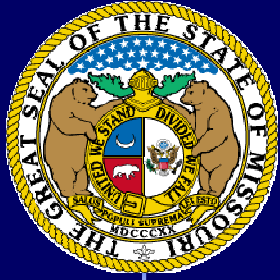


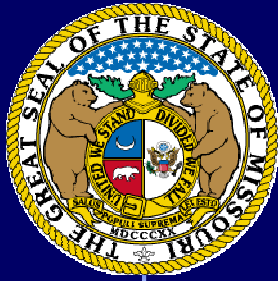
# **E-RULEMAKING 1-2-3, Missouri Style**

The Quest continues . . . .



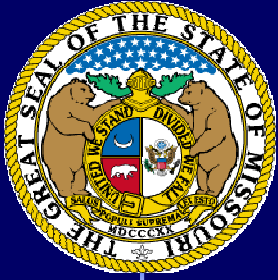
# Recap of February meeting

- You will recall that I advised we were working with two distinct publications and several distinctive “issues”
  1. Code is a 3-column publication, approximately 10,000 pages, front and back, 14 volumes, loose-leaf format – updates only published 1 X per month
  2. Register is a 2-column format, front and back, stapled product – published 2 X per month. These publications are also “mirrored” on the Internet.



# **The problems/challenges we faced . . . Our wants/needs**

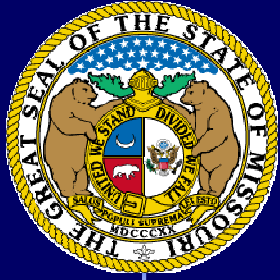
- **We had staff cuts to contend with – 10 FTE to 7.1 FTE;**
- **We were working with QuarkXpress publishing software;**
- **We had a “plethora” of text files and a smorgasbord of attachment files, images, charts, tables, equations, maps, unique character sets in Code;**
- **Identifying a funding source was an “issue”.**



# **Problems/challenges**

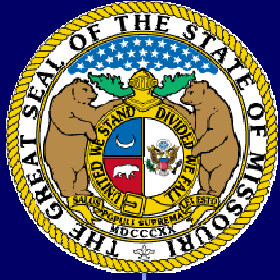
## **-- continued --**

- **Rules residing in several different places and in several different styles.**
- **Resistance to “change” by staff.**
- **Various levels of expertise on agency side.**
- **Several “false” starts/hopes.**
- **Specifications needed to be drawn up and we recognized we needed HELP.**



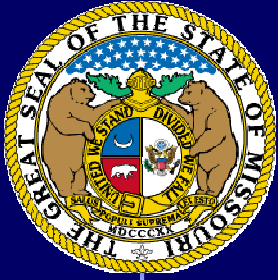
# **What we accomplished since February . . . .**

- **E-mail notification piece launched; 5 months 350+ subscribers, thus far.**
- **We are currently exploring expanded “press” efforts: i.e., MO Bar Association, other organizations.**
- **Integrated electronic work flow into our day-to-day work environment. Now log into electronic log; provide agencies with electronic receipt.**
- **Eliminated much – (soon to be nearly all) – of our “paper copies” i.e, internal tracking devices, spreadsheets, log sheets, etc.**



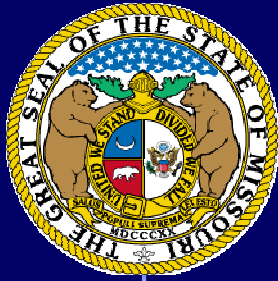
# **Accomplishments (cont)**

- **We have moved to the test environment (development) the automated function for our publications. We “publish-out” three times per month.**
- **JCAR (our Joint Committee) has seen improved communication and coordination, where appropriate, and will shortly join in our system.**



# **CONVERSION – 9,226 RULES/APPROXIMATELY 10,000 PAGES, 3 COLUMN FRONT AND BACK**

- We are pleased to report that through the “SmartDocs solution” and with assistance from Jim Arnold/Dave Bonney/Jody Socha of Avanade, we have converted our rules in a little under 5 months time! 9,226 rules!
- What seemed like a daunting task is complete!



