



New York State
EDUCATION DEPARTMENT

Knowledge > Skill > Opportunity

OP Modernization Program

Presentation to The NYS Board for Respiratory Therapy

April 13, 2023

Multi-Project, Multi-Year Approach

The Modernization Program includes the following four projects:

Project 1: Online License Application Development to improve the front-end user experience and allow online credit card payments

Project 2: Modernization Definition and Design to replace the back-end licensing system that resides on a 38-year-old mainframe system

Project 3: Develop New Professions System (NPS) to define and implement the technical architecture for the complete modernized solution

Project 4: Customer Service Modernization to improve our ability to assist the public, including enhancements to phone and email support as well as a redesigned public website, op.nysed.gov

How will Respiratory Therapy Professionals Benefit?

The Modernization Program includes the following four projects:

Project 1: Online License Application Development The Respiratory Therapist and Respiratory Therapy Technician Online Applications went live in November 2019

Project 2: Modernization Definition and Design Will develop the long-term plan for migrating more paper forms to electronic, such as for education (Form 2) and for Limited Permits (form 5)

Project 3: Develop New Professions System (NPS) Respiratory Therapists and Technicians will be able to manage their professional information, including reviewing the status of their application for licensure, renewing licensure registration, applying for a Limited Permit, and more

Project 4: Customer Service Modernization The newly released public-facing website, op.nysed.gov, provides an individual landing page for Respiratory Therapy professions with specific licensing and renewal information for that profession

OP Modernization Program

There are multiple projects within the OP Modernization Program.

- Development of the New Professions System (NPS) with migration of millions of applicant and licensee records
- Implementation of a COTS solution for managing professional misconduct
- Development and continued support of new OP website
- Development and continued support of new licensee verification search with Enforcement Actions
- Modernization of Licensure-Qualifying Program approval with OCUE
- Collaboration with OITS to improve communication related to use of NY.gov ID and other shared initiatives

The screenshot displays the internal web application for the Office of the Professions. The header includes the NYS ED logo, the text "OFFICE OF THE PROFESSIONS (Internal)", and user information "hklusend Logout". Below the header, there is a "Previous page" link. The main content area is divided into two columns. The left column features a "DPLS Features" section with a list of items: "Example License Application (Dev environment only)", "File Upload", "Person Match Review(WiP)", "Example License (WiP)", and "Example Permit (WiP)". The right column features a "Search" section with a list of search options: "Application Search", "License Search (WiP)", "Supervisor Search (WiP)", "Search Notes", "Search Tasks", "Search for a Person", and "Search IHF". Below the search section is a "Manual Data Entry" section with two items: "Create Application (WiP)" and "Manual Cash Entry (Mockup)".

Online Applications

We have improved the experience for applying and processing applications:

- In NYS, a few hundred Respiratory Therapists are licensed each year
- There are approximately 7,500+ Respiratory Therapists who maintain licensure in NYS
- There are approximately 850+ Respiratory Therapy Technicians who maintain licensure in NYS

As part of Modernization, the following should be possible online from one location:

- Apply for Licensure (Available Today)
- Renew Registration (Available Today)
- Use a Continuing Education (CE) Calculator to manage hours and categories of CE

The screenshot shows the 'Personal Information' step of an online application process. The page header includes 'NYS ED .gov', 'New York State EDUCATION DEPARTMENT', and 'Office of the Professions'. A progress bar at the top indicates five steps: Prerequisites (completed), Personal Information (current), Application, Review & Sign, and Payment. The form contains several fields and questions:

