



# Modernizing Administrative Code Management

**Presenters:**

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Secretary of State**

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# Esper Introductions

Sharing our experience creating a modern administrative code management platform



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CEO, Esper



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Chief Deputy, Montana  
Secretary of State

# Why now?

## Experience in state agency rulemaking

- Despite guides and tutorials, agencies were often cloudy on the ins and outs of how to file rulemakings in accordance to Administrative Procedures Act
- Staff turnover led to loss of institutional knowledge
- Too much time spent on formatting documents and using correct mark-up language
- Lack of project management tools led to missed critical deadlines



## Moving forward from past modernization attempts

- Existing platform was 17 years old, relied on unsupported system
- Reduce administrative overhead and introduce modern best practices in largely paper-based process
- Right people, right time! Modernization a priority of the Secretary of State's office
- Esper was vetted by state agencies



# Designing a system that considered the needs of all stakeholders in the regulatory process



Simple agency  
filing process



Seamless publication  
management



Modern citizen  
experience

# Priorities of Agency Stakeholders

FEATURES	USABILITY	ACCESSIBILITY	WORKFLOW
<ul style="list-style-type: none"><li>● Pre-set templates</li><li>● Pre-configured workflows to match different types of rulemakings (e.g. amendments, repeals, emergency)</li></ul>	<ul style="list-style-type: none"><li>● Timeline management</li></ul>	<ul style="list-style-type: none"><li>● Easy to navigate the Administrative Rulemaking process</li></ul>	<ul style="list-style-type: none"><li>● Seamless filing with Secretary of State</li></ul>

# Priorities of Secretary of State

FEATURES	USABILITY	ACCESSIBILITY	WORKFLOW
<ul style="list-style-type: none"><li>● Scheduling register &amp; code publications, library management</li><li>● Preserving the Official History</li><li>● Download and print features</li></ul>	<ul style="list-style-type: none"><li>● Stability &amp; Security</li><li>● Continuous improvement of product</li><li>● Consistency in formatting</li><li>● Professional look and feel - official, but not too “governmenty”</li></ul>	<ul style="list-style-type: none"><li>● Scheduling register &amp; code publications, library management</li><li>● Mobile Friendly</li><li>● Improved search</li><li>● Easy to use system</li></ul>	<ul style="list-style-type: none"><li>● Reduce time spent reviewing agency regulations for formatting errors</li><li>● Customization to state’s process</li><li>● Easy flow from notices to rule changes</li></ul>

# Priorities of Citizens

## USABILITY

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- Easy to find what you're looking for

## ACCESSIBILITY

- Modern, intuitive look and feel