



Stage 1 Business Analysis

California Department of Technology, SIMM 19A.3 (Ver. 3.0.8, 02/01/2022)

1.1 General Information

1. Agency or State entity Name: XXXX - Other

If Agency/State entity is not in the list, enter here with the [organization code](#).

1115 - Department of Cannabis Control

2. Proposal Name and Acronym: Cannabis Systems Integration (CSI) Project

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

The Department of Cannabis Control (Department) seeks to consolidate two instances of their current cannabis licensing software into one solution. The Cannabis Licensing Enforcement Application and Reporting (CLEaR) system and the Cultivation Licensing System (CLS) are housed in two different instances of the Accela solution. These two systems are not integrated to communicate and share real-time data, nor have functionality to streamline current workflows such as document management, validating inputs, case management and the communication needed which could benefit the Department, and external stakeholders. Having the CLEaR and CLS solutions maintained on two separate systems has presented operational challenges.

Proposed Project Execution Start Date: 3/10/2026

4. S1BA Version Number: Version 1

1.2 Submittal Information

1. Contact Information

Contact Name: Lisa Rangel

Contact Email: Lisa.Rangel@cannabis.ca.gov

Contact Phone: (279) 243-3599

2. Submission Type: New Submission

If Withdraw, select Reason: [Choose an item.](#)

If Other, specify reason here:

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

[Click or tap here to enter text.](#)

Summary of Changes: (Summarize updates made.)

[Click or tap here to enter text.](#)

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: Chief Deputy Director

Name: Rasha Salama

Business Program Area: Executive Office

2. Business Owner

Title: Deputy Director

Name: Michael Cheng

Business Program Area: Licensing Division

Title: Deputy Director

Name: Evelyn Schaeffer

Business Program Area: Compliance Division

Title: Environmental Program Manager I

Name: Alanna Viegas

Business Program Area: Laboratory Services Division

3. Product Owner:

Title: Program Support Office Manager

Name: Danica Moroz

Business Program Area: ITSD Program Support

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: Yes

Public: Yes

Federal Entities: Yes

Governor's Office: Yes

Legislature: Yes

Media: Yes

Local Entities: Yes

Special Interest Groups: Yes

Other: No

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

Other Departments/State Entities - Many other State departments partner with the Department of Cannabis Control for licensing related activities. These agencies include the California Department of Pesticide Regulation, the California Department of Fish and Wildlife, the Department of Water Resources Control Board, the California Air Resources Control Board, and California Department of Food and Agriculture. The licensing requirement activities the Department conducts with these organizations can be better tracked and regulated in a new centralized database. These organizations will not be involved in the planning process, however, the Department's experience in working with these organizations may have an impact on the functionality targeted for the new system.

Public – While, the public will not be directly involved in the planning process, they will indirectly benefit from the implementation of a more modernized system as enhanced data collection will drive better reporting, policy and business process decisions. Cannabis consumers will be better served should they submit a complaint to the Department as it will be tracked in an improved manner for all license types. Members of the public who are licensees will experience an improved level of service from the Department.

Federal Entities – Several federal entities partner with or support the Department in enforcement actions and activities. These groups include the Drug Enforcement Agency, the Department of Homeland Security, and the Federal Bureau of Investigation. These organizations will not be involved in the planning process, but the Department’s experience in working with these organizations may influence the development of functionality for the new system.

Governor’s Office, Legislature, and Media - These three groups frequently request licensing and enforcement related data for both the legal and illegal cannabis market. Enhanced data collection and better ability to access the data will improve the ability to provide detailed and aggregated data to these three groups. These organizations will not be involved in the planning process, but the Department’s experience in working with these may influence the functionality targeted for the new system.

Local Entities – Much like Federal Entities, these groups partner with or support the Department in licensing and enforcement activities. These organizations will not be involved in the planning process, but the Department’s experience in working with these organizations may influence the development of functionality for the new system.

1.5 Business Program

1. **Business Program Name:** Licensing, Compliance, and Laboratory Services Divisions
2. **Program Background and Context:** (Provide a brief overview of the entity’s business program(s) current operations.)

Licensing Division

The Department’s Licensing Division conducts review of applications for state licensure of cannabis activities, such as distribution, manufacturing, retail, cultivation, testing laboratories and temporary events. The Licensing Division also conducts subsequent reviews for license renewals, license modifications and provides technical assistance support to applicants and licensees.

Compliance Division

The Department’s Compliance Division responds to complaints from various sources including, but not limited to, consumer, local level regulators, and other state departments, conducts routine inspections and conducts investigations regarding alleged and observed violations. The Compliance Division oversees businesses licensed for distribution, manufacturing, retail, and cultivation. The Compliance Division supports and enforces regulatory compliance of licensed cannabis businesses, partners with other state departments on cannabis mandates, and unlicensed operations to promote accountability, consumer and public safety.

Laboratory Services Division

The Department’s Laboratory Services Division conducts a scientific review of all applications for licensure of testing laboratories. The Laboratory Services Division also conducts compliance inspections and investigations of testing laboratories.

Collectively, these Divisions within the Department of Cannabis Control work to support the Department of Cannabis Control's mission of facilitating a well-regulated, legal cannabis market that benefits all Californians.

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

A combined licensing system will enable the Programs and the Information Technology Services Division (ITSD) to have a centralized system to track all activities related to cannabis licensing, enforcement, and reporting efforts under the Department's authority. The Department receives approximately 1,482 applications for licensure annually and has a licensing population of 9,050. Having two systems to maintain all changes required such as regulatory IT impacts, process improvements, system enhancements, defect resolutions, maintenance releases, and competing priorities amongst the Department's divisions often requires duplication of efforts in each instance of the systems and their supporting tools. This duplication is time consuming and not cost effective.