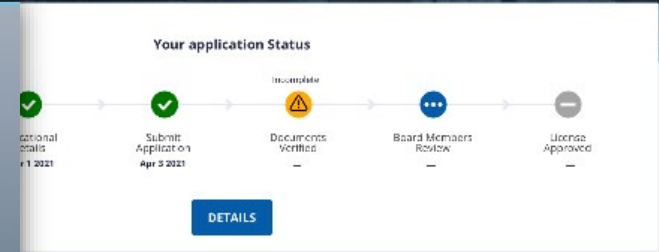
- Do you hold a New York State license in this profession?*** with radio buttons for Yes and No.
- Do you have a Social Security Number?*** with radio buttons for Yes and No.
- Date of Birth*** with a text input field for MM/DD/YYYY and a note: 'Date of Birth should be in MM/DD/YYYY format.'
- NYS DMV ID** with a text input field for ID and a note: 'New York State DMV Driver or Non-Driver identification number; if you do not have a NYS DMV ID, leave this field blank.'
- Country*** with a dropdown menu and a note: 'Select the country for the address below.'
- First Name*, Middle Name** with separate text input fields for First Name and Middle Name.
- Last Name*** with a text input field for Last Name.
- Address Line 1*** with a text input field for Address Line 1.
- Address Line 2** with a text input field for Address Line 2.
- City*** with a text input field for City.

New Professions System

NEW PROFESSIONS SYSTEM

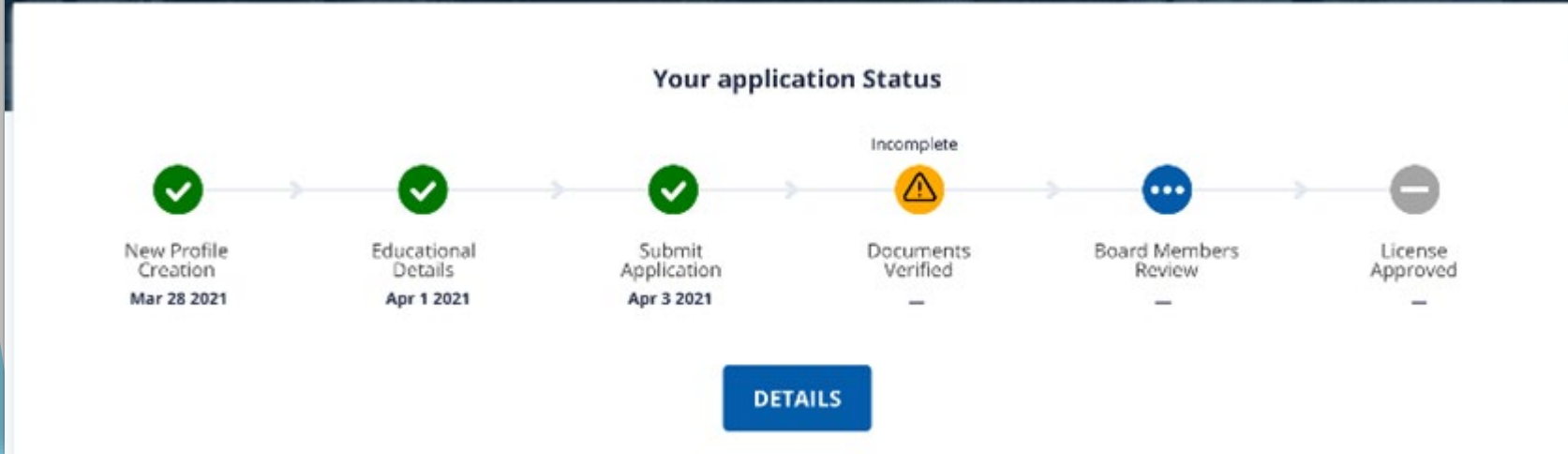
Bob Nugget | Dentist
1 Cheryl Hill Lane, Buffalo NY
H Ph: 212-555-5555 | W Ph: 212-777-6666
bnugget@mail.com
License Status: **Not Licensed**

Bob Nugget | Respiratory Therapist
1 Cheryl Hill Lane, Buffalo NY
H Ph: 212-555-5555 | W Ph: 212-777-6666
bnugget@mail.com
License Status: **Not Licensed**



I would like to...

- Renew License
- Verification Search
- for Corporation License
- for Education Providers
- for Education Programs
- for Exam Providers



New Professions System

The New Professions System (NPS) will provide one-stop “shopping” for all licensing and renewal needs.

- User accounts for managing online applications and online renewals
- Status indicator for receipt of exam scores from NBRC (National Board for Respiratory Care).
- Data Onboarding & Collection Service, providing a way for all information about Respiratory Therapy applicants to flow electronically, such as lists of graduates from licensure-qualifying programs.