# Word integration

http://10.12.2.119/ERules.InternalUI/rulemaking/ImportRulemaking.aspx - Microsoft Internet Explorer

File Edit View Insert Format Tools Table Go To Favorites Help

Final Showing Markup Show

Document Actions

Proposed Rulemaking Smart Docu

Global Help  
Global Help

Save Changes  
Cancel Changes

Attach a Form  
Remove All Attached Forms

Proposed Rulemaing

Rulemaking Help  
Rulemaking Help

Detach XML Expansion Pack

1 2 3 4 5

root( ("proposedRulemakings ( ("proposedRulemaking (

Title titleNumber (4) - titleName Department of Economic Development )

Division divisionNumber (205) - divisionName Missouri Board of Occupational Therapy )

Chapter chapterNumber (4) - chapterName Supervision )

rulemakingType Proposed Amendment )

ruleNumber 4 CSR 205-4.010 ) ruleName Supervision of Occupational Therapy Assistants and Occupational Therapy Assistant Limited Permit Holders )

rulemakingDetail (

SCOPE OF CHANGES:

scopeXmt amend subsections (3)(G) and (3)(H) scopeXmt )

RULEMAKING PURPOSE:

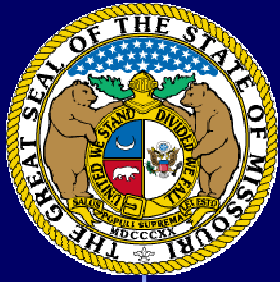
rulemakingPurpose This proposed amendment clarifies the level of participation of an occupational therapy assistant in completing treatment and discharge plans. rulemakingPurpose )

PURPOSE:

rulemakingRulePurpose rulemakingRulePurpose )

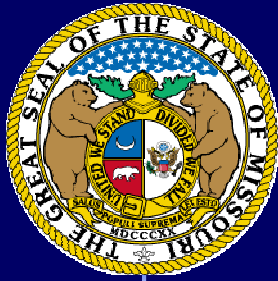
rulemakingBodyText (1) An occupational therapy assistant and/or occupational therapy assistant limited permit holder shall assist an occupational therapist in the delivery of occupational therapy services in compliance with all state and federal statutes, regulations, and rules.





# What's so great about our new system?

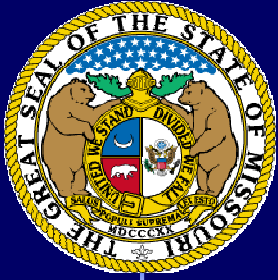
- It's "automagic" – the meaning to this phrase to follow . . .
- The system utilizes the most current Microsoft technology – therefore,
  - a. Almost everyone knows how to use;
  - b. Learning curve much less;
  - c. Acceptance by wide-range of users far greater – because they, theoretically, don't need to learn any new program.



# What's Great

**-- continued --**

- Utilizes web-based browser with integration of Word.
- Agency side doesn't need to purchase anything new software/equipment.
- SQL Server database built and maintained.
- Secured adequate funding to properly design a system – (ask me about total overall cost) – (\$\$ Tech Fund)
- System is ours and is not totally proprietary – we can share.
- Avanade, Inc., a division of Accenture' was software engineering firm.



# E-mail notification

- **Anyone, not just state agencies can sign up for our new E-mail notification service. They (not us) select their own set of unique criteria –**
- **Title, Division, Chapter, Rule, Subject matter, keyword – one publication, both publications, any combination, user selection of criteria**



Office Information	Business & Investing	Research & Reference	Elections & Voter Info	Young Missourians	Gov-to-Gov
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[Administrative Rules](#) | [Contact Info](#)

- Administrative Rules publishes administrative rules and regulations. After the Legislature enacts laws, 187 Missouri agencies write rules and regulations to implement those laws. The secretary of state publishes the *Missouri Register* twice a month to keep Missourians informed of pending rules and regulations.

The *Missouri Register* contains proposed rulemakings, which will not become effective until Missouri citizens have an opportunity to attend a public hearing, or submit written comments. All state agencies must, in subsequent editions of the *Register*, publish a summary of comments and the agency's changes to the rulemakings, if any.

After the rules have been adopted, they are codified and printed in the *Code of State Regulations*. These rules become effective 30 days after publication in *Code*. Emergency rulemakings, which are only valid for a specified time period are also published in the *Register*. The *Register* also contains an index, listing rule numbers with changes pending and a table of emergency rulemakings currently in effect.

