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Laura Zuniga, Executive Officer

Implementation Plan Submitted for:  
June 30, 2022

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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, 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: Fund Condition

While the Board has had a relatively healthy fund condition, increased costs, including for business modernization, are placing increasing pressure on the Fund.

### Control: Budget Monitoring

Staff has begun meeting more regularly with our assigned Budget analyst and continue to review and monitor our monthly budget reports. Staff will identify potential areas of cost savings, and continue to be conservative in spending resources.

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

In February, Board members approved initiating a regulatory package to increase the Board's renewal fees to their statutory cap. Board staff are working with the Department of Consumer Affairs' Regulatory Unit on the package. Staff continue to closely monitor expenditures.

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

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

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

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### **Risk: Office Closures**

The California Architects Board does not 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, 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