
ENFORCEMENT AND LICENSING MODERNIZATION (ELM) PROJECT

DEPARTMENT OF CONSUMER AFFAIRS



Bureau of Automotive Repair

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BAR ADVISORY GROUP MEETING
JULY 12, 2018

ELM BACKGROUND

- BreEZe Project
 - Department of Consumers Affairs (DCA) project with the goal of consolidating all DCA regulatory entities into a single licensing and enforcement system
 - Release 3 (which included BAR) cancelled in January 2015
 - 18 regulatory entities using BreEZe

ELM BACKGROUND (CONTINUED)

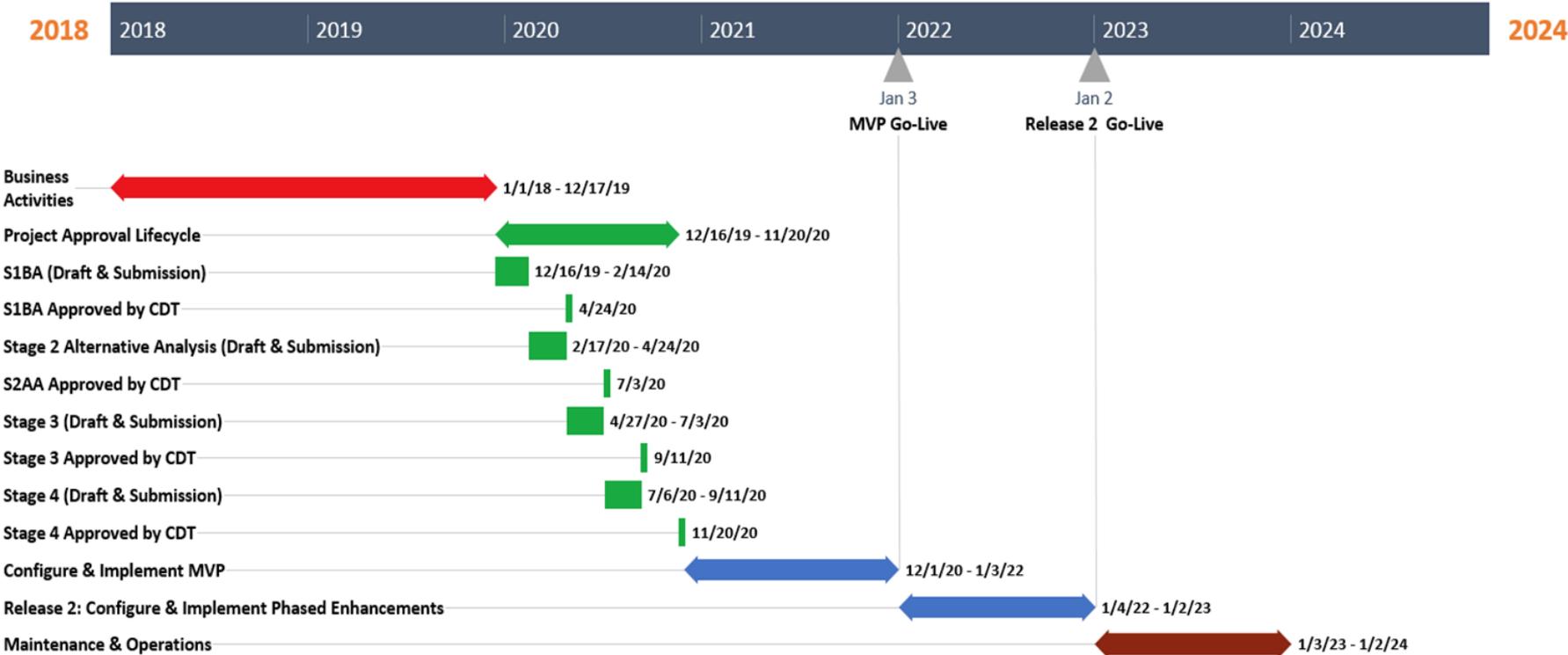
- 16 regulatory entities still seeking to modernize business processes, including BAR.
- AB 111 – Modernization Requirements
- DCA Business Modernization Plan
 - Lessons Learned
 - The Road Forward

