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Item	Assessment Topic	Score 0-No 1-Sometimes 2-Yes
1	Application Intake Efficiency Do applicants complete most steps online with minimal staff intervention and automated communication of process progress?	
2	Renewal Automation Are renewals processed through an automated, closed-loop workflow with integrated payments?	
3	Continuing Education Tracking Can licensees submit CE online year-round from any device, and is CE requirements satisfaction for renewal processing automated?	
4	Public License Lookup Is your public license lookup accurate, up to date, and synced with your licensing system?	
5	Payment Gateway Integration Are online payments fully integrated into your licensing workflow without manual reconciliation?	
6	Data Governance & Security Do you maintain full control over your data—either on-premise or through a secure cloud database?	
7	Workflow Customization Can your licensing system adapt to your agency's statutory requirements without expensive change orders in a timely fashion?	
8	Staff Workload Reduction Has automation meaningfully reduced phone calls, emails, and manual data entry?	
9	Implementation Agility Can your system be updated, improved, or expanded without multi-month vendor cycles?	
10	Support Responsiveness Do you receive timely, knowledgeable support from people who understand licensing operations?	
	Total Score	



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What does your score mean?

Score Range	Maturity Level	What It Means
16-20	Modernized & Efficient	Strong foundation, minor improvements can yield major gains
10-15	Partially Modernized	Good progress; targeted upgrades will significantly reduce workload
0-9	High Friction/High Manual Workload	Strong opportunity for modernization and automation.

Notes: