

Strategic Lean Project Report



Extended Learning Management Systems (LMS) Users

Agency: Washington State Board of Accountancy

Partners and Customers: We worked closely with DES, WaTech and LMS administrators to identify and archive inactive accounts in LMS.

Project Impact

The Board of Accountancy negotiated the opportunity to reduce the inactive non-state employee user footprint to improve the cost associated with the extended LMS users licensing fee, resulting in a cost reduction of 84.8%.

The ability to archive inactive external users account in the LMS system directly impacted the Certified Public Accountants that we license and regulate in Washington State. The cost savings can be utilized to support and enhance the agency's outreach efforts to protect the citizens of Washington State.

Project Summary

In January 2014, the Board implemented a Washington State Ethics & Regulations for CPA Applicants course covering the Washington State Public Accountancy Act, related Board Rules and Board Policies, which the applicants must achieve and document a passing grade of 90% or better. This course was delivered in the State's LMS system with our Agency administering the exam. We were not charged a fee for this service from LMS and we did not charge a fee to the applicant's to complete the exam. In 2016 we were notified by DES that a license user fee of \$7.20 per user would be charged to us. After several meetings and discussions with DES, we decided to archive all inactive non-state employee accounts to reduce our footprint and lower the cost.

We had 2,902 active users in the LMS system compared to our target of 440 active users, which we reach by 6/30/2017.

Working with DES, WaTech and LMS administrators, ACB implemented the following improvements:

- Improved the function of the report with WaTech
- Able to activate inactive accounts for follow-up as needed
- Monthly archive any user that has achieved a score of 90% or better on the exam
- Monthly archive any user that has been inactive for 45-days

Project Results



Cost

Decreased the anticipated annual cost for inactive non-state employee users of LMS system **from** \$20,894.40 **to** \$3,168.00 by archiving those inactive users.



Annual savings to agency of \$17,726.



Time

Decreased the wait time for assisting the CPA applicants in the administration of the required course **from** 24 hours **to** 15 minutes.



The ability to assist our customers in a timely matter is reduced significantly.



Customer Satisfaction

Avoided charging a fee for the required board delivered Washington State Ethics & Regulations for CPA Applicants **from** a projected \$7.20 fee **to** maintaining a no fee exam.



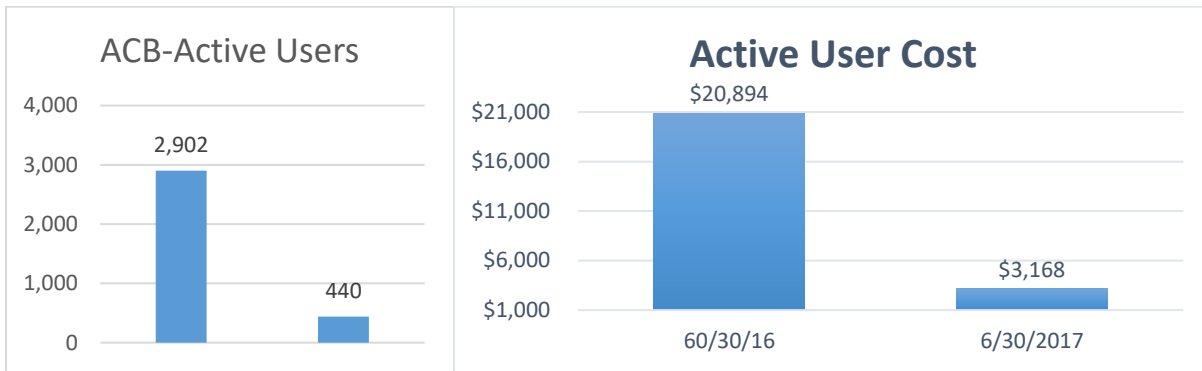
Customer satisfaction remains unchanged.

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Reduced active users by 2,462

Archiving inactive users reduced the Cost from \$20,894 to \$3,168



Project Details

Date improvement project was initiated: 10/11/2016

Project Contact: Charles E. Satterlund **Email:** charless@cpaboard.wa.gov **Phone:** 360-586-0785

Report reviewed and approved by: Charles E. Satterlund, CPA, Executive Director