
ENFORCEMENT / LICENSING MODERNIZATION (ELM) OVERVIEW

DEPARTMENT OF CONSUMER AFFAIRS



Bureau of Automotive Repair

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BAR ADVISORY GROUP MEETING

APRIL 18, 2019

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

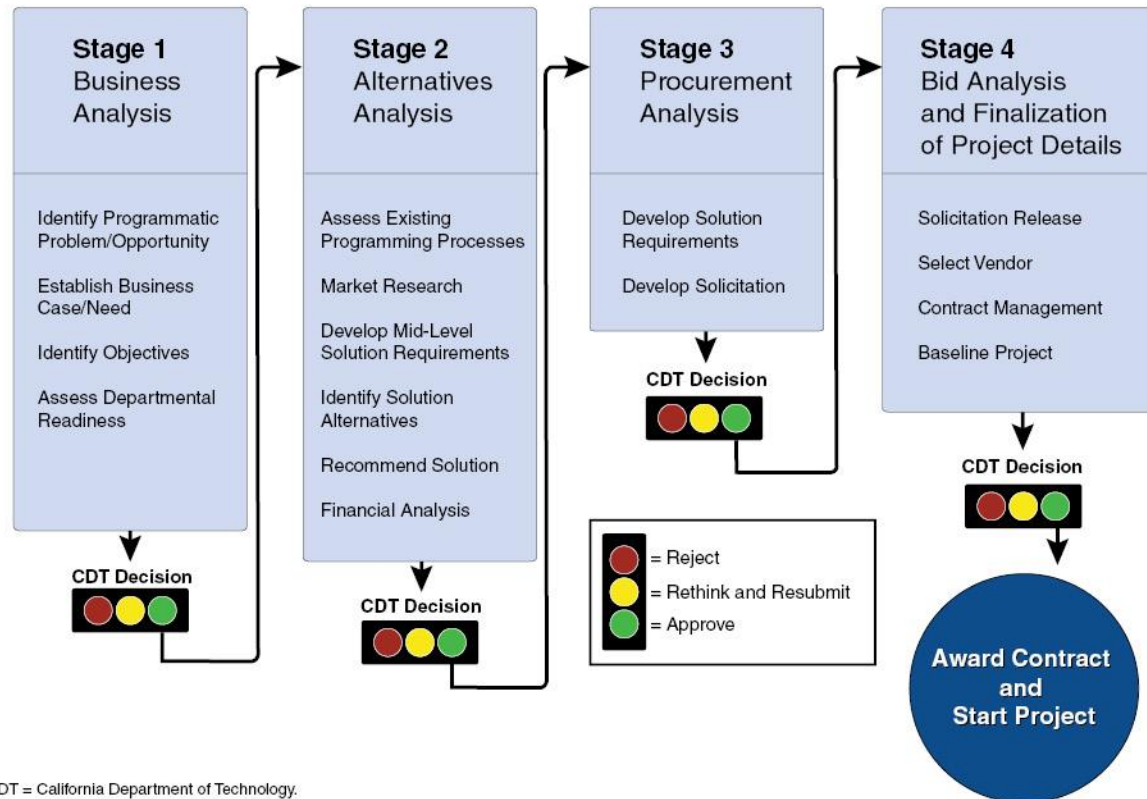
ELM PHASES

- 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)



CDT = California Department of Technology.

