



December 2015

Dear Educator,

Please accept our apologies for the delay you may be experiencing in the online licensing system with the Colorado Department of Education.

The Department has contracted to update their current system and to migrate existing documents to a new database. This update required the movement of more than 1.4 million documents, significant ongoing testing of the system, and maintaining a high level of security of these documents.

This process has required a partnership with the Department of Education involving the Statewide Internet Portal Authority (SIPA), and two private sector technology companies. It has involved thousands of hours of development time as well as considerable time to migrate to the new platform.

With a significant custom application like this, the vendors, that work under SIPA, have encountered a number of complications that have resulted in interruption of service or slowed response times. Both vendors are working overtime at the direction of SIPA and the Department of Education to rectify the problems. Everyone, including SIPA, the two private vendors and the Department of Education, is working diligently to deliver a product to Colorado educators that will improve their online experience.

Please accept our apologies as we continue to work toward a better system to serve the State's educators. We certainly understand your frustration with the current delays, but hope the investment will prove beneficial to our current and future users.

Questions or specific concerns about the technology may be directed to SIPA at SIPA@COSIPA.gov.

Respectfully,

Jack Arrowsmith
Executive Director
Statewide Internet Portal Authority