NPS The New Professions System

Dentistry

Name: Bob Nugget
Address: 1 Cherry Hill Lane
City/State: Buffalo, NY
Home Phone: 212-555-5555
Work Phone: 212-777-6666
Email: bnugget@mail.com

My License Status: **Not Licensed** [Edit Profile](#)

My License Status

My Application for Licensure: Completed ✓
Application Submitted: 3/5/20
Application Payment Received: 5/5/20

Education: Incomplete ✗
Educated in transcript not received

Exam: In Progress ⚡
Eligibility for Exam Test
Eligible for Exam test to the least Commission

Experience: In Progress ⚡
Residency Experience not Received
Residency Experience Received from Program Director on 4/14/2020

License Approved

NPS The New Professions System: Dentistry Post License

Dentistry

Name: Bob Nugget
Address: 1 Cherry Hill Lane
City/State: Buffalo, NY
Home Phone: 212-555-5555
Work Phone: 212-777-6666
Email: bnugget@mail.com

My License Status: **Active** [Edit Profile](#)

Profession: Dentistry - Dentist
License #: 001234
Date of Licensure: 09/05/2012
Status: Registered

Registration period(s):
Current: 10/2018 – 09/2021
Next Renewal: 10/2021
Additional Certification(s):
Sedation Adult, 10/2013
Sedation Child, 10/2014

Apply for a Permit
Contact the Office of the Professions

I would like to (Actions):

- Update My Address or Email
- Request My Photo ID
- Add a Privilege or Certification
- Update and Send My License Verification
- Ask a Scope of Practice Question
- Request Inactive Status
- View My Registration History
- Use Continuing Education Calculator
- Add My New Work Location

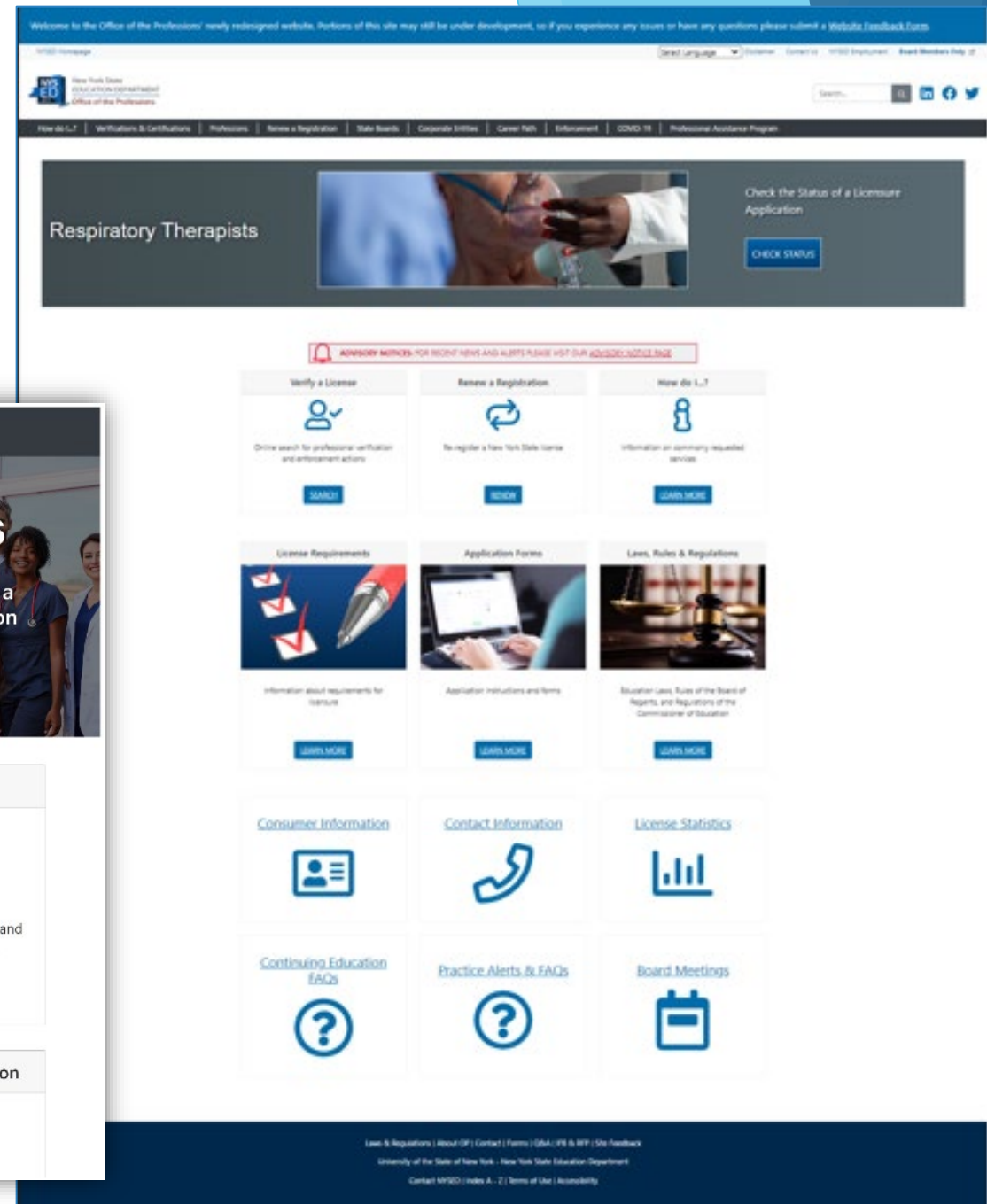
Additional Links:

