

# IACA 2008 - SALT LAKE CITY

*UNITING LOCAL AND GLOBAL PERSPECTIVES*

## Merit Award Application and Criteria

Completed applications must be received by: March 15, 2008

Send completed application to: Randy Moes  
1019 Brazos, Suite 505  
Austin, TX 78701

### Criteria:

1. Any technology project initiated by the filing office that improved the efficiency of the office, service to the customer or otherwise benefited the office; or
2. Any innovative changes in your office that have been implemented that have allowed the office to continue or increase its efficiency.
3. Only those projects that have not been previously selected for recognition and which are presently in operation may be nominated (projects which are planned or currently under development are not eligible)
4. Application must be accompanied by a separate detailed description of the project or innovation and must demonstrate how it has enhanced your office. Award recipients will be given 10 minutes at the 2008 IACA Conference to present their project.
5. While specific content of the submission is not mandated, project should include; an introduction to the project, description of the project, results of implementation, cost-benefit of project and lessons learned.

**Jurisdiction:** Utah

**Submitted by:** Kathy Berg /Mike Olsen

**Date Submitted:** 03/13/2008

**Brief Description:**

ABR/BRIC – Annual Business Renewal and its cousin Business Registration Information Changes. They both give the customer the opportunity to update the registered information of their business online. This allows the customer to get expedited service without having to pay the expedite fee.

**Detailed Description:**

At annual report (ABR) or outside of that period (BRIC), customers are able to make changes to their registered information – e.g. adding or removing entity principals, changing the address of existing principals or of the business itself, editing the business purpose, etc.

The systems are essentially the same other than ABR also renews the entity. However, if a customer accesses BRIC and their business entity is currently in its renewal period, it will seamlessly direct the customer through ABR. Checks are in place so that the systems will not allow the customer to proceed without at least the minimum requirements for the entity type.

There is not a direct connection to the Division's database from the web applications, so the renewals and changes are placed in to a daily batch file that is manually imported in to the system each business day.

There is a connection to the Division's imaging system, so the images or "paper" equivalent supporting documents are placed in to a batch file that is automatically uploaded in to the system over night, each night.

(Additional information attached)

**Cost-Benefit:**

Between the 2 related systems they provided just over 3 full time employees worth of work output for fiscal year 2007. I do not have the data available to me to provide the average cost for an employee of the Division. The systems were not built on a "time and materials" basis to build but rather as a transaction based fee, so there was no upfront cost. As the Division is not appropriated all of the money it collects, there is no "real" out of pocket expense for the applications incurred by the Division.

Even if there was no actual cost reduction, the systems have enabled the Division to keep up with the ever increasing workload while maintaining the same number of employees.

**Lessons Learned:**

Just as with any other online application, study it from all angles to ensure there are no gaping holes. Have people on both sides, tech and business, that are competent and committed. Be flexible. Be prepared to adapt or make changes when the result isn't exactly what you had planned.

The following are excerpts pertaining to both ABR & BRIC taken from a report compiled by the Division looking at all of its online services:

**Business Entity Renewals** – The filings submitted through the Annual Business Renewal (ABR) website were added to those received in-house to reach a FY total. The average time per filing for an in-house Business Entity Renewal is 1.14 minutes. This number was used to calculate the employee and adjusted employee equivalent.

**Business Entity Registration Information Change Forms** – The filings submitted through the Business Registration Information Change (BRIC & ABR as noted above) website were added to those received in-house to reach a FY total. The average time per filing for an in-house Business Entity Registration Information Change Form is 4.22 minutes. This number was used to calculate the employee and adjusted employee equivalent.

The following tables contain the total number of online filings by type from FY 2003 through FY 2008 (current as of 01/08). The numbers in “Avg Time for In-house Processing” and “In-house Processing Time Equivalent” are represented in minutes. The numbers in “Employee Equivalent” and “Adjusted Employee Equivalent” represent the number of employees that it would take to complete the same number of filings in-house.

**2007**

Filing Type	Online Filings	Avg Time for In-house Processing	In-house Processing Time Equivalent	Employee Equivalent	Adjusted Employee Equivalent
New Filings	14,030	3.93	55,138	0.46	0.50
Renewals	90,931	1.14	103,661	0.87	0.95
Change Forms	55,713	4.22	235,109	1.97	2.15
Certificates of Existence	12,163	2.89	35,151	0.29	0.32
Plain Copies					
Reinstatements					
UCC I	15,928	3.91	62,278	0.52	0.57
UCC Terminations	6,071	2.47	14,995	0.13	0.14
UCC Continuations	2,660	2.47	6,570	0.05	0.06
Certified Searches	1,159	2.00	2,318	0.02	0.02
	198,655		515,221	4.31	4.70

(Items in yellow pertain to ABR & BRIC)

An important element to the equation that was not readily available was the average time it takes to complete each of the given tasks in-house. The employees of the Data Entry Group, the UCC Group, the Customer Service Group and the Certification Specialist were asked to periodically log the number of tasks completed and the time it took to complete those tasks. This was done over roughly a 6 week period to ensure that as clean of an average as possible was reached. After the 6 weeks were over, the number of filings/requests and the amount of time to complete each was totaled for each task and an average was calculated.

*Another variable involved was to represent the output of the online services in terms of a human employee. The online services are available 24 hours per day, 365 days per year whereas a human employee isn't. The maximum amount of time a human employee (without consideration of comp/excess time) could be expected to work in a given year is 1,992 hours - 5 work days per week, 52 weeks per year minus the 11 State/Federal holidays. 1,992 hours was used as the benchmark to calculate the "employee equivalent". It was also determined with other data on hand that a full-time permanent employee with the Division works 1,826 hours per year on average. This number was used to calculate the "adjusted employee equivalent" to illustrate a more realistic view of the impact.*