Stage 1 Business Analysis

California Department of Technology, SIMM 19A.3 (Ver. 3.0.9, 02/01/2022)

1.1.1

1. **Agency or State Entity Name: 3930 - Pesticide Regulation, Department of**

   If Agency/State entity is not in the list, enter here with the organization code.

2. **Proposal Name and Acronym: Online Payment and Applications for Licensing (OPAL)**

3. **Proposal Description: (Provide a brief description of your proposal in 500 characters or less.)**

   The Department of Pesticide Regulation (DPR) – Licensing and Certification Program, proposes to implement an online system in alignment with CDPR Strategic Plan Goal 4.2. This proposal would satisfy our goal to implement an electronic payment and online submission of licensing.

   Currently, DPR relies on paper-based submission of licensing, associated fees, and documents. This manual intensive process leads to multiple issues, inefficiencies and bottlenecks for both stakeholders and DPR staff.

   This proposal will satisfy our need to implement a new system where stakeholders can submit applications and payments electronically through an online portal. A new system will provide a great opportunity to increase transparency and security for the applications. It will create automation for various application processing tasks and create a more efficient business review process resulting in increased throughput and decrease in overall effort and time to process applications.

4. **Proposed Project Execution Start Date: 7/1/2026**

5. **S1BA Version Number: Version 1**

1.2   Submittal Information

1. **Contact Information**

   Contact Name: Samuel Silva

   Contact Email: Samuel.Silva@cdpr.ca.gov

Contact Phone: 916-445-4110

2. **Submission Type: New Submission**

   If Withdraw, select Reason: Choose an item.

   If Other, specify reason here: Click or tap here to enter text.

   Sections Changed, if this is a Submission Update: (List all sections changed.)

   Summary of Changes: (Summarize updates made.)

3. **Attach Project Approval Executive Transmittal to your email submission.**

4. **Attach Stage 1 Project Reportability Assessment to your email submission.**

1.3   Business Sponsorship

1. **Executive Champion (Sponsor)**

   Title: Deputy Director

   Name: Ken Everett

   Business Program Area: Deputy Director of Enforcement Division

2. **Business Owner**

   Title: Branch Chief

   Name: Joshua Ogawa

   Business Program Area: Enforcement Headquarters

   Title: Branch Chief

   Name: Dwight Shelor

   Business Program Area: Information Technology

3. **Product Owner**

   Title: Staff Services Manager I

   Name: Kayla Surprenant

   Business Program Area: Licensing & Certification

   Title: Environmental Program Manager I

   Name: Alicia Scott

Business Program Area: Licensing & Certification

TIP: Copy and paste or click the + button in the lower right corner on any section to add additional Executive Champions, Business Owners, or Product Owners with their related Business Program Areas as needed.

1.4   Stakeholder Assessment

The Stakeholder Assessment is designed to give the project team an overview of communication channels that the state entity needs to manage throughout the project. More stakeholders may result in increased complexity to a project.

1. **Indicate which of the following are interested in this proposal and/or the outcome of the project. (Select 'Yes' or 'No' for each.)**

   State Entity Only: No

   Other Departments/State Entities: No

   Public: Yes

   Federal Entities: No

   Governor's Office: No

   Legislature: No

   Media: No

   Local Entities: Yes

   Special Interest Groups: Yes

   Other: Yes

2. **Describe how each group marked 'Yes' will be involved in the planning process.**

   Local Entities – California Agricultural Commissioners and Sealers Association (CACASA), University of California Agriculture and Natural Resources (UCANR): Qualified individuals will be selected as Advisory Group Members. On the county side, notify CACASA and UCANR about the progress of the project throughout the lifecycle.

   Public – Licensees (End Users): Qualified individuals will be selected as Advisory Group Members through partnering with Special Interest Groups listed below.

   Special Interest Groups – Agricultural Pest Control Advisory Committee (APCAC), California Association of Pest Control Advisers (CAPCA), Pesticide Applicators Professional Association (PAPA), California Agricultural Aircraft Association (CAAA), California Pest Management Association (CAPMA), Farm Bureau (Statewide Entity): Representatives will be selected as advisory group members.