The *Code of State Regulations* is a 14-volume, loose-leaf printed set that is updated monthly. A subject index, as well as a cross-index to the *Revised Statutes of Missouri* and the corresponding rules is part of the *Code*. Both *Code* and *Register* are available in printed format or on the Internet.

Additionally, Administrative Rules is charged by statute to set uniform standards, procedures and guidelines for the preparation and publishing of rules and regulations in the *Register* and the *Code*. This section also publishes "*Rulemaking 1-2-3, Missouri Style*" which is designed as a user's guide for rule preparation.

[Register Here](#)

Already Registered?

[Login](#)

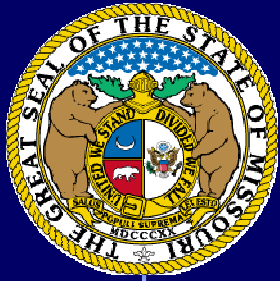
[Forgot Your Password?](#)

Search ➔

(administrative rules only)

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Missouri State Government Web



# Registration Screen

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OFFICE OF THE  
MISSOURI  
SECRETARY OF STATE,  
MATT BLUNT

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## Automated Rule Notification

[Exit](#) | [Help](#)

**Current Selections**

You Currently Have No Notifications Selected

**Personal Information**

First Name

Dave

Last Name

Bonney

Security Information (Password between 6 and 10 characters)

eMail

daveb@avanade.com

Password

••••••••

Confirm Password

••••••••

**Rule Selection Criteria**

Select publications for automated notification:

