

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: _____

Submitted by: _____

Date Submitted: _____

Brief Description: Dynamic Website

In March, 2007 the Department of Information Technology enhanced the Business Entity Search and Online Filing websites to be available in real time.

Detailed Description:

Improvements in security to the state of Michigan infrastructure have made it possible for the Department of Information Technology to point the application to the production version of the application data. Prior to that, batch processing was done nightly which copied the information from the production database to the read only database accessed by the Business Entity Search application. There was a delay of up to 24 hours between when the update occurred and when it was actually reflected in the online application. The enhancement made it possible for customers to view information immediately upon filing, therefore, eliminating the need to call the agency for the status of a submission.

The real time data also improved our Online Filing website. Before the change, it was necessary to establish a batch per set of customers who were eligible to file their current year annual report on line. Changes in the status of an entity were ignored and if they were not eligible to file when the batch was run, they were not eligible to file online that year. The dynamic information made it possible for Corporations and Limited Liability Companies who were not eligible when the reports were mailed but were now in good standing to file. This increased the number of eligible entities to about 9,000.

Cost-Benefit:

The cost benefit is hard to determine. For the Business Entity Search it is hard to determine how many callers were able to get their information on line and therefore, did not need to call us for the status. For the Online Filing, those 9,000 reports which were filed on line and did not need to be handled as paper documents probably saved about 10 minutes a report or 90,000 minutes per year or approximately a full time employee.

The nightly backups and continued maintenance were no longer needed and DIT too benefited from the enhanced service. It made the yearly filings less labor intensive because the dynamics took care of the information so that any one eligible to file, could.

Lessons Learned:

Open discussion regarding online issues can result in changes you did not anticipate. This improvement was something that the Department of Information Technology did for us based on many discussions about customer complaints and our own frustrations with the timeliness of data.

**Awards will be presented at the 2008 IACA Conference.
Award recipients should be prepared to give a brief
presentation (approximately 10 minutes) about their project.**