Other – CaliCo Solutions, Payment Processors, Accounting Office, Office of Legal Affairs (OLA), Human Resources Branch (HRB), Communications, Procurement:

       CaliCo – Will be updated with how information on Licensee list will be exported

       Accounting Office (DPR) – Will need to identify stakeholders related to financial transactions

       OLA (DPR) – Involved on the verbiage of legal disclaimers throughout the system

       HR (DPR) – Restructuring job tasks and duty statements involved with the business processes

       Payment Processors – Integration with third party systems during implementation phase

       Communications (DPR) – Post-launch outreach communications, website presence, outward facing messages, etc.

       Procurement (DPR) – Assist with securing contracts for IV&V vendor, Project Manager, and System Integrator, as needed

1.5   Business Program

1. **Business Program Name:** Licensing and Certification Program

2. **Program Background and Context:** Provide a brief overview of the entity's business program(s) current operations.

DPR's Licensing and Certification Program is responsible for examining and licensing or certifying qualified pesticide applicators, pest control aircraft pilots, pest control dealer designated agents, and agricultural pest control advisers. DPR also licenses businesses that sell or apply pesticides or use pest control methods/devices for hire (i.e., pest control business, maintenance gardener pest control business, pest control dealer, and pesticide broker). Currently this process is paper-based and requires a lot of mail sorting, manual payment processing, manual application processing and data entry, and physical storage for all documents.

License Type	# of Licenses	License Type	# of Licenses
Qualified Applicator License	9424	Pest Control Business - Main	2457
Qualified Applicator Certificate	6511	Pest Control Business - Branch	642
Pest Control Adviser	3674	Maintenance Gardener Business	742
Dealer Designated Agent	672	Pest Control Dealer - Main	332
Apprentice Pilot Certificate	169	Pest Control Dealer - Branch	483
Journeyman Pilot Certificate	211	Pest Control Broker - Main	159
Vector Control Technician	39	Pest Control Broker - Branch	137

3. **How will this proposed project impact the product or services supported by the state entity?**

This proposed project will streamline the way license and certificate holders submit payments and applications. Processing time for applications and payments will be reduced from several weeks to minutes and will offer transparency to the stakeholders regarding their application and payment status. Stakeholders can submit payments and documents containing sensitive personal and financial information with peace of mind on a secure online system instead of through the mail. Stakeholders will receive real-time feedback on errors or missing information on the applications and immediate application validations, which will reduce errors made on applications and payments, reducing the need for follow-up about the status of their application. Reducing the time spent on application and payment processing will free up staff to allocate more time for customer service.

The team will be following an Organizational Change Management (OCM) strategy throughout the project lifecycle. As part of these changes, each member of the team will need to be trained to use the new system. Communication about the new system will be continuous throughout the development of the new system so staff members are aware of any upcoming changes.

4. **Business Program Name:** Information Technology Branch

5. **Program Background and Context:** Provide a brief overview of the entity's business program(s) current operations.

The Information Technology Branch (ITB) provides service and support to all DPR's Branches and programs. ITB strives to provide quality customer service, enhancing the ability of program staff to perform their duties in meeting the mission of the Department of Pesticide Regulation. ITB also strives to provide ease of use for our services to our public users as well as provide transparency into our programs and data.

Operating a centralized IT governance model, ITB is responsible for department-wide information technology related activities such as network, server and desktop support, application and database development and support, and internal and external web site administration. We also work closely with other Agencies within CalEPA to share services and equipment to lower equipment cost, footprint and power consumption. The ITB also provides technical oversight to the County Agricultural Commissioners to assist in the automation and maintenance of the Department's enforcement and use programs.

ITB is currently responsible for maintaining the IPS database and building reports to support the licensing program, along with resolving any IT-related issues with the licensing program.

6. **How will this proposed project impact the product or services supported by the state entity?**

The Information Technology Branch will be involved in all aspects of the project management process and all SDLC phases including requirements gathering, vendor management (as applicable), system recommendations, development, and potential maintenance. The new proposed project will streamline existing IT processes to maintain licensing applications.

The team will be following an Organizational Change Management (OCM) strategy throughout the project lifecycle. As part of these changes, each member of the team will need to be trained to use the new system. Communication about the new system will be continuous throughout the development of the new system so staff members are aware of any upcoming changes.

7. **Business Program Name:** Fiscal, Audits & Business Services - Accounting Office

8. **Program Background and Context:** Provide a brief overview of the entity's business program(s) current operations.