ELM APPROACH

- Phase 1 - Business Readiness
- Phase 2 - System Requirement / Business Needs Specifications
- Phase 3 - Project Approval Lifecycle
- Phase 4 - System Implementation

ELM ESTIMATED TIMELINE

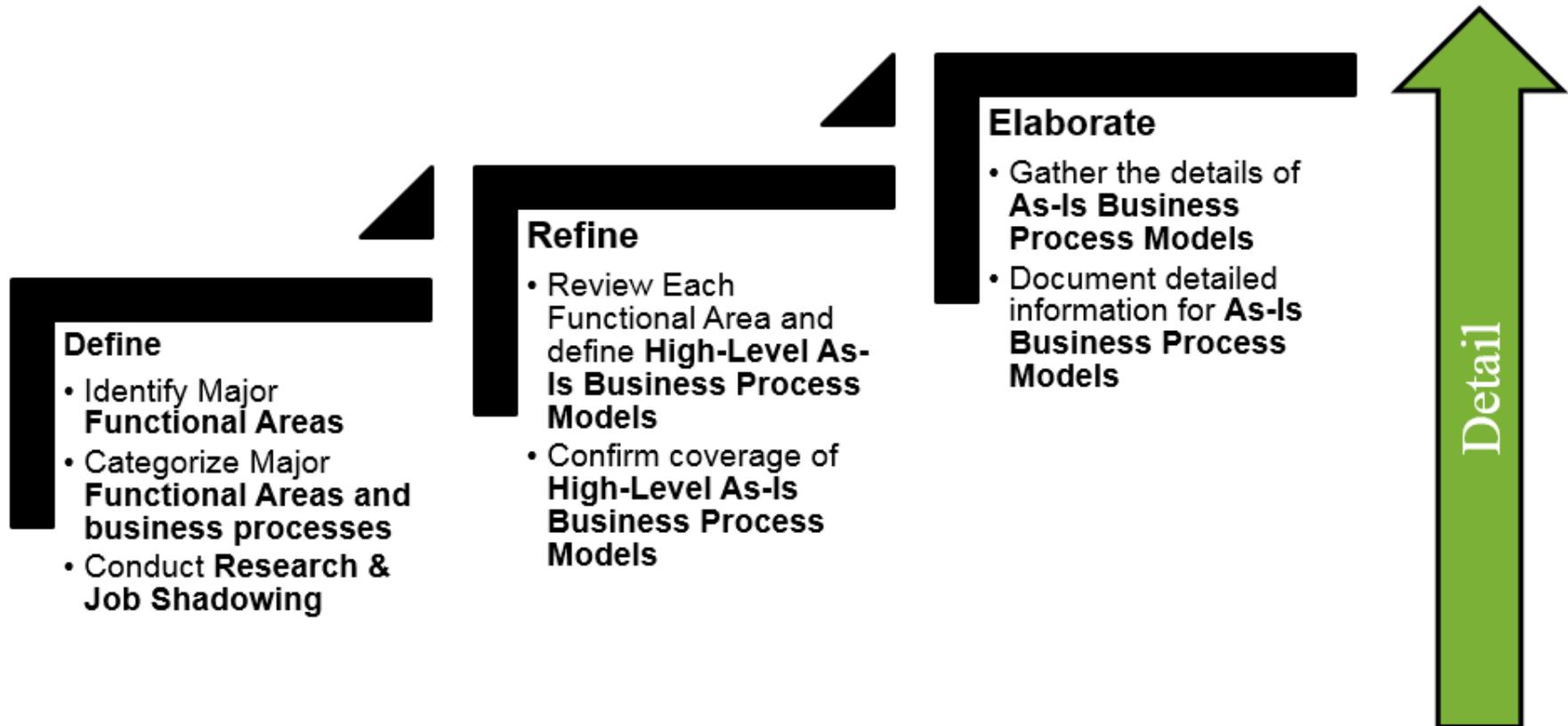
BAR Business Modernization Proposed Timeline