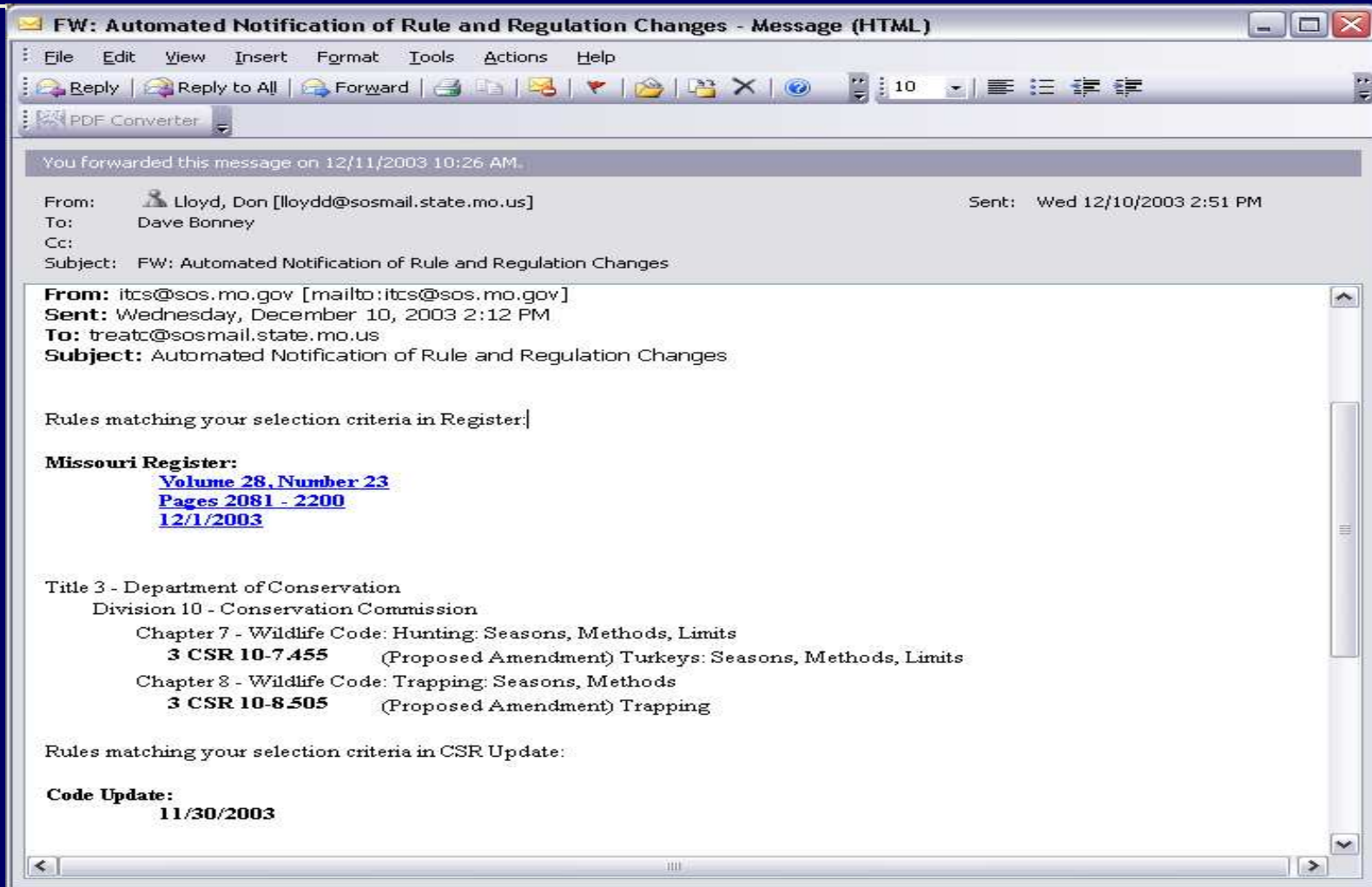
☒ Missouri Register ☐ Code Updates

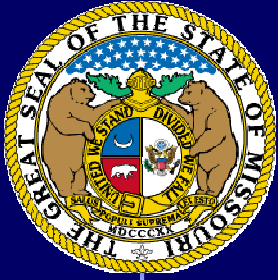
Topic search Keywords:

computer,  
consultant,

Selection of Rule Title, Division, Chapter or Rule  
Number for additional filtering

Next

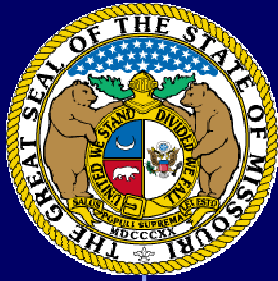




## **Release 2 . . .**

- **With help of agency representatives and assistance of the Joint Committee, have developed templates with all pertinent information for data submission via electronic filing.**
- **Agency representatives have tested those templates, and made very valuable suggestions (We can't see the forest for the trees!).**

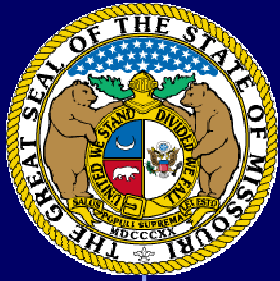




## Release 2 continued . . .

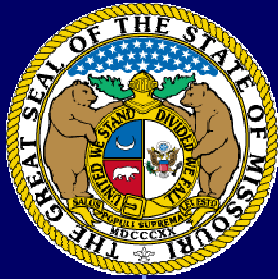
- Rulemaking text is automatically loaded to E-rules application.
- Text is stored in database directly from agency provided disk (soon this too will be eliminated)
- Automatic reformatting of rules and rulemakings based on standard fonts and section/subsection indentation formats, etc.
- Amended rule text merged with current rule text for Code.
- All information is upgraded in central repository on publication date.





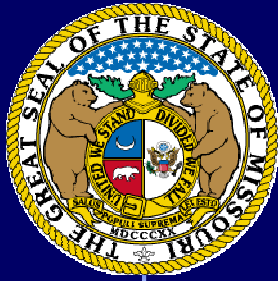
# Release 2 is working!

- E-mail notification keywords are established.
- System applies logic of Rulemaking 1-2-3 and statutory requirements (Chapter 536 in Missouri).
- Flags problems with rulemaking and generates e-mail to agency contact.
- Provides centralized repository of all rule filings within Ad Rules – immediate visibility to status of all rulemakings.



# Release 3

- **Templates provided to agency users; training provided at agency by our staff.**
- **Templates automatically import:**
  - a. **RSMo (statutory) references maintained by agencies through rulemaking input – internal reference to rule maintained by application**
  - b. **Fiscal note data electronically captured.**
  - c. **Keywords expanded to include published keyword hierarchy**



# Rulemaking submittal

4 CSR 245 (6-17).doc - Microsoft Word

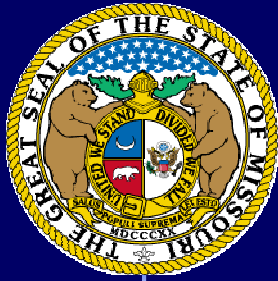
File Edit View Insert Format Tools Table Window Help