The Accounting office oversees the opening and processing of all departmental revenue as it comes through daily. The accounting office is the first step in application processing. Accounting staff manually process all check and credit card payments in their respective systems daily. During the renewal season's busiest time (December 31), the program is directly impacted by the large volume of mail we receive, open, and process daily. Simply opening mail itself is a very time-consuming process, which takes many hours of staff time in addition to manual data entry for individual checks and credit card payments. Accounting creates daily deposit totals for all the monies processed and sends hard copies of the licensing applications over to programs. Once program receives the application they go through each application, code the revenue by the daily deposit batch and begin to work on processing each licensee's renewal package and new application paperwork. There are various steps the licensing unit verifies and takes prior to processing a new renewal. Once the license renewals or applications are processed, the licensing unit issues thousands of renewed licenses to the licensees for the new calendar year. The accounting and licensing offices work very closely in getting payments processed together, which is the first step towards a new or renewed license.

9. **How will this proposed project impact the product or services supported by the state entity?**

The Accounting Office is continuously inundated with opening over 20,000 pieces of mail and manually processing check and credit card payments for the licensing unit. This manual process is very time-consuming. Temporary help is hired each year to assist with simple time-consuming tasks of opening and processing mailed checks and credit card payments. Having an online system allowing stakeholders to pay for their applications electronically will reduce the frequency of errors related to miscalculated payments substantially. Further, it will reduce the volume of paper and in-house payments that are manually processed by the accounting office, eventually reducing waiting time for the licensing unit to receive applications to process. During the renewal season, which is a busy time of year, the accounting office is backlogged due to manual tasks of receiving, opening and processing the applications which can delay the licensing unit in processing the renewal license timely. The newly proposed online payment system will reduce processing times for the accounting office. The accounting office will still process and code the revenue as it comes through in these systems with the help of better online reporting.

TIP: Copy and paste or click the + button in the lower right corner to add Business Programs, with background and context and impact descriptions as needed.

1.6   Project Justification

1. **Strategic Business Alignment**

   Enterprise Architect

   Title: Enterprise Architect

   Name: Greg Worman

   Strategic Plan Last Updated? 12/6/2024

   Strategic Business Goal: Goal 4.2 – Increase Organizational Efficiency and Innovation.

   By 2025, begin development of electronic payment and online submittal of licensing applications, and by 2028, implement electronic system.

   Alignment: Strategic Plan Goal #4 – Promote Organizational Excellence and Innovation

   By allowing for electronic payments and licensing applications to be submitted online, this project will support the Strategic Business Goal listed above.

   Strategic Business Goal: Goal 2.1 – Enhance and modernize DPR's collection of information and data to improve program policies, procedures, and priorities.

   Alignment: Strategic Plan Goal #2 – Track, Evaluate, and Enforce Safe Pesticide Use

   By allowing for electronic payments and licensing applications to be submitted online, this project will support the Strategic Business Goal listed above.

   Strategic Business Goal: Goal 3.2 – Improve information access and data sharing to increase transparency and awareness and understanding of California's pesticide regulatory structure and sustainable pest management approaches.

   Alignment: Strategic Plan Goal #3 – Foster Engagement, Collaboration and Transparency

   By allowing for electronic payments and licensing applications to be submitted and tracked online, this project will support the Strategic Business Goal listed above.

   TIP: Copy and paste or click the + button in the lower right corner to add Strategic Business Goals and Alignments as needed.

   Mandate(s): None

   Bill Number/Code, if applicable: Click or tap here to enter text.

   Add the Bill language that includes system-relevant requirements:

   Click or tap here to enter text.

TIP: Copy and paste or click the + button in the lower right corner to add Bill Numbers/Codes and relevant language as needed.

2. **Business Driver(s)**

Financial Benefit: Yes

Increased Revenue: No

Cost Savings: Yes

Cost Avoidance: No

Cost Recovery: No

Will the state incur a financial penalty or sanction if this proposal is not implemented? No

If the answer to the above question is "Yes," please explain:

Click or tap here to enter text.

Improvement

Better Services to the People of California: Yes

Efficiencies to Program Operations: Yes

Improved Equity, Diversity, and/or Inclusivity: No

Improved Health and/or Human Safety: No

Improved Information Security: Yes

Improved Business Continuity: Yes

Improved Technology Recovery: No

Technology Refresh: Yes

Technology End of Life: No

1.7   Business Outcomes Desired

Executive Summary of the Business Problem or Opportunity:

DPR's Licensing and Certification Program is responsible for examining and licensing or certifying qualified pesticide applicators, pest control aircraft pilots, pest control dealer designated agents, and agricultural pest control advisers. DPR also licenses businesses that sell or apply pesticides or use pest control methods/devices for hire.

