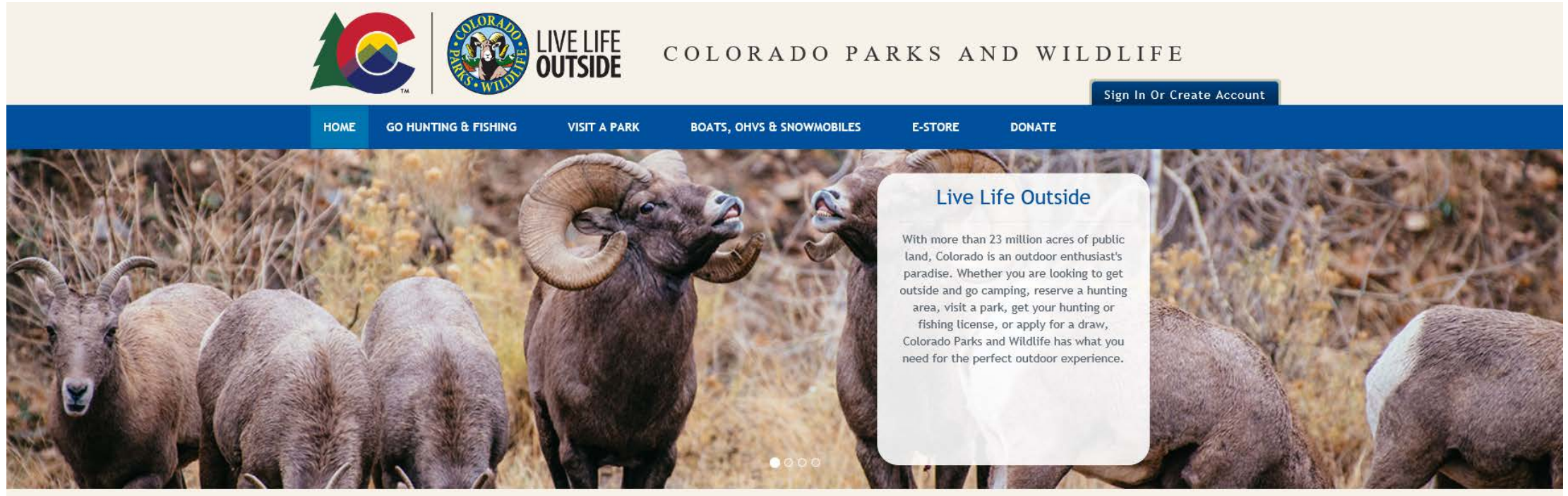


# IPAWS Update



Danielle Isenhart

License, Pass and Reservation Section Manager

June 2020 Commission Meeting



# Initial contract is coming to a close...

- Take some time to celebrate what we have accomplished.

## Eight Legacy Systems Rolled into One

- TLS (Total Licensing System)
  - ORMS (Outdoor Recreation Management Suite)
  - PARKS (Parks Automatic Record Keeping System)
  - VRS- Vehicle Registration System
  - Retail
  - HRS- (Hunter Reservation System)
  - Special Wildlife Licensing
  - Secondary Draw
- 
- Lots of useful sales and customer data
  - Positive feedback- customers & staff



Explore Some of What CPW Has to Offer!



# Issues and Lessons Learned

- Recent Issues-

- System Outage
- Rounding-up Error
- Agent Printer Issues
- Ongoing VRS data migration struggles (CPW side)

- Test thoroughly

- Document, document, document

- Be specific in requests. Ask for details and deliverable dates.

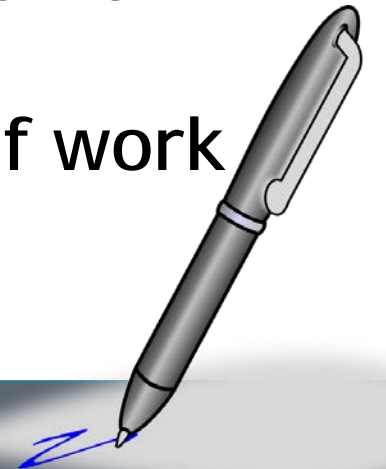
- Build relationships.



LIVE LIFE  
OUTSIDE

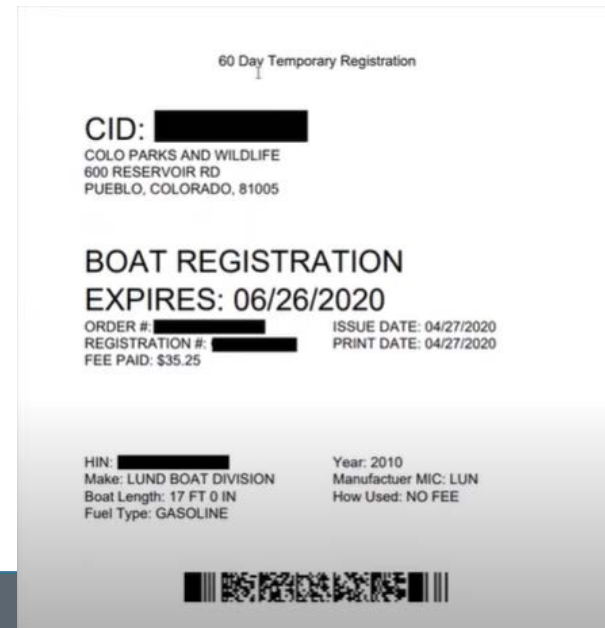
# Amendment 3

- Extends our existing contract as we enter the operation and maintenance phase.
- Establishes mutual agreements on a small number of outstanding deliverables.
- Updates liability standards to protect the agency and our customer's sensitive data.
- Covers us in the interim even if we decide to go with a new vendor in the future.
- Allows us to look at new asks outside of initial scope of work to introduce new features and functionality.



# Electronic Products

- Regulatory changes in 2019 set the stage for e-licenses and e-passes
- *IPAWS app is not currently an option due to development cost*
- What other electronic options are available?
  - Virtual Wallet (Google Pay and Apple Wallet)
  - Fulfilled by email PDF
  - Deploy both to give customers a choice?



# Preliminary Staff Recommendations

- Phased-in approach, starting with-
  - **Park Passes-** Individual daily (walk-ins) and dog off-leash daily and annual passes
  - **ANS Stamps**
  - **Wildlife Licenses-** All fishing license products including extra rod stamps and 1-day and 5-day “trip” licenses.

- Challenges with deploying across the board

- Questions?