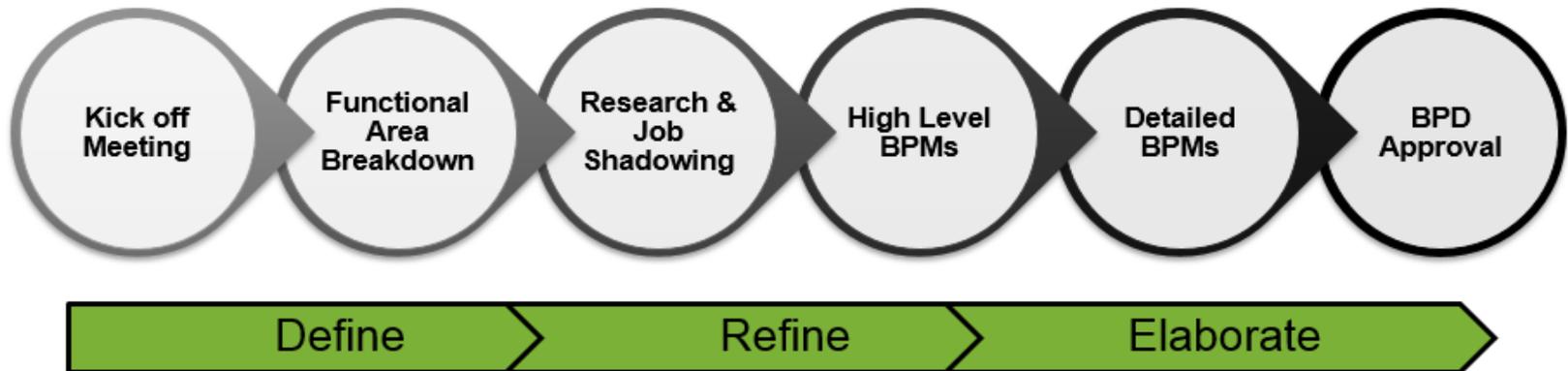
ELM STATUS

- Phase 1 - Business Readiness
 - Organization Change Management
 - Business Process Reengineering (BPR)
 - “As-Is” Business Process Mapping

