ENFORCEMENT / LICENSING MODERNIZATION (ELM) OVERVIEW
ELM BACKGROUND

BreEZe Project

• Goal of consolidating all Department of Consumers Affairs (DCA) regulatory entities into a single licensing and enforcement system
  • Release 3 (which included BAR) cancelled in January 2015
  • 18 regulatory entities using BreEZe
  • 16 regulatory entities still seeking to modernize business processes, including BAR

• AB 111 (Statutes of 2013) – Modernization Requirements
• DCA Business Modernization Plan
ELM PHASES

• Phase 1 - Business Readiness
  • Business Process Reengineering (BPR)

• Phase 2 - System Requirements / Business Needs
  • Mid-Level Solution Requirements
  • User Cases / User Stories

• Phase 3 - Project Approval Lifecycle (PAL)
  • Four stages with approval gates

• Phase 4 - System Implementation
  • Incremental Delivery – No Big Bang!
PHASE 3 – PROJECT APPROVAL LIFECYCLE

Figure 1
New Project Approval Process: Project Approval Lifecycle (PAL)

Stage 1
Business Analysis
- Identify Programmatic Problem/Opportunity
- Establish Business Case/Need
- Identify Objectives
- Assess Departmental Readiness

Stage 2
Alternatives Analysis
- Assess Existing Programming Processes
- Market Research
- Develop Mid-Level Solution Requirements
- Identify Solution Alternatives
- Recommend Solution
- Financial Analysis

Stage 3
Procurement Analysis
- Develop Solution Requirements
- Develop Solicitation

Stage 4
Bid Analysis and Finalization of Project Details
- Solicitation Release
- Select Vendor
- Contract Management
- Baseline Project

CDT Decision
- Red = Reject
- Yellow = Rethink and Resubmit
- Green = Approve

Award Contract and Start Project

CDT = California Department of Technology.
PHASE 4 – SYSTEM IMPLEMENTATION

Software Development Lifecycle

• Agile vs. Waterfall
ELM ESTIMATED TIMELINE

BAR Business Modernization
Proposed Timeline

**2018**

- Business Activities: 1/1/18 - 12/17/19

**2019**

- Project Approval Lifecycle: 12/16/19 - 11/20/20

**2020**

- S1BA (Draft & Submission): 12/16/19 - 2/14/20
- S1BA Approved by CDT: 4/24/20
- Stage 2 Alternative Analysis (Draft & Submission): 2/17/20 - 4/24/20
- S2AA Approved by CDT: 7/3/20
- Stage 3 (Draft & Submission): 4/27/20 - 7/3/20
- Stage 3 Approved by CDT: 9/11/20
- Stage 4 (Draft & Submission): 7/6/20 - 9/11/20
- Stage 4 Approved by CDT: 11/20/20

**2021**

- Configure & Implement MVP: 12/1/20 - 1/3/22
- Release 2: Configure & Implement Phased Enhancements: 1/4/22 - 1/2/23
- Maintenance & Operations: 1/3/23 - 1/2/24

**2022**

- MVP Go-Live

**2023**

- Release 2 Go-Live

**2024**
REAL TALK

• Modernization is overdue

• California Department of Technology policy (SIMM 19)

• Minimize Risk
  • Incremental Delivery of Minimum Viable Product (MVP)
  • Prioritized by Measurable Business Value

• Increase Efficiencies
  • People, Process, Technology
  • Internal vs. External Capabilities
  • Continuous Improvement
ELM IS A SYSTEM

Technology

People

Process
ELM SUPPORTS BAR

Mission
Serve Californians through effective regulation of the automotive repair and Smog Check industry.

Vision
Educate and empower consumers by promoting a competitive automotive repair marketplace and model vehicle emissions reduction program.

Values
Accountability, Communication, Diversity, Innovation, Integrity, Transparency.
ELM PRESENTS OPPORTUNITIES

- Increased standardization across existing business processes
- Improved efficiency of existing business processes
- Improved workload management
- Clearly defined key performance indicators (KPIs)
- Improved reporting and access to data
- Improved consumer access to licensee performance data
- Shift to “paperless” processing
- Improved online capabilities for licensees and consumers
- Online application processing
- Reduced costs
WHO WILL BENEFIT FROM ELM?

- Consumer
- Repair Facility Owner
- Consumer/Industry Advocate
- Industry Training Provider

**Activity**: Can you think of any challenges or problems that ELM could help alleviate or eliminate?
THINK DIGITALLY

• If it’s done using paper today, it can likely be done electronically in ELM.

• Digital devices today include PC, tablet, mobile phone, VR glasses.

• Digital channels include Internet, Email, Text, Chat.

• How can manual tasks be automated? E.g. voice-to-text, OCR, predictive analytics, automated workflow with assignment queues.

• Think about how technology is used today in your personal life. How could it be used to improve BAR services?

• What do you need from ELM? Think “what if?”
Common Interactions with BAR

- Requests auto body inspections
- Files a complaint related to an ARD, Brake/Lamp, or Smog Check station
- Seeks information about BAR programs and CA laws/regulations

“\textit{I filed a complaint, simply by scanning the BAR QR Code posted at the repair facility.}”
REPAIR FACILITY OWNER

Common Interactions with BAR
- Submits registration and license applications
- Pays application and license fees – initial, renewal, late
- Maintains appropriate automotive repair certifications
- Performs auto repair, maintenance, and Smog testing
- Complies with CA laws/regulations
- Pays citation fines
- Attends education and disciplinary conferences

Repair Facility Owner

“It took less than 5 minutes to renew my license and pay the fee using the BAR phone app.”
CONSUMER/INDUSTRY ADVOCATE

Common Interactions with BAR
• Seeks information about BAR programs and CA laws/regulations
• Requests presentations and speakers for their constituents
• Advocates for a particular group (e.g., consumer, repair businesses, regulatory)

“I like the virtual assistant feature. I just said what I wanted – the system translated my voice message, and sent me a text confirmation.”
INDUSTRY TRAINING PROVIDER

Common Interactions with BAR
- Provides training to Automotive Repair Technicians
- Verifies the status of certifications
- Maintains training and certification requirements and programs

“I am able to link our database directly with ELM to provide training reminders and e-verification of training certifications.”
YOUR IDEAS MATTER

Have more ideas and inspiring thoughts about the digital future of BAR?

Submit questions and comments to:

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