program includes the following four projects:

Online License Application Development to improve user experience and allow online credit card payments

Modernization Definition and Design to replace the 38-year-old system

Develop New Professions System (NPS) to deliver one-stop shop for all licensing and renewal needs

Customer Service Modernization to improve our ability to assist the public via phone, email and a redesigned public website, op.nysed.gov

Multi-Project, Multi-Year Approach

The Modernization Program Achievements Since November 2019:

- Successfully launched online applications for all 54 Professions
- Started migrating all other paper forms to electronic format
- Developed strategy for the mainframe migration
- Developed the vision for the new online system and user accounts
- Began work on Data Onboarding & Collection Service (DOCS)
- Created requirements for internal and external users
- Successfully implemented new customer service tools for phone and email support

Online Applications

Improved experience for applying and processing applications leads to significantly reducing the time to license an individual:

- All 54 Professions have online applications and electronic payments
- More than 58,000 professional licenses were issued in 2019

Currently, all additional user documentation must come in via postal mail on paper.

- Our goal is to provide a system for all additional licensing materials to flow electronically, continuing to improve our ability to license professionals quickly

New Professions System

The New Professions System (NPS) will provide one-stop “shopping” for all licensing and renewal needs.

- User accounts for managing online applications and online renewals
- Status indicator for self-service application status
- Order history for add-on services
- Data Onboarding & Collection Service, providing a way for all information about professionals to flow electronically

NPS The New Professions System
Dentistry
Name: Bob Nugget
Address: 1 Cherry Hill Lane
City/State: Buffalo, NY
Home Phone: 212-555-5555
Work Phone: 212-777-6666
Email: bnugget@mail.com
My License Status: **Not Licensed** Edit Profile

My License Status

My Application for Licensure: Completed ✓
Application Submitted: 3/3/20
Application Payment Received: 3/3/20

Education: Incomplete ✗
Educated in master's or not received

Exam: In Progress ⚡
Eligibility for Exam Sent
Eligibility for Exam Sent to the Joint Commission on 6/1/2020

Experience: In Progress ⚡
Residency Experience not Received
Residency Experience Received from Program Director on 4/15/2020

License Approved

NPS The New Professions System Dentistry Post License
Dentistry
Name: Bob Nugget
Address: 1 Cherry Hill Lane
City/State: Buffalo, NY
Home Phone: 212-555-5555
Work Phone: 212-777-6666
Email: bnugget@mail.com
My License Status: **Active** Edit Profile

Profession: Dentistry - Dentist
License #: 001234
Date of Licensure: 09/05/2012
Status: Registered

Registration period(s):
Current: 10/2018 – 09/2021
Next Renewal: 10/2021
Additional Certification(s):
Sedation Adult, 10/2013
Sedation Child, 10/2014

Renew My Registration | Visit Dentistry Page | Contact the Office of the Professions

I would like to (Actions):

- Update My Address or Email
- Request My Photo ID
- Add a Privilege or Certification
- Update and Send My License Verification
- Ask a Scope of Practice Question
- Request Inactive Status
- View My Registration History
- Use Continuing Education Calculator
- Add My New Work Location

Additional Links:

- Verify a NYS License
- Requirements for NYS Licensure
- Apply for a Corporation
- Apply for a Pharmacy Establishment