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10 B

1 2 3 4 5 6

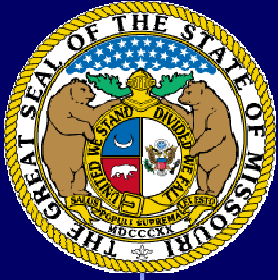
Proposed Amendment	
Title/Department:	<b>Title 4 - DEPARTMENT OF ECONOMIC DEVELOPMENT Division 245 - Real Estate Appraisers</b>
Division:	<b>Division 245 - Real Estate Appraisers</b>
Chapter:	<b>Chapter 4 - Certificates and Licenses</b>
Rule Number:	<b>4 CSR 245-4.060</b>
Rule Name:	<b>Temporary Nonresident Certificate or License</b>
Affected Sections	Amend the original purpose statement, delete section (1), add a new section (1) and (2) and delete the forms that immediately follow this rule in the <i>Code of State Regulations</i>
Rulemaking Purpose:	<i>This amendment clarifies the procedures related to temporary certification and licensure.</i>
Rule Purpose:	<i>[This rule clarifies and qualifies who may obtain a temporary nonresidential certificate or license] This rule sets forth the administrative procedures, - terms and conditions under which a nonresident applicant may obtain a temporary real estate appraiser certification or licensure.</i>
Rule Text:	<p><i>[(1) The commission may recognize, on a temporary basis, the certification or licensure of an appraiser issued by another state if the property to be appraised is part of a federally-related transaction, the appraiser's business is of a temporary nature and the appraiser registers with the commission.]</i></p> <p><b>(1) A nonresident applicant, who is certified or licensed and in good standing under the laws of another state, may obtain a Missouri temporary appraiser certification or license for a maximum of six (6) months for the purpose of completing a particular appraisal assignment. To obtain a temporary certification or license, the applicant shall make application on</b></p>



# **Editors can handle !!**

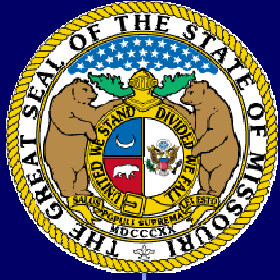
- **Rule-related data (properties) can be edited by authorized administrators directly through web interface.**

**System will allow rule description changes (by authorized personnel); RSMo references, editing of keywords not contained in rule text, etc.**



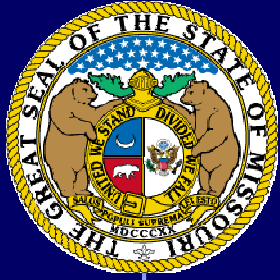
# Release 3 . . . .

- Automated publication of Register
- Automated publication of Code (CSR) update – by system in Word/PDF with “click of a button”
- Enhanced web access of rules
  - Alta-Vista type search (enhanced through entry of keywords at filing step)
  - Rules and rulemakings retrieved in Web format, not just PDF



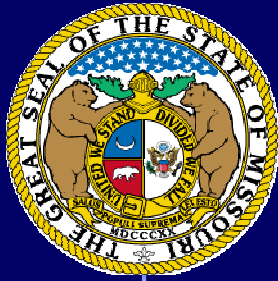
# You've Got Mail – E-mail, that is!

- Automated notification contains links to web versions of specific rule and/or rulemakings, as well as to actual publications (viewable as HTML, PDF, Word) (produced via XML).
- Visually appealing HTML version of rule automatically available upon publishing of new CSR update.



# **Web search will WOW you!!**

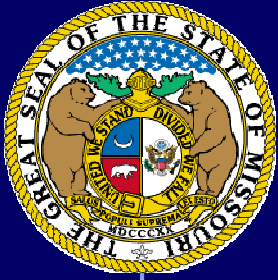
- **Web users have dramatically increased! (fortunately our office tracks web “hits” as opposed to occasional visitor). Our hits for one Title (4 - Economic Development), for the month of June was 55,000!! This is as compared to June of '01 when it was 3,000!!**
- **Search engine greatly enhanced.**
- **Publishing new CSR update automatically adjusts the keywords based on new text; automatically updates various indexes (indices).**



# Things they are a changin' . . .

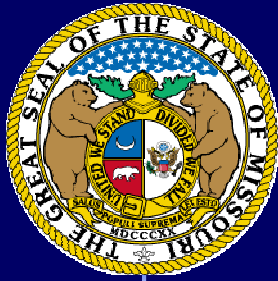
- Searches now point to *individual rules* displayed in HTML format (not just PDF);
- Rules are listed by user defined, matching criteria and prioritized based on number of matching keywords, etc.
- Multiple versions of the same rule can be viewed by public, i.e., XML, HTML, PDF, Word.





