*State of Idaho*
# DEPARTMENT OF INSURANCE
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*2011 ITRMC Information Technology Achievement Awards*
Nomination:  Robert (Bob) Cooper
Category:  Applications Developer of the year

The Idaho Department of Insurance along with the Department of Commerce would like to nominate Robert (Bob) Cooper for the Application Developer of the Year.  Bob has been working as a programmer for nearly 14 years, the last 7 of which has been with the Department of Insurance.  We feel he is an expert in programming and it shows in all the work he performs for the department as well as other agencies he has helped.  He has a superior attitude in his work and produces quality work in everything he develops.  He will take a simple idea and turn it into a professional product that is useful and goes beyond the expectations of the requestors.  As Bob's manager, I continue to receive positive comments from DOI staff on his ability to turn a simple concept into a quality tool.  His expertise in programming has been proven time and again by the work he has produced, as well as agencies he has assisted. His work ethic and attitude dealing with others, at times under short deadlines, is superior. The quality of his work is exceptional.

Bob has worked with many from the DOI in 2010 working on special projects to meet the business needs and has designed, programmed, tested, held status meetings and made some great improvements.  Some of the new enhancements were on the [www.doi.idaho.gov](http://www.doi.idaho.gov) website with the Company Search application, health survey administration, license search, succession application, company statistics, routing application, interactive floor plan, purchase request form, new site map, and the implementation of the Idaho health exchange website.

Bob developed the Online Immunization Assessment survey for carriers which provided an electronic means for submitting information.  This helped the agency collect the number of children eligible for vaccines and placed the information into an access database and then allowed us to bill the carriers for immunization assessment.  We received 95% of them electronically which cut down on the amount of paper coming into the agency and the time for staff to handle and input the data.  One of the unique features of the Immunization Survey form that Bob implemented was when a user enters the license # it populates the Department's records for that license # such as an entity name, address, etc.

Bob created the online registration for the Law classes conducted by the Consumer Affairs area. Producers were able to sign up for the class online and were sent a confirmation of the class and were placed on a confirmed waiting list if the class was full.  It consisted of printable registration lists and certifications, but the cost savings was on sending out the certification electronically rather than mailing. This project saved time from 3 staff to less than 1 on administration tasks as well as the cost of postage.

An absent tracking tool was designed which allowed the leadership team to capture any and all absences for direct reports in one tool.  It helps capture unscheduled absences to establish a benchmark within the department.   Bob built the tool to be very user friendly and of quality.  He did a presentation to the

supervisor group, made enhancements from the feedback and made improvements quickly.  The Director feels this tool could be shared with other agencies for tracking their absences.

He also created the complaint reconciliation that is now used in other regulatory state agencies. Additionally, he created a search online by selected lines of business that provides a search for authorized insurance companies writing certain lines or types of business in Idaho.  A TPA license Type Wizard was developed to help navigate through the newly adopted Chapter 9, Title 41 Idaho Code.

In the spring of 2010 Bob's expertise was called upon by the Department of Commerce, Tourism Division, to rebuild the Idaho Travel Council (ITC) grant program website, which had been broken after the disassociation with the Department of Labor. The website facilitates management of the program for Idaho Travel Council grantees, staff, Idaho Travel Council (ITC) as well as interested industry participants.
http://commerce.idaho.gov/tourism-grantsandresources/

The expanded online assistance was a successful collaborative effort with the Department of Insurance who stepped up with Bob's expertise, a very short window of time to accomplish, no funding allocation required, and Bob successfully accomplished the following four phase enhancement:
- Phase 1 – Updated applicant/instruction module along with enhanced administrative and ITC sections.
- Phase 2 – Creation of additional tables for information storage, and ITC sandbox for application reviews, creation and implementation of staff comments available to ITC.
- Phase 3 – Creation of online amendment submission/auto-reply system and voting mechanism.
- Phase 4 – Enhanced the ad approval module with an auto-reply function and acceptance capability of larger files. Created a Council Choice award section with voting capability for the Idaho Travel Council selection and award process. Awards are given at the annual Idaho Conference on Recreation and Tourism.

Through Bob's efforts, Commerce was able to roll out the new website for ITC grant awards, complete with industry reporting capability. The Idaho Travel Council was enthusiastically complimentary of the work accomplished.

Cathy Bourner, Dept. of Commerce, and I who worked directly with Bob on this project agree his work is incredible and he surpassed our expectations. He professionally took our plan, worked through it with us, and then made additional adjustments to enhance the program, all while communicating with us so we understood the processes he was going through.

Although not the most professional phrase - I hope you don't mind me saying – "he has truly been an answer to our prayers" for this project!

It is with the utmost respect and admiration that we nominate Bob Cooper for the Applications Developer of the Year, a title well deserved.

Sincerely,

Becky Barton-Wagner
ReNea Nelson, Cathy Bourner