

USERS & TRANSACTIONS

Question: Appendix E. How many End-Users will be accessing the portal per month? What is the total number of Agency-Users that will be accessing the new system?

Answer: The number of end-users or agency-users, as well as the types and volumes of transactions they perform, depends on the implementation phase of the new system as well as other factors. The estimates below are based on usage of our current back office system and its online services. These are our best estimates of users and transactions given the metrics we have in our current system.

To estimate transactions against the new system, we considered all of the following:

- transactions that are completed by end-users in DPR's *current* online services and which will continue to be online services that end-users will complete through the portal in the new system (e.g., renewal applications)
- transactions that are completed by agency-users in the *current* back office L2K system but which will transition to online services that end-users will complete through the portal in later phases of the implementation of the new system (e.g., initial applications)
- actions that agency-users *currently* complete manually (no system support) but which will transition to online services that end-users will complete through the portal in later phases of the implementation of the new system
- actions that agency-users *currently* complete manually (no system support) but which they will complete in the new back office system in later phases of the implementation of the new system.

See the explanation for the basis of each estimate provided, including assumptions.

Users Per Month (over 24-month cycle)

- eGov (MyLicense) = 373 new end-users (based on proportion of new persons inserted in eGov who register for access to DPR's *current* online services within two years)

Each month, about 889 new person records are inserted in the eGov database that supports DPR's *current* online services. However, all of these are created in the L2K database and exported to the eGov database. Only about 42% of these persons will become "end-users" of DPR's *current* online services within the two years (the normal license cycle) after their records are created. This is because the inserted records include non-license persons and applicants who will never need to use DPR's *current* services. However, as the array of online services offered grows with each implementation phase of the new system, the percentage of new persons who will be end-users accessing the new system through the portal will grow commensurately.

- eVerification (WebLookup) – 403 users (based on average 13/day)
Both end- and agency-users use eVerification. This is our best estimate.
- Back office system (L2K fat client) = 75 agency-users
 - DPR = 65 (currently use L2K)
 - DOJ = 10

End-User Transactions Per Month (over 24-month cycle)

- eVerification transactions – 1.56 million lookups per month (based on 3 pages per lookup in current system, where each page is a hit and 30,595,701 hits against the proxy server over 199 days, which includes spiders and probable screen scraping)
- eGov transactions
 - application status checked – 1748 lookups (based on 874 applicants where assume half of applicants in all professions/license types, *except events*, look up application status twice while application pends)
 - renewals submitted (tran_type_id = 12) – 2870
 - addresses changed (tran_type_id = 5) – 998
 - duplicate licenses requested – 60 (based on # duplicate fees)
 - payments entered (for renewals and duplicate licenses) – 2994

- L2K transactions (what agency-users now do in L2K that end-users will do through new system portal)
 - license applications entered – 1002
 - RE transfers processed – 35 (based on # maintenance fees = \$25)
 - written verifications processed (tran_type_id = 23) – 154
 - rosters processed – 53 (based on # roster fees)
 - complaints entered – 52
 - payments entered – 1243 (based on 1161 checks/money orders/cash + 82 POS credit cards)
- Manual transactions (what agency-users do manually now – no L2K – but end-users will do through the new system)
 - CE tracking entered – 5775 (based on # licensees in license types that require CE where assume each licensee enters two log transactions per two-year license cycle)
 - Continuing education approval requests processed – 102 (based on # CE fees collected but this represents only an unknown portion of the *actual* # of requests to be received through the portal as only providers are charged a fee)

Transactions Per Month in Back Office

This is our best estimate of the number of transactions. However, it should be noted this list of transactions is not all-inclusive; only the transactions that we have a means to measure are included.

- Agency-user Transactions (what agency-users now do in the back office L2K that they will continue to do through new system)
 - checklists updated = 493 (based on # of distinct complete_date, regardless of number of items on same date)
 - licenses issued (tran_type_id = 8) – 896
 - applications denied = 8
 - complaint activities entered = 437
 - addresses changed (tran_type_id = 5) – 984
 - applications withdrawn (tran_type_id = 25) – 112
 - expiration dates changed (tran_type_id = 11) – 73
 - renewals generated (tran_type_id = 35) – 3371
 - license type changed (tran_type_id = 19) – 9
 - obtained by changed (tran_type_id = 20) – 15
 - name changed (tran_type_id = 6) – 257
 - renewals removed (tran_type_id = 34) – 20
 - licenses rescinded (tran_type_id = 30) – 3
 - SSNs changed (tran_type_id = 7) = 223
 - statuses changed (tran_type_id = 10) – 188
 - audits cleared – 130
 - disciplines entered – 56 individual disciplinary actions entered against 35 persons
- Automated transactions (what L2K now does that new system will continue to do)
 - licenses expired (tran_type_id = 40) – 603
 - licenses terminated (tran_type_id = 41) = 619