



Oregon Board of Chiropractic Examiners

IT Strategic Plan 2025-26

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Oregon Board of Chiropractic Examiners –IT Strategic Plan for InLumon Implementation

Executive Summary

The Oregon Board of Chiropractic Examiners (OBCE) is committed to modernizing its licensing and regulatory system through the successful implementation of InLumon - a cloud-based Software as a Service (SaaS) that serves as a licensing and regulatory platform. It is intended to streamline operations, enhance service delivery, and ensure compliance. However, the current implementation has not met expectations, causing operational inefficiencies and risks. This IT Strategic Plan outlines a clear, phased approach to remedy critical failures, align the solution with OBCE's business processes, and ensure long-term sustainability.

1. Implementation Roadmap

Phase 1: Stabilization & Triage (0–3 Months)

Objective:

Address critical software failures that hinder daily operations and data integrity.

Key Activities:

- Conduct a full gap analysis of current system versus contractual deliverables.
- Develop and deploy standard and ad-hoc reports (e.g., KPMs, licensing renewals, investigation metrics).
- Prioritize critical issues:
 - Fix the Investigation tab and populate the Resolution tab with complete case closure options.
 - Import all 2024 paper renewals into the system to ensure data accuracy and billing integrity.
 - Enable document upload functionality to reduce manual processes.
 - Restore the full functionality of the Board portal to support member access and decision-making tools.
 - Ensure that the 'Verify License' feature includes an option to mark profiles as under disciplinary action with a selectable "Yes."
 - Work with InLumon to assign severity levels and deadlines for each issue.
 - Require weekly stand-up meetings with vendor stakeholders.

Timeline:

- Kickoff: Week 1
 - Gap Analysis: Weeks 1–2
 - Priority Fixes Implemented: Weeks 3–10
 - Phase Review & Validation: Weeks 11–12
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Phase 2: Data Remediation & Workflow Configuration (3–6 Months)

Objective:

Ensure all data is complete, accurate, and usable, and workflows are tailored to OBCE's licensing process.

Key Activities:

- Cleanse and standardize existing databases:
 - Identify and resolve missing or duplicate email addresses.
 - Verify user roles and access controls for DCs and CAs.
 - Configure dual-profile access for DC and CA users, allowing login to distinct roles.
- Configure and test custom workflow rules for licensing, renewals, investigations, and case resolution.
- Begin setup of audit trails and notification triggers.
- Enable the generation of address lists for targeted communications and operational planning.

Timeline:

- Data Review and Cleanup Plan: Weeks 13–15
 - Role/Workflow Configuration: Weeks 16–20
 - QA and Testing: Weeks 21–24
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Phase 3: Reporting, Metrics & Full Audit Trail (6–9 Months)

Objective:

Enable informed decision-making through accessible reports, dashboards, and historical data tracking.

Key Activities:

- Activate and validate audit trail functionality for all actions and transactions.
- Train internal staff on generating reports independently using built-in tools.

Timeline:

- Requirements Gathering: Weeks 25–26
 - Report Development & QA: Weeks 27–32
 - Staff Training & UAT (testing): Weeks 33–36
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Phase 4: Optimization & Governance (9–12 Months and Ongoing)

Objective:

Ensure long-term success through process governance, vendor accountability, and continual improvement.

Key Activities:

- Establish SLAs and performance metrics with InLumon.
- Initiate quarterly performance reviews with vendor.
- Develop and document change management procedures.
- Monitor system usability and end-user satisfaction via surveys.

Timeline:

- Governance Plan Finalization: Weeks 37–38
- Initial Review Cycle: Weeks 39–48
- Full Optimization Review: Week 52

2. Risk Assessment and Mitigation

Risk	Impact	Likelihood	Mitigation Strategy
Vendor non-performance or delays	High	Medium	Establish performance-based milestones.
Incomplete or incorrect data	High	High	Conduct a dedicated data audit; verify data at each phase.
Continued manual workloads due to unresolved system limitations	Medium	High	Prioritize functional fixes like document upload and notifications.
Stakeholder resistance to system changes	Medium	Medium	Provide early communication, ongoing training, and user support.
Security or access control vulnerabilities	High	Low–Medium	Conduct a security review before Phase 2 ends; ensure role-based access is implemented.
Critical features missing (e.g., Board portal, address lists, disciplinary toggle)	High	High	Elevate to critical path fixes in Phase 1; assign high-priority severity to vendor tasks.

Key Strategic Principles

- **Transparency and Accountability:** Require full visibility into InLumon's progress with weekly reports and open issue tracking.
 - **User-Centric Configuration:** Ensure the platform supports the real workflows of OBCE staff and licensees.
 - **Data Integrity First:** Base all decisions and metrics on clean, complete data.
 - **Efficiency through Technology:** Reduce staff burden by enabling automation and eliminating paper-based work.
 - **Sustainability and Governance:** Ensure long-term success through clear change controls, vendor management, and review cycles.
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Conclusion

This IT Strategic Plan provides the Oregon Board of Chiropractic Examiners with a realistic and actionable path forward for completing the InLumon implementation. By focusing first on stabilization, followed by phased improvements and governance, OBCE can achieve the intended outcomes: streamlined processes, accurate data, and improved service to licensees and stakeholders.

This plan is not only a roadmap but a commitment to high-performance, user-centered solutions that position OBCE for long-term success.