As part of the Stage 1 Business Analysis, the project team has identified several business problems and opportunities for improvement:

- Manual, paper-based application processes lead to cumbersome workflows, frequent bottlenecks, and overall inefficiencies

Currently the processing of License applications is paper-based and requires many manual processes and physical storage. Each year, DPR staff prepares thousands of physical envelopes for renewal reminders that are sent through mail to all existing license holders, creating a substantial cost of printing, postage, and workload for staff members to print documents and prepare the envelopes.

The accounting team is responsible for separating, opening, and sorting all mail. All credit card and check payments are entered and processed manually, while cash payments require a staff member to walk to the bank and manually deposit the cash. During the peak renewal season, there may be over 20,000 pieces of mail received through the accounting office where two Student Assistants are hired, and other staff resources are redirected to help with the manual processes. The accounting office is limited to processing only a few hundred transactions per day due to technical and staff limitations. Once the payments are processed, payment logs, batch reports, and applications are routed to the Licensing team at a DPR Regional Office through the courier system and can create bottlenecks where overtime hours are spent sorting applications and matching them to payment receipts.

Upon receiving documents at the regional office, a Licensing staff member performs various tasks, such as opening interoffice mail envelopes, matching payment receipts to the corresponding licensing application, and providing accounting codes to a Report of Collection (RC) log for each application payment. The staff member then separates the renewal applications from other documents and bundles them in batches to be put in a drawer for staff to grab and begin processing.

Licensing staff review each application for accuracy, including checking that each required field on the application is completed, any required supplementary documentation is included and sufficient for requirements, and the required fee has been provided. In the event of missing information, the staff member sends correspondence to the applicant requesting missing information needed to complete the application review process. Once confirmed, Licensing staff manually input all application data into the IPS database.

Finally, once the applications have been processed, all physical documents are kept at the Regional Office for 3 years and archived with a contracted 3rd party for an additional 2 years. Document storage requires multi-year contracts that are expensive, and documents may be lost in storage or can be difficult to track down when needed. Document rotation is completed annually after the renewal season is over, where staff hours are spent each year rotating the documents.

- Error-prone paper applications and payments by stakeholders results in inefficient processing

Due to the paper-based nature of applications and payments, there are no validations in place to prevent errors and mistakes before applications and payments are submitted. Handwriting legibility is often a problem for the accounting and Licensing teams. Sometimes there are issues with the payment method, or the incorrect payment amount is submitted, which puts application processing on hold until the payment is corrected. There is often missing or incorrect information or missing required documents for the applications which creates delays

while having to contact the applicants to correct application information, gather required documents, or may result in resubmitting applications altogether. Overall, it creates substantial time lags in the licensing process. Stakeholders have also expressed concern with the lack of security when submitting a copy of their ID along with payment information through the mail.

- Lack of communication

  If payment issues are encountered, the accounting team works through the Licensing team to contact applicants for correcting payment issues. If there is missing or incorrect information on the applications, including payments, DPR staff attempt to contact applicants via email, mail, or phone, but applicants are sometimes non-responsive which creates delays in application processing. Currently stakeholders cannot track the status of their applications once submitted and should request receipts for payments if required. Stakeholders may email or call the Licensing team to check on the status of their application or request a receipt. This creates an additional workload for Licensing staff members having to track individual applications and work with other teams to fulfill the request.

- Inefficient and rigid current systems/databases

  Currently all data from paper applications and exam scores are manually entered into IPS, a costly and inefficient commercial off-the-shelf application, creating additional workload for staff members. Due to the limited ability to customize the application, it can be difficult to navigate or capture all application information and requires unnecessary tasks that need to be completed but are not able to be removed or changed. IPS also lacks the ability to create meaningful reports, so work orders are created for the IT team to run database queries for information that is needed, resulting in a waiting period while reports are being generated, and additional workload for IT staff.

