

Department of Education
Office of Inspector General – Internal Audit
Twenty-Four Month Status Report on: Bureau of Educator Certification – Versa Certification Process
Report # A-1920DOE-028 / A-1920DOE-029 Issued: April 1, 2021
Status as of April 1, 2023

| Finding | Recommendation(s) | Previous Management Responses | Management Response as of April 1, 2023 | Anticipated Completion Date & Contact |
|---|--|---|--|---|
| <p>Current queries and calculations return inconsistent data and reports; Versa Analytics is not operational; and the Versa system could be enhanced.</p> | <p>We recommend BEC and DTI determine the required calculations and subsequent queries based on the needs of the program office, validate the calculations, and maintain documentation of the calculations and queries for future use. We recommend BEC and DTI cross-train team members on the Versa system and the certification process in the event a team member departs from the agency and is no longer available to perform the needed functions. We recommend BEC partner with DTI to</p> | <p>Management Response as of April 1, 2021</p> <p>Concur. The BEC will coordinate with our development team in DTI to cross train team members on required calculations and subsequent queries. The BEC will also partner with our development team in DTI to develop custom reports to assist in tracking production per the OIG recommendation. Additionally, the BEC will explore the functionality of the Versa Analytics program with our development team in DTI and Tyler Technologies. Finally, BEC and Educator Quality leadership will explore conducting a business process analysis with a third</p> | <p>The Bureau of Educator Certification (BEC) requested the development of SQL stored procedures to generate reports based on specific certificate and subject queries. The stored procedure allows BEC to request custom reports. This approach provides flexibility and customization for BEC and district partners, as they can request reports tailored to specific requirements.</p> <p>BEC coordinates with DTI Application Development team to create configurable SQL queries to run data reports. The testing phase of this project concluded on February 22, 2023 to yield the following reports within the BEC certification management system (Versa).</p> | <p>March 10, 2023: BEC executed the final successful test of the SQL query stored procedure statement and the SQL PPM ticket was closed.</p> <p>Ongoing queries are routinely prioritized as new needs arise.</p> <ul style="list-style-type: none"> • Quarterly Reports will include newly issued Statements of Status of Eligibility, Temporary and Professional |

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| | <p>develop custom reports based on select original Logi reports, which then could be provided routinely to BEC to assist them in tracking production on a daily, weekly, monthly, and quarterly basis. We additionally recommend BEC and DTI engage in discussions with the Versa vendor regarding the inability to use the Versa Analytics tool purchased as part of the contract. We recommend BEC conduct a cost analysis for enhancing the Versa system in order to make key dates visible to users. We additionally recommend BEC and</p> | <p>party to identify potential areas for enhancement.</p> <p>Management Response as of October 1, 2021</p> <p>The BEC Operations Team has been coordinating with DTI to develop configurable SQL queries that will allow the BEC to run custom reports. The PPM ticket was generated shortly after the conclusion of the audit, and this effort was approved by DTI leadership on 08/04/21. This work is currently in development, with an anticipated completion of late 2021, possible early 2022. The developer assigned to the BEC is currently working on this project, which has been assigned PPM number</p> | <p>BEC submits PPM tickets to DTI with requests for new dataset reports. The current list of reports include:</p> <ul style="list-style-type: none"> • Daily Reports include statistics on the number of files in queues, the number of files processed, details of files processed, and the files entering and leaving queues. Additionally, there are daily reports on the status of files that have been in the evaluation queue for over 30, 61-70, 71-80, and over 80 days. A report with all newly issued Statements of Status of Eligibility, Temporary/Professional Certificates are run daily. | <p>Certificates. This is projected to begin in April 2023. This is a collaborative partnership between BEC, PERA and DTI.</p> <p>Contacts: BEC: Michelle L. Gaines and Arlene Forbing DTI: Steven Marcus and Priya Lakshmanan</p> |

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| | <p>DTI consider continuation of the previous request for quote to procure the services of an IT professional to assess the Versa system and BEC business processes and produce a gap analysis to identify areas where system enhancements could better support the business processes and ensure competent, reliable data and reports.</p> | <p>2113564711. This project has been prioritized at number twenty on the BEC Priority Status Report managed by the BA assigned to BEC by DTI. There are several other higher priority tickets in front of this effort, however as the certification busy season is coming to an end, this will be moved to a higher priority soon.</p> <p>The new DBA assigned to BEC, Steven Swenson, has been informed of the lack of functionality with Versa Analytics and will work with the vendor to explore options to vitalize this program. This project has not been assigned a high priority, as the data elements required are successfully being captured</p> | <ul style="list-style-type: none"> • Weekly Reports include information on work queues pending and new applications for trainees with approved programs or certificates from other states, as well as a list of applicants with open Temporary Military Veterans applications that have passed a subject area exam. The Civics Seal of Excellence dataset report runs weekly. • Monthly Reports include a list of open exchange teacher applications with attachments uploaded and a breakdown of all current licenses by subject area. A report | |

