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## Information

### *Fiscal Policy and Planning Committee of the Whole*

## Update Regarding the Status of the Teacher Credentialing Service Improvement Project

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**Executive Summary:** Staff will present an update regarding the current status of the Teacher Credentialing Service Improvement Project (TCSIP). The TCSIP is the multi-year information technology project that will replace the legacy credentialing system with a new and improved web-based system.

**Recommended Action:** None

**Presenter:** Leyne Milstein, Director,  
Information Technology and Support  
Management Division

**Strategic Plan Goal:**

**Provide Quality Customer Service.**

- ◆ Use technological innovation to maximize operational efficiency and improve customer access to information and services.



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# **Update Regarding the Status of the Teacher Credentialing Service Improvement Project**

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## **Introduction**

This item is to inform the Members of the Commission on the status of the Teacher Credentialing Service Improvement Project (TCSIP).

## **Background**

The Commission on Teacher Credentialing (Commission) is currently at the end of a three and a half year process of developing and implementing the TCSIP which will replace the current database system that collects and stores all of the information related to the Commission's mandated credentialing functions. This project was initiated because the current system is inadequate in response to current functional or informational needs of the Commission. The current software does not integrate smoothly with external systems and the outdated software lacks a comprehensive Web-enabled application/renewal submission function. Further, the current hardware is outdated and acquisition of long-term support has become problematic. These deficiencies inhibit and limit the Commission's ability to serve credential applicants and holders efficiently and to provide remote access to data for Institutions of Higher Education (IHEs), counties, and other stakeholders. Through Phases 1 and 2 that are fully functional, the TCSIP has provided Web-based functionality. Phase 3 will provide an improved database management system.

## **Status**

In June 2001 the Commission entered into a \$5.9 million contract with International Business Machines [IBM (Formerly PriceWaterhouseCoopers)] to serve as the contractor to develop and implement the TCSIP. The contract amount was increased to \$6.1 million in September 2003, consistent with the 2003-04 Budget Act. Total project costs are estimated to be \$8.85 million. The additional \$2.75 million in project costs reflect funding used to supplement staffing costs during the project, staff resources already included in the Commission's operating budget, and a contract for independent oversight monitoring as required by the control agencies.

Phase 1 of the TCSIP was launched on schedule in October 2001, allowing teachers and administrators to view the status of applications on-line and provide public access to teachers' credentials on-line. This feature has proven to be very popular with over 1,000 hits per day on the web site. Feedback from County Offices of Education and IHEs has been very positive regarding the real-time access to credential holder information.

Phase 2 was successfully implemented in June of 2002 and allows credential holders to renew and pay for their credentials on-line. Currently approximately 3,000 credential holders are renewing their credentials on-line every month. This has resulted in faster processing time for these documents as well as decreased credential processing workload. The workload efficiency provided by the on-line renewal has been a critical accomplishment, as it has allowed the Commission to redirect staff to address the workload associated positions that have been lost as a

result of the budget process.

Phase 3 was initiated in July 2002. This is the largest and most complex phase of the TCSIP and includes the analysis and documentation of the business rules required for the programming of Phase 3, as well as the purchase and implementation of all new hardware. As reported in December of 2003, Phase 3 was scheduled to be implemented in the Spring of 2004.

Unfortunately, the implementation of Phase 3 has been delayed several times due to the overall complexity of the project, error and corrections to the interfaces and outputs (reports) and the impact of the co-location of the Commission and the IBM project team. However, Commission staff and the IBM project team have been working closely to resolve all outstanding issues.

Design, programming and testing of the new system were 90 percent complete as of October 2004 and it is anticipated that Commission staff will complete testing of the entire system in November 2004. Based on the current project schedule it is anticipated that Phase 3 will be fully implemented in December 2004.

Staff is available to answer any questions that Members of the Commission may have.