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Laura Zuniga, Executive Officer

Implementation Plan Submitted for:  
June 30, 2023

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## RISKS AND CONTROLS

### Risk: Business Modernization

The California Architects Board is in the process of transitioning to a new licensing and enforcement platform. Working under the guidance of DCA, the Board expects a new system to come online in early 2023. It is anticipated that while a new system will bring benefits for consumers and licensees, there will be a potential impact on workload as the Board transitions throughout the project.

### Control: Regular Monitoring of Progress and Workload

The Executive Officer will regularly review processing times and communicate with the Licensing and Enforcement Unit managers to identify any potential impact on workload

#### Update With Progress—June 30, 2023

The Board implemented the first phase of the system on June 1st. Staff were trained on the system and participated in user acceptance testing. This has prepared staff for the change and provided managers the opportunity to understand the system better and identify what changes, if any, need to be made in staff's duties.

**Contact Person(s): Laura Zuniga**

**Is the control put into practice: Yes**

**Is this control reducing the risk as expected: Partially**

#### What's Next

Management will continue to monitor workload as the system comes online, and regularly check in with staff who are more directly using the new system.

Next Milestone: December 31, 2023

#### Update With Progress—December 31, 2022

The Board continues to progress towards implementation of the new system. Staff are participating, as needed, as subject matter experts, and are able to manage the workload without adversely impacting timeframes.

**Contact Person(s): Laura Zuniga**

**Is the control put into practice: Partially**

**Is this control reducing the risk as expected: Partially**

### **What's Next**

Within the next six months, the Board anticipates having some of the new system in place, providing the ability to process more workload online rather than through paper copies.

Next Milestone: June 30, 2023

### **Update With Progress—June 30, 2022**

The board has not yet begin work on transitioning to the new business processing system. It does have a monitoring framework in place .

**Contact Person(s): Laura Zuniga**

**Is the control put into practice: Yes**

**Is this control reducing the risk as expected: Partially**

### **What's Next**

Within the next six months, board staff will begin the work of transitioning to the new information technology system, and management will closely monitor workflow.

Next Milestone: December 31, 2022

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### **Risk: Office Closures**

The California Architects Board doe snot offer many online services for licensees, and a lot of its workload is paper based, particularly in Licensing. In the event of future office closures Board staff could experience increased workload and delayed response time to consumers and licensees, as not all functions can be performed exclusively through telework..

### **Control: Implementation of New Software Solution**

As mentioned previously in this report, the Board is transitioning to a new licensing and enforcement system. Staff expects that this system it will be much less reliant on paper and will have more ability to perform additional duties remotely, as needed. Licensees will also have increased ability to communicate electronically with the Board.

### **Update With Progress—June 30, 2023**

The first phase of the new system launched on June 1st.

**Contact Person(s): Laura Zuniga**

**Is the control put into practice: Partially**

**Is this control reducing the risk as expected: Partially**

### **What's Next**

Staff will be conducting outreach to candidates and licensees to educate them on the new system

and the options they will have for submitting applications online and how to maintain their license online. The Board expects there to be an increasing percentage of work converted from paper files received in the mail to computer files that can be processed remotely if needed.

Next Milestone: December 31, 2023

**Update With Progress—December 31, 2022**

The Board is moving closer to having the new system developed and available for staff as well as licensees. The Board anticipates having the first features available in early 2023.

**Contact Person(s): Laura Zuniga**

**Is the control put into practice: Partially**

**Is this control reducing the risk as expected: Partially**

**What's Next**

Within the next six months, we expect to have some of the Board's main service available, such as the submission of a new application for eligibility. Once these services are available online, staff will have more ability to work remotely if needed.

Next Milestone: June 30, 2023

**Update With Progress—June 30, 2022**

The Board is moving forward with the business modernization process to implement a new technology system.

**Contact Person(s): Laura Zuniga**

**Is the control put into practice: Partially**

**Is this control reducing the risk as expected: Partially**

**What's Next**

Within the next months, the Board will begin transitioning to the new technology system; when it is fully phased in the Board will be better able to handle any possible future office closures.

Next Milestone: December 31, 2022