

# Enforcement and Licensing Modernization (ELM)

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Bureau of Automotive Repair

# ELM Project Status (1 of 2)

- Project approved and delegated on 4/25/22
- Contract executed on 4/28/22
- Work on the InLumon platform stopped on 5/3/23
- Project Pivot (SimpliGov platform)
  - Special Project Report (SPR) submitted for schedule
  - Delegated budget still available
  - Contract executed for the platform and implementation services on 11/6/23
  - Automotive Repair Dealer (ARD) initial application production deployment
    - Soft launch on 1/31/2024
    - Online launch on 2/14/2024

# ELM Project Status (2 of 2)

- First online application
  - Received on 2/15/24 at 6:30 AM
  - License approved by 9:30 AM
- Roughly 1,400 online ARD applications initiated as of 4/1/24
- What's next
  - Station Licenses and ARD Change (5/2024)
  - Individual Licenses (8/2024)
  - Individual Change and Renewals (10/2024)

# Project Constraints

- Project triangle
  - Fixed budget
  - Fixed schedule
  - Scope is flexible
- Discuss platform play vs. custom development
- Integration with legacy “Systems of Record”
  - Applicant Tracking System
  - Consumer Affairs System
  - DCA Search / Open Data Portal
  - Reporting Tools

# Keys to Success

- Milestones matter
  - Project oversight and reporting
- Scope management
  - Perfection vs. progress
  - Minimally viable product
  - Minimize rework
  - Lean into the platform
- Testing velocity
- Framework for continuous improvement
  - Internal and external feedback

# Contact Information

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