A new combined system will streamline current process into one unified process, reduce application processing and review time, and ensure quicker delivery of value to the applicants and licensees. A new centralized database will enable the Department to receive and track the workload associated with the activities it conducts, complaints, licensing activities, reporting, as well as other oversight and administrative tasks more accurately. Statistical internal and external reporting will be improved as currently the separate systems are designed to extract from two separate databases, with two separate builds, and do not provide adequate reporting capabilities for the Department.

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: Chief Infrastructure and Enterprise Services

Name: Donovan Dutt

Strategic Plan Last Updated? 8/3/2023

Strategic Business Goal: N/A

Alignment: N/A

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: [No](#)

Increased Revenue: [No](#)

Cost Savings: [Yes](#)

Cost Avoidance: [Yes](#)

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: [Yes](#)

Improved Health and/or Human Safety: [Yes](#)

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:

Currently, the Department must utilize two separate cannabis licensing systems. Having two separate systems does not allow for efficiency in current operations, as duplicate efforts must occur. A centralized database would better track and regulate licensing, compliance, and lab activities. Enhanced data collection will drive improved reporting, policy development and business process decisions. A centralized system would also provide more streamlined services to cannabis consumers who submit complaints, as their information would be tracked in a unified manner. Additionally, system changes required by legislative and regulatory mandates could be delivered more quickly, ensuring timelier compliance.

A centralized database would improve the Department's cannabis oversight by increasing operational efficiency, enhancing data-driven decision making, streamlining customer service, and accelerating regulatory compliance.

Objective ID: 1

Objective: Ability to have a centralized and integrated system for all cannabis services to streamline current business processes.

Metric: One centralized, integrated system for internal and external users.

Baseline: Two separate systems

Target Result: 100%

Objective ID: 2

Objective: Provide internal and external stakeholders near real-time public record information, license application review, communication with external applicants and licensees, and license search. Updates in near real-time or real-time would improve customer services to internal and external users who rely on up-to-date statuses regarding cannabis activities.

Metric: Real-time or near real-time data

Baseline: 24 hours

Target Result: Updates more frequently than 24-hours.

Objective ID: 3

Objective: Improved electronic document management to facilitate a more streamlined workflow and access to the document repository.

Metric: Number of new management workflows

Baseline: 0 – Not able to track in the current systems

Target Result: 10 workflows of Increased document management functionality

Objective ID: 4

Objective: Capability to automate system actions/dispositions, validate manual and automated inputs to effectively track actions performed by both internal and external users.

Metric: 10% increase in percentage of system validations.

Baseline: 0 – Not able to track in current systems

Target Result: System automation, validation and tracking at project close-out.

Objective ID: 5

Objective: Implement a system that effectively captures, tracks, and maintains data for internal users' caseloads, and external reporting, categorized by parameters such as location, region, and licensing/application population. For example, this includes dashboard tracking, workload queues and external application status review.

Metric: Number of case load category types.

Baseline: 0 – Not able to track in current systems.

Target Result: Ability to track case load by category type.

Objective ID: 6

Objective: System generated communications for internal and external users such as, but not limited to, data and timeline management reminders for relevant licensee/applicant specific deadlines.

Metric: Percentage of system generated communications.

Baseline: 50% system generated communications

Target Result: 80% system generated communications.

Objective ID: 7

Objective: Reduce the amount of staff hours spent on cashiering and accounting, activities such as reconciliation, collection, partial payments and reporting capabilities.

Metric: Number of hours.

Baseline: Approximately 20 hours per week.

Target Result: Reduce staff hours by 20% per week 6 months after project completion.

Objective ID:

Objective: Click or tap here to enter text.

Metric:

Baseline: Click or tap here to enter text.

Target Result:

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

(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. Business Complexity Score: 2.3

(Attach a completed [SIMM Section 45 Appendix C](#) to the email submission.)

2. Noncompliance Issues: (Indicate if your current operations include noncompliance issues and provide a narrative explaining how the business process is noncompliant.)

Programmatic regulations: No

HIPAA/CIIS/FTI/PII/PCI: No

Security: No

ADA: No

Other: No

Not Applicable: No

Noncompliance Description:

[Click or tap here to enter text.](#)

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: 3 separate office locations and 410 internal users.

Estimated Number of Transactions/Business Events (per cycle): 1,482 new applications each year. Existing caseload is approximately 9,050 licenses. 9,112 consumer complaints each year.

Approximate number of internal end-users: 410 users

Approximate number of external end-users: Registered Cultivation license system (CLS) external users: 23,773. Cannabis Licensing, Enforcement and Reporting (CLEaR) system external users: 38,577.

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:

Funds for planning will be redirected from other operations funds.

Project Implementation Funding

1. Has the funding source(s) been identified for **project implementation**? Yes

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

Funding will be provided by the Information Technology Service Division through a budget change proposal request. Anticipated timeline is FY 26/27, 27/28 and 28/29.

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

If "Yes" is selected, specify when this BCP will be submitted: Fall 2025 (Jan. 10 BCP), to be effective FY 26/27

Please provide a rough order of magnitude (ROM) estimate as to the total cost of the project: Between \$10 Million and \$50 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: [12/3/2024](#)

Form Received Date: [12/3/2024](#)

Form Accepted Date: [12/3/2024](#)

Form Status: [Completed](#)

Form Status Date: [12/3/2024](#)

Form Disposition: [Approved](#)

If Other, specify: [Click or tap here to enter text.](#)

Form Disposition Date: [12/3/2024](#)

Department of Technology Project Number (0000-000): [1115-005](#)