- Verify a NYS License
- Requirements for NYS Licensure
- Apply for a Corporation
- Apply for a Pharmacy Establishment

Drupal Website Redesign

We continue our focus on providing customer-friendly information the public needs on the newly redesigned op.nysed.gov, ensuring it fully meets Federal accessibility standards. The current OP site is at an 84.9% rating.


- The new website was released on December 4, 2023
- Verification Search with Enforcement Actions is the most significant improvement for the website
- The need-to-know information is now easy to find and simple to understand
- Device agnostic to work similarly on all screen sizes, including computer screens, tablets, and smartphones



Renewals

A newly redesigned Renewals Site will launch later this year.

NYSED Home Professions Home Contact Us Return Home

 New York State EDUCATION DEPARTMENT
Knowledge > Skill > Opportunity

Office of the Professions

Registration Renewal - Boaty McBoatface

License

Name	Boaty McBoatface
Date of Birth	03-09-1984
Profession	RESPIRATORY THERAPY
License Number	008905
Renewal Status	Pending Renewal
Renewal Fee Due	\$209
Registration	03-01-2023 through 02-28-2026

Inactivate License Renew License

Contact Information

Email Address	boaty@boats.org
Email Type	Personal
Phone	1738189495
Phone Type	Personal

Edit Contact Information

Office

Address	City	State	Zip Code	Country	Address Type
STREETBER AVE STREET 2 STREET 3	OAKFIELD	NY	14125 -1402	US	Personal

Edit Address

Primary Office

Logout



Registration Renewal - Main Menu

Profession : RESPIRATORY THERAPY
License Number : 008905
Registration Period : 03/01/2023 through 02/28/2026

This is your renewal record. Select from the options available to you on the left.

- Options
- [Renew License](#)
- [Inactivate License](#)
- [Change Address](#)
- [Update Contact](#)

License		
Name	Boaty McBoatface	
Date of Birth	03/09/1984	
Profession	RESPIRATORY THERAPY	
License Number	008905	
Renewal Status	PENDING RENEWAL	
Renewal Fee Due	\$209	

Address		
Address Line 1	STREETBER AVE	
Address Line 2	STREET 2	
Address Line 3	STREET 3	
City, State ZIP	OAKFIELD, NY 14125 - 1402	
Country	UNITED STATES OF AMERICA (THE)	
Address Type	PERSONAL	

Contact		
Email Address	boaty@boats.org	
Email Type	PERSONAL	
Telephone Number	1738189495	
Telephone Type	PERSONAL	

Thank you!

Please let us know if you have questions!