AS-IS BUSINESS PROCESS APPROACH



AS-IS ACTIVITIES



FUNCTIONAL AREA BREAKDOWN

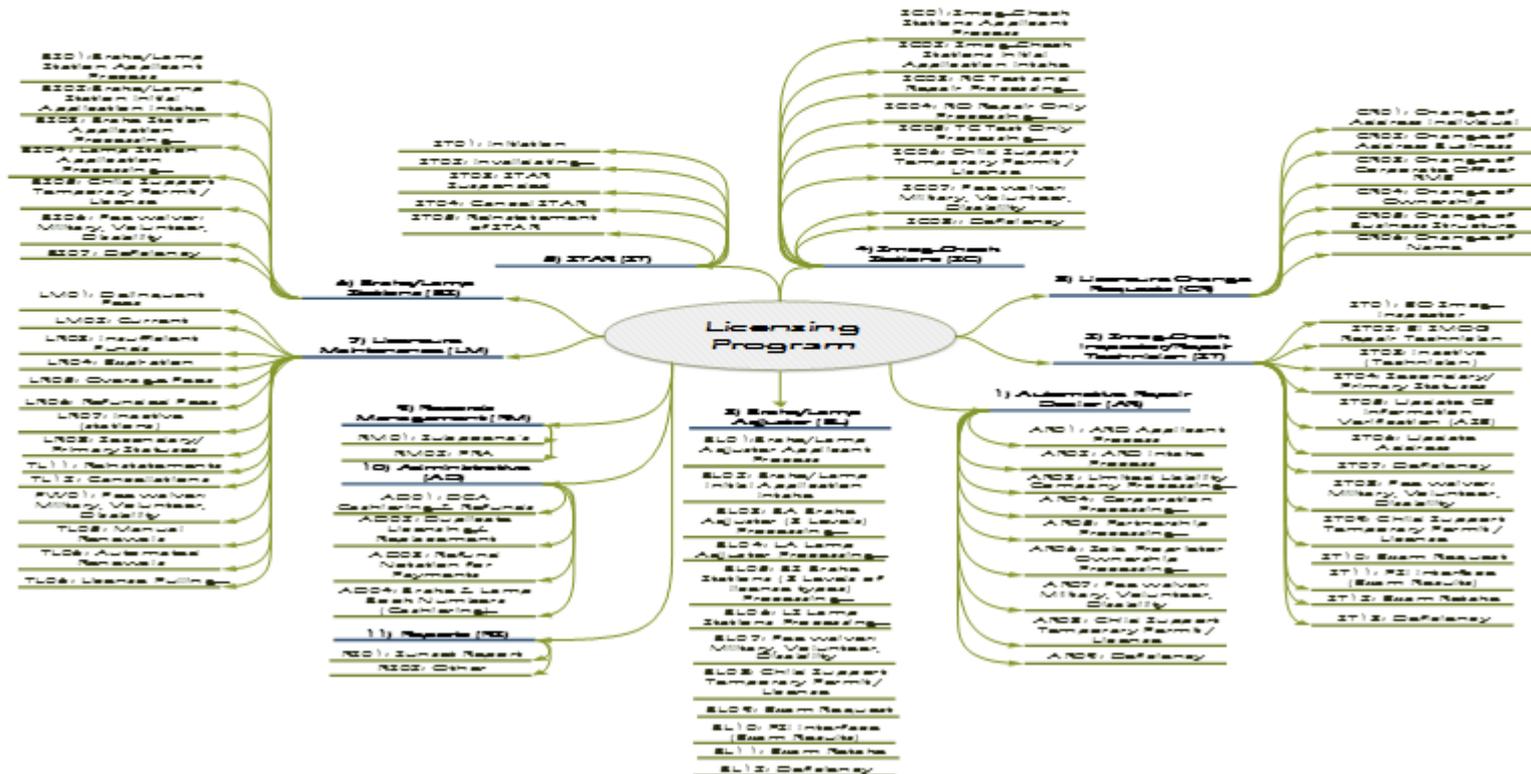
Define

Refine

Elaborate

Tasks 1 & 2: Define & Validate Major Functional Areas and/or Groupings

Example:



RESEARCH & JOB SHADOWING

Define

Refine

Elaborate

Task 3: Research major functional area and business processes

Task 4: Shadow Subject Matter Experts (SMEs)