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| | | <p>via custom SQL reports run outside of the VA system.</p> <p>The BEC engaged in a business process analysis with a consultant secured by DTI, Dr. Adam Briggs, a licensed PMP. This business process analysis was completed on 07/09/21, and a summary of the analysis has been included with this response. The business process analysis resulted in several recommendations for enhancement, many of which have already been initiated.</p> <p><i>Anticipated Completion Date & Contact</i> 12/31/21 Steven Marcus, DTI Daniel Moore, BEC</p> | <p>with all newly issued Statements of Status of Eligibility, Temporary/Professional Certificates are run monthly.</p> <ul style="list-style-type: none"> • Quarterly Reports will include newly issued Statements of Status of Eligibility, Temporary and Professional Certificates. This is projected to begin in April 2023. <p>Below is an update on items completed:</p> <ul style="list-style-type: none"> • September 26, 2022: BEC/DTI testing continued on the SQL “stored procedure” • February 22, 2023: final tests on the query were | |

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| | | <p>Lorie Smith, BEC</p> <p>12/31/21 Steven Swenson, DTI</p> <p>Steven Marcus, DTI</p> <p>Daniel Moore, BEC</p> <p>Lorie Smith, BEC</p> <p>06/30/22 Adam Briggs, DTI</p> <p>Daniel Moore, BEC</p> <p>Lorie Smith, BEC</p> <p>Management Response as of April 1, 2022</p> | <p>conducted by DTI Apps/Dev team</p> <ul style="list-style-type: none"> • March 8, 2023: DTI sent a link for BEC’s final review in the Versa test environment. • March 10, 2023: BEC executed a successful test of the SQL query stored procedure statement and the SQL PPM ticket was closed. <p>At the time of this response, BEC maintains a weekly scheduled meeting with DTI to review priorities, discuss new projects and close completed tasks. BEC is working with PERA, BERDR, BSIS, JRF to establish new reports for ongoing Department projects.</p> | |

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| | | <p>The BEC Operations Team continues to coordinate with DTI on the request to create configurable SQL queries to allow BEC to run better data reports. Limited progress has been made since the previous management response in October 2021. Currently, the request is at the number 22 priority on the BEC Priority Status report. Each request submitted to DTI requires an Application Development Request (ADR) Form, which requires numerous approvals and communication between BEC and DTI staff.</p> <p>Below is an update on items completed:</p> <ul style="list-style-type: none"> November 2021: FDOE Budget Office signed initial | | |

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| | | <p>Application Development Request (ADR) Form</p> <ul style="list-style-type: none"> • March 2022: BEC received revised ADR from DTI to be signed by Educator Quality Leadership • March 4, 2022: Signed by Educator Quality Leadership • March 7, 2022: Sent to DTI Leadership for signature (as of 03/22- no response received) <p>BEC experienced delays in making progress on this request to include:</p> <ul style="list-style-type: none"> • the departure of Daniel Moore as bureau chief on January 7, 2022. (A new bureau chief was | | |

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| | | <p>selected in early March 2022.)</p> <ul style="list-style-type: none"> other priority requests such as those from the legislature, division leadership, and public records taking immediate priority over this request. <p>staffing changes in DTI personnel.</p> <p><i>Anticipated Completion</i> 12/31/2022</p> <p><i>Contact</i> Steven Marcus, DTI Steven Swenson, DTI Priya Lakshmanan, DTI Lorie Smith, BEC Michelle Gaines, BEC (new bureau chief as of 3/28/22)</p> | | |

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| | | <p>Management Response as of September 30, 2022</p> <p>The BEC Operations Team continues to coordinate with DTI on the request to create configurable SQL queries or other similar processes to allow BEC to run better data reports. We are currently in the testing phase of this project, the request is at the number 2 priority on the BEC Priority Status report. Each request submitted to DTI requires an Application Development Request (ADR) Form, which requires numerous approvals and communication between BEC and DTI staff.</p> <p>Below is an update on items completed:</p> | | |

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| | | <ul style="list-style-type: none"> • The ADR was not approved by DTI as it was determined there was a high risk involved with the server crashing when executing the SQL query. • September 08, 2022 It was determined instead that “stored procedures” would be the safest way to proceed with gathering data • September 08, 2022, BEC provided DTI with the two “stored procedure” files that we currently use so that they could build a new more general “stored procedure | | |

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| | | <p>query” based off of that.</p> <ul style="list-style-type: none"> September 19, 2022 DTI sent a link to begin reviewing the new query in the Versa test environment. <p>While the query is being finalized, the BEC leadership team has compiled a list of quarterly reports to be run in order to have data available. Some of the reports include number of files completed per evaluation specialist and processing timelines.</p> <p>BEC has continued to experience delays in making progress on this request to include:</p> | | |

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| | | <ul style="list-style-type: none">• During July and August of 2022, DTI was tasked with the development of the new military pathway per Senate Bill 896.• Several high priority requests such as those from the Governor’s office, legislature, division leadership, and public records taking immediate priority over this request.• Staffing changes in DTI personnel. | | |