PHASE 4 – SYSTEM IMPLEMENTATION

Software Development Lifecycle

- Agile vs. Waterfall



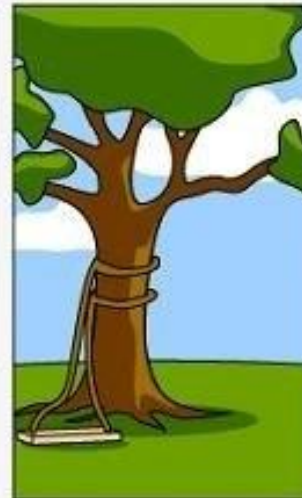
How the customer explained it



How the Project Leader understood it



How the System Analyst designed it



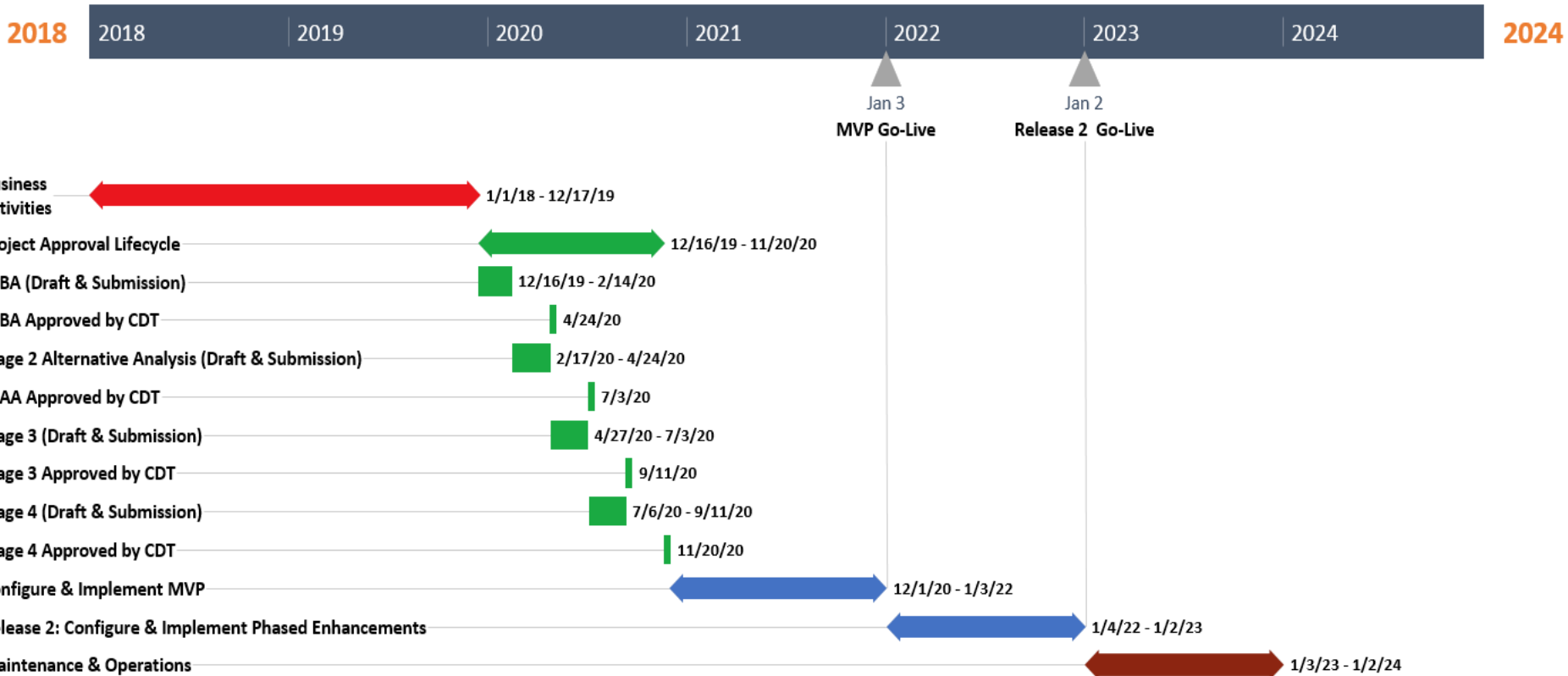
How the Programmer wrote it



What the customer really needed

ELM ESTIMATED TIMELINE

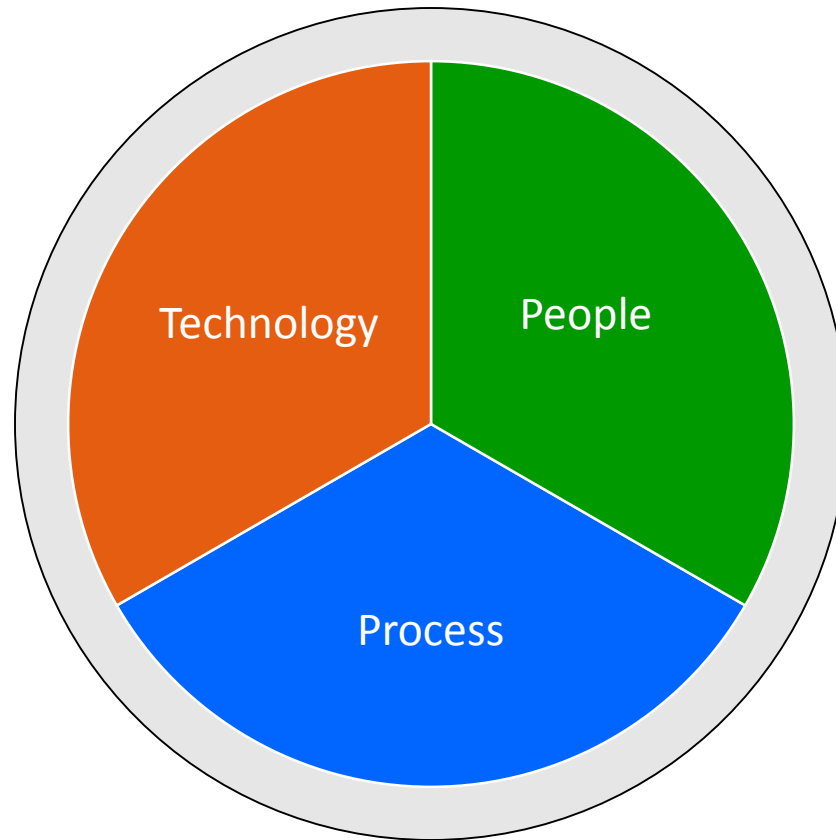
BAR Business Modernization Proposed Timeline



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



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

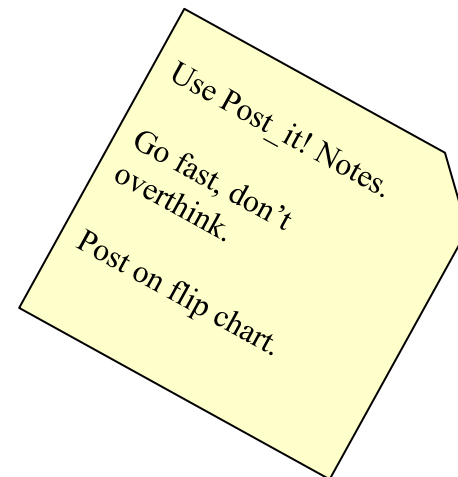


Consumer/Industry
Advocate



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?”

CONSUMER



Consumer

*“I filed a complaint,
simply by scanning the
BAR QR Code posted at
the repair facility.”*

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

REPAIR FACILITY OWNER



Repair
Facility Owner

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

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

CONSUMER/INDUSTRY ADVOCATE



Consumer/Industry
Advocate

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

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)

INDUSTRY TRAINING PROVIDER



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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