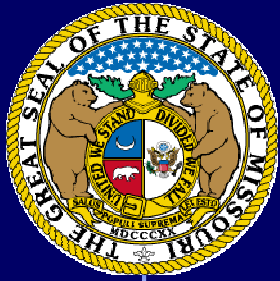
# Register Publication

- **Able to programmatically add documents required for Register publication, control where they appear, add to Indexes, etc.**
- **Copy of each Register is stored in database for publication to Word and PDF formats.**



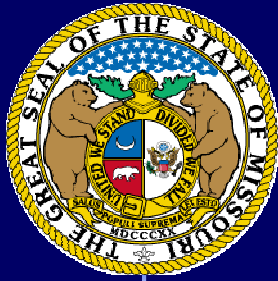
# Potato, Potato, Tomato, Tomato (pə-tā'-tö . . . pə-tä'-tö . . . tə-mā'-tö . . . tə-mä'-tö)

- Automatic generation of Indexes/Indices at end of each month in Word/PDF formats (formerly performed manually)
  - A. RSMo to Rule index
  - B. Rule to RSMo index
  - C. Subject (keyword) to rule index
  - D. Rule to subject (keyword) index
  - E. Rule change index



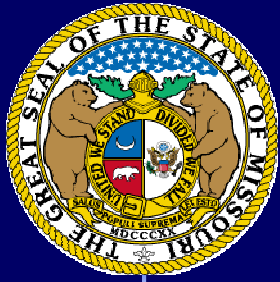
# **Release 4 . . . We're almost there!**

- **This release will either be implemented while we are here or shortly after our return.**
- **Agencies will call up rules from web browser and enter their changes.**
- **They will electronically submit their rulemakings using web-based templates.**
- **Agencies will not have to “drive” them here any longer.**



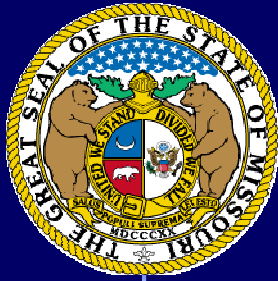
# Release 4 - continued

- Able to electronically attach documents, charts, tables, forms, equations, etc., as needed.
- Our agency/any external agency will have access to the status of their particular rule or set of rules at any time.
- Private reads/two party reads/three party reads eliminated –perform reads on screen split with compare function on the other side, of screen, changes highlighted, right at our desktops.



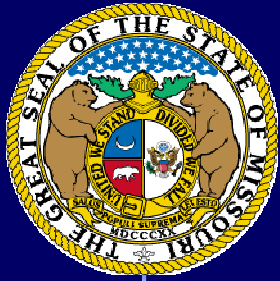
# **Staff is resistant – but excited!**

- **Entire way of doing business is changing on a day-to-day basis. Some staff are very resistant – but, even they are excited at the progress we have accomplished!**
- **Work across normal, traditional “job boundaries” are eliminated, improved cross-training and efficiency**



# Legislation passed . . .

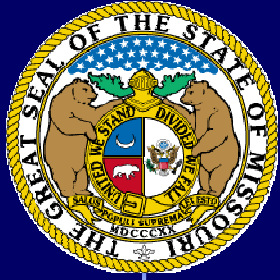
- We drafted and assisted in getting two versions of the same bill passed in both houses. On July 2, (effective date of August 28) Governor Holden signed our legislation which will allow an electronic-only version of the Missouri Register.
- The legislation will also allow Code updates to be phased in and eventually made in CD version only.
- We are still obliged to furnish paper copy upon request.



# MOVIN' ON . . . .

- And, we moved to new quarters!
- I again invite you to ask us questions;
- Come to visit us and let us spend some real "time" with you and show you what our system is capable of performing . . . .
- Let's work to develop a partnership whereby we can share some of the financial burden you would of necessity bear with any new system.

**We are very proud of our system and our automation project – our progress!**



# **THE END!**

**Thanks to all of  
you for your time.**

**Questions??**