Creating an online system for Licensing applications and electronic payments will expedite the current submission process resulting in fewer mistakes, higher customer satisfaction, reduced document storage, and substantial cost savings. Adopting an electronic application and payment submission process would result in a more secure payment system and save many personnel years (PYs) working on inefficient manual processes and would allow these resources to be reallocated to more critical data management and review activities and will help alleviate the backlog.

Objective ID: 1.1

Objective: Currently stakeholders are required to submit paper applications which results in a long processing time from receipt to finish. These delays include mailing lag times, routing, and many manual steps involved in processing. Approximately 19,000 licensees submit paper applications annually through USPS, which take on average 10 days for applications to be received (via physical mail), processed by Accounting for payments, and routed to the Licensing Team before processing can even begin.

Implement an online system where stakeholders can submit applications and payments instantly through an online portal to reduce the average time to receive and process payments by 90% within 12 months of implementation of the new system.

Metric: Average time for applications to be received and processed by Accounting for payments, and routed to the Licensing Team.

Baseline: Average time for applications to be received and processed by Accounting for payments, and routed to the Licensing Team is 10 days.

Target Result: Within 12 months of system implementation, reduce the average time for Accounting to receive and process payments and route applications to Licensing Team by 90%.

Objective ID: 1.2

Objective: Currently paper applications create more opportunities for errors due to handwriting legibility, incompletion of applications or payment processing slips, and duplicate and over payments for licensing fees. Additionally required documents may be missing, which creates additional workload for staff to track missing documents and information for each applicant.

Implement an online system that enforces data validations and requires stakeholders to correct deficiencies prior to submission, preventing missing documents and errors on applications and payments by 95% within 12 months of system implementation.

Metric: Problem log counts regarding missing required documents and mistakes on applications and payments.

Baseline: 934 problem logs were counted in 2023 regarding missing required documents and application and payment errors.

Target Result: Within 12 months of system implementation, reduce the number of missing required documents and application and payment errors by 95%.

Objective ID: 2.1

Objective: Currently there are limited payment options offered to stakeholders such as checks, money orders, cash, Visa and Mastercard. All these options are sent through physical mail including the Licensee Visa/Mastercard Transaction Form which includes credit card information. Stakeholders have expressed concern and are hesitant to send credit card information through the mail.

Implement an online system where stakeholders will be offered electronic payment options upon system implementation and can pay application fees instantly and securely through an online portal.

Metric: Number of electronic payment options offered to stakeholders.

Baseline: No electronic payment options are currently offered to stakeholders.

Target Result: Instantly upon system implementation, electronic payment options will be offered including EFT and all major credit card companies.

Objective ID: 2.2

Objective: Currently no payment receipts are automatically provided to applicants. Applicants can leave a note on the paper application requesting a receipt, or call or email requesting a payment receipt, which creates additional workload for Licensing staff members.

Implement an online system where applicants will get receipts immediately upon submission of their applications and payments, eliminating the additional requests for payment receipts by 95% within 12 months of system implementation.

Metric: Number of requests for payment receipts received by Licensing staff members.

Baseline: 1,050 requests for payment receipts received in 2023.

Target Result: Within 12 months of system implementation, reduce requests for payment receipts by 95%.

Objective ID: 2.3

Objective: Currently all mail is sent directly to the Accounting Team at DPR Headquarters, where incoming mail is separated, opened, and sorted based on payment type: check or credit card. Two Student Assistants are hired during the busy renewal season and other staff resources are redirected towards handling the seasonal influx of mail. Once payments are received, the Accounting Team manually enters each individual credit card payment into a credit card processing system, or scans checks through a check-reader machine for payments by check and creates a manual log for payment tracking. The Accounting team can only process a few hundred transactions per day due to technical and staff limitations and the many manual steps that are involved.

Implement an online system that can receive Licensing applications and process payments electronically, reducing the average daily time spent processing mail and payments by 90% within 12 months of system implementation.

Metric: Average daily staff hours spent on processing mail and payments

Baseline: 18.5 staff-hours spent on average each day processing mail and payments.

Target Result: Within 12 months of system implementation, reduce the average daily time spent processing mail and payments by 90%.

Objective ID: 3.1

Objective: Currently the payment processing and application review by Licensing staff is a labor-intensive process that involves many manual steps such as reviewing, tracking, and archiving documents and can take a long time to complete. Applicants may lose up to three months to complete their Continuing Education (CE) hours as they're waiting for their applications to be reviewed by DPR staff, and risk being out of compliance if the review process goes beyond January 1st.

