

Department of Education
Office of Inspector General – Internal Audit
Twelve-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, 2022

Finding	Recommendation(s)	Previous Management Responses	Management Response as of April 1, 2022	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 develop custom reports based on select original Logi reports, which then could be provided routinely to BEC to assist them in tracking production</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 party to</p>	<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>	<p>Anticipated Completion 12/31/2022</p> <p>Contact Steven Marcus, DTI</p> <p>Steven Swenson, DTI</p> <p>Priya Lakshmanan, DTI</p> <p>Lorie Smith, BEC</p> <p>Michelle Gaines, BEC (new bureau chief as of 3/28/22)</p>

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	<p>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 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</p>	<p>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 2113564711. This project has been prioritized at number</p>	<ul style="list-style-type: none"> • November 2021: FDOE Budget Office signed initial Application Development Request (ADR) Form • 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>	

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	<p>support the business processes and ensure competent, reliable data and reports.</p>	<p>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 via custom SQL reports run outside of the VA system.</p>	<ul style="list-style-type: none"> • the departure of Daniel Moore as bureau chief on January 7, 2022. (A new bureau chief was selected in early March 2022.) • other priority requests such as those from the legislature, division leadership, and public records taking immediate priority over this request. • staffing changes in DTI personnel. 	

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		<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 Lorie Smith, BEC</p> <p>12/31/21</p>		

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		Steven Swenson, DTI Steven Marcus, DTI Daniel Moore, BEC Lorie Smith, BEC 06/30/22 Adam Briggs, DTI Daniel Moore, BEC Lorie Smith, BEC		