



PROFESSIONAL LICENSING BOARDS

MODERNIZATION INITIATIVE OVERVIEW – GOALS Current State Highlights

MODERNIZATION INITIATIVE OVERVIEW

GOALS AND OBJECTIVES

- ✓ Increase customer satisfaction through enhanced professional, business and constituent access to easier, faster, more transparent processes;
- ✓ Improve overall efficiency and effectiveness through automation of manual processes and elimination of redundant/duplicative process/technology;
- ✓ Replacement of end-of-life systems with modern, scalable, resilient and secure technology; and
- ✓ Create opportunities for enhanced retained revenue.



GOALS Rollout Schedule

Rollout 1

OCTOBER 2023

ANIMAL CARE	Board of Veterinary Medicine
ATHLETICS AND ENTERTAINMENT	Athlete Agents
AUCTIONEER COMMISSION	Auctioneers Commission
COSMETOLOGY AND BARBERS	Cosmetology and Barbers
COUNSELING & ASSISTANCE	Immigration Assistance Librarians
ENVIRONMENTAL	Trauma Scene Waste Management Water & Wastewater Treatment Plant
FUNERALS	Funeral Directors & Embalmers Funeral Establishments
THERAPIES	Athletic Trainers Massage Therapy Occupational Therapy Physical Therapy
TRANSPORTATION & SECURITY	Private Detectives & Security Services Used Motor Vehicle Dealers Used Motor Vehicle Parts Dealers
WELLNESS	Long-Term Care Facility Administrators Podiatry

Rollout 2

DECEMBER 2023

ATHLETICS AND ENTERTAINMENT	Athletic & Entertainment Commission
BUILDING AND CONTRACTORS	Architects and Interior Designers Conditioned Air Contractors Electrical Contractors Low Voltage Contractors Plumbers Residential and General Contractors Utility Contractors
CEMETERIES	Cemeteries
COUNSELING & ASSISTANCE	Professional Counseling Social Work Marriage & Family Therapy Psychology Speech Pathologist and Audiologist
ENVIRONMENTAL	Foresters Geologists Landscape Architects Chiropractors Dietitians Dispensing Opticians Hearing Aid Dealers and Dispensers
WELLNESS	Optometry
WELLNESS	

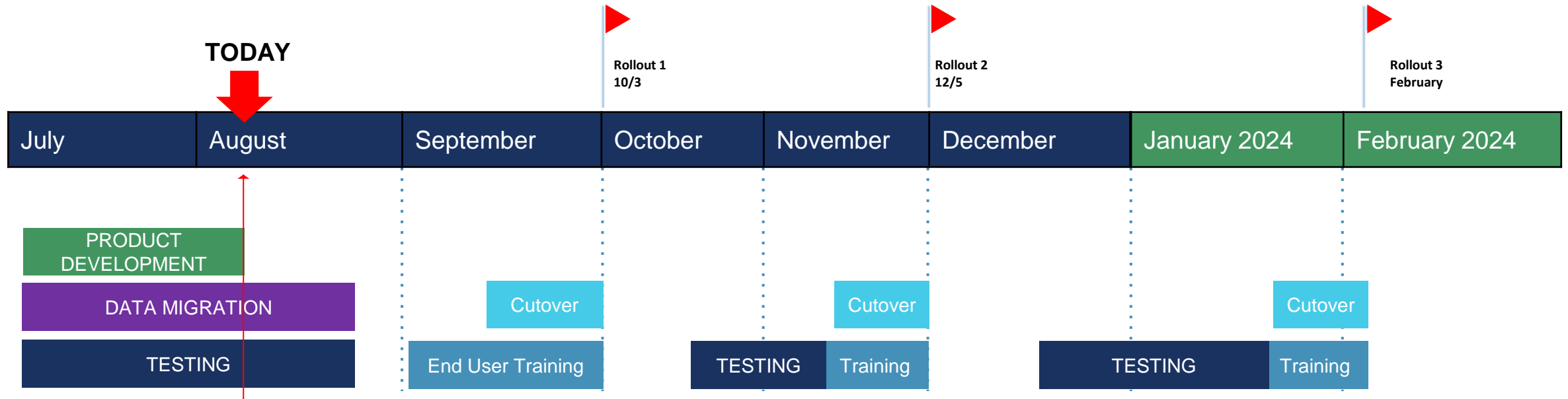
Rollout 3

FEB 2024

THERAPIES	Music Therapy
WELLNESS	Nursing
CHARITY	Charities
SECURITIES	Securities



GOALS Project Activity



GOALS Highlights To Date

- Currently in week four (4) of six weeks of end user testing
- Finalizing data validation and data migration activities
- Established change coalition to support process changes
- Conducted six weeks of internal end user readiness and preparation activities including demonstrations and change impact sessions
- Identified trainers and preparing for Train The Facilitator sessions
- Finalizing training materials and training logistics
- External communications ready for final review and approval
- Staff survey confirms individuals are optimistic of the new system pending the delivery of training activities
- Appointed board members expressed similar positive experience while participating in testing



Thank you!