Apply for a Permit

Contact the Office of the Professions

Apply for a Corporation

Website Redesign

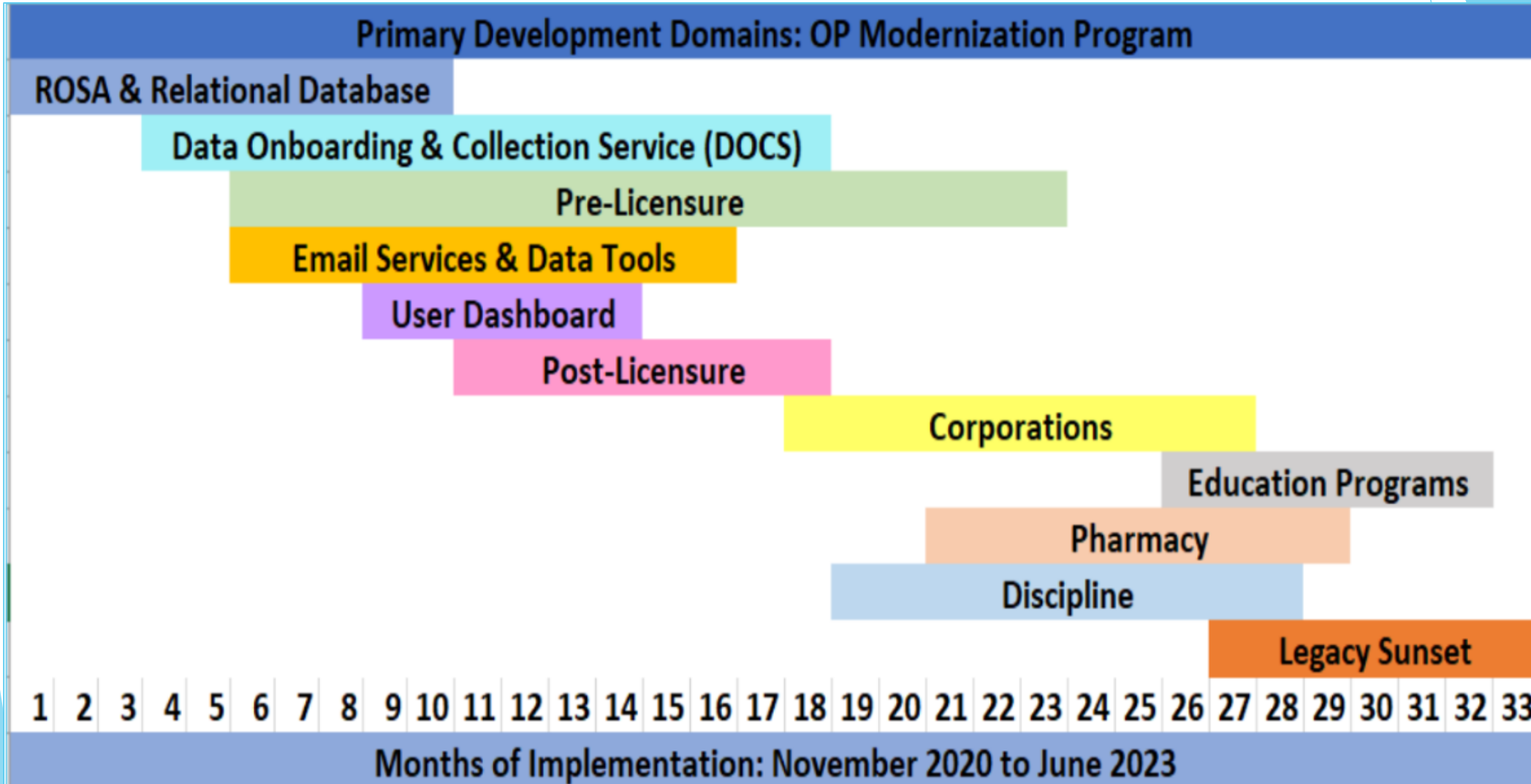
Redesigned public information website, op.nysed.gov, will provide a user-friendly website that fully meets Federal accessibility standards.

- Crisp new design targeted for roll out next spring to the public
- Successfully migrate content for nearly 2,400 existing webpages
- The need-to-know information will be easy to find and simple to understand
- Device agnostic to work similarly on all screen sizes, including computer screens, tablets, and smart phones



New Professions System Roadmap

We have a 33-month plan beginning in November 2020 through July 2023.



Thank you!

Please let us know if you have questions!

