Board of Pharmacy Business and Service Modernization

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STATE OF CALIFORNIA
DEPARTMENT OF CONSUMER AFFAIRS

Presented By

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Where are we today with our business systems?

- Two primary platforms have been in service for 30 years
- Heavily paper-based processes
- Limited online services
- Duplicated efforts across disconnected repositories
- Manual ‘workflow’
- Discreet, shining corners of successful modernization

The Board requires a service-modernization effort intended to make licensing easier to navigate, improve staff efficiency and strengthen regulatory oversight by giving the Board improved information for decision-making.

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What does the modernization project aim to achieve?

- Consolidate licensing systems
- Provide more self-service application processing
- Create efficiencies for board staff
- Online payment and digital document submission
- Improved application status visibility
- Improved reporting and auditability

The goal is a more intuitive and transparent experience for applicants and licensees, while giving staff a unified platform instead of relying on fragmented processes.

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People – Process – Technology

NOT AN IT PROJECT

People *– skills, competency centers, culture, engagement and readiness*

Process *– documented workflows, procedures and governance; formalize institutional knowledge*

Technology *– tools, platforms and AI???*

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What have we accomplished to date?

- Project Approval process (PAL) through CA Department of Technology:
  - Business Opportunity Definition and Stakeholder Identification – December 2024
  - Alternatives Analysis – May 2026
  - Solution Analysis – Started March 2026
- Conducted Market Research – Spring 2025
- Define the future-state and expected public-service outcomes
- Built out functional and non-functional requirements
- Currently strengthening the strategy and evaluation approach of a potential procurement
- Addressing the high-risk data conversion activities early

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Targeted Next Steps

Potential Procurement – Early 2027

Project Start Date – Winter 2027

Anticipated Project Duration – 3 years

First Delivery of Production Functionality – Project Start + 12 months

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Questions?

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