Implement an online system that automates many of the application processing tasks to reduce the total processing time for each application type by 90% within 12 months of system implementation.

Metric: Processing time for Licensing applications

Baseline: Average processing time for applications is 37 days.

Target Result: Within 12 months of system implementation, reduce the total processing time for each application type by 90%

Objective ID: 3.2

Objective: Licenses are issued separately for businesses and individuals. Businesses are required to have a Qualified Person with an individual license attached to the business license for renewal. Often the Qualified Person will renew their individual license on alternating years from the Business License renewal. This creates risk for the Business License to be out of compliance if the Qualified Person's individual license were to expire. Currently there is no system in place for the Licensing Team to track this event.

Implement an automated system that identifies and reports potential issues with Business License non-compliance due to upcoming expiring individual licenses with the Qualified Person's attached to the Business License within 6 months of system implementation

Metric: Number of structured reports flagging potential issues with non-compliant Business Licenses.

Baseline: Currently there are zero reports in place to flag potential issues with non-compliant Business Licenses.

Target Result: Reporting system in place within 6 months of system implementation to generate a report to identify potential issues with Business License non-compliance.

Objective ID: 3.3

Objective: Currently a large volume of applications is received in a short amount of time creating a heavy seasonal workload for DPR staff to manage paper applications. During such time, the Licensing Team accrues overtime hours while additional staff members from the Scientific Team are redirected from their primary responsibilities to assist with the manual processing of licensing applications.

Implement an online system that automates many of the application processing tasks, reducing overtime and additional staff hours from other teams by 95% within 12 months of system implementation.

Metric: Budgeted Overtime for Licensing Team, plus staff hours redirected from Scientific Team.

Baseline: 300 budgeted hours of Licensing team overtime and an additional 150 hours used from Scientific team staff.

Target Result: Within 12 months of system implementation, eliminate Scientific Team staff time spent processing applications and reduce the overtime budget for Licensing team by 95%.

Objective ID: 3.4

Objective: Physical documents are retained locally for 3 years, including an additional 2 years where they are archived with a contracted 3rd party vendor. Physical document rotation is completed annually after the renewal season is over, where staff hours are spent every year rotating these documents, and can take up to a month to complete.

Implement an online system that stores data and documents digitally, reducing staff hours spent managing physical documents by 20% within the first 12 months, eventually reducing by 95% within 60 months of system implementation.

Metric: Staff hours spent managing physical document storage and retention

Baseline: ~1080 staff hours spent annually managing physical document storage and retention.

Target Result: Within the first 12 months of system implementation, reduce staff hours spent managing document storage and retention by 20%, eventually reducing by 95% within 60 months of system implementation.

Objective ID: 3.5

Objective: Currently physical documents are archived with a contracted 3rd party vendor for the last 2 years of the 5-year retention period, who securely shreds documents after the retention period is completed.

Implement an online system that stores data and documents digitally, eliminating the cost of physical document storage with 3rd party vendors within 24 months of system implementation.

Metric: Cost of document retention through 3rd party vendor

Baseline: Annual cost for 3rd party physical document retention and shredding is $10,662/year.

Target Result: Within 24 months of system implementation, eliminate additional physical document storage and shredding costs.

Objective ID: 3.6

Objective: Currently all data from paper applications and exam scores are manually entered into IPS, a commercial off-the-shelf (COTS) application, by DPR staff for storing and tracking Licensee data, creating additional workload for staff members.

Implement an online system where exam results and data are automatically stored from submitted paper applications and exam scores, reducing the time needed for manually entering data by DPR staff by 95% within 12 months of system implementation.

Metric: Staff time spent manually entering application information and exam scores into existing database.

Baseline: Average time spent on manual data entry for each application is 3.5 min/application (~1,100 hours/year), and updating exam scores is 8 hours/week.

Target Result: Within 12 months of system implementation, reduce average time spent on manual data entry for each application and exam score by 95%.

Objective ID: 3.7

Objective: The current IPS database that stores licensing information is very limited in functionality. As a commercial off-the-shelf (COTS) application, IPS is difficult to add custom data fields and build reports needed to query required information. When required to query existing data, licensing staff submit IT Tickets (Work Orders) that take time for the IT team to generate the reports and return.

Implement an online system to assist with building custom reports, reducing the time spent waiting for IT staff to build and run custom queries to generate custom reports by 90% within 12 months of system implementation.