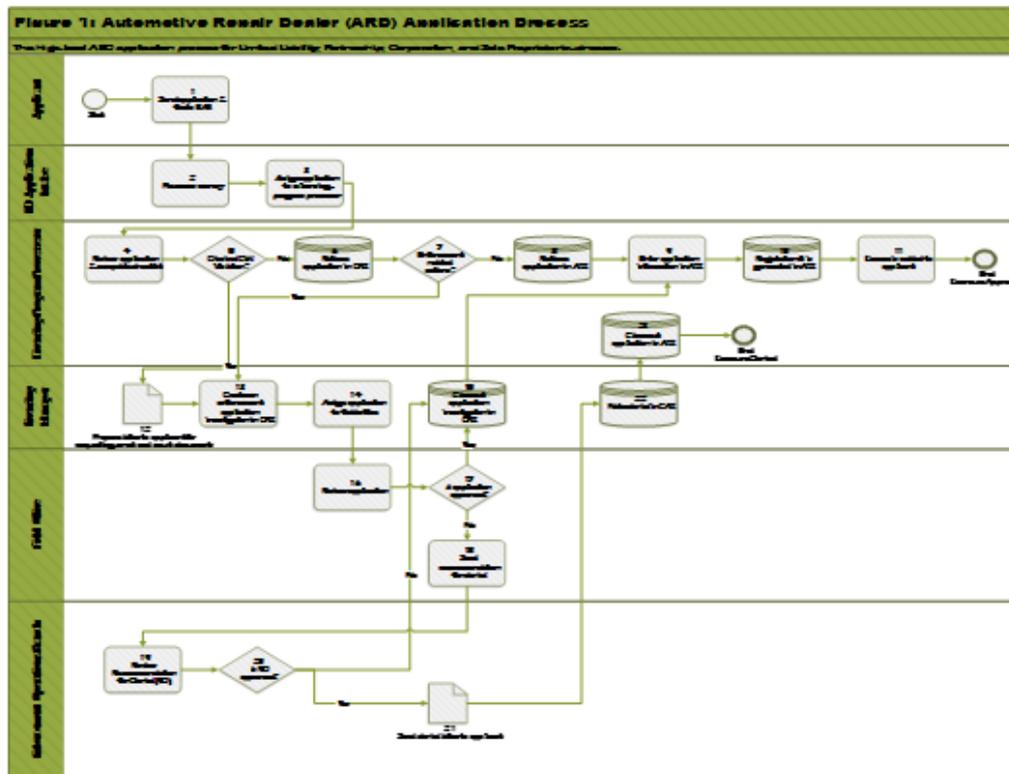


HIGH LEVEL BP MODELS



Tasks 5 & 6: Develop and validate High-Level As-Is BPMs for each functional area

Example:

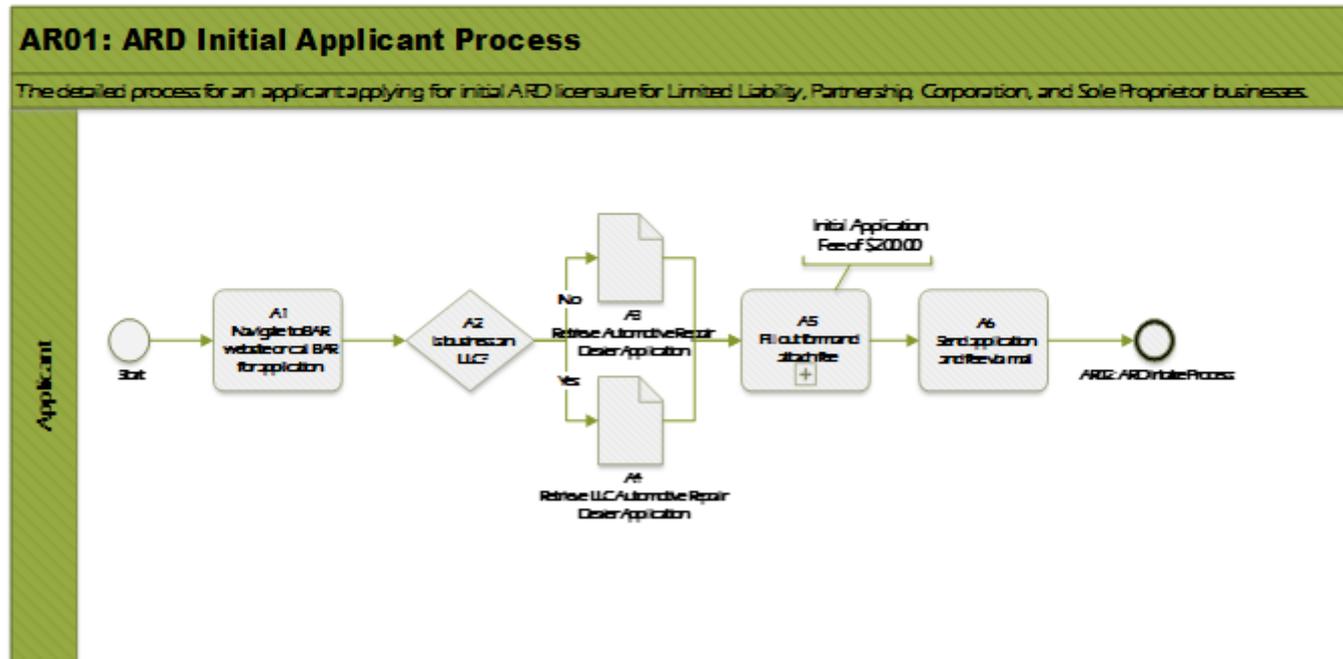


DETAILED BP MODELS



Tasks 7 & 8: Develop and Validate Detailed As-Is BPMs

Example:



QUESTIONS AND COMMENTS

Submit questions and/or comments to:

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