



BUSINESS, CONSUMER SERVICES, AND HOUSING AGENCY • GOVERNOR EDMUND G. BROWN JR.
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Agenda Item # 10.

DATE: February 13, 2014
TO: Board Members
FROM: *Mark M. Ito*
Mark Ito
Licensing Analyst
SUBJECT: BreEZe Update

BACKGROUND

In September 2011, the Department of Consumer Affairs entered into an agreement with Accenture to design, configure, and implement an integrated enterprise-wide enforcement and licensing system (BreEZe). BreEZe will replace the existing Consumer Affairs System (CAS), Applicant Tracking System (ATS), and multiple workaround systems with a commercial off-the-shelf system for use by the DCA organizations. BreEZe will provide all DCA organizations with an enterprise system that supports all applicant tracking, licensing, renewal, enforcement, monitoring, cashiering, and data management capabilities. BreEZe will be web-based to allow application, renewal, and payment processing via the Internet for applicants and licensees. Furthermore, BreEZe will allow the public to file complaints and lookup licensee information and complaint status through the Internet. As part of the BreEZe implementation, the Board will be able to electronically share data with other Boards and external organizations, such as the National Council of State Boards of Nursing. The existing data will be converted and migrated into BreEZe, user training will be conducted, and training manuals will be created.

OVERVIEW

The BreEZe project schedule includes a phased implementation strategy consisting of three major implementation phases (releases). The releases were planned based on legislative mandates, legacy system capabilities, business cycle timing, common characteristics of license types for groupings and the vendor's implementation experience. Below is the BreEZe project release schedule:

Release #1 – Conversion Occurred October 8, 2013

1. Board of Barbering and Cosmetology
2. Board of Behavioral Sciences
3. Board of Podiatric Medicine
4. Board of Psychology
5. Board of Registered Nursing

6. Medical Board of California
7. Naturopathic Medicine Committee
8. Osteopathic Medical Board of California
9. Physician Assistant Board
10. Respiratory Care Board

Release #2 – Scheduled for Release in Fall 2014

1. Board of Occupational Therapy
2. Board of Optometry
3. Board of Pharmacy
4. **Board of Vocational Nursing and Psychiatric Technicians**
5. Bureau of Security and Investigative Services
6. Dental Board of California
7. Dental Hygiene Committee of California
8. Physical Therapy Board of California
9. Veterinary Medical Board and Veterinary Technician Examining Committee

Release #3 – Scheduled for Release in 2015

1. Acupuncture Board
2. Board for Professional Engineers, Land Surveyors, and Geologists
3. Board of Accountancy
4. Board of Chiropractic Examiners
5. Board of Guide Dogs for the Blind
6. Bureau of Automotive Repair
7. Bureau of Electronic, Appliance Repair, Home Furnishings and Thermal Insulation
8. Bureau of Private Postsecondary Education
9. California Architects Board
10. California Athletic Commission
11. Cemetery and Funeral Bureau
12. Contractors State License Board
13. Court Reporters Board
14. Landscape Architect Technical Committee
15. Professional Fiduciaries Bureau
16. Speech-Language Pathology and Audiology and Hearing Aid Dispensers Board
17. Telephone Medical Advice Services Bureau

The Board originally assigned 3 staff members as Subject Matter Experts (SMEs) to assist with the configuration of the system and the data conversion. Currently, the Board assigned 2 additional staff members to be SMEs for the project, as follows:

- Amy Wyckoff (Enforcement Division)
- Daisy Fuentes (Enforcement Division)
- Mark Ito (Licensing Division)
- Sharon Wall (Licensing Division)
- Shawn Nibbelink (Information Technology)

Angelina Martin, Assistant Executive Officer, is the Board's Single Point of Contact (SPOC).

The Board has hired 1 Retired Annuitant (RA) Associate Governmental Program Analyst (AGPA) in the Licensing Division to assist staff who are designated SMEs for BreEZe development and implementation, and is in the process of hiring 4 additional RA's. The RA vacant positions remaining are: 1 Associate Information Systems Analyst, 1 AGPA for the Enforcement Division, and 2 Staff Services Analysts (1 for the Licensing Division and 1 for the Enforcement Division). The RA positions are scheduled to expire December 31, 2014.

The Board is currently assisting in the development, configuration and design of the BreEZe system to meet our business requirements and processes. Once configuration is complete, data conversion will occur. Data conversion is comprised of three parts: data mapping; data conversion; and data verification. Data mapping will require approximately 45-60% SME involvement spanning 1-2 months. Data conversion will require approximately 5-10% SME involvement spanning 4 or more months and data verification will require will require approximately 60-75% SME involvement spanning 4 or more months.

The final stage of the system development will be the User Acceptance Testing. This phase will begin after the data conversion is complete.

TIMELINE OF BREEZE ACTIVITIES

- **December 3, 2013 – BreEZe Release 2.0 Kickoff:** The BreEZe Release 2.0 Kickoff provided the Board with an overview of the BreEZe System.
- **December 4, 2013 – Subject Matter Expert Training:** Accenture conducted training with the Board's SMEs on December 4, 2013. This training was intended to provide the Board with an introduction to the functionality within the BreEZe system.
- **December 18, 2013 – SME Checkpoint:** The SME checkpoint provided an opportunity for the Board to identify the license types and business process patterns prior to the Configuration Interviews.
- **January 21, 2014 – Data Conversion Meeting:** A Data Conversion meeting was held with the Board to help understand the importance of data cleanup during data migration.
- **January 28-30, 2014 – Configuration Interviews:** Configuration Interviews were held to clarify the Board's Licensing Division's business processes. Additional Configuration Interviews will be scheduled to complete the Licensing and Enforcement business processes configuration.

ESTIMATED TIMELINE OF UPCOMING BREEZE ACTIVITIES

- Configuration Interviews – March 4-7, 2014
- Design Phase – March 2014
- Technical Design/Build – May 2014
- System Testing – June/July 2014
- User Acceptance Testing – July/August 2014
- BreEZe Conversion for Release 2 – Fall 2014