Metric: DPR staff time waiting for custom reports to be generated by IT staff through custom queries.

Baseline: Average waiting period for custom reports to be generated by IT staff was 12 days in 2023.

Target Result: Within 12 months of system implementation, reduce the time spent waiting for IT staff to build and run custom queries to generate custom reports by 90%.

Objective ID: 3.8

Objective: Currently DPR pays for annual software licenses and support for use of the IPS application to store application data. The cost of the annual license and support has increased each year and has a sizeable impact on the annual IT Budget.

Implement an online system that replaces the IPS application and database, eliminating the need to purchase an annual IPS license and support within 12 months of system implementation.

Metric: Annual Software License and Support Cost for IPS

Baseline: Annual License cost for 2023 renewal was ~$31,000 and Support cost was ~$64,000/year.

Target Result: Within 12 months of system implementation, eliminate all costs related to IPS licenses and support.

Objective ID: 3.9

Objective: Currently, once the Licensing team receives the applications, a staff member must match each application with its payment record and manually assign an account code for each individual transaction, then bundle all applications in groups of 10 for the Licensing staff to begin processing. Once each application has been coded, the Licensing team totals the amount for each account code and emails the totals back to Accounting, where the Accounts Receivable team manually inputs that information into FI$CAL.

Implement an online system that automatically assigns the proper account code to each transaction as payments are being processed by stakeholders, reducing the time spent manually assigning account codes to individual transactions by 90% within 12 months of system implementation.

Metric: Staff time spent matching applications to payment records, assigning account codes to each transaction, and bundling applications for processing.

Baseline: 75 staff hours spent each month matching applications to payment records, assigning account codes to each transaction, and bundling applications for processing..

Target Result: Within 12 months of system implementation, reduce the time spent manually assigning account codes to individual transactions by 90%.

Objective ID: 4.1

Objective: Currently, DPR staff are required to send renewal reminders to licensees every year. There are 11,500 renewal reminders that are mailed out to individual licensees and businesses annually, creating a substantial cost of printing, postage, and workload for staff members to print documents and prepare the envelopes to be mailed out.

Implement an online system that improves communication with licensees with the ability to send reminders electronically, reducing the need to send physical letters to licensees by 90% within 12 months of system implementation.

Metric: Number of physical letters being sent to licensees as reminders to renew licenses.

Baseline: On average, 11,500 physical letters are mailed to license holders as reminders each year to renew their licenses.

Target Result: Within 12 months of system implementation, reduce physical renewal letters being mailed by 90%.

Objective ID: 5.1

Objective: Currently applicants cannot track the status of their applications during processing. Applicants email the Licensing team to check on the status of their application which creates additional workload for Licensing staff members having to track individual applications that were submitted.

Implement an online system that provides current application status and offers transparency, eliminating additional requests for application status by 95% within 12 months of system implementation.

Metric: Number of email requests for application status received by Licensing team

Baseline: 4,862 email requests for application status (May – December 2024) submitted to Licensing staff members.

Target Result: Within 12 months of system implementation, reduce email requests for application status by 95%

Objective ID: 5.2

Objective: Currently, there is no notification system in place for the Licensing Team to notify the businesses that may potentially be out of compliance due to the upcoming expiration of their Qualified Person's individual license.

Implement an automated system that automatically notifies Businesses of the upcoming expiration of their Qualified Person's individual licenses within 6 months of system implementation.

Metric: Number of system notifications sent to businesses regarding the upcoming expiration of their Qualified Person's individual licenses.

Baseline: Currently there are no notifications preemptively sent to businesses regarding the upcoming expiration of their Qualified Person's individual licenses.

Target Result: Within 6 months of system implementation, notifications will begin to be sent to all businesses regarding the upcoming expiration of their Qualified Person's individual licenses.

Objective ID: 5.3

Objective: Currently there is no notification system in place for the Licensing Team to request additional information on licensing applications. Occasionally information on these applications needs clarification, additional information, or additional documents where many emails are being sent back and forth between DPR staff and stakeholders, creating additional workload for DPR staff.

Implement an online system that automatically notifies stakeholders when clarification of information, additional information, or additional documents are needed during the review process.

Metric: Number of system notifications sent to stakeholders regarding clarification of information, additional information, or additional documents.

Baseline: Currently there are no automated notifications being sent to stakeholders regarding clarification of information, additional information, or additional documents.

Target Result: Upon system implementation, automated notifications will begin to be sent to all stakeholders regarding the clarification of information, additional information, or additional documents that are needed.

TIP: Copy and paste or click the + button in the lower right corner to add Objectives as needed. Please number for reference.

TIP: Objectives should identify WHAT needs to be achieved or solved. Each objective should identify HOW the problem statement can be solved and must have a target result that is specific, measurable, attainable, realistic, and time-bound. Objective must cover the specific. Metric and Baseline must detail how the objective is measurable. Target Result needs to support the attainable, realistic, and time-bound requirements.

1.8   Project Management

1. **Project Management Risk Score:** 0.5

Follow the instructions in Statewide Information Management Manual (SIMM) Section 45 Appendix B Project Management Risk Assessment Preparation Instructions.

Attach a completed [Statewide Information Management Manual (SIMM) Section 45 Appendix A Project Management Risk Assessment Template](#) to the email submission.

2. **Project Approval Lifecycle Completion and Project Execution Capacity Assessment**

Does the proposal development or project execution anticipate sharing resources (state staff, vendors, consultants, or financial) with other priorities within the Agency/state entity (projects, PALs, or programmatic/technology workload)?

Answer: Yes

Does the Agency/state entity anticipate this proposal will result in the creation of new business processes or changes to existing business processes?

Answer (No, New, Existing, or Both)**:** Both New and Existing Processes

1.9   Initial Complexity Assessment

1. **Complexity Assessment (Business Score):** 1.6

Follow the instructions in the [Statewide Information Management Manual (SIMM) Section 45 Appendix D Complexity Assessment Instructions.](#)

Attach a completed [Statewide Information Management Manual (SIMM) Section 45 Appendix C Complexity Assessment Template](#) to the email submission.

NOTE: Business complexity is initially completed in PAL Stage 1. Technical complexity is initially completed in PAL Stage 2.

2. **Noncompliance Issues:** Indicate if your current operations include noncompliance issues and provide a narrative explaining how the business process is non-compliant.

Programmatic regulations: No

HIPAA/CIIS/FTI/PII/PCI: No

Security: No

ADA: No

Other: No

Not Applicable: No

Noncompliance Description:

N/A

3. **Additional Assessment Criteria**

If there is an existing Privacy Threshold Assessment/Privacy Information Assessment, include it as an attachment to your email submission.

How many locations and total users is the project anticipated to affect?

Number of locations: 2

Estimated Number of Transactions/Business Events (per cycle): ~19,000/Year

Approximate number of internal end-users: Licensing Team (26), Accounting Team (6), IT staff (3), = 35 Estimated Internal End-Users

Approximate number of external end-users: 3,713 businesses, 18,749 individuals, = 22,462 Estimated External End-Users

1.10 Funding

Planning

1. Does the Agency/state entity anticipate requesting additional resources through a budget action to **complete planning** through the project approval lifecycle framework? No

    If Yes, when will a budget action be submitted to your Agency/DOF for planning dollars?

    Click or tap to enter a date.

2. Please provide the Funding Source(s) and dates funds for planning will be made available:

    Funding Source: Licensing Fund
    Dates fund will be available: July 1, 2025

Project Implementation Funding

1. Has the funding source(s) been identified for **project implementation**? No

    If known, please provide the Funding Source(s) and dates funds for implementation will be made available:

    Funding source will be from the Licensing Fund (July 1, 2026)

    Will a budget action be submitted to your Agency/DOF? Yes

    If "Yes" is selected, specify when this BCP will be submitted: Fall 2025

2. Please provide a rough order of magnitude (ROM) estimate as to the total cost of the project: Less than $10 Million

End of agency/state entity document.

Please ensure ADA compliance before submitting this document to CDT.

When ready, submit Stage 1 and all attachments in an email to ProjectOversight@state.ca.gov.

Department of Technology Use Only

Original "New Submission" Date: 04/09/2025

Form Received Date: 04/09/2025.

Form Accepted Date: 04/09/2025.

Form Status: Completed.

Form Status Date: 04/09/2025.

Form Disposition: Approved

  If Other, specify: Click or tap here to enter text.

Form Disposition Date: 04/09/2025

Department of Technology Project Number (0000-000): **3930-015**